



OFFICE OF THE  
PRINCIPAL DIRECTOR OF INCOME TAX, (INVESTIGATION)-2  
ARA CENTRE, 2<sup>ND</sup> FLOOR, E-2, JHANDEWALAN EXTENSION,  
NEW DELHI—110055.

F. No. DIT (Inv.)-2/Admn./DEO/2018-19/

Dated: 18.04.2018

**TENDER NOTICE FOR HIRING OF WORKFORCE AGENCY (FOR PROVIDING DATA  
ENTRY OPERATORS)**

The Principal Director of Income Tax (Inv.)-2, Delhi on behalf of the President of India invites quotations in a sealed cover from reputed persons/contractors latest by 3.00 P.M on 09.05.2018 to be opened on same day at 4.00 P.M for hiring of workforce Agency for providing Data Entry Operators (DEO) to the Directorate of Income-tax (Inv.)-2, Delhi for one year from 01.06.2018 to 31.05.2019.

The tender documents and detailed terms and conditions for the above can be obtained from the DDIT(Inv.)(Admin), O/o Pr. Director of Income Tax (Inv.)-2, Room No. 261A, 2<sup>nd</sup> Floor, ARA Centre, E-2, Jhandewalan Extension, New Delhi -110055 on any working day. Alternatively, it can also be downloaded from the Income Tax Department's website [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in). Last date for obtaining tender documents from the office of the DDIT(Inv.)(Admn.)-2, New Delhi including terms and conditions is 27.04.2018.

  
18/04/18  
(Sukant Vatsa)


DDIT (Inv.) (Admn.)  
O/o Pr. Director of Income Tax (Inv.)-2  
New Delhi.

## **HIRING OF WORKFORCE AGENCY FOR PROVIDING DATA ENTRY OPERATORS**

Sealed tenders are invited for and on behalf of the President of India from experienced and reputed workforce Agencies for outsourcing of the services of approximately 18 Data Entry operators for work in the Directorate of Income Tax (Investigation)-2, New Delhi for one year i.e. 01.06.2018 to 31.05.2019 as detailed below:-

- |                    |  |
|--------------------|--|
| <b>Requirement</b> | <b>18 DEOs (The numbers may vary from time to time).</b>   |
| Qualification      | Intermediate qualification or 10+2 from a recognized Board or University with good knowledge of English and proficient in computer operations with knowledge of MS Word, MS Access, Excel, Internet etc. Candidates should have a Typing Speed of 30 wpm. Preference will be given to those candidates who have taken formal education at least one year in IT/computers as a subject at 10+2 or at higher level. Candidates will be paid wages in accordance with the minimum wages fixed by the Government of NCT of Delhi for Non-Graduate. |
| Age                | Not below 18 years.  |
| Experience         | Minimum 01 year. Candidates who have worked in government organizations shall be given preference.   |
1. Security Consideration: The persons deployed by the Agency should not have any adverse police record/criminal cases against them. The agency should make adequate enquiries and certify about the character and antecedents of the persons whom they deploy. A copy of the police verification report should be deposited in the O/o Directorate of Income Tax (Inv.)-2, New Delhi within 45 days of award of contract.
  2. 18 (Eighteen) DEOs are required at present. The number may vary from time to time as per the requirement.
  3. The initial period of contract would be for a period of twelve months which is further extendable by the Directorate, subject to satisfactory performance of the Agency, with approval of the competent authority.
  4. The workforce will have to be supplied by the Agency within 7 days of award of contract.
  5. **Terms and Conditions: As at Annexure I.**
  6. Only those, who fulfill the following minimum eligibility criteria, should submit their bids:
    - (a) The workforce agency should have an experience not less than five years for supply of such kind of workforce from the date of opening the Tender.
    - (b) It should be registered with the concerned Government Authority and a copy of the register should be attached with the Technical bid.
    - (c) It should have PAN and GST Number, a photocopy of which should be attached with the Technical bid.
    - (d) It should not have been blacklisted by the organization. Necessary declaration to this effect should be attached with the Technical Bid.
    - (e) It should be willing to take up the contract on the terms and conditions at Annexure-1.
  7. An Earnest Money Deposit of Rs. 1,00,000/- (Rupees One lakh only) in the form of demand draft drawn in favour of the Zonal Account Officer CBDT, New Delhi must be submitted alongwith the technical bid, failing which the bid shall not be considered valid.
  8. The tender should be submitted in two sealed covers.
    - (A) The first sealed cover superscribed as "Technical Bid" should contain the following documents:-

- i) The proforma at Annexure-II, duly filled in alongwith self-attested relevant document/information.
  - ii) Agency profile including previous experience of workforce supply to Govt. Departments, etc.
  - iii) Acceptance of terms and conditions at Annexure-I.
  - iv) Demand draft of earnest money deposit.
  - v) All other required documents.
- (B) The second sealed envelope superscribed as "Financial Bid" should contain only rates for supply of DEOs on monthly basis for normal duty of 8 hours per day (excluding lunch of half an hour) per person for five days a week (Annexure-III).
- (C) Both the sealed covers should be placed in the main sealed envelope super scribed "**Tender for hiring of workforce Agency for providing DEOs**". This should be addressed to the **DDIT(Inv.)(Admn), O/o Pr. Director of Income Tax (Inv.)-2, Room No. 261A, 2<sup>nd</sup> Floor, ARA Centre, E-2, Jhandewalan Extension, New Delhi -110055** and sent by post or by hand delivered latest by **3:00 P.M. on 09.05.2018**.
9. The technical bids will be opened by the tender committee at **4.00 P.M** on **09.05.2018** in the conference room at 2<sup>nd</sup> Floor, ARA Centre, Jhandewalan, Extension, Delhi, in the presence of one member of each participating bidder, who may like to be present. The technical evaluation committee will assesses the ability of the agencies to supply requisite number of personnel in different category based on its record, profile and on such others criteria as it may fix and only those found fit will be eligible for financial bid opening. The financial bids shall be opened immediately after announcement of successful candidates at the stage of evaluation of technical bids.

  
18/04/18  
(Sukant Vatsa)  
DDIT (Inv.) (Admn.)  
O/o Pr. Director of Income Tax (Inv.)-2  
New Delhi.

**For providing DEOs to the Director of Income Tax (Inv.)-2, New Delhi.**

1. Name of the tendering Company/firm/Agency.....  
.....
2. Details of Earnest deposit Rs. 1,00,000/- (Rs. One Lakh only).  
DD/PO No. & Date.....  
Name of the Bank & Branch.....
3. Rates per person per month (8 hours excluding 1/2 hour lunch) is  
Rs.....for Intermediate/Non-Graduate.

Sl No.	Component of Rate	Amount in Rupees
*1	Daily wage rate (Not less than minimum wages as per MWA, 1948.	
2	Employees Provident Fund as per applicable rates	
3	Employees State Insurance as per applicable rates.	
4	GST Liability as per applicable rates.	
5	Any other statutory or legal liability (Please indicate)	
**6	Contractors Admn/Service charge	

**Total (Column 1 to 6 above)**

Signature of authorized person:

Full Name.....

Office Seal:.....

Date:

Place:

\*Rates quoted should be equal to or more than the minimum wages prescribed under Minimum Wages Act, 1948 as applicable in the NCT of Delhi.

\*\*Contractor's Administration/Service charges cannot be "NIL" or "Zero" or "Fraction" or "Decimal Points".

## TERMS AND CONDITIONS

- (1) All services shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria indicated for the category.
- (2) The persons supplied by the Agency should not have any adverse Police records/criminal cases against them. The agency should make adequate enquiries about the character and antecedents of the person whom they are recommending. The character and antecedents of each personnel of the service provider will be got verified by the service provider before their deployment after investigation by the local police, collecting proof of identity like driving license/bank account details previous work experience, proof of residence and recent photograph and a certification to this effect submitted to the Directorate. The Firm/ Agency will not charge any registration fee for each new contract (Daily wages) employee at the time of initial engagement.
- (3) The service provider will also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness.
- (4) The Service Provider shall withdraw such employees who are not found suitable by the Directorate of Income Tax (Inv.)-2, New Delhi for any reasons immediately on receipt of such a request from the Directorate of Income Tax (Inv.)-2, New Delhi.
- (5) The service provider shall engage necessary persons as required by this Directorate from time to time. The said persons engaged by the service provider shall be the employees of the service provider and it shall be the duty of the service provider to pay their salary every month through ECS and provide a proof of doing so to the Directorate. The Company/Firm/Agency will provide proof of doing so to the Directorate. The Company/ Firm Agency will provide proof of receipt of wages by the workers before the end of each month. There is no Master & Servant relationship between the employees of the service provider and the Directorate of Income Tax (Inv.)-2, New Delhi and further that the said persons of the service provider shall not claim any absorption in the Directorate of Income Tax -2, New Delhi, on any ground whatsoever.
- (6) The service provider's personnel's shall not claim any benefit/compensation/ absorption/regularization of services from/in Directorate of Income Tax (Inv.)-2, New Delhi under the provision of Industrial Disputes Act, 1947 or Contract Labour(Regulation & Abolition) Act,1970. Undertaking from the persons to this effect shall be submitted by the service provider to the Directorate of Income Tax (Inv.)-2, New Delhi.
- (7) The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements, administrative/ organisational matters as all these matters are of confidential/ secret nature.
- (8) The service provider's personnel should be polite, cordial positive and efficient, while handling the assigned work and their actions shall promote good will and enhance the image of this Directorate of income tax. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by the Agency.
- (9) That the persons deputed shall not be below the age of 18 years and they shall not interfere with the duties of the employees of the Directorate of Income Tax (Inv.)-2, New Delhi.
- (10) The Directorate of Income Tax(Inv.)-2, New Delhi may require the service provider to remove from the office, any person or persons, employed by the service provider, who may be incompetent or for his/her/their misconduct or due to any other reason whatsoever. The service provider shall forthwith comply with such direction and shall replace such person immediately.
- (11) The service provider has to provide Photo Identity Cards to the persons deployed by them for carrying out the work. These cards are to be constantly displayed by their persons & their loss reported immediately.
- (12) The service provide shall ensure proper conduct of their persons in office premises, and enforce prohibition of consumption of alcoholic drinks, pan, smoking, loitering without work etc.

- (14) The personnel to be supplied by the agency shall wear the uniform, apparels, labelled accessories/shoes as prescribed by the Pr. Directorate of Income Tax(Inv.)-2, New Delhi. The cost of the uniform, accessories stitching charges etc. shall be borne by the service provider.
- (15) Working hours would normally be 8 1/2 hours per day from 9:30A.M to 6:00 P.M during working days including half an hour lunch break in between. However, in exigencies of work, they may be required to sit late and personnel may be call on Saturday, Sunday and other gazetted holidays, if required. They may be paid extra wages as per the rates approved.
- (16) That the agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislation as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund Act, ESI Act etc. and the Directorate of Income Tax (Inv.) shall not incur any liability of the service provider for any expenditure whatsoever on the persons employed by the agency on account of any such statutory obligation. The agency will have to provide particulars of EPF, ESI of its employees engaged in the Directorate of Income Tax (Inv.) on monthly basis, along with bull submitted by them.
- (17) The service provider will submit the bill, in triplicate in respect of a particular month in the first week of the next month along- with copies of receipts towards EPF/ESI/Service Tax deposition for the previous month and copies of attendance register(s). The payment will be released by the third week of the following month after deduction of taxes deductible at source under the laws in force.
- (18) Payments to the service provider would be strictly on certification by the officer with whom the person deployed is attached that his services were satisfactory and his attendance certified as per the bill preferred by the service provider.
- (19) No wage/remuneration will be paid to any person for the days of absence from duty.
- (20) The service provider will have to provide the required number of additional persons for a shorter period also. In case of any exigencies as per the requirement of this Directorate of Income Tax (Inv.), New Delhi.
- (21) The service provider shall provide a substitute will in advance if there is any probability of the person leaving the job due to his/ her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.
- (22) The service provider shall be contactable at all times and message sent by phone/e-mail/Fax/ Special Messenger from Directorate of Income Tax(Inv.), New Delhi to the service provider shall be acknowledged immediately on receipt, on the same day. The service Provider shall strictly observe the instructions issued by the Directorate of Income Tax (Inv.), New Delhi in fulfilment of the contract from time to time.
- (23) The Directorate of Income Tax (Inv.), New Delhi shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service provider.
- (24) That the agency on its part and through its own resources shall ensure that the goods, materials and equipment's etc. are not damage in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on part of its employees, etc. If the Directorate of Income Tax (Inv.), New Delhi suffers any loss or damage on account of negligence, default or theft on the part of the employees/agents of the agency, then the agency shall be liable to reimburse to the Directorate of Income Tax (Inv.), New Delhi for the same. The agency shall keep the Directorate of Income Tax (Inv.), New Delhi fully indemnified against any such loss or damage.
- (25) Directorate of Income Tax (Inv.), New Delhi shall maintain an attendance register in respect of the staff deployed by the agency on the basis of which wages/ remuneration will be decided in respect of the staff at the approved rates.
- (26) The successful bidder shall furnish a Performance Security Deposit of Rs.4,00,000/- (Rupees Four lakhs only) in the form of Fixed Deposit Receipt from a commercial bank/ Bank Guarantee from a

commercial bank in an acceptable form, safeguarding the interest of the Directorate of Income Tax (Inv.), New Delhi. The security deposit shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the service provider. **The security deposit will be forfeited, in case the supply of manpower is delayed beyond the period stipulated by the Directorate of Income Tax (Inv.) or non-compliance of the terms of agreement by the service provider or frequent absence from duty/misconduct on the part of manpower supplied by the Agency.**

- (27) The successful bidder will enter into an agreement with this Directorate for supply of suitable and qualified manpower as per requirement of this Directorate on these terms and conditions. The agreement will be valid for a period of twelve months from the date of contract and shall continue to be in force in the same manner, unless terminated in writing. **The charges quoted by the agency (Sl.No.3 of Annexure, III) shall be fixed for a period of 12 months and no request for any change/modification shall be entertained before expiry of the period of 12 months. However, in case the contract has been given at minimum wages, the minimum wages will be revised so that the same is not less than the minimum wages decided by the Government of NCT of Delhi from time to time.**
- (28) The service provider shall not assign, transfer, pledge or sub contract the performance of services without the prior written of this Directorate.
- (29) The agency shall disburse the monthly salary of the workers before 7<sup>th</sup> Day of the succeeding month.
- (30) However, the agreement can be terminate by either party by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the Agreement then one months wages etc and any amount due to the agency form the Directorate of Income Tax(Inv.), New Delhi shall be forfeited by the Directorate of Income Tax(Inv.)
- (31) On the expiry of the agreement as mentioned above, the agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute on account of the termination of employment or non- employment by the personnel of the agency, it shall be the entire responsibility of the agency to pay and settle the same.
- (32) In the event, if any dispute arises touching any of the clauses of the agreement, the matter will be referred to the Director of Income Tax (Inv.)-2, New Delhi whose decision shall be binding on both the parties.
- (33) The Agency shall be responsible for faithful compliance of the terms and conditions of this agreement. Failure of it will attract forfeiture of the performance security deposit as well as the termination of their contract and getting the work done through some outside agency at their cost and risk, during the remaining period of contract.

**Annexure-II**

S. No.	Particulars	To be filled by the tendered
1.	Name of Agency	
2.	Details of EMD	
	Amount	
	Draft No.	
	Date	
	Issuing Bank	
3.	Date of establishment of the agency	
4.	Detailed office address of the Agency with office Telephone Number, Fax Number and Mobile Number and name of the contact person.	
5.	Whether registered with all concerned Government Authorities. (copy of all certificates of registration to be enclosed)	
6.	PAN(copy to be enclosed)	
7.	Service Tax Registration Number (Copy to be enclosed)	
7A	Registration/ License No. under Contract Labour(Regulation & Abolition) Act, 1970.	
8.	Whether the firm is blacklisted by any government Department or any criminal case is registered against the firm or its owner/partners anywhere in India(If No, an undertaking to this effect is to attached in this regard)	
9.	Length of experience in the field	
10	Experience in dealing with Govt. Departments (Indicate the names of the Department and years of dealing with those Departments and attach copies of contracts orders placed on the agency.)	
11.	Whether a copy of their terms and conditions (Annexure-I, duly signed, in token of acceptance of the same, is attached.	
12	Whether agency profile is attached?	
13.	List of other clients.	

**(Signature) with date**