

**EXPRESSION OF INTEREST**

**The National Centre for Biological Sciences/ Tata Institute of Fundamental Research, GKVK, Bellary Road, Bangalore- 560065 invites Expression of Interest (EOI) from reputed firms/ agencies for Managing Front Office and allied services at NCBS on round the clock basis.**

**For details please visit <http://www.ncbs.res.in/tenders.html>. Last date for receipt of EOI is 30<sup>th</sup> September, 2011 by 5.00 P.M.**

**EXPRESSION OF INTEREST (EOI)**  
**FOR**  
**FRONT OFFICE MANAGEMENT & ALLIED SERVICES AT NCBS**

**NATIONAL CENTRE FOR BIOLOGICAL SCIENCES/ TIFR**  
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## **Invitation of Expression of Interest for Managing Front Office and Allied Services at NCBS/TIFR, Bangalore.**

**The National Centre for Biological Sciences (NCBS)/ Tata Institute for Fundamental Research, Bangalore (herein after referred as Institute) invites applications to manage the Front Office and allied services on round the clock basis from reputed firms/ agencies with experience in similar field. In this regard, application for Expression of Interest would be invited in the first phase, techno-commercial bids from the short-listed EOI applicants would be invited in the second phase, and suitable applicant would then be selected for award of the contract.**

- 1. The application form for Expression of Interest is given in Annexure – A. Interested parties can submit the duly filled in application form along with all relevant supporting documents.**
- 2. The Last date for receipt of EOI is 30<sup>th</sup> September, 2011**
- 3. At any time before the submission of EOI, the Institute may, for any reason, whether at its own initiative or in response to a clarification requested by the service provider, carry out amendment(s) to this EOI document. The amendment will be made available in our website ([www.ncbs.res.in](http://www.ncbs.res.in)) and will be binding on them. The Institute may at its discretion extend the deadline for the submission of proposals.**
- 4. The Institute has a process to shortlist the interested parties and only the short-listed parties would be called for techno-Commercial bids.**

## **SCOPE OF WORK**

a) Managing the entire transport requirement with vehicles hired from agencies with whom NCBS has arrangements for all routine and special trips, special meetings, VIP visits, conferences, workshops, etc. Keeping record of each vehicle utilized on a trip to trip basis, verifying the bills, coordination with the transport agencies, assisting in transport tender, work order, sorting out day to day and long term problems will all be part of the contractors work.

b) The Allied Miscellaneous Services which forms part of this Contract shall require the Contractor to provide Services for Transport Management, Help-Desk Services, Reception/Front Office Management, Mailing / Despatch Services, etc. Keeping this in view, the Contractor should ensure that the persons deployed for the above job are:

- (i) Preferably Graduates who are able to read, write and speak in English, Kannada and Hindi.
- (ii) The person(s) to be deployed for the Reception / Front Office should have pleasing personality, should be able to communicate (speak, write & read) in English, Kannada and Hindi. Should be able to handle Personal Computer (PC) and standard software packages that are used for Office Management. Should be able to handle Modern Office Equipments e.x. Fax, Photo-Copier etc.

The schematic diagram (Annexure-G) of NCBS is enclosed. All intending contractors are urged to visit the NCBS campus and propose the manpower required under each category to manage the Front Office Management and allied services as detailed in this document.

1. Apart from involvement and assistance in placement of order, planning and scheduling of vehicles for transport system, the management of the entire transport system falls under the scope of security management and allied services. The scope, though not exhaustive is as under:-

- a) To ensure the discipline of drivers
- b) Ensure cost effectiveness
- c) Scheduling of vehicles
- d) Monitoring day to day requirement of vehicles in coordination with the approved transport agencies based on the daily requirement.
- e) Scrutinizing and recording the meter reading at entry and exit time on each occasion.
- f) Processing the consolidated bills of tendered transport agencies as per work order for payment action.
- g) To coordinate with the transport users, office administration and the agent for effective functioning of the transport system.
- h) Ensure quality and that all papers for each vehicle are in order.
- i) Ensure that the drivers are qualified, are in possession of license, wear uniform and badge and are medically fit and are always polite etc.
- j) To check and keep copies of all documents of each vehicle that is sent to NCBS on a regular basis and monitor for expiry of insurance, etc.

2. Help Desk Services are part of security management system and miscellaneous services and the scope of the help desk covers the following:-

- a) Liaison works with Government, Police, Foreign National Registration Office, Passport Office and various agencies including Govt./ Local Bodies / Private organisation,etc.
- b) To perform errand duties to various banks, Insurance Company, Post Office, KPTCL, etc.
- c) Railway/Bus/Air reservation/confirmation of tickets, etc.
- d) Any help services assigned by the office.

The list above is not exhaustive but indicative only.

Transport charges for carrying out official work as mentioned above will be reimbursed as per norms submission of claim.

2. Manning of Front Office with required number of person(s) familiar with the use of computers for 24hrs and 365 days in a year on shift basis. The job at the Front Office shall be receiving phone calls, reciprocate on calls. Sending, receiving and distributing fax, receiving speed post/ courier / registered mails, directing visitors, interacting with staff visitors for allotting vehicles, etc.
3. Mailing, Despatch work shall include franking, entering ledgers, tallying, daily operation and maintenance of franking machine and records, trips to post office for mails, errand jobs within the campus, photocopying, messenger work entering, pasting envelopes, moving papers and files between labs, offices, etc. within and / or outside the campus.

**The Agency should provide the following personnel:**

**I. Front Office Management: 4-5** People on round the clock basis. To be manned all 365 days.

Qualification: Preferably Graduates

Skills required: Pleasing personality, good communication skills, command over English, Hindi and Kannada

Able to handle phone calls, Fax machine, internet, email etc.

Booking of vehicles. Arranging for airport pick-up and drops, coordinating with drivers, maintenance of registers etc.

Experience: Minimum of two years as Front Office Assistant in a reputed Institute.

**II. R & I SECTION:** Persons from 9.00 a.m. To 6.00 p.m. on all working days. (including Saturday)

Qualification: Preferably Graduates

Skills required: Maintenance of Receipts and Despatch Section. Sending of courier, receiving dak from post office, distribution of dak, follow up with Agencies. Outdoor duties like liasioning work, bank duty, all outdoor duties, Notary work, co-ordination work Should be able to travel extensively within the city limits. Two wheeler driving license is a must.

Experience: Minimum two years in a reputed organization.

**III Transport Clerk:** Person to work on all working days from 9.00 a.m. To 6.00 p.m. (including Saturday)

Preferably graduates with good knowledge of Computers. Should be able to work on Excel sheet, prepare statements, checking and passing of transport bills. Liaison with Transport Agency, follow-up on bills, keeping record of the payments etc.

**IV SPORTS MANAGERS:** Two persons required to manage sports complex from morning 6.00 a.m. to night 8.00 p.m.

Qualification: Preferably Graduates.

Skills required: Good Communication skills, Command over English, Hindi and Kannada. Pleasing personality with good hygiene. Should be able to handle guests etc should be able to supervise and take care of all sports equipments and complex. The incumbent would be required to organize sports events. Competitions etc.

**Conditions for Contractor:**

1. Should Comply with the Minimum Wages Act.
2. Should comply with other statutory requirements such as ESI, PF, Bonus etc.
3. Should have provided similar services in at least two firms in last two years.