

No.A-11019/1/2017-Admin  
Government of India  
Department of Personnel & Trainning  
Staff Selection Commission (ER)

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8<sup>th</sup> Floor, 1<sup>st</sup> MSO Building, Nizam Palace,  
234/4, AJC Bose Road, Kolkata – 700020.

**Dated 9<sup>th</sup> October, 2017**

**NOTICE INVITING LIMITED TENDER ENQUIRY FOR OUTSOURCING OF  
SERVICES FOR HANDLING OF HELPLINE MOBILE PHONES**

Sealed quotations are invited from reputed agencies/firms for outsourcing of services for handling of 02 Helpline Mobile Phones of the office of Staff Selection Commission (Eastern Region), Govt. of India, Department of Personnel & Training, 8<sup>th</sup> Floor, 1<sup>st</sup> MSO Building, Nizam Palace, 234/4, AJC Bose Road, Kolkata – 700020.

2. Interested agencies/firms may send sealed quotations for two persons with complete bio-data in separate envelopes to the aforementioned office latest by **16<sup>th</sup> October, 2017 on or before 02:00 PM**. The quotations will be opened on the same day i.e. on **16<sup>th</sup> October, 2017 at 03:00 PM** in this office premises in the presence of the representatives of the interested firms/agencies if they so desire. Tender forms are available on this Department's website viz. [www.sscer.org](http://www.sscer.org) and can be downloaded without fees. The details Scope of work, Terms & Conditions governing the LTE etc. are given along with this Notice Inviting LTE.

Sd/-  
(Priyanka Basu Ingty)  
Regional Director  
Staff Selection Commission (ER)

#### **A. SCOPE OF WORK:**

The Staff Selection Commission (Eastern Region) is a recruitment agency for various posts (Group – B Non-Gazetted and Group – C) in various Ministries/Departments of Govt. of India and functioning in the Eastern Region for successful conduct of Recruitment Examination. A huge number of aspirants are appeared in various Examinations of the Commission from the Eastern Region. The candidates often contacted telephonically with this office with their queries related to Examinations. The two Helpline Operators should have to perform the following tasks as given hereunder:-

1. The two Helpline numbers are operated throughout the office hours from 09:30 AM to 06:00 PM. They are required to attend calls from the candidates during the specified time;
2. Helpline operators should facilitate the candidates by way of giving relevant information to the candidates;
3. The Helpline operators are required to provide information in Hindi, English and Bengali;
4. The operators must have to maintain a Register as well Excel Sheet in which each call details like Name of the Callers, Mob./Land Line No. from which the incoming call received, Location of the caller, Information sought by the caller and Information provided by the Helpline Operators to be recorded in brief etc. -  
-have to be recorded along with attending the calls;
5. The Helpline Operators will be proficient in Computer.

#### **B. Details Terms & Conditions:**

1. Notwithstanding anything contained herein, this office reserves the right to terminate the service of the Contracting agency/Service Provider at any point of time without giving any notice or reasons whatsoever;
2. It shall be also to be duty of the service provider to ensure compliances of all statutory and contractual obligations in respect of the personnel provided by them;
3. The work shall be done on all working days (Monday to Friday) and payment will be made on the basis of attendance of persons during the calendar month and on pro-rata basis. In case of any emergency, such outsourced persons may be asked to work on declared holidays/Saturdays/Sundays also and for which they will be paid at daily rates as per contract;
4. The working hours will normally be from 09:30 AM to 06:00 PM daily, with 30 Minutes for lunch break. However, in case of specific requirements of work, the working hours can be changed in public interest as per discretion of the SSC (ER), Kolkata;
5. The personnel provided/deployed should be fluent in speaking in Hindi, English and Bengali. As the work is on Mobile Phone, such personnel provided/deployed should have to behave politely with the callers. They should be disciplined and well mannered. They should be provided with identity cards

details of the Helpline operators along with their photographs must have to be submitted by the service provider to the Commission;

6. Personnel provided/deployed should have basic Computer Knowledge with minimum qualification at least 10+2 standard;
7. Personnel, if not found working satisfactorily, must be replaced by the Service Provider on notice within three working days;
8. The personnel should be punctual and should attend the Helpline Mobile Phone assigned to them promptly and meticulously;
9. The personnel should report to the Assistant Director (Administration) of SSC (ER) every day;
10. All existing statutory regulations of both the State as well as the Central Government shall be adhered to by the Service Provider and all records maintained therefore shall be made available to SSC (ER) for scrutiny. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice;
11. The amounts quoted should be applicable for the entire period of contract and no request for enhancement will be entertained;
12. The payment shall be made to the Service Provider on submission of pre-receipted bill in triplicate. In case of any delay in submission of the bill by the service provider this office won't be responsible for any delay in payment;
13. Payment to the Service Provider will be made by NEFT or through e-Payment as per convenience of this office;
14. The persons engaged by the Contracting Agency/Service Provider will be in the employment of the Agency/Service Provider only;
15. The contractor/Service Provider shall indemnify and keep this office indemnified against all acts of omissions, negligence, dishonesty or misconduct of the personnel engaged and this office shall not be liable for any such mishap;
16. The contract will be initially for a period of 01 Year starting from the date of commencement of the contract. In case services are found satisfactory, the agreement may be extended on year to year basis with the mutual consent of the service provider and this office. This office reserves the right to terminate the contract at any point of time if services are found unsatisfactory;
17. No other person except Service Provider's authorized representatives shall be allowed to enter in the office;
18. This office will not involve in any dispute between the service provider and workers of the service provider;
19. In case of any change in the outsourced person, the same should only be made after prior intimation to this office;
20. The personnel will have to hand over the Helpline Mobile Phone assigned to him/her to this office every day after his day's work.

