



Office of the
Pr. Commissioner of Income Tax-22
B-Block, Pratyaksha Kar Bhawan,
Dr. S.P. Mukherjee, Civic Centre,
Minto Road, New Delhi.

Tender Notice

F.NO. DDO/Pr CIT-22/DEO & MTS/2015-16/307

Date: 06.10.2015

**TENDER FOR OUTSOURCING OF DATA ENTRY OPERATORS (DEO)/MULTI TASKING (MTS) IN THE CHARGE OF
Pr CIT-22, NEW DELHI**

Sealed tenders are invited from reputed agencies for outsourcing of Data Entry Operators (DEOs) And Multi-Tasking Staff (MTS) in the charge of Pr CIT-22, New Delhi. Interested agencies may send sealed bids in the manner specified in the tender document to the DDO, Pr CIT-22, New Delhi, Room No- 307, B- Block, Pratyaksha Kar Bhawan, Dr. S.P. Mukharjee Civic Centre, Minto Road, New Delhi-110002 on or before 14.10.2015 upto 5.00 pm. These documents may be obtained from the DDO, Pr.CIT-22, New Delhi or from the official website www.incometaxindia.gov.in

The technical bids will be opened on 15.10.2015 at 11.00 am Room No- 307, B- Block, Pratyaksha Kar Bhawan, Dr. S.P. Mukharjee, 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 4.00 pm in Room No- 307, B- Block, Pratyaksha Kar Bhawan, Dr. S.P. Mukharjee 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 – 22,
Room No – 307, B-Block, Pratyaksha Kar Bhawan**

Drawing & Disbursing Officer
CIT-22, New Delhi

TENDER FOR OUTSOURCING OF DATA ENTRY OPERATORS AND MULTI TASKING STAFF

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

I. DETAILS ABOUT REQUIREMENT OF DATA ENTRY OPERATORS/ MTS

Sr. No.	Name of the post	Age*	Educational Qualification	Skill requirement	Number of requirement [#]
1.	Data Entry Operator -A	20-40	1. Graduate in English medium or with English as one subject (or) 2. Diploma in computer science from a recognized institution	Skilled	8
2.	Data Entry Operator -B	20-40	1. 12 th Pass with English as one subject (or) 2. ITI in computer science from a recognized institution	Semi-skilled	13
3.	Multi-tasking staff	20-40	1. 10 th Pass with knowledge of English and Hindi language	Unskilled	15

*Persons of younger age will be preferred. [#]Number of requirement may increase or decrease as and when required.

II. GENERAL TERMS AND C ONDITIONS

1. Details about the qualifications/eligibility requirement and nature of duties to be performed:
 - a. Data Entry Operator-A

<u>Qualifications/eligibility requirement</u>	<u>Nature of duties to be performed</u>
<ul style="list-style-type: none"> • The person should have good knowledge of English and Hindi. The person should be able to understand, read and write above mentioned language. • Persons should be aware about the basic etiquettes required in a government office. • The person should have minimum computer typing speed of 40wpm in both Hindi and English languages. • The person should be able to type directly on computer while taking dictation. • The person should have adequate knowledge of Windows operating system. 	<ul style="list-style-type: none"> • Typing from the written draft/document, • Taking direct dictation on the computer, • Working on internal data system • Cleaning and maintenance of computer system, • Solving software and hardware related problem of computer system. • Assisting in routine office work like maintaining diary, dispatch register etc., • Carrying of files & other papers within the building. • Physical Maintenance of records of the office/section • Printing of documents, Photocopying, sending of FAX etc. • Any other non-technical work in the section/unit

<ul style="list-style-type: none"> • The person should have complete knowledge of Microsoft office package including MS Word, MS Excel, MS Power Point etc. Web based networking, Tally etc. • The person should have working knowledge of computer and should be able to diagnose and rectify hardware related malfunctioning in computer. • The person should have a good knowledge of arithmetic. 	<ul style="list-style-type: none"> • Any other work assigned by the superior authority.
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b. Date Entry Operator-B

<u>Qualifications/eligibility/Skill requirement</u>	<u>Nature of duties to be performed</u>
<ul style="list-style-type: none"> • The person should have good knowledge of English and Hindi. The person should be able to understand, read and write above mentioned language. • Persons should be aware about the basic etiquettes required in a government office. • The person should know typing on computer. • The person should have working knowledge of Windows operating system. • The person should have knowledge of Microsoft office package including MS Word, MS Excel, MS Power Point etc. Web based networking, Tally etc. • The person should have a good knowledge of arithmetic. 	<ul style="list-style-type: none"> • Assisting in routine office work like maintaining diary, dispatch etc., • Typing from the written draft/document, • Working on internal data system • Carrying of files & other papers within the building. • Physical Maintenance of records of the office/section • General cleanliness & upkeep of the section/unit. • Printing documents, Photocopying, sending of FAX etc. • Other non-technical work in the section/unit • Any other work assigned by the superior authority.

c. Multi-tasking Staff

<u>Qualifications/eligibility requirement</u>	<u>Nature of duties to be performed</u>
<ul style="list-style-type: none"> • The person should be healthy and with a pleasing personality • The person should have working knowledge of English and Hindi. The person should be able to understand, read and write above mentioned language. • The person should be able to work till late hours. • Persons should be aware about the basic etiquettes required in a government office. • Person with basic knowledge of computer will be preferred. 	<ul style="list-style-type: none"> • Assisting in routine office work like maintaining diary, dispatch etc., • Entering of minor details on computer. • Delivering of dak (inside and outside the building) • Carrying of files & other papers within the building. • Physical Maintenance of records of the office/section • General cleanliness & upkeep of the section/unit. • Printing documents, 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

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| | <ul style="list-style-type: none">• Any other work assigned by the superior authority. |
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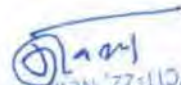
2. The working hours for DEOs/MTS will be from 9:30 Hrs to 06:00 hrs. on all working days (if necessary even on holidays), with ½ hour lunch break. Supervising authority may occasionally direct to stay in the office beyond above mentioned time. Payment will be made on the basis of attendance.
3. The total number of DEOs/MTS to be deployed shall be at the sole discretion of this office.
4. All the persons to be deployed in the office of Pr. CIT-22, Delhi will be required to sign a contract agreement with the service provider before being deployed in the office. The contract should clearly mention the terms and conditions of service including details of remuneration to be paid also if any other payment/benefits has been agreed between service provider and the person to be deployed.
5. The service contract should clearly mention about the confidentiality clause and any liability arising out of breach of such confidentiality clause.
6. The Contractor/Service Provider shall indemnify and keep this office indemnified against all acts of commission, 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.
7. All damages caused by the personnel to the property of the office shall be recovered from the Service Provider.
8. The deployment of any new person or termination of the service of any previously employed person can only be carried out with the prior concurrence of the office of DDO, Pr. CIT-22, Delhi in written.
9. Any person whose work is found unsatisfactory or in violation with contract agreement, must be replaced by the service provider.
10. 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.
11. The personnel should be punctual and should complete the work assigned to them promptly and meticulously.
12. The personnel should report to the office in charge assigned by the office.
13. All the existing statutory regulations of both the Delhi State Government as well as of the Central Government, shall be adhered to by the Service Provider and all records maintained thereof shall be made available for scrutiny by this office as and when asked for. 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. Even in case of failure to produce the records and other documentary proofs related to the statutory regulations as mentioned above to this office when asked for will render this contract liable for immediate termination without any prior notice.
14. Service provider will submit following documents to the office of DDO, Pr. CIT-22, Delhi related to all personnel

- a. ID card of the personnel
 - i. Aadhar Card
 - ii. PAN Card
 - b. Address proof
 - i. Voter ID Card or
 - ii. Driving License
 - c. Copies of educational degrees
 - d. Bank Account Details
 - i. Copy of first page of passbook/ Crossed cheque
 - ii. Account number
 - iii. Branch detail
 - iv. IFSC code
 - e. Copy of Contract signed between service provider and personnel
15. 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 Skilled and semi-skilled category and MTS will be paid the wages for un-skilled category.**
16. 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 must submit the proof of the previous payment to the personnel and payment made towards statutory liabilities. The proof of the payment will include the copy of cheque through which payment has been made to the personnel along with bank statement of service provider clearly showing the encashment of all the cheques issued. The proof of payment made towards statutory liabilities will include payment receipt and updated account of individual personnel. In case of failure to submit the records or documents, no further payment will be made. **Failure to submit the records or documents related to the payments made to personnel and/or towards the statutory liabilities for two subsequent months will render this contract liable for immediate termination without any prior notice.**
17. The service provider shall make only statutory deduction from the salary paid to the personal. **Any other deduction without the prior approval of the office of DDO, Pr. CIT-22 will be treated as illegal and will tantamount to violation of contract leading to immediate termination of contract without any prior notice.**
18. All the payment made to personnel by the service provider will be through Cheque or ECS.
19. Payment to the Service Provider will be made by Account Payee Cheque or ECS only on presentation of the bill. Income-tax shall be deducted at source as per the rates notified by the Income-tax Department.
20. The persons engaged by the Contracting Agency/Service Provider will be in the employment of the Agency/Service Provider only.
21. The contract will be for a maximum period of 1 year starting from 01.11.2015 to 31.10.2016. **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.**

22. No other person except Service Provider's authorized representative shall be allowed to enter the offices.
23. Department or any of the office of Income Tax will neither involve in any of the dispute between the service provider and employee of the service provider nor can be held as a party to the dispute.
24. Proper uniform and identification card shall be provided by the contractor to the person deployed as DEOs/MTS and it must be ensured that the same is worn while on the duty in the office attached to.
25. 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.
26. 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.
27. The DEOs/MTS will not work with any other organization or institution or employer or office while she or he has been attached with the any of the income tax office under the charge of Pr. CIT 22, Delhi by the service provider.
28. *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.*

III. MODE OF SUBMISSION OF TENDER

1. The sealed tender shall be addressed to the Drawing & Disbursing Officer, O/o The Pr Commissioner of Income -22, in Room No- 307, B- 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). In the technical bid, the bidder will provide details about his experience in the field, the other organizations for which he/she was/is providing such services, details regarding compliance of statutory laws etc (detailed conditions given under heading IV). In the Financial bid, the bidder will submit his quotation for his charge (detailed conditions given under heading V). 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 OUTSOURCING OF DEOs/MTS on top. The service provider will be short listed on the basis of their technical competency after opening of technical bids. Financial 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 office has right to relax Technical requirement 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.


 Drawing & Disbursing Officer
 Pr. Commissioner
 CIT-22, Delhi

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.
7. Rates/Quotations should be submitted and signed by the firm with its current business address.
8. The bidder 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 14.10.2015. The sealed tenders should be submitted to Drawing & Disbursing Officer, O/o The Commissioner of Income Tax, in Room No- 307, B-Block, Pratyaksha Kar Bhawan, Dr. S.P. Mukharjee 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 15.10.2015 at 11.00 am in the office of the Commissioner of Income Tax, CIT-22 B- Block, Pratyaksha Kar Bhawan, Dr. S.P. Mukharjee Civic Centre, Minto Road, New Delhi-110002 in the presence of tender committee.
13. The technical bids will be opened on 15.10.2015 at 11.00 am Room No- 307, B- Block, Pratyaksha Kar Bhawan, Dr. S.P. Mukharjee 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 4.00 pm in Room No- 307, B- Block, Pratyaksha Kar Bhawan, Dr. S.P. Mukharjee Civic Centre, Minto Road, New Delhi-110002 in the presence of qualified parties if they chose to be present.
14. Earnest money deposit (EMD) of Rs.1000/- (Rupees One Thousand only) per application in form of Demand Draft/Banker's cheque of Scheduled Bank in the favor of the DDO-Pr CIT-22, New Delhi, shall accompany the bidding document. 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 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.
15. The tender details are also available at Notice Board on ground floor of B & E2-Block, of Civic Center, New Delhi and Website of the Income Tax Department 'www.incometaxindia.gov.in'.
16. For any clarification related to the tender, prospective bidders may contact Mrs. MANJU KHANNA, DDO-Pr CIT-22, Room No- 307, B- Block, Pratyaksha Kar Bhawan, Dr. S.P. Mukharjee, Civic Centre, Minto Road, New Delhi-110002 on prior appointment from her office.

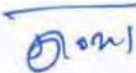
IV. TECHNICAL CONDITIONS

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.

V. **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 or illegal deduction form salary of personnel, service providers bidding at a rate 0% service charges shall not be considered. Bid accepting authority reserves the right to eliminate frivolous bids with a hidden intention of disguised charges or illegal deduction form salary of personnel.**



TECHNICAL BID (QUALIFYING BID DOCUMENT)

1. Name of the party :
2. Legal status of the party i.e. firm/ company etc. :
3. Address :
(with telephone no., fax no. & e-mail ID)
4. Name & Address of the proprietor/partners/directors :
(with mobile number)
5. Contact person (s) :
(with mobile number)
6. No. of years of experience in providing services :
Of skilled/unskilled personnel (enclose proof
such as performance reports.)
7. Details of the past experience, if any (In the below table) :

Sr. No.	Name of Organisation	Period of engagement	Nature of engagement	Number of personnel engaged	Contract Terminated/ renewed/lapsed
1.					

8. Details of present engagement, if any (In the below table) :

Sr. No.	Name of Organisation	Date from when engaged	Nature of engagement	Number of personnel engaged
1.				

9. Permanent Account Number (PAN) :
10. Service Tax Registration No :
11. ESIC Registration No. :
12. EPF Registration No. :
13. 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

FINANCIAL BID DOCUMENT

1. Name of the party :

2. Legal status of the party i.e. firm/ company etc. :

3. Address :
(with telephone no., fax no. & e-mail ID)

4. Name & Address of the proprietor/partners/directors :
(with mobile number)

5. Contact person (s) :
(with mobile number)

6. 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

