



Office of the  
Drawing & Disbursing officer  
Transfer Pricing -1, Room No. 706, Block- E-2,  
Pratyaksh Kar Bhawan, Civic Centre, Minto Road,  
New Delhi. Phone No.s 23210046

F.NO. DDO/CIT (TP-1)/DEO & MTS/2016-17/34

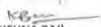
Date: 29.07.2016

**TENDER FOR OUTSOURCING OF DATA ENTRY OPERATORS (DEO)/ MULTITASKING STAFF (MTS) IN THE CHARGE OF CIT (TRANSFER PRICING-1) and CIT (TRANSFER PRICING-1), NEW DELHI.**

Sealed tenders are invited from reputed agencies for outsourcing of Data Entry Operators (DEOs) And Multi Tasking Staff (MTS) in the charges of CIT - TRANSFER PRICING - 1 New Delhi & CIT TRANSFER PRICING-1, New Delhi.


Interested agencies may send sealed bids in the manner specified in the tender document to the ITO/DDO, Transfer Pricing-1, New Delhi, Room No-706, E-2, Block Civic Centre, JLN Marg , Minto Road, New Delhi-110002 on or before 10.08.2016 upto 5.00 pm. These documents may be obtained from the ITO/DDO, Transfer Pricing-1, New Delhi or from official website [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in)

The technical bids will be opened on 12.08.2016 at 11.30 am in Room No- 706, 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 same day at 12.30 pm in Room No.-706, E-2 Block Civic Centre, JLN Marg , Minto Road, New Delhi-110002 in the presence of qualified parties if they chose to be present.

  
(KRISHNA BAI)  
DDO (TRANSFER PRICING)-1  
New Delhi

Copy to:

1. The Web manager, [webmanager@incometaxindia.gov.in](mailto:webmanager@incometaxindia.gov.in) with request that the above notice is placed on the website of the department.
2. Notice Board, Ground Floor, E-2, Block, Civic Centre, New Delhi.

  
Sd/-  
DDO (TRANSFER PRICING)-1  
New Delhi

DDO, O/o CIT, Transfer Pricing-1, New Delhi, Room No-706, E-2,  
Block Civic Centre, JLN Marg , Minto Road, New Delhi-110002

**TENDER FOR OUTSOURCING OF DATA ENTRY OPERATORS AND MULTI TASKING STAFF**

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

**1 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, dispatch etc., including on computer.
- Delivering of dak
- Physical Maintenance of records of the section
- Carrying 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 DEOs would broadly include typing from 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 PowerPoint etc Web based networking, Tally and Hardware of Computer.

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- d) The age of personnel should be between 20 yrs to 40yrs.
  - e) The personnel should be 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 & Numeric Systems.
  - b) The age of personnel should be between 20 years to 40 years. Preference shall be given to the younger age group.
  - c) The personnel should be able to work late hours.
3. The working hours for DEO/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 available for Scrutiny by this office. Any failure to comply with any of the above regulations or 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 10<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 damaged 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 01.08.2016 to 31.07.2017. 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 & 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/MTSs or any interference by them in the official functioning shall be viewed very seriously and may even lead to termination of the contract, 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.1,50,000/-(One Lakh fifty Thousand Only) regarding providing of MTS and Rs. 1,50,000/- (One Lakh fifty thousand only) regarding providing of DEOs 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.

**2. MODE OF SUBMISSION OF TENDER**

1. The sealed tenders shall be addressed to the Drawing & Disbursing Officer, O/o The Commissioner of Income Tax, Transfer Pricing-1, Room No-706, 7<sup>th</sup> Floor, 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-1 and 2. 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. In the Financial bid, the bidder will submit his quotation for his charge. It should be written boldly on top of the both envelops as TECHNICAL BID and FINANCIAL BID. Both the envelops 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 department has right to relax Technical Qualification in case sufficient number of quotations are 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. 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.

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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 contained herein and submit the same.
  10. The last date for receipt of sealed tender is 10.08.2016. The sealed tenders should be submitted to Income Tax Officer/ Drawing & Disbursing Officer, O/o The commissioner of Income Tax, Transfer Pricing-1, Room No-706, 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 Technical bids shall be opened on the scheduled date and time (at 11.30 A.m. on 12.08.2016) in room No. 706, 'E-2' Block, 7<sup>th</sup> Floor, Civic Centre, JLN Marg, Minto Road, New Delhi- 110002 in the presence of the representatives of the companies/ firms/ agencies/ applicants by the tender committee
  13. Earnest money deposit of Rs.500/- (Rupees Five Hundred only ) per application in from of Demand Draft/postal order/Banker's cheque of Scheduled Bank in favour of the DDO, CIT, Transfer Pricing -1, New Delhi, shall accompany the qualifying bid. Qualifying bids without EMO 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 successful bidder will have to make a security deposit of Rs.1,50,000/- (one Lakh fifty thousand only) regarding providing of MTS and Rs. 1,50,000/- ( one Lakh fifty thousand only) regarding providing of DEO'S (10% of approx. value of contract as per General Financial Rule 158)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 E-2- Block, 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 Ms. KRISHNA BAI DDO, Transfer Pricing- 1, E-2 Block, Civic Center , New Delhi.

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### 3 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.

### 4 FINANCIAL CONDITIONS

1. The Data Entry Operators/MTS shall be paid as per the prevailing wages prescribed 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 charge for providing the DEOs/MTS as per the wages as mentioned in para 1 above. It may be noted that in order 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.

### 5 General Instructions for Tenderers

1. Financial bids of tenderers who are technically eligible shall only be evaluated.
2. The selection will be made on the basis of Technical Bid and Financial Bid. However in the case of Financial Bid of two or more bidders/ tenderers found equal, the preference will be given to the one which have got maximum number of experience of providing manpower to government offices.
3. Tender documents quoting zero or impractical service charge will not be considered.
4. Bids once submitted will be final and no change in bids will be allowed in later stages.

## ANNEXURE 1

**TECHNICAL BID (QUALIFYING BID DOCUMENT)**

S. No.	Particulars	Details
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 to Govt. offices (enclose proof such as performance reports.) a. Copy of 1st work order issued by Govt. office to the vender	
6.	Permanent Account Number	
7.	Service Tax Registration No	
8.	ESIC Registration No.	
9.	EPF Registration No.	
10.	Detail of EMD	
11.	Whether blacklisted by any Govt. office (Y/N)	
12.	Total No. of work orders issued by Govt. offices in the name of bidders. (also furnish the details of minimum 2 work orders in Annexure -2 enclosed.	

**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 and seal

**DETAILS OF WORK EXPERIENCE****NAME OF TENDERER:**

S.No.		Work- I	Work -II	Work- III
1.	Name of work			
2.	Agreement/ work order reference No.			
3.	Name of the client			
4.	No. of peon/ Driver supplied			
5.	Date of start of contract			
6.	Actual date of completion of contract			
7.	Total value of work done on completion (entire contract period)			
8.	Contract value fee) for 24 months to be computed on proportionate basis			
9.	Ref. to client certificate			

**NOTE :**

1. Only the value of contract as executed by the tenderer in his own name should be indicated.
2. All the details should be supported by documentary proof e.g. client's certificates clearly indicating the required details as numbers of different categories of manpower supplied, commencement and actual completion date and contract amount payable etc. in addition they will be required to submit list showing name and address, category of manpower supplied and ESI, PF & Service Tax Challans in support of his work experience.

## ANNEXURE-II

**FINANCIAL BID DOCUMENT**

S. No.	Particulars	Details
1.	Name of the party	
2.	Address	
3.	Name & Address of the proprietor/partners/Directors	
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 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 and seal