



Office of the
Commissioner of Income Tax (Exemptions)
26th Floor, Block-E-2 , Pratyaksh Kar Bhawan,
Civic Centre, New Delhi-110002

No. CIT(E)/Tender/2015-16/ 119

Date:- 13/08/2015

TENDER FOR OUTSOURCING

Sealed tenders are invited from reputed agencies for outsourcing of Data Entry Operator (DEO) and Multi-tasking Staff (MTS). Interested agencies may send sealed bids in the manner specified in the tender document to the DDO, Commissioner of Income Tax (Exemption), New Delhi Room No. 2617, E-2 Block, Dr. Shyama Prasad Mukherjee, Civic Centre, JLN Marg, New Delhi on or before 18/09/2015 from 10.00 AM to 4 PM. These documents may be obtained from the DDO, Commissioner of Income Tax (Exemption), New Delhi or from the official website www.incometaxindia.gov.in

The technical bids will be opened on 21/09/2015 at R. No 2620, Civic Centre, Block E-2, New Delhi in the presence of representatives of the interested agencies, if they make themselves available at that time. Thereafter financial bids of technically qualified agencies will be opened on 21.09.2015.

(Rani Dhupar)

DDO, CIT (Exemption)
New Delhi

Copy to:

1. The Web Manager, incometaxindia.gov.in with the request. That the above notice is placed on the website of the Department.
2. Notice board (Civic Centre. E-2 Block & C.R.Building , New Delhi)

(Rani Dhupar)

DDO, CIT (Exemption)
New Delhi

Ph. No. 23234758

Fax No. 23234752

TENDER FOR OUTSOURCING OF DATA ENTRY OPERATORS AND MULTI TASKING STAFF

Sealed tenders are invited from reputed agencies for outsourcing of Data entry operators (DEO) and multi tasking staff (MTS) 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 general cleanliness & upkeep of the office he/she has been assigned to, other non-clerical work in the office assigned and, any other work assigned by the superior authority.
- b) The duties of the DEOs would broadly include typing from the written drafts/documents, taking direct dictation on the computer, cleaning and maintenance of computer, printing of documents and any other work assigned by the superior authority

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

- A. The Person should be 12th pass or Graduate with English as one subject.
- B. The person should have minimum speed of typing at 40 wpm.
- 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 person should able to type directly on computer during dictation.

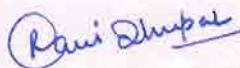
2B. The following qualification should be fulfilled by the MTS:

- A. The person should have fair knowledge of reading and writing in English, Hindi & Numerical Systems.
- B. The age of person should between 20 years to 40 years with preference to younger age group.
- C. The person should able to work till late hours.

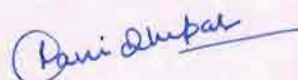
3. The working hours for DEOs/MTS will be from 09.30 hrs to 06.00 hrs, if necessary even on holidays, with 1/2 hrs lunch time break. The work shall be done on all working days and payment will be made on the basis of attendance.

Ravi Sharma

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 person, if not found working satisfactorily, must be replaced by the Service Provider immediately.
7. The person should be punctual and should complete the work assigned to them promptly and meticulously.
8. The person should report to the office in charge.
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 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. The DEOs will be paid the wages of clerical/non-technical staff and the MTS will be paid the wages for semi-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.

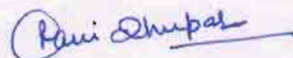


14. The Contractor/Service provider shall indemnify and keep this office indemnified against all acts of omission, negligence, dishonesty or misconduct of the person, providing by it to this office and this office shall not be liable, for any damages or compensation to any person or third party.
15. Any damage caused by the person to the property of the office shall be recovered from the Service Provider.
16. The contract will be for a maximum period of 1 (One) year starting from 01.10.2015 to 30.09.2016. 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 provide.
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.
21. 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.
22. 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.
23. 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.
24. 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.
25. The successful bidder will have to make a security deposit of Rs.1, 00, 000/- [One lac Only] 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 Commissioner of Income Tax (Exemptions), Room No. 2617, 26th Floor. E2. Civic Center Jawahar Lal Nehru Marg, Minto Road. New Delhi.
2. The bidders are required to submit two bid, i.e. Technical-bid and-Financial bids in the prescribed formats i.e., Annexure-I and II (available on 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 is providing such services, details regarding compliance of statutory laws etc (detailed conditions given in Para 14 In the Financial bid, the bidder will submit the quotation for his charges (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 single sealed cover duly addressed and super scribed with QUOTATIONS FOR OPEN TENDER FOR OUTSOURCEING OF DEOs/MTS on top. The service providers 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. Bids offering services of MTS/DEO below the minimum wages Act, stands to be rejected outrightly.
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 providers 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 figures shall prevail. All overwriting /cutting, insertions shall be authenticated and attested. Rates/Quotations should be submitted and signed by the firm with its current business address.

 Ravi Shukla

8. The tenders 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 18/09/2015. The sealed tenders should be submitted to Drawing & Disbursing Officer. O/o the Commissioner of Income Tax [Exemptions]. Room No. 2617, 26th Floor, E2-Block, Civic Center, Jawahar Lal Nehru Minto Road, New Delhi. Between 10.00 hrs to 17.00 hrs on all working days.

11. Bids received later than the stipulated date and time will not be considered under any circumstances.

- 12. The tender will be opened on 21/09/2015 at R.No. 2617, O/o The Commissioner of Income Tax [Exemptions]. 26th Floor, E2-Block, Civic Center, Jawahar Lal Nehru Marg, Minto Road, New Delhi. In the presence of tender committee at 03:00 PM.

13. Earnest money deposit of Rs.1,00,000 (One lac only) per application in form of Demand Draft/Postal order/Bankers cheque of Scheduled Bank in favour of the The DDO, CIT (Exemptions), 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 —1 II & III are found to be incorrect and false after the bid. 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/- (Rupees one lac only) 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.

15. The tender details are also available at Notice Board on ground floor of E2, Civic Center New Delhi. and Website of the Income Tax Department i.e. www.incometaxindia.gov.in

16. For any clarification in the matter and/on prior appointment may be made with Smt. Rani Dhupar, DDO, (Exemption), 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 will be paid the wages for semi-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 DEOs/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 from salary of personal, service providers bidding at 0% service charges shall be disqualified.

P. S. Dhillon

TECHNICAL BID (QUALIFYING BID DOCUMENTS)

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. Contact persons(s)
(with mobile numbers)
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. Details of Earnest Money Deposited.

DECLARATION

I, Son/Daughter/ Wife of 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

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)

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-III

DECLARATION ABOUT FRAUD AND CORRUPT PRACTICES

We certify that last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority on a judicial pronouncement or arbitration award, nor been expelled from any project of contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

We declare that;

- a) We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice or restrictive practice as defined in Section-B of Fraud and corrupt practice on the General Instructions for tender of the document, in respect of any tender or request for proposal issued by enterprises on any Government, /Central of State; and
- b) We hereby certify that we have taken steps to ensure that in conformity with the provisions of Section-B of Fraud and Corrupt practice of the terms and conditions of the documents, no person acting for us or on or behalf has engaged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice of restrictive practice.

We certify that in regard to matters other than security and integrity of the country, we or any of our associates have not been convicted by a Court of law or indicated of adverse orders passed by a regulatory authority, which could cast a doubt on our ability to undertake the project or which relates to a grave offence that outrages the moral sense of the community.

We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheet by any agency of the Government or convicted by a Court of law.

We further certify that no investigation by a regulatory authority is pending either against us or against our CEO or any of our Directors/ Managers/ Employees.

DECLARATION –

I hereby certify that the information furnished above is full and correct to the best of my knowledge. I understand that in case any deviation is found in the above statement at any stage, the concern shall be blacklisted and shall not have any dealing with the Department in future.

(Signature of Authorized Signatory with date)