



कर्मचारी चयन आयोग, (कर्नाटक-केरल क्षेत्र),
प्रथम तल, ई-विंग, केंद्रीय सदन, कोरमंगला, बंगलूर - 560034.
Staff Selection Commission,
(Karnataka – Kerala Region),
First Floor, 'E'Wing, Kendriya Sadan,
Koramangala, Bangalore – 560 034.



मिसिल सं. एम.420001/03/2016-स्था

दिनांक: 29 अगस्त, 2018

कर्मचारी चयन आयोग (ककेक्षे), बंगलूर द्वारा परीक्षा के विभिन्न चरणों पर उम्मीदवारों को एस.एम.एस. और ई-मेल भेजने एवं इस कार्यालय को एस.एम.एस. और ई-मेल भेजे/नहीं भेजे गए का डेलिवेरी रिपोर्ट प्रदान भी करने हेतु एस.एम.एस. और ई मेल सेवाओं के लिए प्रतिष्ठित सेवा प्रदाता कंपनियों से मुहरबंद कोटेशन आमंत्रित की जाती है। आयोग इन कार्यों को क्रियान्वित करने हेतु सेवा प्रदाता कंपनियों का एक पैनल गठित करने पर विचार कर रहे हैं जो प्रारंभतः दो साल की कालावधि की होगी, निविदाकर्ता / सेवा प्रदाता द्वारा काम का संतोषजनक कार्य निष्पादन की स्थिति में वही नियम एवं शर्तों के आधार पर एक बार एक साल की दशा में दो और साल तक आगे बढ़ाया जा सकता है। सभी आवश्यक ब्यौरों सहित निविदा दस्तावेज 17.09.2018 तक या उससे पहले सभी कार्य दिवस पूर्वाह्न 10:00 बजे से शाम को 5:00 बजे तक कर्मचारी चयन आयोग (ककेक्षे) के सूचना एवं सुविधा केंद्र, प्रथम तल, ई स्कंध, केंद्रीय सदन, कोरमंगला, बंगलूर से प्राप्त किया जा सकता है। डाक द्वारा भी निविदा दस्तावेज प्राप्त किया जा सकता है। निविदा दस्तावेज प्राप्त करने के लिए क्षेत्रीय निदेशक, कर्मचारी चयन आयोग (ककेक्षे), बंगलूर के पक्ष में आहरित मांग ड्राफ्ट के रूप में देय 500/- ₹. (यदि डाक द्वारा प्राप्त करना चाहते हैं तो इसके साथ 50/- ₹. जोड़ना है) का भुगतान करना है। डाक द्वारा निविदा दस्तावेज प्राप्त करने का आवेदन अधोहस्ताक्षरी को 14.09.2018 तक मांग ड्राफ्ट के साथ उपर्युक्त निर्धारित समय से पहले पहुँचना अनिवार्य है। निविदा दस्तावेज की कीमत अप्रतिदेय है।

निविदा आमंत्रण सूचना तथा निविदा दस्तावेज वेबसाइट <http://ssckkr.kar.nic.in> पर उपलब्ध है और इन्हें डाउनलोड किए जा सकते हैं। तथापि, ऐसी फर्मों जो निविदा को वेबसाइट से डाउनलोड करके प्रस्तुत करते हैं, उन्हें निविदा बिड के साथ निविदा दस्तावेजों की कीमत की ओर 500/- ₹. (केवल पाँच सौ रुपए) का मांग ड्राफ्ट जमा करना होगा, अन्यथा निविदा को अस्वीकार कर दिया जाएगा।

निविदा दस्तावेज के सभी पृष्ठों पर विधिवत् हस्ताक्षर करके कार्यालय मुहर के साथ कोटेशन 19.09.2018 तक इस कार्यालय में पहुँच जाना चाहिए।

निविदा की समय सारणी निम्न प्रकार के है:-

निविदा पृष्ठताछ सं. : 03/कचआ(ककेक्षे)/2018
निविदा प्रस्तुत करने की अंतिम तारीख : 19.09.2018 को अपराह्न 3:00 बजे
निविदा खोलने की तारीख तथा समय : 19.09.2018 को अपराह्न 3:30 बजे



कर्मचारी चयन आयोग, (कर्नाटक-केरल क्षेत्र),
प्रथम तल, ई-विंग, केंद्रीय सदन, कोरमंगला, बेंगलूर - 560034.
Staff Selection Commission,
(Karnataka – Kerala Region),
First Floor, 'E'Wing, Kendriya Sadan,
Koramangala, Bangalore – 560 034.



सं/M.420001/3/2016Est.

Dated the, 30th August, 2018

Sealed quotations are invited by Staff Selection Commission (KKR), Bangalore from reputed Service Provider Companies for SMS and Email services for sending SMS and Emails to candidates at various stages of examinations and also provide a delivery report of sent/unsent details of SMS and E-mails to this Office. The Commission intends to form a panel of Service Provider Company to perform these functions for a period of two years initially, extendable up to a maximum of two more years, one year at a time, on the same terms and conditions depending upon the satisfactory execution of the work by Tenderer/Service Provider. Tender documents with all necessary details may be obtained from Information & Facilitation Centre of Staff Selection Commission (KKR), 1st Floor, E Wing, Kendriya Sadan, Koramangala, Bangalore on all working days between 10 AM to 5 PM on or before **17.09.2018**. Tender Documents can also be obtained by post. Cost of the Tender documents is Rs.500/- (plus Rs.50/- towards postal charges, if required by post) payable in the form of Bank Demand Draft drawn in favour of the Regional Director, Staff Selection Commission (KKR), Bangalore. Request for Tender documents by post should reach the undersigned by **14.09.2018** along with a Demand Draft before the above stipulated time. The cost of tender document is non-refundable.

The notice inviting tender and the tender document are available on website <http://ssckkr.kar.nic.in> and can be downloaded. However, such firms who submit tender by downloading it from website, will have to submit a Demand Draft for Rs.500/- (Rs. Five Hundred Only) towards the cost of tender document along with the tender bid, failing which the tender will summarily be rejected.

The quotation duly signed on all pages of the tender document with office seal, should reach this office by **19.09.2018**.

The time schedule for the tender is as follows:-

| | |
|-------------------------------------|-------------------------------|
| Tender Enquiry No.: | 03/SSC(KKR)/2018 |
| Last Date for submission of Tender: | 03:00 PM on 19.09.2018 |
| Date and Time of Opening of Tender: | 03:30 PM on 19.09.2018 |

Staff Selection Commission (KKR)

Tender No. 03/SSC(KKR)/2018

The Staff Selection Commission recruits Gr 'C' Non-Technical and Gr 'B' Non-Gazetted Personnel for the Government of India through Open Competitive Examinations. Staff Selection Commission (KKR), Bangalore i.e SSC (KKR) handles candidates of Karnataka, Kerala and Union Territory of Lakshadweep.

The Staff Selection Commission (KKR), Bangalore invites Tenders from reputed Service Provider Companies for SMS and Email services for sending SMS and Emails to candidates at various stages of examinations. The Commission intends to form a panel of Agencies to perform these functions for a period of two years initially, extendable up to a maximum of two more years, one year at a time, on the same terms and conditions depending upon the satisfactory execution of the work by the tenderer/Agency. However if the Commission is not satisfied with the work of the agency so empanelled, the agreement will liable to be terminated at any point of time at the sole discretion of the Commission. The Commission at its discretion can empanel and allot the work to any of the agencies at its own discretion in the interest of the work of the Commission.

1. General Conditions

- i) Earnest Money: Earnest Money of Rs.5,000/- in the form of DD in favour of " The Regional Director, Staff Selection Commission(KKR), Bangalore" should be submitted along with the quotation by the tenderer. Offer without Earnest Money will be rejected.
- ii) EMD will be liable to be forfeited in the event of withdrawal of the proposal anytime after the last date for receipt of the proposal or modification of the terms of the proposal after such last date or in the event of failure to execute the work order after being awarded the work.
- iii) The successful bidder shall have to furnish a Performance Security of Rs. 10,000/- (Rupees Ten Thousand Only) in the form of Bank Demand Draft, in favour of Regional Director, Staff Selection Commission (KKR), Bangalore within seven days of acceptance of bid for successful performance during the period of contract along with the agreement to be executed with the Commission.
- iv) The Quotation document may be obtained from the O/o the Staff Selection Commission, Bangalore or can be downloaded from the official website: ssckkr.kar.nic.in
- v) Quotations will be opened in the presence of Quotationers or their authorized representatives on the specified date and time as stipulated in the Quotation document.
- vi) At any time prior to the date of submission of Quotation, the Quotation inviting Authority may, for any reason, whether on his own initiative or in response to a clarification requested by a prospective Quotationer, modify the quotation documents by an amendment. All prospective Quotationers who have received the Quotation document will be notified of the amendment and that will be binding on them. In order to provide reasonable time to take the amendment into account in preparing their Quotation, the Quotation Inviting Authority may at its discretion, extend the date and time for Submission of Quotation.
- vii) Interested eligible Quotationer, if they so desire, may obtain further information from the office of the Quotation Inviting Authority.
- viii) In case any of the document/information furnished by a Quotationer are found to be false/forged, such proposal will be rejected and will not be considered for further process. Excuses like typographic error will not be entertained.
- ix) The objective is to send EMAIL and SMS at various stages to all the candidates who have applied for examinations conducted by the Commission. Accordingly orders will be placed for approximately Rs. 5 lakh SMS & Email per annum though it is not binding on the Commission i.e SSC (KKR) about the exact number to be sent. As the total number of applicants defers for various examinations conducted by the Commission, separate price quotation should be indicated for
 - a) upto 5,000 thousand SMS & Email
 - b) between 5,000 and 25,000 thousand SMS & Email
 - c) above 25,000 thousand SMS & Email
- d) The Quotation shall be signed by the vendor in all the pages with official seal.
- e) SSC (KKR) will release payment on the basis of deliverables and bill of services provided by the vendor. Representatives of SSC (KKR) will verify necessary details with outcomes as per normal expectations and terms and conditions of the Quotation Document.
- f) Unsealed Quotation will not be accepted. It should be ensured that all envelopes are properly sealed.

2. Eligibility Conditions/Selection Criteria

The vendor will have to provide the following particulars:-

- a) Details of the agency (including Name, Complete Address, Phone No., Contact Person, Email ID, Brief Description of the organization etc) should be provided as per Annexure A
- b) The agency should be financially sound with positive net worth. The agency should have a minimum annual turnover of Rs. 10 lakh in the last financial year
- c) The agency/bidder should have experience of sending atleast 10,000 SMS and Email annually for any Central/State Govt, PSUs etc . Relevant certificates/work orders may be attested and given with the tender document.
- d) Self Attested copy of the registration certificate.
- e) Self Attested copy of the valid Goods and Service Tax (GST) Registration Number issued by competent authority of Govt.
- f) Income Tax PAN Card No. (Photocopy of the PAN Card need to be submitted).
- g) Self Attested experience Certificate regarding providing bulk SMS & Email Service to any other organizations.
- h) Self declaration certificate for not being blacklisted by any Govt. Organizations/Departments or have not being under legal action for corrupt or fraudulent practices.
- i) Price should be quoted in the format annexed. Annexure B.
- j) The proposal document shall be signed by the proposer in all pages with official seal

3. Deliverables/Services to be provided:

The successful bidders have to provide the following services:

- a) Customized SMS of approx 160 characters and Email of approx 400 characters are to be sent to all the candidates who apply for the Commission's examination at various stages. SSC (KKR) shall provide the content of the SMS and Email along with the order and that should be delivered to all applicants/candidates as per schedule mentioned in the order. The SMS may have to be delivered in English, Hindi, Kannada, Malayalam etc as per requirement.
- b) Order shall be placed as and when required by SSC (KKR).
- c) Delivery of the SMS & EMAIL should be strictly as per schedule. If SMS/Email could not be delivered as per schedule, then that should be informed immediately to the O/o Staff Selection Commission, Bangalore. As delivery of SMS/Email is linked with certain purpose and scheduled date, there is possibility that, the order may be cancelled if the SMS/Email not delivered on schedule date. Detail terms & conditions of delivery will be mentioned in each order separately.
- d) All sent messages should have delivery details and should be accessible.
- e) The selected vendor will do all liaisoning & coordination job and will be single point of contact for all issues.
- f) To provide the details of the delivery report viz., the E-mail/SMS was delivered/undelivered to the candidate.
- g) The Phone numbers and E-mail IDs of any candidate/person must not be used for any commercial or any other purposes except to send E-mail/SMS as sought by SSC (KKR).
- h) In case of any SMS/Email related issues, SSC (KKR) will lodge a complaint which should be attended immediately.
- i) Payment will be released after completion of the work and submission of the bill in duplicate. Detail report of sending SMS/Email along with delivery report to be submitted along with the bill. Payment will be released based on delivery report.
- j) The validity of offer of the successful bidder shall be at least **two years** from the date of finalization of the order and the successful bidder will be bound to provide the services at agreed rates and terms during this period if required by the Quotation Inviting Authority.

4. Acceptance of Quotation

Quotation Evaluation:

Quotationer shall be selected based on the lowest rate quoted by the vendors. However, the bidder must submit the documents mentioned in the relevant clause. Conditional discounts shall not be taken into account for price comparison.

Right to Reject Quotation:

Quotation Inviting Authority reserves the right to accept the Quotation or to reject the Quotation for all items or for any one or more of the items Quoted at any point of time without assigning any reason.

5. Payment Terms & Conditions

- a) Payment will be released after completion of the work and submission of the bill in duplicate. Detail report of sending SMS/Email along with delivery report to be submitted along with the bill. Payment will be released based on delivery report. TDS(Tax Deducted at Source) on Income tax, service Tax etc. will be deducted by the Commission as per rules.
- b) If at any time during the period of contract, the price of quoted items is reduced or brought down by any Law or ACT of the Central or State Government or by the Tenderer himself, the Tenderer shall be bound to inform the Quotation Inviting Authority immediately about such reduction in the contracted prices. Quotation Inviting Authority is empowered to unilaterally effect such reduction as is necessary in rates in case the Tenderer fails to notify or agree to such reduction in rates.
- c) In case of any enhancement in excise duty/service tax due to notification of the Government after the date of submission of bids and during the validity period of contract, the quantum of additional excise duty/service tax so levied will be allowed to be charged extra as a separate item without any change in price structure under the Tender. For claiming the additional cost on account of the increase in excise duty/service duty, the Tenderer should produce a letter from the concerned Authority confirming payment of additional tax on the items to the Quotation Inviting Authority and also must claim the same in the invoice separately.

6. Earnest Money Deposit (EMD)/Bid Security

The EMD (Earnest Money Deposit) for an amount of Rs.5,000/- (Rupees Five Thousand Only) should be in the form of Demand Draft. The DD should be in favour of Regional Director, Staff Selection Commission (KKR), Bangalore. EMD in any other form will not be accepted. EMD of the successful bidder will be adjusted against the performance security. No exemption of EMD shall be allowed to anyone including PSU/Co-operative Society/Govt. Organisation. Tender Bids without EMD or EMD of lesser amount shall be summarily rejected. EMD shall be returned/refunded to unsuccessful bidders. (Note: EMD will be liable to be forfeited in the event of withdrawal of the proposal any time after the last date for receipt of the proposal or modification of the terms of the proposal after such last date or in the event of failure to execute the work order after being awarded the work)

7. Performance Security

- a) The successful bidder shall have to furnish a Performance Security of Rs. 10,000/- (Rupees Ten Thousand Only) in the form of Bank Demand Draft, in favour of Regional Director, Staff Selection Commission (KKR), Bangalore within seven days of acceptance of bid for successful performance during the period of contract along with the agreement to be executed with the Commission.
- b) In case of any breach of lapse on the part of the Agency, the Commission will be entitled to invoke the performance security without any objection from the Agency in any manner.
- c) In case of any additional work, the Agency will furnish an additional performance security for a sum of 5% on the cost of such additional work.
- d) If the successful bidder/agency fails to furnish the above performance security, the EMD (Earnest Money deposit) shall be forfeited.
- e) Both the Earnest Money Deposit and the Security Deposit will not earn any interest.

8. Period of Contract

- a) The empanelment of agencies will be for a period of two years initially from the date of signing the agreement. The agreement with the agencies can also be extended for a further period of maximum of two years, one year at a time, upon satisfactory performance of the Agency and requirement of the Commission.
- b) The agency shall be liable to complete all pending activities in respect of work already assigned during the period of Contract/Agreement.
- c) After the expiry/Termination of Agreement/Contract with Agency by whatever reason, the Commission would be entitled to get the work done from any other firm/agency or person and the bidder would be liable to hand over all materials to the Commission and will not object in any manner to the work being completed by any other agency.

9. Service Conditions and Penalty

- a. Work order shall be placed on the successful bidder at the discretion of the Commission.
- b. The services provided by the bidder shall be of the best quality and shall comply with specifications, stipulation and conditions specified. The SMS & Email service should be delivered as per schedule mentioned in the order.
- c. The Commission will have the right to impose a penalty for delayed delivery. Bill shall not be paid if delivery of SMS & Email is not as per schedule.

10. Agreement/Contract

The parties to the contract i.e the Commission and successful Bidder shall have to enter into a contract by formal signing of the agreement and this will be effective from the date of signing.

11. Termination of Agreement

- a) In case of any delay in execution of work assigned, the agency would be liable to pay penalties. However, in case of regular delays, the Commission would be entitled to cancel the agreement and in that case the agency will not be entitled to any amount payable to them under this contract.
- b) In case of excessive errors and if the Commission is of the view that the work has not been performed satisfactorily and cannot be performed by the Agency, the Commission at its discretion may terminate the agreement without any prior notice and in that case the Commission would not be liable to pay any amount on any account to the agency.
- c) If the work of the agency is not found satisfactory or any breach is noticed or any manipulation is reported to or noticed by SSC (KKR), the SSC(KKR) reserves the right to cancel the contract and/ or forfeit Performance security submitted by the agency and/or to take legal action including black listing the agency, at any point of time during the period of contract without prior notice.
- d) In case the contract is terminated with agency, the Commission would be entitled to get the work done from any other firm/agency or person and the bidder would hand over the completed and uncompleted work to the Commission and will not object in any manner to the work being completed by any other agency.
- e) The agency shall strictly comply with the terms and conditions of the agreement. In case of violation of any of the terms and conditions, the agreement shall be liable to be cancelled immediately and Performance security shall also be forfeited and the agency will not be entitled to any amount payable to them under this contract.

12. Force Majeure

- a) Notwithstanding the provisions of the tender, the Vendor shall not be liable for forfeiture of its Performance Security, liquidated damages or termination for default, to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- b) For purposes of this clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the Vendor's fault or negligence and not foreseeable. Such event may include, but are not restricted to, acts of the client either in its sovereign or contractual capacity, war or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- c) If a force Majeure situation arises, the qualified Vendor shall promptly notify the commission in writing of such conditions and the cause thereof. Unless otherwise directed by the Commission in writing, the vendor shall continue to perform its obligations, under the contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The Commission may terminate the contract, by giving a written notice of y days to the vendor, if as a result of force Majeure, the Vendor being unable to perform activities/functions for a period of more than two weeks.

13. Arbitration

In the event of any dispute or differences, the matter will be referred to the sole arbitrator appointed by Regional Director, Staff Selection Commission (KKR), whose decision shall be final and binding.

INFORMATION OF THE BIDDER

| | | |
|-----|--|--|
| 1. | Name of the Quotationer | |
| 2. | Registration No and Valid Upto | |
| 3. | Address of the Registered Office | |
| | Phone No: | |
| | Fax No.: | |
| | Official Email ID: | |
| 4. | Year of Establishment | |
| 5. | Type of Organisation (Govt. Undertaking/Corporation/Public Limited/Private Limited) | |
| 6. | Name & Designation of the Authorized Signatory | |
| 7. | Contact Person | |
| | Name: | |
| | Designation: | |
| | Phone No.: | |
| | Fax No.: | |
| | Mobile No.: | |
| | Email ID: | |
| 8. | Website | |
| 9. | Annual Turnover for the last financial year | |
| 10. | Experience of providing SMS services of any Central/State Govt, PSUs etc (Attach documentary evidence) | |
| 9. | Address of Karnataka/Bangalore Office | |
| 10. | Contact Person of Karnataka/Bangalore Office | |
| | Name: | |
| | Designation: | |
| | Phone No.: | |
| | Fax No.: | |
| | Mobile No.: | |
| | Email ID: | |
| 11. | Date of Operational of Telecommunication Service of India/Karnataka | |
| 12. | Brief Description of the Organisation | |

| | To be submitted in official letter head | | | | | |
|--------|--|----------------------|---------|----------------------------------|------------------------------------|-------|
| | Price Quotation Quotation for Bulk SMS Services | | | | | |
| | Name of Tenderer | | | | | |
| Sl.No. | Name of Service | Basic Unit Price(Rs) | Tax (%) | Tax Amount per SMS & Email (Rs.) | Net Amount (per SMS & Email) (Rs.) | Total |
| 1. | Outgoing Transactional Bulk SMS & Email for < 5000 SMS & Email (Rate should be quoted on per SMS & Email basis) | | | | | |
| 2. | Outgoing Transactional Bulk SMS & Email for > 5000 and < 25,000 SMS & Email (Rate should be quoted on per SMS & Email basis) | | | | | |
| 3. | Outgoing Transactional Bulk SMS & Email for > 25000 SMS & Email (Rate should be quoted on per SMS & Email basis) | | | | | |

Details of Earnest Money (No tender will be entertained without Earnest Money)

- i) Amount : Rs.5,000/-
- ii) Bank Draft NO. (A/c Payee in favour of :
Regional Director, SSC(KKR), Bangalore
- iii) Name of Bank :

I declare and affirm that the information given by me in the Tender are true to the best of my knowledge and belief and that if any untrue information be contained in the Tender, my Tender may be cancelled at any stage. I also undertake to complete the job exactly as laid down in the Tender terms and conditions of the Commission.

(Signature of the Tenderer)

STAFF SELECTION COMMISSION (KKR)**Tender No. 01/SSC(KKR)/2016****AGREEMENT**

This agreement made this day of Between the Staff Selection Commission (KKR) through the Regional Director (KKR), 1st Floor, E Wing, Kendriya Sadan, Koramangala, Bangalore-560034, hereinafter called the Commission, represented by the Regional Director on one part and hereinafter called the Telecommunication Service Agency (TSA), on the other part which shall include his executors, administrators and representatives in interest.

And whereas the said TSA has tendered his rates, as mentioned hereunder, for sending Email and SMS to candidates of the Commission as detailed in General Conditions laid down in the tender document.

Annexure B

| | To be submitted in official letter head | | | | | |
|--------|---|----------------------|---------|----------------------------------|------------------------------------|-------|
| | Price Quotation Quotation for Bulk SMS Services | | | | | |
| | Name of Tenderer | | | | | |
| Sl.No. | Name of Service | Basic Unit Price(Rs) | Tax (%) | Tax Amount per SMS & Email (Rs.) | Net Amount (per SMS & Email) (Rs.) | Total |
| 1. | Outgoing Transactional Bulk SMS & Email for < 5000 SMS & Email (Rate should be quoted on per SMS & Email basis) | | | | | |
| 2. | Outgoing Transactional Bulk SMS & Email for > 5000 and < 25,000 SMS & Email (Rate should be quoted on per SMS & Email basis) | | | | | |
| 3. | Outgoing Transactional Bulk SMS & Email for > 25000 SMS & Email (Rate should be quoted on per SMS & Email basis) | | | | | |

Note: The rates quoted will include all the aspects of the work, including those in the 'Scope of Work'

The above rate has been approved and accepted by the Commission.

Now, therefore, this agreement witnesses:

1. That now the Agency will carry out all the work relating to sending SMS and Email to candidates of the Commission as detailed and specified in General Conditions laid down in the tender document as and when called upon to do so during currency of this agreement.
2. That the parties would be bound by all the General Conditions laid down in the tender document which shall be deemed to form part of this agreement.
3. In case of violation of any of the terms/conditions of the tendered work, any mistake or delay in the supply of output returns according to the schedule or any lapse on the part of Agency or in case of non-

implementation of the instructions of the Commission, the Commission shall have the right to rescind the contract and will have the right to get the work done through other agency at the risk and cost of the TSA. In that case the TSA shall forfeit the Security Deposit. Any loss arising out of the same shall be borne by the TSA. In the event of cancellation of contract, the TSA will be required to handover all the materials to the Commission in its premises within two days from the date of such intimation.

4. The time schedule laid down by the Regional Director (KKR), Staff Selection Commission, Bangalore for completion of the work will be strictly adhered to by the TSA and no extension under any circumstances will be given. Failure on part of the TSA to the time frame given by the Commission will be viewed seriously and will render the said firm(s) liable to pay penalty up to Rs.1,000/- per day for the period of delay and the amount will be deducted from the bill.
5. The Commission will have the right to impose a penalty. The quantum of penalty levied will be based on whether the mistake is major or minor. Decision of the Regional Director will be final on this.
6. The Commission reserves itself the right to maintain a panel of TSAs and to utilize the services of anyone or all of them, and assign part-work of a particular examination to the Agency in connection with the Commission's work during the subsistence of the contract, at the discretion of the Regional Director (KKR), whenever a need for such engagement arises.
7. The Phone Numbers/E-mail IDs provided by the SSC (KKR) must not be used by the operator or shared by the Operator for any commercial/advertising purpose or any other purpose except to send SMS/E-mail as sought by SSC (KKR).
8. The TSA shall not terminate the contract after the commencement of the job. The contract can be terminated by serving one month's notice only after the entire job relating to the particular examination is fully and satisfactorily completed.
9. An earnest money deposit of Rs. 5,000/- (Rupees Five thousand only) sent with the Quotation together with the deposit of Rs. 5,000/- (Rupees Five thousand only) made by the TSA in the form of Demand Draft/Pay Order, duly drawn in favour of the Regional Director (KKR), Staff Selection Commission i.e., total amount of Rs. 10,000/- (Rupees Ten thousand only) remitted shall stand as Security Deposit. This Security Deposit will not earn any interest.
10. The payment of the bills will be made only after satisfactory and timely completion of the job as per the order placed by the Commission
11. TDS at the applicable rates will be deducted on each payment to the TSA and amount will be recovered from the bills by the Drawing and Disbursing Officer, Staff Selection Commission (KKR), Bangalore
12. In case of any dispute as to interpretation of the terms of the contract, the decision of the Regional Director (KKR) shall be final and binding.
13. The contract will be valid for a period of two year commencing from to but can be extended from time to time, by mutual Agreement. Notwithstanding that the contract may have expired the TSA shall continue to carry out the work allotted by the Regional Director, at the rate agreed to in the original contract, until other arrangements are made by the Regional Director. However, the Commission shall be at liberty to terminate the agreement if it thinks so at any time during the currency of the agreement without assigning any reasons, by giving one week's notice to the TSA.

REGIONAL DIRECTOR, SSC(KKR)
Signed for and on behalf of Commission

On behalf of the
(Mr. XXXXXX
Chief executive

Witness: 1.

2.