

Enquiry Particulars	
Department Name	INDUSTRIES COMMERCE DEPARTMENT GOVT OF TELANGANA
Circle/Division	Young India Skills University,Telangana
Tender ID	640969
Enquiry/IFB/Tender Notice Number	YISU/2025-26/07
Name of Project	Providing Manpower Services at Young India Skills University, Telangana
Name of Work	Providing Manpower Services at Young India Skills University, Telangana
Package number	N/A
Period of Completion/ Delivery Period (In Months)	12
Bidding Type	OPEN
Tender Category	SERVICES
Type of Work	Manpower Outsourcing
Currency Type	(INR)
Default Currency	Indian Rupee - INR
Estimated Contract Value	0
Evaluation Type	Commission
Evaluation Criteria	Based on Price
Consortium / Joint Venture	Not Applicable

Pre Bid Meeting	
Pre Bid Meeting	Not Applicable

Transaction Fee Details	
Transaction Fee Payable to 'TSTS ' payable at Hyderabad (As per G.O.Ms No 4,Dtd 17.02.2015 IT&C Dept)	500(INR)

Tender Dates	
Bid Submission Start Date & Time	31/10/2025 10:30 AM
Bid Submission Closing Date & Time	20/11/2025 05:30 PM
Bid Validity Period (In Days)	180

Tender Inviting Authority Particulars	
Officer Inviting Bids	Vice Chancellor
Bid Opening Authority	Registrar I/c
Address	Nilgiri Block, IIIT Hyderabad Campus, Gachibowli, Hyderabad, Telangana-500032
Contact Details	8374305711
Email	registrar@yisu.in

Bid Security Details			
Bid Security(INR)	Bid Security In Favour Of	Mode of Payment	EMD Applicable
Rs.150000.00	Young India Skills University, Telangana	Exempted,Online Payment,Challan Generation	Applicable

Required Tender Documents Details

S.No	Documents Required from Contractor	Stage	Optional
1	Self attested copies of Registration Certificate defining the constitution or legal status, place of registration and principle place of business and etc.... (Refer Section III of Tender Document)	COMMON	Mandatory
2	Valid documentary proof/certificate (Udyam Registration Certificate etc) for Claiming EMD Exemption	COMMON	Mandatory
3	Submit Solvency Certificate as stated in General Conditions of the Contract of Tender Document and also in Format-I Technical Bid.	COMMON	Mandatory
4	Documentary Evidence for Registered Branch Office in Telangana (Registration Document/ Rent Agreement/ Property Document)	COMMON	Mandatory
5	Submit the Technical Bid (Format-I) as per the prescribed format given in the Tender Document along with all supporting documents duly self attested, except the Solvency Certificate. All pages of the Technical Bid and supporting documents shall be serially page numbered, and no column in the format shall be left blank.	COMMON	Mandatory
6	Submit the Details of Similar Works Completed during the Last Three (03) Years (Format-II) as per the prescribed format given in the Tender Document, along with all relevant supporting documents as specified in Format-II.	COMMON	Mandatory
7	Furnish Financial Information as per the prescribed format (Format-III) of the Tender Document duly supported by certified copies of audited Financial Statements for the last three years 2021-22, 2022-23 & 2023-24. The format-III is duly certified by Chartered Accountant (ink signed with Stamp)	COMMON	Mandatory
8	Submit NEFT Mandate Form as per the format (Format-V) of the Tender document with Cancelled Cheque leaf.	COMMON	Mandatory
9	Furnish the Declaration by the Bidder (Format-VI) as per the prescribed format of the Tender Document. This is to be executed & attested by Public Notary/Executive Magistrate on Non-Judicial Stamp Paper of Rs. 100/- .	COMMON	Mandatory
10	Details of EMD Paid by the Bidder (if paid)	COMMON	Optional

General Terms and Conditions / Eligibility

General Terms and Conditions / Eligibility

Please Refer Tender Document for all Detailed Terms and Conditions/Eligibility

General Technical Terms and Conditions (Procedure)

General Technical Terms and Conditions (Procedure)

Please Refer Tender Document for Detailed General Terms and Conditions (Procedure)

Legal Terms & Conditions

Legal Terms & Conditions

Please Refer Tender Document for Legal Terms & Conditions

Procedure for Bid Submission

Procedure for Bid Submission

The bidder shall submit his response through Bid submission to the tender on eProcurement platform at www.eprocurement.telangana.gov.in by following the procedure given below. The bidder would be required to register on the e-procurement market place <https://tender.telangana.gov.in> and submit their bids online. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-procurement platform.

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The bidders shall submit their eligibility and qualification details, Technical bid, Financial bid etc., in the online standard formats displayed in eProcurement web site. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria/technical bids and other certificate/documents in the eProcurement web site. The bidder shall sign on the statements, documents, certificates, uploaded by him, owning responsibility for their correctness/authenticity. The bidder shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the tender notice and bid document.

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The system would only authenticate the Encryption certificate uploaded into the Eprocurement system at the time of User Registration or updated through User profile. The bidder has to ensure that the uploaded certificate in the eprocurement system is used for the Bid submission and no other certificate though valid will not be recognized by the eprocurement system.

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Registration with eProcurement platform: For registration and online bid submission bidders may contact HELP DESK.

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<https://tender.telangana.gov.in>

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Digital Certificate authentication:

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The bidder shall authenticate the bid with his Digital Certificate for submitting the bid electronically on eProcurement platform and the bids not authenticated by digital certificate of the bidder will not be accepted on the eProcurement platform.

For obtaining Digital Signature Certificate, you may please Contact:

Address for submission of Application for Digital Certificate:

TSTS Office, 2nd floor, HACA Bhavan, Opp Public Gardens, Saifabad, Hyderabad - 500004
Contact Helpdesk : 9177769764

(OR)

You may please Contact Registration Authorities of any Certifying Authorities in India. The list of CAs are available by clicking the link <https://tender.telangana.gov.in/digital-signature.html#>

3. Hard copies:

i) Vide ref. G.O.Ms.No.174, I&CAD dept dated:1-9-2008, submission of original hard copies of the uploaded scanned copies of Proof of online Payment (Remittance)/BG towards EMD by participating bidders to the tender inviting authority before the opening of the price bid is dispensed forthwith.

ii) All the bidders shall invariably upload the scanned copies of Proof of online Payment (Remittance)/BG in eProcurement system and this will be the primary requirement to consider the bid responsive.

iii) The department shall carry out the technical evaluation solely based on the uploaded certificates/documents, Proof of online Payment (Remittance)/BG towards EMD in the eProcurement system and open the price bids of the responsive bidders.

iv) The department will notify the successful bidder for submission of original hardcopies of all the uploaded documents Proof of online Payment (Remittance)/BG towards EMD prior to entering into agreement.

v) The successful bidder shall invariably furnish the original Proof of online Payment (Remittance)/BG towards EMD, Certificates/Documents of the uploaded scan copies to the Tender Inviting Authority before entering into agreement, either personally or through courier or post and the receipt of the same within the stipulated date shall be the responsibility of the successful bidder. The department will not take any responsibility for any delay in receipt/non-receipt of original Proof of online Payment (Remittance)/BG towards EMD, Certificates/Documents from the successful bidder before the stipulated time. On receipt of documents, the department shall ensure the genuinity of the Proof of online Payment (Remittance)/BG towards EMD and all other certificates/documents uploaded by the bidder in eProcurement system. In support of the qualification criteria before concluding the agreement.

4. The GO. Ms. No. 174 -I&CAD dated: 1-9-2008

Deactivation of Bidders If any successful bidder fails to submit the original hard copies of uploaded certificates/documents, Proof of online Payment (Remittance)/BG towards EMD within stipulated time or if any variation is noticed between the uploaded documents and the hardcopies submitted by the bidder, as the successful bidder will be suspended from participating in the tenders on eProcurement platform for a period of 3 years. The eProcurement system would deactivate the user ID of such defaulting bidder based on the trigger/recommendation by the Tender Inviting Authority in the system. Besides this, the department shall invoke all processes of law including criminal prosecution of such defaulting bidder as an act of extreme deterrence to avoid delays in the tender process for execution of the development schemes taken up by the government. Other conditions as per tender document are applicable.

The bidder is requested to get a confirmed acknowledgement from the Tender Inviting Authority a proof of Hardcopies submission to avoid any discrepancy.

5. Payment of EMD:

It is mandatory for all participant bidders to electronically pay EMD Online by utilizing the "Payment Gateway Service on E-Procurement platform". The Electronic Payment Gateway accepts all Master and Visa Credit Cards issued by any bank and Direct Debit facility/Net Banking/NEFT payment modes through ICICI Bank and/or Axis Bank and/or INDUS IND Bank and/or Kotak Bank Payment Gateways to facilitate the transaction. This is in compliance as per G.O.Ms.No. 14 Dated: 18-09-2017. A GST of 18.00% + Bank charges on the transaction amount payable to TSTS shall be applicable. In addition to this, Bidders can also pay the EMD through Download of PDF format of RTGS Challan for respective Payment gateway and pay the EMD through their Parent Bank account. Once the EMD is received by the EProcurement application, Bidders can automatically continue with their Bid Submission online.

IMPORTANT NOTE REGARDING EMD PAYMENT:

1. Bidders are encouraged to use only Net banking facility for payment of EMDs as far as possible for faster refunds in case of unsuccessful Bids for the Tender.
2. Bidders are advised not to use RTGS Challan downloads at the penultimate hour of Bid submission closing as any delay by their banker would not enable Bid submission on the platform. Please allow a minimum of 60 minutes for enabling "Continuation of Bid Submission" from the time the Pool Account receives credit of the EMD from the Bidder's Bank for both NEFT and RTGS Transfers. For RTGS Transfers, the Pool Account can get immediate credit whereas NEFT transfers would follow RBI Payment Cycle time.
3. Bidders are advised to pay EMD Online atleast T-1 or T-2 days before Bid submission closing date (T= Bid submission closing date) to avoid last minute delays and denials of successful Bid submission and to take care of any delays in Banking procedures.

Un Successful Bidder EMD Refund process: -

The bid is declared unsuccessful, under the following circumstances.

Bid submitted by the bidder is not the lowest bid.

Upon Finalization of the L1 Bid.

Technical Disqualification of the Bid in case of 2 cover system.

EMD paid but bid not submitted

EMD refund will be initiated by the Tender Inviting Authority directly and through Online only and through the same payment channels as EMD received by the Department. (RTGS / NEFT /Credit Card /Debit Card refund), within 30 days from the date of publishing the Decision / Result. However, Vupadhi /GoTS will not be held responsible for the delays occurring due to banking channels/procedures/processes of the respective vendor.

IMPORTANT NOTE REGARDING EMD REFUNDS:

Bidders are requested to use discretion in their choice of payment channel for remittance of EMD.

Time taken for Refunds under Ideal conditions:

1. Net Banking / NEFT / RTGS Challan: One (1) Banking Business Day from time of initiation of refund by Tender Inviting Authority subject to RTGS/NEFT timings of RBI.
2. Credit card/ Debit card: 7-10 working days from time of initiation of refund by the Tender Inviting Authority. However, this may be longer in case of certain bank cards. In case of delays, bidders are requested to contact the Card issuing Bank for faster resolution.

6. Payment of Transaction Fee:

It is mandatory for all the participant bidders from 1st January 2006 to electronically pay a Non-refundable Transaction fee to M/s. TSTS , the service provider through "Payment Gateway Service on E-Procurement platform". The Electronic Payment Gateway accepts all Master and Visa Credit Cards issued by any bank and Direct Debit facility/Net Banking of ICICI Bank, Axis Bank, INDUS IND Bank and/or Kotak Bank to facilitate the transaction. This is in compliance as per G.O.Ms. 13 dated 07.05.2006. A GST of 18.00% + Bank charges on the transaction amount payable to TSTS shall be applicable.

7. Corpus Fund:

As per GO MS No.4 User departments shall collect 0.04% of ECV (estimated contract value) with a cap of Rs. 10,000 (Rupees ten thousand only) for all works with ECV upto Rs.50 Crores, and Rs. 25,000/- (Rupees twenty-five thousand only) for works with ECV above Rs.50 Crores, from successful bidders on eProcurement platform before entering into agreement / issue of purchase orders, towards eprocurement fund in favour of Managing Director, TSTS . There shall not be any charge towards eProcurement fund in case of works, goods and services with ECV less than and upto Rs. 10 lakhs

8. Tender Document:

The bidder is requested to download the tender document and read all the terms and conditions mentioned in the

tender Document and seek clarification if any from the Tender Inviting Authority. Any offline bid submission clause in the tender document could be neglected.
The bidder has to keep track of any changes by viewing the Addendum/Corrigenda issued by the Tender Inviting Authority on time-to- time basis in the E-Procurement platform. The Department calling for tenders shall not be responsible for any claims/problems arising out of this.

9. Bid Submission Acknowledgement:

The bidder shall complete all the processes and steps required for Bid submission. The system will generate an acknowledgement with a unique bid submission number after completing all the prescribed steps and processes by the bidder. Users may also note that the bids for which an acknowledgement is not generated by the e-procurement system are treated as invalid or not saved in the system. Such invalid bids are not made available to the Tender Inviting Authority for processing the bids. The Government of TS are not responsible for incomplete bid submission by users.

Enquiry Forms

Stage	Form Name	Type of Form	Supporting Document Required	Supporting Document Description
PQ Stage	Basic Details	Standard	Yes	Basic Details
PQ Stage	Prior Experience Details	Standard	Yes	Prior Experience Details as per the tender document.
PQ Stage	Manpower Deployment Details	Standard	Yes	Manpower Deployment Details
PQ Stage	ESI Details	Standard	Yes	ESI Details as per Format-I
PQ Stage	PF Details	Standard	Yes	PF Details as per Format-I
PQ Stage	Company Financial Details	Standard	Yes	Provide Audited Financial Statements for the last three (03) financial years as indicated in the Format III of Tender Document only.
Commercial Stage	Manpower Requirements Details	Secure	Yes	Furnish the Financial Bid/BOQ as per the prescribed (Format-IV) given in the Tender Document. The bidder should not fill in any price details in the given Format-IV. The bidder is required to affix only the signature of the authorized tenderer, along with the firms stamp and date, on the format. The price quote shall be submitted exclusively through the e Procurement portal in the designated price column/area provided therein.

**TENDER NOTICE FOR PROVIDING MANPOWER SERVICES
AT YOUNG INDIA SKILLS UNIVERSITY, TELANGANA.**

Tender No. 2025-26/07
Date of Issue:31-10-2025
Date of Closing: 20-11-2025



Address: Nilgiri Block, IIIT Hyderabad Campus, Gachibowli, Hyderabad-500032.

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SECTION-I

NOTICE INVITING TENDER (NIT)

“Providing Manpower Services at Young India Skills University, Telangana (YISUT)”

1. The Young India Skills University, Telangana (YISUT) invites e-Tender under Single Stage Two Bid System through E-Procurement Portal (<https://tender.telangana.gov.in/login.html>) (Part-I: Technical bid and Part II: Commercial/ Financial Bid) from experienced and reputed firms/agencies/companies for “Providing Manpower Services at YISUT.
2. The interested bidders can visit the University website <https://yisu.in/tenders> or E-Procurement portal <https://tender.telangana.gov.in/login.html> for details.
3. Interested firms/ agencies/ companies are advised to visit E-Procurement Portal <https://tender.telangana.gov.in/login.html>, University website <https://yisu.in/tenders> regularly till closing date of submission of tender for any corrigendum/ addendum/ amendment. After closing date, any notice regarding tender will be published in the University website.

SCHEDULE OF TENDER:

Name of the Work/Service	Providing Manpower Services at Young India Skills University, Telangana
Type of Tender	Two Bid System
EMD	₹1,50,000/- (Rupees One Lakh Fifty Thousand Only)
Mode of EMD Payment	The Bidders should send separate NEFT /Online Payment Transfer details for EMD to the account of “Young India Skills University, Telangana. <u>Bank Account Details:</u> Name of the Bank: State Bank of India Name of the Beneficiary: Young India Skills University, Telangana Account No: 43452954044 IFS Code: SBIN0004187 Branch: Hitec City
Publication of e-Tender on E-Procurement	As per E-Procurement
Pre-Bid Meeting	Not applicable
Last date and time for Submission of online tender documents on E-Procurement	As per E-Procurement
Date and time of Tender Opening	As per E-Procurement

SECTION-II

INSTRUCTIONS TO BIDDERS

1. Tender document can be downloaded from the University Website: <https://yisu.in/tenders> or E-Procurement portal at <https://tender.telangana.gov.in/login.html>.
2. The bidders are requested to read the tender document carefully and ensure all the compliance with instructions herein. Non-compliance of the instructions contained in this document may disqualify the bidders from the tender process.
3. All terms and conditions should be accepted and the bid should be filled as per the requirements of the E-Procurement portal.
4. All offers should be duly filled on E-Procurement portal.
5. Quoting firms must put page number on every page of the bid. It is also required that page nos. of the documents attached should be mentioned against each item of the main bid.
6. Address and contact numbers for seeking clarifications & Communication: -

a) Address for Communication:

The Registrar,
Young India Skills University, Telangana,
Nilgiri Block, IIIT Hyderabad Campus,
Gachibowli, Hyderabad, Telangana-500032

b) Contact Person Details for seeking clarifications:

Name/ designation of the contact personnel: Mr. Sudha Vamsi, Manager (F&A)
Telephone/Mobile Numbers: 8374305711
Email ID of Contact Personnel: sudha.vamsi@yisu.in

SECTION-III

QUALIFICATION/ ELIGIBILITY CRITERIA

The bidder must have experience in the area of providing Manpower Services in Central/ State Government/ PSUs/ Nationalized Banks/ Autonomous bodies/ Reputed Organizations for a minimum period of three years ended 31st March, 2024. Service rendered with list of such Central/ State Government/ PSUs/ Nationalized Banks/ Autonomous bodies/ Reputed Organizations with duration of service and work value shall be furnished. Estimated cost of work/service is **₹ 50 Lakhs (Rupees Fifty Lakhs Only)** approximately.

1. **Financial Capability:** Average annual financial turnover of the bidder during the last three financial years ending 31st March, 2024 should be at least **₹ 85 Lakhs** (Rupees Eighty-Five Lakh only).
2. **Past Experience:**
 - a) The bidder must have at least three years' experience of providing Manpower Services to Central/ State Government/ PSUs/ Nationalized Banks/ Autonomous bodies/ Reputed Organizations.
 - b) The bidder must have successfully completed similar manpower services, over the last three financial years ended 31st March, 2024: -
 - i. Three similar completed services not less than the amount equal to 40% of estimated cost;
or
 - ii. Two similar completed services costing not less than the amount equal to 50% of estimated cost;
or
 - iii. One similar completed service costing not less than the amount equal to 80% of estimated cost;
3. Self-attested copies of registration certificate/ documents defining the constitution or legal status, place of registration and principal place of business; written power of attorney of the signatory of the bid to commit the bidder.
4. **License:** Copy of valid Labour license for providing Manpower Services at Telangana.
5. Self-attested copy of following additional documents: -
 - a) Valid labour license under the contract Labour (Regulations & Abolition Act, 1970)
 - b) GST Registration certificate
 - c) Registration under EPFO
 - d) Registration under ESIC
 - e) PAN Card
 - f) Registered branch office in Telangana
6. Technical Bid duly filled with all supporting documents with self-attestation. The solvency Certificate Uploaded without self-attestation. **(Format-I).**

7. Self-attested Copies of work orders and experience with financial value in Manpower Services for last three years and names & address of clients who may be contacted for further information on those contracts **(Format-II)**.
8. Income Tax returns filed for the last three financial years ended 31st March, 2024.
9. Certified copies of Audited Financial Statements of the last three financial years ended 31st March, 2024 by CA comprising following: - Please fill **Format –III**
 - a) Balance sheet
 - b) Profit and loss Statement/Income and expenditure account
10. Bank Account details (NEFT Mandate Form) **(Format-V)**
11. An undertaking on non-judicial stamp paper of Rs. 100.00 to be furnished as per the **Format-VI** of the tender document.

Note: Bidders not complying with above conditions or not providing complete information as described shall not be considered and hence out rightly rejected.

SECTION – IV

ACTIVITY SCHEDULES AND OTHER REQUIREMENTS

1. The Manpower agency shall inspect the site (if necessary) at Young India Skills University, Telangana and fully acquaint themselves with scope and nature of working conditions etc. No claims will be considered later on the grounds of ignorance or otherwise of the conditions under which the work will have to be executed. The housekeeping staff deployed by the agency shall be responsible for maintaining cleanliness and hygiene across all designated areas of the University premises, including but not limited to classrooms, laboratories, administrative offices, corridors, washrooms, common areas, canteens, and outdoor spaces such as pathways and gardens, other manpower as per the roles and responsibilities defined. In addition, other manpower provided by the agency, as per the roles and responsibilities defined in the scope of work, shall perform their respective duties diligently and in accordance with the instructions of the University authorities, ensuring uninterrupted support to the academic and administrative functions of the University.
2. YISU is currently operating from its temporary campus. The successful bidder will be required to provide services at any location within Telangana/Hyderabad where the University, its permanent, satellite campuses, or branches may be located or relocated, as and when required.

3. **Description of Services & Activity Schedule:** Young India Skills University, requires services for Engagement of manpower for the following:

A. CATEGORY-I:

- i. **Housekeeping:** Young India Skills University requires Housekeeping Manpower Services from Monday to Saturday, between 08:00 Hrs and 16:30 Hrs, including a 30-minute lunch break. The timings may be revised as per the requirement of the YISU with 8 hours duty.

Key Responsibilities of Housekeeping staff:

- a) Daily cleaning of classrooms, offices, corridors, staircases, etc.
- b) Periodic deep cleaning of glass surfaces, window panels, furniture
- c) Deep cleaning and sanitization of restrooms and replenishing consumables.
- d) Waste segregation and disposal in compliance with hygiene standards.
- e) Maintenance of outdoor premises: pathways, entry gates, courtyards.
- f) Support for official events and functions – setup, cleaning, and post-cleaning.
- g) Cleaning of pantry/dining/kitchenettes (if applicable).
- h) Specialized cleaning (floor polishing, carpet cleaning, pest control, etc.).
- i) COVID-related disinfection of high-contact surfaces and general sanitization.
- j) Prompt reporting of maintenance issues and adherence to assigned schedules.
- k) Staff must wear proper uniforms and follow safety/hygiene protocols at all times.

- ii. **Office Subordinate:** Young India Skills University requires Office Subordinate Manpower Services from Monday to Saturday, between 09:00 Hrs and 17:30 Hrs,

including a 30-minute lunch break The following works will be looked after by the Office Subordinate: -

- a) Keeping files in orderly and organized manner.
- b) Timely opening and closing of offices.
- c) Movement of official documents/ files between various departments/ sections.
- d) Arrangement of all the basic amenities at officer's desk.
- e) Making entries of the all incoming and outgoing documents/ letters/ files etc.
- f) Arrangement of Refreshment during the meeting.
- g) Do the work in accordance with the instruction issued by the Reporting Officer/ Competent Authority.
- h) An order will be issued separately regarding the roles and responsibilities and the reporting officer by the Competent Authority.

iii. **Multi-Tasking Staff (MTS):** Young India Skills University requires Multi-Tasking Staff (MTS) Manpower Services from Monday to Saturday, between 09:30 Hrs and 18:00 Hrs, including a 30-minute lunch break to support daily office-related errands and minor logistical tasks. MTS will assist with the following.

- a) Bringing essential items for office use.
- b) Submitting official papers and documents to government/private offices;
- c) Depositing cheques and documents at banks, and collecting receipts if required;
- d) Performing general movement-based tasks as instructed by the University authorities.
- e) Assisting in setting up meeting rooms and handling movement of files / documents within campus as needed.
- f) Responsible for timely opening and closing of officers' and staff rooms, ensuring proper locking, switching off electrical equipment, and maintaining security of the premises.
- g) The deployed individual must be punctual, physically fit, and capable of handling assigned duties efficiently. Duty hours and responsibilities will be as per the operational requirements of the University.
- h) The staff may be required to travel outside the university campus for official purposes using their own two-wheeler (if available) and must possess a valid driving license. The vehicle should be maintained in good working condition and comply with all applicable traffic rules and regulations. The staff will be fully responsible for any accidents, injuries, vehicle damage, or traffic violations, and the university shall not bear any liability or make any payments for such incidents.
Conveyance charges incurred for official travel will be reimbursed or paid as per the university policy directly to the engaged staff.

B. CATEGORY-II:

- i. **Receptionist:** Young India Skills University requires Receptionist Manpower Services from Monday to Saturday, between 09:00 Hrs and 17:30 Hrs, including a 30-minute lunch break. The following works will be looked after by the Receptionist.

Key Roles and Responsibilities:

- a) Serve as the first point of contact for visitors, guests, and callers; maintain a courteous and professional demeanor at all times.
- b) Manage front desk operations, including receiving and guiding visitors, staff, and students.
- c) Handle incoming and outgoing telephone calls, and correspondence efficiently.
- d) Maintain visitor records, entry registers, and ensure security procedures for guest access.
- e) Coordinate with internal departments for appointments, meetings, and communication flow.
- f) Manage courier, and dispatch registers.
- g) Assist in scheduling meetings, maintaining the visitor lounge, and arranging refreshments when required.
- h) Ensure cleanliness and organization of the reception and waiting area.
- i) Provide general administrative support such as filing, photocopying, and document handling as assigned.
- j) Support event coordination, guest reception during official programs, and other university functions.
- k) Uphold confidentiality and represent the University in a professional manner.
- l) Perform any other duties or tasks as assigned by the Reporting Officer or Competent Authority.

ii. Junior Assistant (Academics)

Roles and Responsibilities:

- a) Maintain and update student academic records and files.
- b) Assist in preparing examination schedules, hall tickets, and seating arrangements.
- c) Coordinate with faculty and students for examination-related queries.
- d) Help in processing marks, grades, and certificates.
- e) Assist in student admissions and enrolment data management.
- f) Handle academic correspondence with students, faculty, and external bodies.
- g) Disseminate circulars, notices, and academic updates.
- h) Maintain academic databases, spreadsheets, and MIS reports.
- i) Prepare and file academic reports, minutes of meetings, and attendance registers.
- j) Support faculty in preparing teaching materials, schedules, and assignments.
- k) Assist in organizing workshops, seminars, and academic events.
- l) Respond to student inquiries regarding courses, examinations, and certificates.
- m) Facilitate issuance of transcripts, migration certificates, and other academic documents.
- n) Update academic information on the university portal or website.

- o) Assist in online academic processes such as registration, fee payment reconciliation, and result publishing.
- p) Coordinate with administrative staff for timely submission of reports and audit requirements.
- q) Perform any other academic or administrative tasks assigned by the reporting officer.

iii. IT/Technical Assistant:

Key Roles and Responsibilities:

- a) Provide technical support for computer systems, laptops, printers, projectors, and networking equipment.
- b) Install, configure, and maintain operating systems, application software, and ICT hardware.
- c) Assist in managing LAN/WAN, Wi-Fi connectivity, and internet troubleshooting.
- d) Support in installation, configuration, and maintenance of servers, storage devices, and firewalls (as applicable).
- e) Ensure regular backup of data, antivirus updates, and basic cybersecurity measures.
- f) Provide technical assistance during online classes, digital learning sessions, seminars, and video conferencing.
- g) Maintain ICT equipment registers, asset records, and software license documentation.
- h) Assist in procurement by preparing technical specifications for IT/ICT equipment.
- i) Ensure preventive maintenance of IT hardware and software.
- j) Troubleshoot system/network issues and escalate unresolved cases to higher-level support/vendors.
- k) Ensure compliance with IT security policies and data protection guidelines of the University/Government.
- l) Provide user support and training for staff, faculty, and students on IT applications and digital platforms.
- m) Support implementation and upkeep of ERP, MIS, Learning Management Systems, and e-governance platforms.
- n) Coordinate with external agencies/vendors for AMC, warranty, and service contracts.
- o) Website management
- p) Perform any other ICT-related duties assigned by the Reporting Officer /Competent authority.

iv. Computer Operator (Purchase & Stores):

Key Roles and Responsibilities:

- a) Receive and verify all incoming materials, equipment, and supplies against Purchase Orders.

- b) Ensure proper inspection and quality check in coordination with the concerned department.
- c) Prepare Goods Receipt Notes (GRN) and maintain all related documentation.
- d) Arrange and store materials systematically to prevent damage, pilferage, or deterioration.
- e) Maintain stock registers (manual/ERP) with accurate entries of receipts and issues.
- f) Issue materials only against duly authorized requisitions.
- g) Monitor stock levels and initiate indents for replenishment as per requirement.
- h) Conduct periodic physical verification of stock and reconcile discrepancies.
- i) Submit monthly/quarterly/annual reports of stock position to the competent authority.
- j) Ensure compliance with the University norms, GFR 2017 provisions, and audit requirements.
- k) Maintain safety, cleanliness, and security in the store premises.
- l) Assist in the disposal of obsolete, scrap, or unserviceable materials as per prescribed procedure.
- m) Cooperate with internal and external auditors during verification.
- n) Perform any other related duties assigned by the Reporting Officer/Competent authority.

v. Computer Operator (Accounts)

Key Roles and Responsibilities:

- a) Maintain digital and physical accounting records of the university.
- b) Assist in preparation of vouchers, invoices, bills, and payment schedules.
- c) Update and manage accounts databases using accounting software.
- d) Prepare periodic financial reports, statements, and MIS reports for the accounts department.
- e) Assist in payroll processing, including salary computation, deductions, and transfers.
- f) Support in reconciliation of bank statements and ledger accounts.
- g) Maintain records of statutory deductions like TDS, EPF, and GST (if applicable).
- h) Generate reports for audit and compliance purposes.
- i) Operate computers, printers, and scanners for accounting tasks.
- j) Perform any other finance/account-related tasks assigned by the reporting officer/authority.

vi. Computer Operator (Administration)

Key Roles and Responsibilities:

- a) Maintain digital and physical administrative records of the university.
- b) Enter, update, and manage data in official databases accurately.
- c) Draft, format, and type official letters, notices, circulars, and reports.
- d) Prepare presentations, meeting agendas, and minutes of meetings.
- e) Manage official correspondence via email, portals, or letters.
- f) Generate MIS reports as required by the administration.
- g) Assist in payroll, leave records, and basic accounting documentation.

- h) Maintain inventories of office stationery and administrative supplies.
- i) Operate office computers, printers, scanners, and other peripherals.
- j) Use MS Office, Excel, and relevant administrative software effectively.
- k) Support the administration in using internal portals, HRMS, or finance software.
- l) Ensure proper filing and documentation as per audit requirements.
- m) Maintain strict confidentiality of administrative and staff records.
- n) Perform any other administrative tasks assigned by the reporting officer/authority.
- o) Support smooth functioning of university events, meetings, and inspections.

4. Man-Days/ Manpower Schedule

- a) The no. of person will be approximately 20 manpower. This may increase/ decrease as per requirement of the University. The service provider shall depute an experienced and qualified manpower.

Sl. No.	Outsourced Category	Category	Required Manpower	Remuneration Per Month	Remarks
01.	Housekeeping	I	05	15,600	Category as per G.O. Ms. No. 14 Dated: 19/02/2016. Issued by the Telangana Government and remuneration as per G.O. Ms. No. 60 dated 11 th June, 2021.
02.	Office Subordinate	I	04	15,600	
03.	Multi-Tasking Staff	I	01	15,600	
04.	Receptionist	I	01	19,500	
05.	Junior Assistant (Academics)	II	01	19,500	
06.	IT/Technical Assistant	II	01	19,500	
05.	Computer Operator (Purchase & Stores)	III	01	22,750	
08.	Computer Operator (Accounts)	III	01	22,750	
09.	Computer Operator (Administration)	III	01	22,750	
Total			16		

- b) The Purchaser reserves the right to increase or decrease (up to 25%) the total quantity of manpower during the contract period as per the requirements of the University. As the University's permanent campus is expected to be completed in the next year and academic as well as administrative activities are expanding, the total manpower requirement may increase up to 100% of the overall quantity (not post-wise). The successful bidder/agency shall be bound to provide such additional manpower as and when required by the University at the approved tender rates and terms. For such additional deployment, performance security shall be applicable proportionately as per the tender conditions; however, for any increase in manpower up to 25%, no additional performance guarantee shall be required.

- c) Clerical staff such as Junior Assistants (Academics), IT/Technical Assistants, and Computer Operators shall normally follow the University's working schedule. However, if any urgent or official work arises on a Saturday, they shall be required to attend duty as instructed by the University, and **no additional remuneration or extra payment shall be made for such Saturday working.**
- d) The deployed manpower may be required to attend duty on holidays or Sundays as per the requirements of the University for examinations, events, or urgent official work. **No additional payment or extra remuneration shall be made** for such duty; however, **compensatory off** shall be provided to the concerned personnel by the service provider with the approval of the Competent Authority,

SECTION-V

GENERAL CONDITIONS OF CONTRACT

1. **Bid Security (EMD):** The bidder shall transfer **₹1,50,000/-** (Rupees One Lakh Fifty Thousand Only), as per GFR-2017, through NEFT/ Online Payment towards Bid Security/ EMD to the account of “Young India Skills University, Telangana”, details must be submitted along with the tender document. The details of Bank Account have been mentioned under Section-I at Schedule of Tender. In terms of Public Procurement Policy of **Micro & Small Enterprises**/Guidelines of Govt. of India, the bidders may claim exemption from deposit of EMD provided the bidders upload, along with the technical bid, the scanned copy of valid documentary proof/certificate (Udyam Registration Certificate etc) for relevant category (services) in support of the claim for EMD exemption issued by the appropriate authority of Government of India.
2. **Performance Security:** On receipt of notification of award of work order from the University, the successful Bidder within 15 days shall furnish the performance security @ 5% of annual contract value (awarded work) in the form of online transfer or in the form of Bank Guarantee from a Scheduled Commercial Bank if permitted by the University in the account of “Young India Skills University, Telangana” with following terms and conditions: -
 - a) Performance security should remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the contractor/ agreement.
 - b) The Performance Security will be forfeited and credited to the University account in the event of a breach of contract/ agreement by the contractor.
 - c) It will be refunded after 60 days, post successful completion of all contractual obligations and duly performs of all agreed assignments as per agreement.
3. **Solvency Certificate issued by Bank:** The bidder shall submit a Solvency Certificate for an amount of **₹50,00,000/-** (Rupees Fifty Lakhs only) issued by a Scheduled, Commercial, or Nationalized Bank. The Solvency Certificate must be dated within the bid submission period and shall be issued in favour of “**The Vice Chancellor, Young India Skills University, Telangana**” only. The validity of the Solvency Certificate shall be one year from the date of issue. Blank or incomplete solvency certificates shall not be accepted under any circumstances. The bidder shall also provide the details of the issuing bank branch, including the official email ID and contact number, to enable verification of the certificate’s authenticity by Young India Skills University. Solvency Certificates issued with dates earlier or later than the bid submission period will not be accepted. The Solvency Certificate shall be uploaded along with Format–I of the Technical Bid, failing which the tender shall be summarily rejected and not considered for evaluation.
4. **Provision of Fresh Solvency Certificate upon Contract Extension:** If the contract period is extended beyond the initial term, the selected vendor shall be required to submit a fresh Solvency Certificate issued by a Scheduled, Commercial, or Nationalized Bank. The fresh Solvency Certificate shall be based on the actual contract value prevailing at the time of extension. Since the tender specifies that the deployment may increase as stated under **Section-IV**, the vendor shall remain bound to furnish the solvency certificate corresponding to the revised or enhanced contract value. The fresh

solvency certificate shall be submitted within **30 (thirty)** days from the date of issuance of the contract extension order, failing which the University reserves the right to withhold further payments or terminate the contract at its discretion.

5. **Contract Period:** The contract will be **initially period of One Year** and shall be renewed annually on the basis of performance and mutual consent with the same terms and conditions for the maximum period of two years. The contract shall be terminated by the University giving prior notice of 60 days to this effect. However, the contract can also be terminated by the agency giving prior written notice of 90 days.
6. **Payment Terms & Conditions:** Payment to Service Provider shall be made on monthly basis. Bill/s (in duplicate-pre-receipted) shall be submitted by the firm/ agency after completion of every month duly enclosing therewith: -
 - a) Ink-signed copy of Commercial invoice
 - b) Attendance certified by an officer authorized by the University.
 - c) Salary payment sheet of the current month, with bank transaction details duly signed by the employed personnel.
 - d) A separate challan (Duly signed & stamped by company officials) showing proof of remittance of ESI and EPF in respect of personnel deployed under the contract for previous month to the respective authorities.
 - e) A separate challan of deposit of GST and other statutory liability as applicable (Duly signed & stamped by company officials) for previous month.
 - f) Enclose NEFT Bank Details for making payment through online mode of transfer.
 - g) **The agency has to pay the remuneration as per Abstract, Government of Telangana notified by Finance (HRM.VII) Department vide G.O.Ms.No.60 11th June, 2021, as the case may be, to the engaged personnel by the Fifth (05) day of the following month without linking to payment to be received from the University.**
7. **Bonus Payment:** If applicable under the Payment of Bonus Act, 1965 (as amended) and other relevant laws, the Contractor/Agency shall pay statutory bonus to all eligible engaged personnels drawing remuneration up to ₹21,000 per month, at the minimum rate of 8.33% of annual wages (revised from time to time). The method of calculation of bonus shall be adopted strictly as per the provisions of the Act. Any payment beyond the minimum, up to the maximum permissible under the Act, shall be made only with the prior approval of the Competent Authority. The University shall reimburse the actual amount paid on production of proof, without any service charges or profit margin. Non-compliance, shall be treated as a breach of contract.
8. The University will release payment **within 15 working days** from the date of the receipt of bills along with all the above necessary documents, if found in order.
9. The successful bidder/firm/agency **shall not be paid any kind of advance** under any circumstances.
10. **Deduction of Income Tax, GST and so on, at source from payment to suppliers:**
This will be done as per existing government rules/ regulations/ laws in force during the currency of the contract.
11. **Refund from Supplier** - If the supplier, after claiming and receiving reimbursements for GST or other taxes and so on, from the purchaser, applies to the concerned authorities for

refunds, on genuine grounds, of certain portions of such duties and taxes paid by it and receives the allowable refunds, Such refunds contain the University share also (out of the payments already made by the University to that vendor) and that should be **refunded to the University**.

12. The successful bidder shall have to obtain labour license before commencement of work from concerned labour authorities, wherever applicable, under the provisions of contract labour (Regulations & Abolition) Act, 1970 and the rules/ amendments made there under from time to time. The bidder shall also ensure renewal of such license well before its expiry.
13. The agencies/bidders/firms should maintain all the records/ registers / documents which are necessary under various labour laws applicable to contract labours/personnel and also shops and establishment Act/Rules applicable to his/her establishment and make them available at Young India Skills University at all times.
14. **Site Visit:** - The bidder, at the bidders own responsibility, risk and expenses, is encouraged to visit and examine the site (if necessary) and its surroundings and shall obtain all information that may be necessary for preparing the bid and entering into a contract for the services only on working days.
15. **Workmen Safety and Insurance:** The service provider shall alone be fully responsible for safety, security and insurance or life insurance of their employed personnel, who are engaged for the Manpower Services of the University. The University shall not be liable/ responsible for any compensation in case of any fatal injury/death caused to or by engaged manpower while performing/ discharging their duties/ for inspection or otherwise.
16. **Registered Branch office in Telangana:** The agency/ firm shall have a proper registered branch office in Telangana. The office shall have effective communication facilities like telephone, e-mail, mobile phones, vehicles etc. and manned control room to ensure quick response. **Documents pertaining to registered branch office** i.e. Registration documents, rent agreement/ property documents etc., or Undertaking, if not registered at Telangana shall be submitted with technical bid. **Payment of First bill/ invoice will be linked with the said documents.**
17. **Modification of bids:** The University reserves the right to alter/ modify any or all conditions of this tender document before submission of Technical and Financial bids. The agencies/ bidders/ firms shall not be permitted to alter or modify their bids after last date of submission of bids. At any time prior to the deadline for submission of tender, the University may amend the tender documents by issuing addendum/ corrigendum.
18. **Selection of the Bidder:** For the purpose of selection of the bidder, a Single Stage Two Bid System process will be followed. The response to the tender should be submitted in two parts viz. **Technical Bid & Commercial/ Financial Bid.**
 - a) **Technical Bid:** Technical bid should contain information regarding the company/ firm registration details, Authorization letter, Clientele list (List of Users), Performance certificate from clients, self-declaration for not black listed, business turnover, experience and other details of the firm to judge the suitability of the bidder. (Format I, II, III, IV, V, VI) must be uploaded as part of Technical Bid along with supporting documents).

- b) **Commercial/ Financial Bid:** Financial bid should contain rate of the service charge required to be supplied along with tender form, duly filled and signed by the authorized person. Conditional Offer will not be accepted (Format IV).

19. Evaluation of bid:

- a) Technical Bid along with pre-qualification criteria of this tender will be evaluated by an evaluation committee nominated by competent authority to conclude the tender. Commercial bids of bidders who are technically qualified as per evaluation committee will only be opened.
- b) L1 (lowest bid) will be decided on service charge basis (as mentioned in commercial/ financial bid of E-Procurement) and the committee decision is final.
- c) Unless otherwise stated in the price bid, it will be construed that the price quoted is inclusive of all taxes and duties. No claim in this regard will be entertained at a later stage.
- d) The price quoted by the bidder should be final and no escalation shall be permitted during the contract period except for statutory levies enhanced or introduced subsequent to the date of submission of the price bid duly supported by documentary evidence.
- e) In case of evaluation of Commercial/Financial Bids, the Evaluation Committee will ascertain the Reasonableness of the rates quoted by the tenderer in the financial bid as per tender terms and conditions. **The bidder shall not quote rate less than 03.85% in Service Charge.**
- f) The overall successful bidder/ lowest bidder (L1) will be decided on the basis of lowest reasonably quoted service charge (above the minimum threshold as mentioned above) in Financial Bid. In case of tie to the service charge, the lowest bidder (L1) will be decided as per E-Procurement/University.

20. Rejection of Bids/Tender:

- a) If bidders give wrong information in their bid, University reserves the right to reject such bids at any stage and forfeit the EMD/ Performance Bank Guarantee and cancel the order, if awarded.
- b) If the technical offer contains any price information the offer will be summarily rejected.
- c) Canvassing in any form in connection with the tender is strictly prohibited and the bids submitted by the bidder who resort to canvassing are liable for rejection.
- d) Unsigned tenders/bids, unattested corrections and over writing by bidders are also liable for rejection. All pages of the tender documents have to be duly signed and stamped by the authorised signatory.
- e) Bids submitted without supporting documents as mentioned or required to submit with bids are liable to be rejected.
- f) The Tenderer must confirm in their bid acceptance of all the terms and conditions in this enquiry. Any non-acceptance or deviations from the terms and conditions must be clearly brought out. However, tenderers must note carefully that any conditional offer

or any deviation from the terms and conditions of this enquiry may render/liable the Quotation for rejection.

- g) The University reserves the right to reject any or all the bids and tender without assigning any reason thereof.
- h) Incomplete tenders, amendments and additions to tender after opening are liable to be ignored and rejected.
- i) Overwriting should be avoided. Correction, if any, should be made by neatly by crossing out, signed and re-writing. Use of fluid (whitener) is not allowed and such tenders shall be rejected. Pages of the tender document are numbered.

21. **Withdrawal of bids:** No bidder will be allowed to withdraw its bid in the interval between the deadline of submission of bids and expiration of period of bid validity. Withdrawal of bid during this period will result in forfeiture of the bidder's bid security and other sanctions.

22. **Bid Validity:** Bids should be valid for a period of 180 days from the date of opening of technical bid.

23. **Settlements of disputes:** All the disputes shall be initially settled with mutual discussions or arbitration. Any dispute, disagreement of question arising out of or relating to this contract or relating to services or performance, which cannot be settled amicably, if any, with regard to providing services and interpretation of any clause in this agreement, the Hon'ble High Court of Telangana shall have the Jurisdiction.

24. **Arbitration:**

- a) The seat of Arbitration shall have been at Telangana.
- b) The arbitration proceedings shall be conducted under the Indian Arbitration and Conciliation Act, 1996 as amended time to time.
- c) The language of the arbitration shall be English.

25. **Final decision-making authority:** The Vice Chancellor, Young India Skills University, Telangana reserves the right to accept or reject any bid and to annul the tender process and reject any or all bid at any time, without assigning any reason or incurring any liability to the applicants.

26. Subcontracting/Subletting of the contract is not allowed.

27. **Cancellations of tender/ Contract:** The University may cancel agreement entered with vendor in whole or in part, for no cause, upon written, e-mail, or telex notice to the Vendor, in the event that the vendor fails to comply with any term or condition of tender or there is any breach to the terms and conditions in the contract/work order.

28. **Penalty for use of Undue influence:** The firm/ agency undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the University or otherwise in procuring the Contracts or for bearing to do or for having done or forbore to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of Telangana for showing or forbearing to show favour or disfavour to any person in relation to the present Contract or any other Contract with the Government of Telangana. Any breach of the aforesaid undertaking by the Seller or any one employed by him or acting on his behalf (whether with or without the knowledge of

the firm/ agency) or the commission of any offers by the firm/ agency or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the University to cancel the contract and all or any other contracts with the firm/ agency and recover from the firm/ agency the amount of any loss arising from such cancellation. A decision of the University or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the firm/ agency. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the firm/ agency towards any officer/employee of the University or to any other person in a position to influence any officer/employee of the University for showing any favour in relation to this or any other contract, shall render the firm/ agency to such liability/ penalty as the University may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Performance Security and refund of the amounts paid by the University. Penalty, if any, imposed by the University shall be recoverable from running bills or Performance Security.

29. Force Majeure clause:

- a) Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods/ Services under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.
- b) In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.
- c) The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case, not later than 10 (Ten) days from the moment of their beginning.
- d) If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods/services received.

30. The Agencies/ Firms shall perform all the assigned jobs to the satisfaction of the University and shall be liable for any loss or damage to the University as stated herein:

- a) The Agencies/Firms and their staff shall take all necessary precautions to prevent loss, damage, waste, or misuse of the areas, assets, and responsibilities entrusted to them. They shall not knowingly lend or transfer any University property or effects under their control to any person, agency, or firm without proper authorization.

- b) **In event of any loss being caused to the University that is prime-facie on account of the negligence and/or dereliction of duties by the Agencies/Firms or its staff, a Joint Committee comprising of a representative of the University and Agencies/Firms shall determine whether the loss is on account of unsatisfactory performance of the Agencies/Firms and in that case, it will also determine the compensation to be paid to the University by the Agencies/Firms. There commendations of the Joint committee will subject to the approval of the Vice Chancellor, YISU Telangana.**
 - c) The Agencies/Firms shall be responsible for all liabilities arising from their actions or omissions. In case of any loss or damage caused to the University due to negligence or poor performance by the Agencies/Firms, they shall make good such loss by providing appropriate compensation to the University.
 - d) However, the Agencies/Firms will not be held responsible for the damages caused due to Force Majeure circumstances.
31. In the event the Service Provider fails to execute the work in accordance with the terms and conditions of the Work Order/Agreement, the University shall have the right to get the work executed through another firm/agency, and any expenditure incurred in this regard shall be recovered from the Security Deposit and pending bills of the Service Provider. The University may also initiate such other action as deemed fit, including termination of the contract.
32. In case, the bidder awarded contract for manpower services, fail to execute the work/ services as per work order/ agreement, the University shall award the work to the next higher responsive bidder at the rates offered by lowest responsive bidder. (Rule 173(xvi) of GFR 2017)
33. Disputes, grievances, if any, between the Manpower agency/ Service Provider and personnel deployed by it or between deployed personnel, has to be settled/ resolved by the Service Provider only.
34. **Note to Service Charges-Calculation and Billing Method:** The Service Charges shall be payable **only on the earned remuneration** for the days actually worked by the deployed manpower. The Service Charges shall not be calculated on statutory components such as EPF, ESI, EDLI, or administrative charges. The Service Charges for each month shall be computed as per the following formula:
- a) **Formula: Service Charges = (Remuneration per month / No. of Working Days) × Actual Present Days × 3.85%**
 - b) Accordingly, the monthly bill shall include:
 - i. Earned Remuneration by Employees (based on attendance),
 - ii. Employer's EPF @13% (Including EDLI & Admin Charges@1%)
 - iii. Employer's ESI @3.25%,
 - iv. Service Charges @3.85% (as per above formula), and
 - v. GST as per the applicable rate for such services on the total bill value. (Total Bill Value= Earned Remuneration by Employees +Employer EPF@13% + Employer ESI@3.25%+ Service Charges @3.85% (as per above formula)

SECTION - VI

SPECIAL CONDITIONS OF CONTRACT

1. The service provider's deployed personnel should be polite, cordial, positive and efficient, while handling the assigned work.
2. The employed personnel action shall promote goodwill and enhance the image of the University.
3. The service provider shall be responsible for any act of commission or omission or indiscipline on the part of persons deployed by him.
4. The University may also require a replacement of any deployed manpower with immediate effect without assigning any reason.
5. **The University reserve the right to decide and select the candidates to be deployed considering the age, qualification and experience etc.**
6. The University **shall not allow** any employee of the Agencies/Firms to work inside the University without uniform (Housekeeping) except in cases wherein specifically asked for.
7. If during the period of contract the uniform is torn, it shall be the responsibility of the Agencies/Firms to supply another pair of uniform to the employed housekeeping personnel and ensure that the persons wear uniform while they are on duty in the University.
8. The service provider agency shall ensure proper conduct of the personnel deployed in the University campus and enforce prohibition of consumption of alcoholic drinks, chewing tobacco, smoking, loitering etc.
9. All services shall be performed by persons qualified and experienced in performing such services.
10. The University shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel deployed by the service provider.
11. The employed staff, in any circumstances, **shall not** divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative /organisational matters as these are confidential/ secret in nature.
12. The employed staff, in any circumstances, **shall not claim** any benefit/ compensation/ absorption/regularization of services from the University under the provisions of Industrial Disputes Act., 1947 and Contract Labour (Regulation & Abolition) Act, 1970. An undertaking to this effect from the personnel engaged shall be submitted by the service provider to the University. **(Format-VI).**
13. The service provider shall ensure deployment of suitable personnel post collection and diligent verification of following documents **(Pre-requisites):-**
 - a) Certified/ proper background/ character verification certificate by the local police.
 - b) Proof of identity as per document issued from Govt. of India/ Telangana
 - c) Proof of residence as per document issued from Govt. of India/ Telangana
 - d) Proof of Age/ DOB as per document issued from Govt. of India/ Telangana
 - e) Aadhar Card
 - f) Driving license, as applicable
 - g) PAN Card

- h) Recent Coloured Photographs (02)
 - i) Bank account details
 - j) Certified previous work experience certificate
 - k) Education qualification certificate
 - l) Resume of all engaged personnel with all standard/ required details
 - m) Any other relevant documents/ certificate as directed by the University
14. Additionally, for certain key positions — specifically **Office Subordinate (Attender), MTS, Receptionist, Junior Assistant (Academics), Computer Operator (Purchase & Stores/ Accounts & Administration) and IT/ Technical Assistant** the service provider shall submit the profiles of prospective candidates to the **University** for prior review and approval. The final selection and suitability of such candidates shall rest with the **University**, which reserves the right to accept or reject any profile without assigning any reason. Only upon receipt of the University's approval shall the service provider deploy such personnel at the University.
 15. Further, in case the University identifies any suitable candidate for deployment under the scope of this contract, such personnel shall also be deployed through the selected agency, and the agency shall comply with all applicable formalities and ensure proper onboarding of the candidate under its payroll for the purpose of this contract.
 16. The character and antecedents along with all the above documents of each employed personnel has to be verified by the service provider before their deployment and a certification with copy of all above supporting documents to this effect, is to be submitted to the University within 01 month of deployment of personnel.
 17. The service provider shall engage the appropriate qualified personnel as required by the University from time to time. The said personnel engaged by the service provider shall be the employees of the service provider and it shall be the duty of the service provider to pay their remuneration every month as per **Abstract, Government of Telangana notified by Finance (HRM.VII) Department vide G.O.Ms.No.60 11th June, 2021**, Contract Labour (Regulations & Abolition) Act, 1970, Payment of Wages Act, 1936 **by the Fifth (05) day of the following month *without linking to payment to be received from the University***. In case of delayed payment, the Service Provider is liable to pay the penalty as decided by the competent authority which shall be binding upon the service provider.
 18. The agencies/bidders/firms shall be wholly and exclusively responsible for payment of wages, EPF, ESIC, etc. to the persons engaged by it, in compliance of all the statutory obligations under all related legislations as applicable to it; from time to time including Minimum Wages Act, 1948, Employees Provident Fund Act, 1952, ESI Act, 1948, Contract Labour (Regulations & Abolition) Act, 1970, etc and YISU, Telangana shall not incur any liability for any expenditure whatsoever on the persons employed by the service provider on account of any obligation.
 19. The service provider shall provide the required personnel for a shorter period also, in case of any service exigencies as per the requirement of the University during various occasions like VIP visits, culture/ sports programmes etc. within 12 hours of receipt of written or verbal directive through authorized University Official.
 20. The service provider shall provide a substitute, well in advance, if there is any probability of personnel leaving the job due to his /her own personal reasons.

21. The service provider shall ensure of providing ESI card to all the employed personnel within one month of commencement of work under this contract to enable them to avail of the entitled medical facilities.
22. The remuneration as per **Abstract, Government of Telangana notified by Finance (HRM.VII) Department vide G.O.Ms.No.60 11th June, 2021**, revised from time to time shall be applicable for the engaged personnel. The Service Provider shall ensure that individual Bank Accounts of members are opened in their respective names and all payments shall be made through e- transfer only as per the as per **Abstract, Government of Telangana notified by Finance (HRM.VII) Department vide G.O.Ms.No.60 11th June, 2021**, revised from time to time. Payment in cash is totally prohibited. A certificate that the remuneration/wages have been paid in accordance with the said notification should invariably be furnished along with bank transfer details/ bank manager certificate by the service provider every month along with the monthly bill to the University. Statutory payment such as EPF, ESI etc." It will be sole responsibility of the Service Provider to maintain/ open EPF/ESI account and bank account of all serving/ newly joined personnel. EPF/ ESI account and bank account of all newly joined personnel has to be opened within one month of his/ her joining.
23. The Service Provider shall be available to contact at all times (24 X 07 Hrs a day) and message sent by WhatsApp, SMS, E-mail, Fax or any Special Messenger from University to the service provider shall be acknowledged immediately on receipt on the same day.
24. The Service Provider have to maintain EPF account of each person employed.
25. It will be sole responsibility of the Service Provider to maintain/ open EPF/ESI account and bank account of all serving/ newly joined personnel. EPF/ ESI account and bank account of all newly joined personnel has to be opened within one month of his/ her joining.
26. The Service Provider shall be solely responsible for any query raised from the office of Regional/Assistant Labour Commissioner on issues related to EPF/ESI, minimum wages, bonus etc to the employed personnel.
27. **The successful bidder shall enter into an Agreement with the University on Non-Judicial Stamp Paper of Rs.100/- (Rupees One hundred only) within 21 days of the issue of letter of Award. Non-fulfilment of this condition of executing an agreement/ contract document by the contractor would constitute sufficient ground for annulment of the award of the contract and terms and conditions of Bid Securing Declaration Form will be executed, as per GFR – 225 (vi).**
28. In case, the Service Provider fails to make payment of remuneration to his personnel deployed under the contract, the performance security and the amounts payable by the University to the Service Provider, shall be utilized by the University to discharge primary liability of the Service Provider towards various personnel and also liable to terminate the agreement.
29. The Service Provider shall ensure adherence to all relevant acts/ laws including (as amended time to time): -
 - a) The Contract Labour (Regulations & Abolition) Act, 1970
 - b) The Payment of Wages Act, 1936
 - c) The Workmen Compensation Act, 1923
 - d) Minimum Wages Act, 1948

- e) ESI Act 1948
- f) The Employee's Provident Fund and Miscellaneous Provisions Act, 1952
- g) The Industrial Disputes Act, 1947
- h) The Equal Remuneration Act, 1976
- i) The inter-State Migration Workmen (Regulation of Employment and Conditions of Services) Act, 1979

30. **Eligibility criteria of Personnel:** The Agencies/ Firms shall have provided proper standard and trained Manpower. The University will select the manpower in conjunction with following conditions: -

- a) The service provider shall not employ or engage any person, unless he/ she: -
 - i. Has completed eighteen (18) years of age but has not attained the age of Forty-Five (45) years;
 - ii. Satisfies the agency about his character and antecedents in such manner as may be prescribed;
 - iii. Has completed the prescribed training successfully;
 - iv. Fulfils such educational and experience standards as prescribed below:

S.No.	Role/ Responsibility	Minimum Education Qualification	Experience Required in the relevant field is;
01	Housekeeping	NA	0-1-year Experience
02	Office Subordinate /Attender	10th Pass + English (Basic Writing) + Hindi (Basic Speaking) + Telugu (Basic Speaking and Writing)	0-1-year Experience
03	Multi-Tasking Staff	10th Pass + English (Basic Writing) + Hindi (Basic Speaking) + Telugu (Basic Speaking and Writing)	0-1-year Experience
04	Receptionist	Intermediate Pass + English (Basic Writing) + Hindi (Basic Speaking) + Telugu (Basic Speaking and Writing)	1-2-years' Experience
05	Junior Assistant (Academics)	1. Any Degree from recognized University.	1-2 years' Experience
06	IT/Technical Assistant	1. Bachelor's Degree in B.Sc./B.Tech in computer science, IT, Electronics, or related field and BCA.	1-2 years' Experience
07	Computer Operator (Purchase & Stores)	1. Any Degree from recognized University.	Minimum 1-3 years' Experience
08	Computer Operator (Accounts)	Bachelor of Commerce from recognized University	Minimum 1-3 years' Experience
09	Computer Operator (Administration)	Any Degree from recognized University	Minimum 1-3 years' Experience

Note: - The above-mentioned minimum qualifications can be modified by the University as & when required.

- b) No person who has been convicted by a competent of court or who has been dismissed or removed on grounds of misconduct or moral turpitude while serving in any of the armed forces of the Union, State Police Organizations, Central or State Governments or in any private agency shall be employed or engaged in the manpower services.
31. The Agencies/Firms shall have proper standard and procedures of recruitment and training. The Agencies/Firms will provide a copy of Training Manual for inspection to the University authorities.
32. Penalty: - The service provider shall provide immediate replacement in case the personnel of the Agency/Firm is proceeding on leave or leaving the agency.
- a) In case of breach of contract, during the contract period, the University will impose/ deduct additional penalty of 5% of total contract value from the final bill, as penalty, in addition to forfeiture of 5% performance guarantee from the agency.
- b) In case of failure to provide requisite strength of Manpower and services during the contractual period, following amount will be imposed as penalty:

S. No.	Reason of Penalty	Amount (In Rupees)	Remarks
i	Absence of Personnel	500.00	Per person/ day
ii	Any employed personnel found under influence of intoxicants/ drugs/ liquor	500.00	Per person/ incident
iii	Misbehave/ misconduct with students/employees of university by employed Personnel	500.00	Per person/ incident
iv	Delay/Non-payment of remuneration in time i.e. within 07 days of every month (Expect special /Unforeseen circumstances)	1,000.00	Per day
v	Less/ Non-payment of ESI/ EPF/ Bonus to any engaged personnel	5,000.00	Per month

- c) Additionally, the University may require the service provider to dismiss or remove and immediately replace the employed personnel from the site of work, as per following service conditions, if: -
- He/ She observed to be incompetent to discharge the assigned duties.
 - His/ She misconducts with the University officials or students.
 - His/ Her services being not required by the University

- iv. He/ She observed to be involved in activities which are considered as threat to the security of university.
 - v. He/ She observed to be involved in any unlawful activities within the premises or outside of the University.
 - vi. He/ She founded intoxicated
 - vii. He/ She observed in Security risk.
 - viii. He/ She observed in incompetence.
 - ix. He/ She found in conflict of interest.
 - x. He/ She found in breach of confidentiality.
 - xi. Instruction/ direction received from university in writing or verbal order by competent authority.
- d) If any personnel employed by the agency found to be involved in repeated offence (as mentioned above) twice or found involved in any of the two or more offences at a time, the total penalty will be double the above-mentioned penalty amount. The concerned involved personnel should be removed from service immediately and University may review the performance of the agency for termination of contract.

The Service Provider shall be responsible for all the acts of the engaged personnel and will be liable for penalties as decided/ promulgated by the University.

TECHNICAL BID

Sl. No	Particular	Details	Enclosed/ Uploaded Documentary Evidence) Page No.
1	Name of the firm/ contractors/ agency and address		
2	Address of Registered branch Office in Telangana (Registration documents, rental agreement/ property documents etc., to be enclosed /Undertaking, if not registered at Telangana)		
3	EMD		
4	The bidder shall submit a Solvency Certificate for an amount of ₹50,00,000/- (Rupees Fifty Lakhs only) issued by a Scheduled, Commercial, or Nationalized Bank.		
5	Mobile No. and E-mail		-----
6	Registration Number and date of registration of company/ cooperative/ agency/ SHG/ Society, if any		
7	Authorization details		
8	Valid MSME Certificate, if applicable		
9	Year of Establishment		
10	Type of Organization: (Whether Proprietorship, Partnership, Private Ltd. Company or Co-operative body etc. In case the applicant is a non- individual, Certified copy of a Partnership deed/ Certificate of Incorporation/ Certificate of Registration issued by the Registrar of Cooperative Societies/ as the case should be enclosed)		
11	GST Registration no		
12	PAN Card no.		
13	Bank Accounts Details (As per Format – V)		
14	EPFO Registration No.		
15	ESIC Registration No.		
16	Valid Labour License in Telangana under Contract Labour (Regulation & Abolition) Act, 1970		
17	At least three years' experience of providing Manpower Services to Central/ State Government/ PSUs/ Nationalized Banks/ Autonomous bodies/ Reputed Organizations. - Format –II with supporting documents		
18	Having successfully completed Manpower service, over the last three financial years ended 31st March,2024 :- Three similar completed services not less than the amount equal to 40% of estimated cost; or Two similar completed services costing not less than the amount equal to 50% of estimated cost; or One similar completed service costing not less than the amount equal to 80% of estimated cost Format – II with supporting documents		
19	Average annual financial turnover of the bidder during the last three financial years ended 31st March, 2024 (should be at least ₹85 Lakhs) - Format-III		
20	An undertaking on non-judicial stamp paper of Rs. 100.00 to be furnished (As per Format-VI)		
21	Signed Un-priced copy of Financial Bid (BOQ) with “Nil” Written in Rate and amount Column (As per Format IV).		

Note: Attach supporting documents for all the above-mentioned details. Page No. is Mandatory to be put indicating supporting documents

(Signature of the Tenderer with stamp of firm with Date)

Format - II**DETAILS OF SIMILAR WORKS COMPLETED DURING LAST THREE (03) YEARS.**

Sl. No.	Name of the project and location	Name of The organization	Cost of work in Lakh	Date of Commencement as per the contract	Stipulated date of completion/ Actual date of completion	Litigation/ arbitration pending/ in progress with details (If any)	Page No. of the Documentary evidence
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							

Notes: -

1. Submit the relevant supporting documents.
2. Please mention all works executed equal to or above the qualifying amount.
3. For stipulated date of completion, submit copy of workorder.
4. For actual date of completion, submit copy of completion certificate from the purchaser.
5. Please clearly indicate the works (in the above form) on the basis of which pre-qualification is being sought.

(Signature of the Tenderer with stamp of firm with Date)

FINANCIAL INFORMATION

Financial Analysis: Furnished following financial details, duly supported by certified copies of audited Financial Statements for the last three years: -

Financial Year	Annual Turnover	Profit / Loss	Remarks
2021-2022			
2022-2023			
2023-2024			
Gross Total			
Average Annual Turnover of three years			

(Signature of the bidder with stamp of firm with Date)

Details of certifying Chartered Accountant

Name:

Reg No:

Membership No:

Address with Mobile No and Email Id:

Certified by Chartered Accountant (ink signed with stamp)

FINANCIAL BID / BOQ

Scope of work: Providing Manpower Services at Young India Skills University, Telangana.

Name and full address of the Agencies/Firms _____

(with email id & Tel/Mobile No).

Part-A

Particulars	Remuneration and Deduction should be as per norms	
Remuneration	Not required to Quote	Remuneration as per Abstract, Government of Telangana notified by Finance (HRM.VII) Department vide G.O.Ms.No.60 11th June, 2021, revised from time to time and contributions for EPF, ESI and deductions as per applicable norms.
ESI		
EPF		

Part-B

Particulars		Rate	Remarks
Service Charge	Percentage (%)	Not Required to Fill in this column and required quote only in the E-Procurement Portal	Bidder has to quote Service charge in % as per the tender Document terms and conditions in the E-Procurement portal.

Note: - The minimum remuneration as per Abstract, Government of Telangana notified by Finance (HRM.VII) Department vide G.O.Ms.No.60 11th June, 2021, revised from time to time.

(Signature of the Tenderer with stamp of firm & Date)

Note:

1. Please do not fill price here. Only Signature of the Tenderer with stamp of firm & date is required.
2. The bidder shall not quote rate less than 03.85% in Service Charge. In case the bidder quotes below 03.85% Service Charge, it will be considered as impracticable/ not feasible to execute the assignment, hence, the committee will reject the bid and next bidder, who is equal or above to threshold value will be considered as per grading/ rate.

NATIONAL ELECTRONIC FUNDS TRANSFER (NEFT) – MANDATE FORM

- (1) Name of Account holder:
- (2) Bank Name:
- (3) Bank Branch Address:
- (4) Account Type: Savings/Current/Cash Credit/NRI:
- (5) Account No:

(Bank account number should be written from left to right)

- (6) IFS Code:
- (7) MICR Code:
- (8) Bank Registered Mobile number:
- (9) Bank Registered E-Mail Id:

Signature of the Account holder with Date:

Enclosure: -

- a) Cancelled cheque leaf

Or

- b) If cheque is not having the name of bank holder, then Photo copy of the page of Bank pass book containing details of Bank accounts number, IFS code etc.

DECLARATION BY THE BIDDER

(To be executed & attested by Public Notary/ Executive Magistrate on Non-Judicial Stamp paper of Rs. 100/- by the bidder)

I/We _____ Proprietor/Partner of M/s _____ do hereby declare following, that: -

1. The firm/ company namely M/s _____ has not been black Listed or debarred in the past by Union/ State Government or organization from taking part in Government tenders in India.
2. Neither myself nor any of my family members are employee of the YISU, Telangana.
3. I/ We do accept all the terms and conditions of the tender documents towards “Tender for Providing Manpower Services in YISU Telangana”.
4. I/We have not involved any litigation, current or during the last five years, the parties concerned and disputed amount.
5. At the time of exigencies and special requirement/ events viz. Official gathering/ VIP Visit/ Agitation/ Strike/ festivals and likewise, extra-man days shall be availed from the available lot of man days. It shall be ensured by the agency that total mandays used/ consumed shall not exceed the allotted / sanctioned mandays.
6. All services shall be performed by persons qualified and experienced in performing such services.
7. In any circumstances, engaged personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative /organizational matters as these are confidential/ secret in nature.
8. In any circumstances, the engaged personnel by our agency shall not claim any benefit/ compensation/ absorption/regularization of services from the University under the provisions of Industrial Disputes Act., 1947 and Contract Labor (Regulation & Abolition) Act, 1970.
9. I/We shall engage the appropriate qualified personnel as required by the University from time to time. The said personnel engaged by the service provider shall be the employees of the service provider and it shall be the duty of the service provider to pay their remuneration every month **Abstract, Government of Telangana notified by Finance (HRM.VII) Department vide G.O.Ms.No.60 11th June, 2021**, by the Fifth (05th) day of the following month without linking to payment to be received from the University In case of delayed payment, I/We are liable to pay the penalty as decided by the competent authority, which shall be binding on us.
10. I/ We shall be wholly and exclusively responsible for payment of remuneration, EPF, ESIC, Bonus etc. to the persons engaged by it, in compliance of all the statutory obligations under all related legislations as applicable to it; from time to time including Minimum Wages Act, 1948, Employees Provident Fund Act, 1952, ESI Act, 1948, Contract Labour (Regulations & Abolition) Act, 1970, shall not incur any liability for any expenditure whatsoever on the persons employed by the service provider on account of any obligation.

11. I/We shall provide a substitute, well in advance, if there is any probability of engaged personnel leaving the job due to his/her own personal reasons. The agency shall ensure of providing ESI cards to all the employed personnel within one month of commencement work under this contract to enable them to avail of the entitled medical facilities.
12. I/We shall ensure that individual Bank Accounts of members are opened in their respective names and all payments shall be made through e-transfer only as per the revised remuneration notifications issued by Government of Telangana, from time to time. Payment in cash is totally prohibited.
13. I/We shall be available to contact at all times (24 X 07 Hrs a day) and message sent by WhatsApp, SMS, E-mail, Fax or any Special Messenger from University to the agency/ service provider shall be acknowledged immediately on receipt on the same day.
14. I/We shall not engage an Agent or paid commission or influence any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the firm/agency, on a specific request of the University, shall provide necessary information/ inspection of the relevant financial documents/information.
15. It will be sole responsibility of the agency/ Service Provider to maintain/ open EPF/ ESI account and bank account of all serving/ newly joined personnel. EPF/ ESI account and bank account of all newly joined personnel has to be opened within one month of his/ her joining.
16. I/We shall replace immediately any of its personnel, if they are found to be unsuitable by the University because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving instructions from the University in writing or verbal.
17. I/We shall be responsible for all the acts of the engaged personnel and will be liable for penalties as decided/ promulgated by the University
18. I/We shall enter into an Agreement with the University on Non-Judicial Stamp Paper of Rs.100/- (Rupees One hundred only) within 21 days of the issue of letter of Award. Non-fulfilment of this condition of executing an agreement/ contract document by the contractor would constitute sufficient ground for annulment of the award of the contract and forfeiture of Bid Security.
19. I/We shall ensure adherence to following relevant acts/ laws including (as amended time to time)
 - (a) The Contract Labour (Regulations & Abolition) Act, 1970
 - (b) The Payment of Wages Act, 1936
 - (c) The Workmen Compensation Act, 1923
 - (d) Minimum Wages Act, 1948
 - (e) ESI Act 1948
 - (f) The Employee's Provident Fund and Miscellaneous Provisions Act, 1952
 - (g) The Industrial Disputes Act, 1947
 - (h) The Equal Remuneration Act, 1976
 - (i) The inter-State Migration Workmen (Regulation of Employment and Conditions of Services) Act, 1979.
20. The information furnished in the technical bid is true, complete and correct to the best of my knowledge and belief, I undertake that in the event of any information being found

fake or false at any stage, and my tender shall be liable to be cancelled / terminated without any notice or compensation in lieu thereof.

21. In case the above information found false, I/ We are fully aware that the tender/ contract will be rejected/ cancelled by the YISU Hyderabad.

22. I/We hereby declare that, in the event of being awarded the contract, I/We shall duly perform and fulfil all the terms, conditions, and obligations as specified in the tender and the subsequent agreement. If I/We fail to execute or complete the assigned work, either in full or in part, within the stipulated time or as per the scope and quality specified, the University shall have full authority to **terminate the contract, forfeit the Performance Security Deposit / Bank Guarantee, and recover any consequential losses or damages** from our firm, including but not limited to, **engaging alternative arrangements at our risk and cost**. I/We further agree that such failure or default shall also make us **liable for blacklisting or debarment** from participation in future tenders of Young India Skills University or any of its associated institutions, without prejudice to any other legal action that the University may deem fit.

I/We shall also indemnify YISU against any claims arising out of deployment of our personnel.

Deponent Witness: -

1.

2. Name

Address Attested:

(Public Notary/ Executive Magistrate)