


Office of the Commissioner of Income Tax (Central), Pune		
'PMT' Commercial Bldg., 'C' Wing, 3 rd Floor, Shankarshet Road, Swargate, Pune - 411 037.	 <small>सत्यमेव जयते</small>	Phone :- 020-24464361/62 Fax :- 020-24464361/53

NO. Pn/CIT(Central)/DEO & MTS/2014-15/

Date: 14.07.2014

TENDER FOR OUTSOURCING OF Services of DATA ENTRY by providing Data Entry Operators (DEOs) (Category I & category II as narrated below) and of providing assistance to the existing Multi-tasking Staff (MTS)by providing persons IN THE CHARGE OF CIT (Central), PUNE.

Sealed tenders are invited from reputed agencies for outsourcing of services of data entry by providing Data Entry Operators (DEOs) (6 in Category I & 2 in category II as narrated below) and of providing assistance to the existing Multi-tasking Staff (MTS)by providing persons(10 in no.) to provide such assistance in the Charge of CIT (Central), Pune. Interested agencies may send sealed bids in the manner specified in the tender document to the Deputy Commissioner of Income Tax (OSD)(Central), Pune, PMT Building, 3rd Floor, "C" Wing, Swargate, Pune 411 037 on or before 26.07.2014 upto 5.00 pm. These documents may be obtained from the Administrative Officer (DDO)(Central), 4th Floor, "C" Wing, Swargate, Pune 411 037 or from the official website www.incometaxindia.gov.in

The technical bids will be opened on 27.7.2014 at 4.00 pm in Room No- 321, PMT Building, 3rd Floor, "C" Wing, Swargate, Pune 411 037 in the presence of representatives 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 5.00 pm in Room No.- 321, PMT Building, 3rd Floor, "C" Wing, Swargate, Pune 411 037 in the presence of qualified parties if they chose to be present.

(Dr Saurabh Deshpande)
Dy. Commissioner of Income Tax(OSD)(C)
Pune.

Copy to:

1. webmanager@incometaxindia.gov.in
2. Notice Board, Ground Floor, PMT Building, Swargate, Pune 411 037.

Sd/-
Dy. Commissioner of Income Tax(OSD)(C)
Pune.

TENDER FOR OUTSOURCING OF DATA ENTRY OPERATORS AND MULTI TASKING STAFF

Sealed tenders are invited from reputed agencies/ contractors for outsourcing of the services relating to Data Entry Operators (DEO)(Category I & II)(6 in no.s) and persons for assisting Multi-tasking Staff (MTS)(10 in no.) on the following terms and conditions-

I GENERAL TERMS AND CONDITIONS

1. The nature of duties of Data Entry Operators(DEO) and persons assisting Multi Tasking Staff(MTS) are given below

[A] Duties of the MTS would broadly include:

(i) Assisting the Officers in physical handling of office records as and when required (within & outside the building).

(ii) Assisting the departmental MTS of the charge for photocopying, sending of fax, maintaining cleanliness of Officer's chambers; as and when directed.

(iii) Assisting the departmental MTS in opening and closing of official rooms.

(iv) Assisting the departmental MTS in performing various non-clerical work in the section, as and when directed.

(v) Assisting the departmental MTS in delivery of dak outside the building.

(vi) Any other work assigned by Superior Authority.

[B] Duties of the DEO (Category I & II) 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. Essential qualification for DEO (Category I):

- a) The person should be graduate with English as one subject.
- b) The person should have minimum speed of typing at 60wpm.
- c) The person should possess knowledge of software such as MS Word, MS Excel, MS Power Point etc. Web based networking and hardware of computer.
- d) The age of personnel should be above 25 years.
- e) The personnel should able to type directly on computer during dictation.

Essential qualification for DEO (Category II):

- a) The person should have passed SSC Examination.
- 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.
- d) The age of personnel should be above 20 years.

2B. Essential qualifications for persons assisting MTS:

- a) The person should be a semi-skilled worker with fair knowledge of reading and writing in English, Hindi & Numerical System so that he/she is able to understand files and diary/dispatch work.
- b) The age of personnel should be between 20 years to 40 years.

3. The working hours for persons assisting DEOs/ persons assisting 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 number of DEOs/ persons assisting MTS deployed may change and 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. Contractor / Service provider will indemnify for any pecuniary or other liability on account of failure on the his part to comply the statutory regulations of state as well as Central Government.

10. The Contractor / service provider is responsible for all payments as applicable to them under various laws of State and Central Government from time to time including Minimum Wages Act, Provident Fund Act, ESIC Act to the personnel engaged by him. The Service provider should ensure that the payments are made on time every month.

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 after making deduction on account of various statutory dues including deduction of tax at source under IT Act , Service Tax etc.

13. The persons engaged by the Contractor /Service Provider cannot be engaged by any other contractor / service during the contract period.

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 initially for a period of 1 year.However, 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 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 submit an undertaking that in case of 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, he will not be entitled for the amount payable to him. As such, this amount will be directly paid to the DEO / MTS or Govt Authorities, as required.

25. The Contractor / Service Provider shall be bound to get police verification done of every individual MTS / DEO engaged in this office and a copy of the same should be submitted to this office in original within a reasonable time.

II MODE OF SUBMISSION OF TENDER

1. The sealed tenders shall be addressed to the Administrative Officer (DDO)(Central), Pune, O/o The Commissioner of Income Tax (Central) 4th Floor, "C" Wing, Swargate, Pune 411 037

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 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 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. 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. 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 26.07.2014. The sealed tenders should be submitted to Administrative Officer (DDO)(Central), 4th Floor, "C" Wing, Swargate, Pune 411 037 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 27.07.2014 at 4.00 pm in the office of the Dy. Commissioner of Income Tax(OSD)(Central), Room No- 312, PMT Building, 3rd Floor, "C" Wing, Swargate, Pune 411 037 in the presence of tender committee.

13. Earnest money deposit of Rs.500/- (Rupees Five Hundred only) per application in form of Demand Draft/Postal order/Banker's cheque of Scheduled Bank in the favour of the The DDO, (Central), Pune 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 EMO 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 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.

15. The tender details are also available at Notice Board on ground floor of Income Tax Department, PMT Building, Swargate, Pune 411 037 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 Dr. Saurabh Deshpande, Dy. Commissioner of Income Tax(OSD)(Central), Pune.

III TECHNICAL CONDITIONS

1 The contractor/bidder should have previous experience of deploying/supplying personnel to Government Departments for ten years and the sealed quotation should be accompanied with necessary proof of execution of such order within the last five 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 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 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. 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