

Office of the  
Pr. Commissioner of Income Tax, Delhi - 10  
E-2 Block, Pratyaksha Kar Bhawan, Dr. S.P. Mukherjee, Civic Centre,  
Minto Road, New Delhi.

Limited Tender Notice

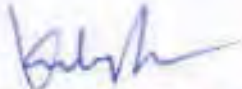
F.NO. DDO/Pr.CIT-10/MTS/2016-17/

Dated: 15.03.2017

**TENDER FOR OUT SOURCING OF MULTI TASKING STAFF (MTS) IN THE  
CHARGE OF Pr. CIT-10, NEW DELHI**

Sealed tenders are invited from reputed agencies for outsourcing of Multi Tasking Staff (MTS) in the Charges of Pr. CIT-10, New Delhi interested agencies may send sealed bids in the manner specified in the tender document to the DDO, Pr.CIT-10, New Delhi, Room No- 1204, E-2 Block, Pratyaksha Kar Bhawan, Dr. S.P. Mukherjee, Civic Centre, Minto Road, New Delhi-110002 on or before 21.03.2017 upto 4.00 pm. These documents may be obtained from the DDO, Pr. CIT-10, New Delhi or from the official website [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in)

The technical bids will be opened on 23-03-2017 at 04.00 pm Room No-1204, E-2 Block, Pratyaksha Kar Bhawan, Dr. S.P. Mukherjee, Civic Centre, Minto Road, New Delhi-110002 in the presence of representative of the interested agencies, if they make themselves available at that time. Financial bids of technically qualified agencies will be opened on the same day at 04:00 pm in Room No- 1204, E-2 Block, Pratyaksha Kar Bhawan, Dr. S.P. Mukherjee, Civic Centre, Minto Road, New Delhi-110002 in the presence of qualified parties if they chose to be present.

  
Drawing and Disbursing Officer,  
O/o Pr. Commissioner of Income Tax, Delhi -10,  
New Delhi

(KALU RAM)  
Drawing & Disbursing Officer  
Pr. CIT, Delhi-10, New Delhi

## TENDER FOR OUTSOURCING OF MULTI TASKING STAFF

Sealed tenders are invited from reputed agencies of outsourcing of Multi Tasking Staff (MTS) on the following terms and conditions:-

Requirement of Multi Tasking Staff.

1 | Multi Tasking Staff | Un-skilled

### 1 GENERAL TERMS AND CONDITIONS

#### 1. The nature of duties of MTS given below

a) The duties of the MTS would broadly include:

- General cleanliness & upkeep of the section/unit.
- Photocopying, sending of FAX etc.
- Cleaning of rooms
- Dusting of furniture etc.
- Cleaning of building, fixtures etc.
- Upkeep of parks, lawns, potted plants etc
- Any other work assigned by the superior authority.

#### 2C The following qualification should be fulfilled by the MTS:

a)The person should have fair knowledge of reading and writing in English, Hindi & Numerical System so that he/she is able to understand files and diary/dispatch work.

b)The age of personnel should be between 20 years to 40 years with preference to younger age group.

c)The personnel should be able to work till late hours.

3. The working hours for MTS will be from 9:30 Hrs to 06:00 hrs, if necessary even on holidays, with 1/2 hour lunch time break. The work shall be done on all working days and payment will be made on the basis of attendance.
4. The total number of MTS deployed shall be at the sole discretion of this office, but maximum number will not exceed 25.
5. Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948 shall be taken by the Service Provider. The Service Provider shall arrange necessary insurance cover for any persons deployed by him even for short duration. This office shall not entertain any claim arising out of mishap, if any that may take place. In

the event of any liability/claim falling on this office, same shall be reimbursed/indemnified by the Service Provider.

6. The personnel, if not found working satisfactorily, must be replaced by the Service Provider immediately.
7. The personnel should be punctual and should complete the work assigned to them promptly and meticulously.
8. The personnel should report to the office in charge assigned by the office.
9. All existing statutory regulations of both the State as well as the Central Governments, shall be adhered to by the Service Provider and all records maintained thereof shall be available for scrutiny by this office. 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.
10. The service provider is responsible for payment of monthly salary including leave salary, Bonus, Gratuity etc. to the personnel as applicable to them under law. The Service provider should ensure that salaries are paid on time/ before 7<sup>th</sup> of every month in any circumstances. It is mandatory for the service provider to pay the prevailing wages prescribed by the Minimum Wages Act, of the Delhi Government to the MTS. The MTS will be paid the wages for un-skilled category.
11. The payment shall be made to the Service Provider on or before 07<sup>th</sup> of the following month. At the time of submission of bill for payment, the Contractor/Service Provider should submit the proof for the previous payment made towards statutory liabilities. The service provider shall make only statutory deduction from the salary paid to the personal.
12. Payment to the Service Provider will be made by Account Payee Cheque only, on presentation of the bill. Income-tax shall be deducted at source as per the rates notified by the Income-tax Department.
13. The persons engaged by the Contracting Agency/Service Provider will be in the employment of the Agency/Service Provider only.
14. The Contractor/Service Provider shall indemnify and keep this office indemnified against all acts of omission, negligence, Dishonesty or misconduct of the personnel engaged and this office shall not be liable for any damages or compensation to any personnel or third party.
15. All damages caused by the personnel to the property of the office shall be recovered from the Service Provider.
16. The contract will be for a maximum period of 2 year starting from 01.04.2017 to 31.03.2019. This office reserves the right to extend the contract further, on the same terms or cancel contract in midway, subject to satisfactory performance of the Service Provider. Extension will be maximum for 24 Months.
17. No other person except Service Provider's authorized representative shall be allowed to enter the offices.

18. Department /office will not involve in any dispute between the service provider and workers of the service provider.
19. Proper uniform and identification card shall be provided by the contractor/bidder to the person deployed as MTS and it must be ensured that the same are worn to work & I.D. cards are displayed on person.
20. The contractor/bidder shall ensure that workers deployed by it maintain discipline of the highest order and that they restrict themselves to their assigned work only.
21. Any incidence of Inappropriate behavior by any of the MTS or any interference by them in the official functioning shall be viewed very seriously and may even lead to termination of the contact, if need be.
22. The vendor will provide the personal particulars of the MTS giving details of educational qualifications. The MTS are required identity proof of residence and valid photo id proof etc. to abide by the following rules:
  - i) Will work in the Income Tax Office premises only.
  - ii) Will not part with any information pertaining to the office.
  - iii) Will come to office neat and clean uniforms
23. Notwithstanding anything contained herein, this office reserves the right to terminate the services of the Contracting Agency/Service Provider at any time without giving any notice or reasons whatsoever.

## II MODE OF SUBMISSION OF TENDER

1. The sealed tenders shall be addressed to the Drawing & Disbursing Officer, O/o The Pr. Commissioner of Income Tax - 10 New Delhi, in Room No- 1204, E-2 Block, Pratyaksha Kar Bhawan, Dr. S.P. Mukharjee, Civic Centre, Minto Road, New Delhi-110002
2. The bidders are required to submit two bids. i.e. Technical bid and Financial bids in the prescribed formats i.e. Annexure-I and II (available on [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in)). In the technical bid, the bidder will provide details about his experience in the field, the other Organizations for which he/she is providing such services, details regarding compliance of statutory laws etc (detailed conditions given in Para III). In the Financial bid, the bidder will submit his quotation for his charge (detailed conditions given in the Para IV). It should be written boldly on top of the both envelopes as TECHNICAL BID and FINANCIAL BID. Both the envelopes should be submitted in a separate sealed cover duly addressed and super scribed with Technical / Financial QUOTATIONS FOR OPEN TENDER FOR OUTSOURCING OF MTS on top. The service

provider will be shortlisted on the basis of their technical competency after opening of technical bids. Finance bids of only those bidders, who are short listed on the basis of Technical bid will be opened and the bid with lowest quotations among the opened bids will normally be approved.

3. The department has right to relax Technical Qualification in case of sufficient number of quotations are not received.
4. This office reserves the right to postpone /and/or extend the date of receipt/opening of Rates/Quotations or to withdraw the same, without assigning any reason thereof.
5. The service provider are required to submit the complete rates/quotations only after satisfying each and every conditions laid down in the terms and conditions.
6. All the rates must be written both in figures and words. Correction, If any, are to be made by crossing out, initialing, dating and rewriting. In case of discrepancy between the words and figures. The rates indicated in words shall prevail. All overwriting /cutting, insertions shall be authenticated and attested.
7. Rates/Quotations should be submitted and signed by the firm with its current business address.
8. The tender shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms conditions contained herein and submit the same.
9. The Contractors/Service Provider must comply with the rates/quotations, specification and all terms and conditions of contract. No deviation in the terms and conditions of the contract shall be entertained unless specifically mentioned by the service provider in the rates/quotations and accepted by the department.
10. The last date for receipt of sealed tender is 21.03.2017 at 4.00 PM. The sealed tenders should be submitted to Drawing & Disbursing Officer, O/o The Pr. Commissioner of Income Tax-10 New Delhi, in Room No- 1204, E-2 Block, Pratyaksha Kar Bhawan, Dr. S.P. Mukherjee, Civic Centre, Minto Road, New Delhi-110002, between 11.00 a m to 05.00 pm on all working days.
11. Bids received later than the stipulated date and time will not be considered under any circumstances. This office reserves the rights to reject any tender, even the lowest one without assigning any reasons thereof.
12. The tender will be opened on 23.03.2017 at 11.00 am office of the JCIT - R 30 in the room no. 1206 E-2 Block, Pratyaksha Kar Bhawan, Dr. S.P.

Mukharjee, Civic Centre, Minto Road, New Delhi-110002 in the presence of tender committee.

13. Earnest money deposit of Rs.1000/- (Rupees One Thousand only) per application in form of Demand Draft/Postal order/Banker's cheque of Scheduled Bank in the favor of the DDO- Pr.CIT-10, New Delhi, shall accompany the qualifying bid. Qualifying bids without EMD will be rejected; EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidders withdraw or the details furnished in Annexure -I II & III are found to be incorrect and false during the tender selection process. No interest shall be paid on the EMD and EMD of selected bidder will be returned on furnishing performance guarantee.
14. The tender details are also available at Notice Board on ground floor of E-2-Block, Civic Center, New Delhi and Website of the Income Tax Department i.e.: [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in)
15. For any clarification in the matter and/on prior appointment may be made with Mr. Kalu Ram, DDO-CIT-10, in Room No-1204, E-2 Block, Pratyaksha Kar Bhawan, Dr. S.P. Mukherjee, Civic Centre, Minto Road, New Delhi-110002.

## TECHNICAL CONDITIONS

The contractor/bidder should have previous experience of deploying/supplying personnel to Government Departments for two years and the sealed quotation should be accompanied with necessary proof of execution of such order within the last two years. The contractor/bidder should have valid service tax, trade tax registration and PAN/TAN which is to be quoted in the sealed quotation.

The contractor/bidder should be registered with ESIC & EPF authorities and the proof thereof should be provided along with the technical bid.

1. The Multi Tasking Staff (MTS) Shall be paid as per the prevailing wages prescribed by the Minimum Wages Act. of the Delhi Government. The MTS will be paid the wages of clerical/non-technical staff and the MTS will be paid the wages for un-skilled worker. Any change in the minimum wages made by the Government will automatically change the wages payable under this contract.
- 2- The contractor/bidder will have to specify the amount to be charged by it towards Service charges for providing the MTS as per the wages as mentioned in para 1 above. It may be noted that in order to eliminate frivolous bids and disguised charges /deduction form salary of personal, service providers bidding at 0%<sup>service</sup> charges shall be disqualified.

## IV FINANCIAL CONDITIONS

1. The MTS Shall be paid as per the prevailing wages prescribed by the Minimum Wages Act. of the Delhi Government. The MTS will be paid the wages of clerical/non-technical staff will be paid the wages for un-skilled worker. Any change in the minimum wages made by the Government will automatically change the wages payable under this contract.
2. The contractor/bidder will have to specify the amount to be charged by it towards Service charges for providing the MTS as per the wages as mentioned in para 1 above. It may be noted that in order to eliminate frivolous bids and disguised charges /deduction form salary of personal, service providers bidding at 0%<sup>service</sup> charges shall be disqualified.

TECHNICAL BID (QUALIFYING BID DOCUMENT)

- 1.Name of the party
- 2.Address  
(with telephone no., fax no. & e-mail ID)
- 3.Name & Address of the proprietor/partners/directors (with mobile number)
- 4.Contact person (s) (with mobile number)
- 5.No. of years of experience in providing services Of skilled/unskilled personnel (enclose proof such as performance reports.)
- 6.Permanent Account Number
- 7.Service Tax Registration No
- 8.ESIC Registration No.
- 9.EPF Registration No.
10. Detail of EMD

DECLARATION

i hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case, any deviation is found in the above statement at any stage; I/We will be blacklisted and will not have any dealing with the Department in Future

\* Signature of Authorize Signatory with date

**DRAFT**

ANNEXURE-II

**FINANCIAL BID DOCUMENT**

1. Name of the party Address  
(with telephone no. and fax no.)
2. Address
3. Name & Address of the proprietor/partners/Directors  
(with mobile numbers)
4. Rate of services charges as a percentage

To be charged on the wages payable as per  
Minimum Wages Act of the Delhi Government 1% (Exclusive of service  
tax)

I hereby certify that the information furnished above is true and correct  
to the best of my/our knowledge. I understand that in case, any deviation is  
found in the above statement at any stage; I/We will be blacklisted and will not  
have any dealing with the Department in future.

Signature of Authorize Signatory with date