

OFFICE OF THE  
COMMISSIONER OF INCOME TAX  
DELHI-IX, NEW DELHI,  
MINTO ROAD, NEW DELHI

**TENDER FOR OUTSOURCING OF DATA ENTRY OPERATORS (DEO)/MULTI  
TASKING (MTS)(unskilled) IN THE CHARGE OF CIT-IX, NEW DELHI.**

Sealed tenders are invited from reputed agencies for outsourcing of Data Entry Operators (DEOs) And Multi-tasking Staff (MTS-Unskilled) in the Charges of CIT, Delhi-IX, New Delhi charge interested agencies may send sealed bids in the manner specified in the tender document to the DDO CIT-IX, Room No- 1704 E-2, Block, Civic Centre, JLN Marg, Minto Road, New Delhi-110002 on or before 6.10.2014 upto 5.00 pm. These documents may be obtained from the official website [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in)

The technical bids will be opened on 7.10-2014 at 4.00 pm in Room No- 1704, E-2, Block, Civic Centre, JLN Marg, 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 next day at 4.00 pm in Room No. Room No- 1704, E-2, Block, Civic Centre, JLN Marg, Minto Road, New Delhi-110002 in the presence of qualified parties if they chose to be present.

  
DDO CIT-IX  
New Delhi

Copy to:  
1. webmanager@incometaxindia.gov.in

DDO CIT-IX  
New Delhi

# **TENDER FOR OUTSOURCING OF DATA ENTRY OPERATORS AND MULTI TASKING STAFF( Unskilled )**

Sealed tenders are invited from reputed agencies of outsourcing of Data Entry Operator (DEO) and Multi-tasking Staff (MTS-Unskilled ) on the following terms and conditions-

## **I GENERAL TERMS AND CONDITIONS**

1. The nature of duties of DEO and MTS are given below

a) The duties of the MTS would broadly include:

- ✓ Assisting in routine office work like diary, despatch etc., including oncomputer.
- ✓ Delivery of dak (outside the building)
- ✓ Carry of files & other papers within the building.
- ✓ Physical Maintenance of records of the section
- ✓ General cleanliness & upkeep of the section/unit.
- ✓ Photocopying, sending of FAX etc.
- ✓ Other non-clerical work in the section/unit
- ✓ Opening and closing of rooms
- ✓ 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.

b) The duties of the DEO would broadly include typing from the written draft/document, taking direct dictation on the computer, cleaning and maintenance of computer, printing of documents & any other work assigned by the superior authority.

### **2A. The following qualification should be fulfilled by the DEO:**

- a) The person should be graduate with English as one subject.
- b) The person should have minimum speed of typing at 40wpm.
- c) The person should possess knowledge of software such as MS Word, MS Excel, MS Power Point etc. Web based networking, Tally and hardware of computer.
- d) The age of personnel should between 20 years to 40 years.
- e) The personnel should be able to type directly on computer during dictation.

### **2B The following qualification should be fulfilled by the MTS(Unskilled):**

- a) The person should be a un-skilled worker with fair knowledge of reading and writing in Hindi, English & Numerical System so that he/she is able to under stand files .
- b) The age of personnel should between 20 years to 40 years with preference will be given to younger age group.
- c) The personnel should able to work till late hours.

3. The working hours for DEOs/MTS will be from 9:30 Hrs to 06:00 hrs. (if necessary even on holidays), with ½ 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 DEOs/MTS deployed shall be at the sole discretion of this office.
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 to the personnel as applicable to them under law. The Service provider should ensure that salaries are paid on time every month. **It is mandatory for the service provider to pay the prevailing wages prescribed by the Minimum Wages Act, of the Delhi Government to the DEO/MTS(unskilled). The DEOs will be paid the wages of clerical/non-technical s t a f f and the MTS will be paid the wages for Un-skilled worker.**
11. The payment shall be made to the Service Provider on or before 10th 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 1 year starting from 01.11.2014 to 31.10.2015. This office reserves the right to extend the contract further, on the same terms, subject to satisfactory performance of the Service Provider.

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 DEOs/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 DEOs/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 DEOs/MTS giving details of educational qualifications. The DEOs/MTS are required 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.

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.

24. The successful bidder will have to make a security deposit of Rs.1,00,000/- [one lakh only] regarding providing of MTS (Unskilled) and DEO's with the DDO during the subsistence of the contract. This security deposit shall be forfeited in the event of violation of any of the terms and conditions of this tender by the bidder or in the event of any verifiable complaint of non-payment of minimum wages as per law to the DEO/MTS.

## II MODE OF SUBMISSION OF TENDER

1. The sealed tenders shall be addressed to the Drawing & Disbursing Officer, O / o The CIT, Delhi-IX, room no- 1704, E-2, Block, Civic Centre, JLN Marg, 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 resubmitted in a single sealed cover duly addressed and super scribed with QUOTATIONS FOR OPEN TENDER FOR OUTSOURCEING OF DEOs/MTS(unskilled) on top. The service provider will be short listed 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 would have not received.
4. This office reserves the rights 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 strictly as per the columns Financial Bids . 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 figures 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 6.10.2014. The sealed tenders should be submitted to Drawing & Disbursing Officer, O / o The CIT, Delhi-IX, room no- 1704

E-2, Block, Civic Centre, Minto Road, New Delhi-110002, between 11.00 am 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 7.10.2014 at 4.00 pm in the office of the CIT, Delhi-IX, **in room no. 1704**, E-2,Block, Civic Centre, JLN Marg, 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 favour of the The DDO CIT-IX,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 incase 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 successful bidder will have to make a security deposit of Rs.1,00,000/-[one lakh only) regarding providing of MTS (Unskilled )and DEO's with the DDO during the subsistence of the contract. This security deposit shall be forfeited In the event of violation of any of the terms and conditions of this tender by the bidder or in the event of any verifiable complaint of non-payment of minimum wages as per law to the DEO/MTS(Unskilled).

15. 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)

16. For any clarification in the matter and/on prior appointment may be made with Shri K.K.Gupta, DDO, CIT, Delhi-IX, E-2 Block, Civic Centre, New Delhi.

### **III TECHNICAL CONDITIONS**

1 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.

2. The contractor/bidder should have valid service tax, trade tax registration and PAN/TAN which is to be quoted in the sealed quotation.

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

#### **IV FINANCIAL CONDITIONS**

1. The Data Entry Operators/MTS Shall be paid as per the prevailing wages prescribed by the Minimum Wages Act. of the Delhi Government. The DEOs will be paid the wages of clerical/non-technical staff and the MTS(unskilled) will be paid the wages for Unskilled 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 DEOs/MTS(unskilled) 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% service charges shall be disqualified.

## ANNEXURE 1

### 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 DEOs/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

## ANNEXURE-II

### FINANCIAL BID DOCUMENT

1. Name of the party
2. Address  
(with telephone no. and fax no.)
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  
(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