



**GOVERNMENT OF INDIA**  
**OFFICE OF THE COMMISSIONER OF INCOME TAX, DELHI-XII**  
**Vikas Bhawan, New Delhi – 110 002**

F. No./CIT(D)-XII/Hiring of Services/2011-12

Date: 17.11.2011

**TENDER FOR OUTSOURCING**

Sealed quotations are invited from reputed agencies for outsourcing of 14 skilled workers (DEOs) to do the data entry work/typing/clearing and maintenance of computers/to get print of the documents etc. for the office of Commissioner of Income Tax, Delhi-XII, Vikas Bhawan, I.P.Estate, New Delhi.

Interested agencies may send sealed quotations with separate **Technical and Financial Bids (as per Annexure 1 & II )** to the DDO, CIT-XII, Room No. D-210-A, Vikas Bhawan, New Delhi by 28.11.2011 before 16.00 hrs. It may also be obtained from the DDO, CIT, Delhi-XII, Room No. D-210-A, Vikas Bhawan, New Delhi. Tender forms are available at [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in).

The technical bids will be opened at 12:30 hrs on 29.11.2011 at **Conference Hall, 1<sup>st</sup> Floor, Vikas Bhawan, New Delhi** 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 day at 15.30 hrs at Conference Hall, 1<sup>st</sup> Floor, Vikas Bhawan, New Delhi**.

(VINOD KUMAR)

Drawing and Disbursing Officer,  
O/o The Commissioner of Income-Tax,  
Delhi-XII, Vikas Bhawan, New Delhi.

Copy to:

1. The Web Manager of [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in) with the request that the above notice is placed on the website of the department.
2. For display on the Notice Board of Vikas Bhawan, C R Building & Drum shape Building.

(VINOD KUMAR)

Drawing and Disbursing Officer,  
O/o The Commissioner of Income-Tax,  
Delhi-VII, Vikas Bhawan, New Delhi.

## **NOTICE INVITING TENDER**

Sealed tenders are invited from reputed agencies for outsourcing of 14 skilled workers for Data entry/ typing/ cleaning maintenance of computers/ printing of documents etc.

### **I) TERMS AND CONDITIONS:**

1. 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.
2. 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.
3. The work shall be done on all working days and payment will be made on the basis of attendance of persons, and pro-rata deduction shall be made in absence of any person on any day/part of the day.
4. The working hours will be from 09.30 hours to 06.00 hrs daily, with ½ hrs lunch time break.
5. The following qualification should be fulfilled by the personnel.
  - A. The person should be graduate with English as one subject.
  - B. The personnel should have minimum speed of typing at 40 Words Per Minute.
  - C. The personnel should possess knowledge of software such as MS Word, MS Excel, MS Power Point etc, web based networking & hardware of computer.
  - D. The age of personnel should between 20 yrs. to 40 yrs, with preference of younger age group.
  - E. The personnel should able to type directly on computer during dictation.
6. The personnel, if not found working satisfactorily, must be replaced by the Service Provider
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.
10. PAN/Service Tax Registration should be indicated and copies furnished for records.
11. 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.
12. The amounts quoted should be applicable for the entire period and no request for enhancement will be entertained.
13. 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.
14. 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.
15. The persons engaged by the Contracting Agency/Service Provider will be in the employment of the Agency/Service Provider only.
16. 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.
17. All damages caused by the personnel to the property of the Office shall be recovered from the Service provider.
18. The contract will be for a maximum period of 4 months starting from 01.12.2011 to 31.3.2012. This Office reserves the right to extend the contract further, subject to satisfactory performance of the Service Provider.
19. The Service Provider should have at least a minimum of 2 years of experience.
20. No other person except Service Provider's authorized representatives shall be allowed to enter the offices.

21. Department/office will not involve in any dispute between the service provider and workers of the service provider.

## **II) MODE OF SUBMISSION OF TENDER:**

1. The sealed tenders shall be addressed to the Drawing and Disbursing Officer, O/o The Commissioner of Income-Tax, Delhi-XII, D-210-A, Vikas Bhawan, New Delhi.
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.incomeindia.gov.in](http://www.incomeindia.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. In providing such services, details regarding compliance of statutory laws etc. In the Financial bid, the bidder will submit the quotations for his charges. 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 SKILLED PERSONNEL 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.
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 right 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. Corrections, 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. Security Consideration: the persons supplied by the agency should not have any police records / criminal cases against them. The agency should make adequate enquiries and certify about the character and antecedents of the persons whom they are recommending.
11. The last date for receipt of sealed tender is **28-11-11 before 16.00 hrs.** The sealed tenders should be submitted to Drawing and Disbursing Officer, O/o The Commissioner of Income-Tax, Delhi-XII, D-210-A, Vikas Bhawan, New Delhi, between 10.00 hrs to 17.00 hrs on all working days.
12. Bids received later than the stipulated date and time will not be considered under any circumstances. This office reserves the right to reject any tender, even the lowest one without assigning any reasons thereof.
13. The tenders will be opened on 29-11-2011 at 12.30 hrs in the presence of the tender committee at **Conference Hall, 1<sup>st</sup> Floor, Vikas Bhawan, New Delhi.**
14. Earnest Money Deposit of Rs. 500/- (Rupees Five Hundred only) per application in form of Demand Draft / Banker's cheque of Scheduled Bank in favour of "**The DDO, CIT-XII, 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-I, II & 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, Vikas Bhawan, New Delhi and Websites [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in).
16. For any clarification in the matter and / or prior appointment may be made with Shri. Vinod Kumar, DDO, D-210A, Vikas Bhawan, New Delhi..

(VINOD KUMAR)  
Drawing and Disbursing Officer,  
O/o The Commissioner of Income-Tax,  
Delhi-XII, Vikas Bhawan, New Delhi.

**ANNEXURE-I**

**TECHNICAL BID (QUALIFYING 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. Contact person (s) :  
(with mobile numbers)
5. No. of years of experience in :  
Providing services of skilled/unskilled  
Personnel (enclose proof such as  
Performance reports from clients or TDS copies)
6. Permanent Account Number :  
(AN) (the evidence of filling of IT  
Returns alongwith profit and loss  
Account & balance sheet for the  
last three financial years to be  
enclosed).  
2008-09  
2009-10  
2010-11
7. Details of EMD
8. Specify the educational  
Qualifications and Work experience  
Of the persons to be deployed.

**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 Authorized Signatory with date)

**ANNEXURE-II**  
**FINANCIAL BID DOCUMENT**

1. Name of the party :
2. Address (with tele. No & Fax No.) :
3. Name & Address of the Proprietor :  
/Partners /Directors (with mobile numbers)
- 4.

Sl. No.	Name and address of the Premises	Qualification and work experience of the persons to be deployed	Monthly rate quoted per person *(25 days in month)	Remarks, if any
		Typing, Computer up keeping & maintenance, Data-entry, printing of documents, etc.		

Total Monthly charges for skilled services:

Add: Any other charges, if required:

Sub Total:

Add: Service Tax @ 10.3%

Grand Total:

(Rupees only)

**Note:** All the charges statutory or otherwise borne should be given separately.

\*For Rates Purpose.

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(Signature of Authorized Signatory with date)