



**GOVERNMENT OF INDIA
DEPARTMENT OF PUBLICATION
(Ministry of Urban Development)
CIVIL LINES, DELHI – 110 054.**

**Website: www.deptpub.gov.in/ egazette.nic.in
TEL.: 2381 7823 / 9689
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No. A-34013/3/89-08/Estt.

Date :- 05/05/2014

LIMITED TENDER INQUIRY

Subject:- Hiring of 3 (three) Data Entry Operators for the Department of Publication, Ministry of Urban Development, Civil Lines, Delhi-54, for a period of 6 Months.

Department of Publication, Ministry of Urban Development intends to hire 3 (three) Data Entry Operators for a period of 6 months as per the following terms and conditions:-

- i) The contractor/bidder should have previous experience of deploying/supplying Data Entry Operators to Govt. Departments in a time bound manner and the sealed quotations should be accompanied with necessary proof of execution of such order in the last two years.
- ii) The contractor/bidder should have valid service tax, PF,ESI, CST/VAT/TIN, TAN, trade tax registration, labour department registration and PAN which is to be quoted in the sealed quotation.
- iii) The contractor/bidder shall be required to provide Data Entry Operators in the following categories:

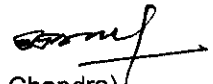
| Category | Speed words p.m. | Proficiency in |
|---------------------|--|---|
| Graduates and above | 60 w.p.m.(English) 50 w.p.m. (Hindi) (with 90% accuracy) | Windows OS , MS office (Word, Excel, PPT) Corel draw , photo shop |

- iv) The Data Entry Operators shall be paid as per the prevailing wages prescribed by the Minimum/Wages Act, of the Delhi Government. The Data Entry Operator will be paid the wages of clerical/non-technical staff.
- v) The rates per month for supply of Data Entry Operators for the above mentioned category shall be quoted by the bidders in their financial bid.
- vi) The amount quoted should be applicable for the entire period of contract and no request for enhancement will be entertained. However, in case the applicable wages/taxes/PF/ESI etc. are changed statutorily, effect to the same would be given by Department of Publication, Ministry of Urban Development, Civil Lines, Delhi-54.
- vii) The contractor/bidder shall be liable to pay the minimum rates of wages revised from time to time by the Govt. of National Capital Territory of Delhi, New Delhi. The bills not accompanied with the copies of the orders issued by the Govt. of National Capital Territory of Delhi, New Delhi regarding the revised rates shall not be entertained for payment.

- viii) Copy of necessary documents/certificates with respect to the eligibility of all Data Entry Operators shall be submitted before their deployment.
- ix) The relationship between the customer/ Department of Publication, Ministry of Urban Development, Civil Lines, Delhi-54 and the contractor/bidder would be that of the Customer and a Service provider and none of the employees or agents of the contractor/bidder shall ever be treated or deemed to have been the employee of the Department of Publication. The contractor/bidder shall explain this nature of relationship to all his employees or agents before deploying them for services to be rendered to the customer/ Department of Publication, Ministry of Urban Development, Civil Lines, Delhi-54. As a token of their agreement for such a relationship, a signed declaration by the employee/agent shall be obtained by the contractor/bidder from his employees and/ or agents and be produced as and when called upon to do so by the customer/ Department of Publication, Ministry of Urban Development, Civil Lines, Delhi-54
- x) The contractor/bidder would be liable to ensure that all the statutory payments, like ESIC, PF, gratuity, minimum wages, bonus etc., if applicable, are paid by him, in time as applicable to them under law. The evidence of compliance to this effect shall be submitted to the customer/Department of Publication, Ministry of Urban Development, Civil Lines, Delhi-54 by the contractor/bidder every quarter alongwith the bill, failing which payment of the bill may be withheld or stopped. The customer/ Department of Publication, Ministry of Urban Development, Civil Lines, Delhi-54 will, in no way be responsible for or associate itself with payment of any statutory liabilities or the salary paid or payable to the personnel engaged by the contractor/bidder.
- xi) The contractor/bidder shall be liable to submit alongwith bill the certified copies of bank passbooks reflecting therein entries of the wages paid to its employees in accordance with the Minimum Wages Act prescribed by Govt. of India/Govt. of National Capital Territory of Delhi for Data Entry Operators services from time to time. The bills not accompanied with the copies of passbook shall not be entertained for payment. Non-compliance to this effect may even lead to termination of services and agreement thereof.
- xii) The contractor/bidder shall specify the amount charged by it towards service charges and service tax.
- xiii) The contractor/bidder shall be duty bound to immediately replace any Data Entry Operator whose services are not found satisfactory by this Department.
- xiv) The payment for the services provided shall be made on or before 15th of the following month on presentation of bill and after the satisfaction of this Department.
- xv) The contractor/bidder should ensure that the salaries/wages are paid to the workers on 7th of every month without deduction of any other service charge of any kind.
- xvi) The deployment/supply of Data Entry Operators shall be completed within one week of placing the order. Time is of essence in this context and therefore, in case of any failure on the part of the successful bidder to deploy/supply eligible Data Entry Operators within the specified time a penalty @ Rs.250 per day may be levied if the Data Entry Operators is not deployed /supplied within two weeks of placing the order. This Department shall have the power to cancel the order and call for fresh tender, at risk and cost of the supplier, without any further reference to the successful bidder.
- xvii) The contractor/bidder shall deploy minimum of 3 Data Entry Operators from 9:30 A.M. to 6 P.M. for five days in a week except Saturday and Sunday for the Services mentioned above. Immediate replacement shall be provided in case of absence of any worker.
- xviii) The payment will be made on the attendance of the persons and pro-rata deduction shall be made in absence of any person on any day.

- xix) In case so required, some/all workers can be asked to work on declared holidays/Saturdays/Sundays for which they will be paid the rates as per contract. In case of specific requirement, some/all workers can be asked to work beyond the office hours for which they will be paid for extra hours as per the contract.
- xx) The Department reserves the right to increase or decrease the number of Data Entry Operators to be deployed by the service provider as per the requirement of Department of Publication, Ministry of Urban Development, Civil Lines, Delhi-54.
- xxi) Proper uniform and identification card shall be provided by the contractor/bidder to the persons deployed as Data Entry Operators. It must be ensured that the same are worn while at work and that I.D. cards are displayed on person.
- xxii) 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.
- xxiii) The workers shall not use the information/data provided to them or handled by them in any unauthorized manner. If any instance of such unauthorized use comes to the notice of this Department, the agency shall be liable for damages.
- xxiv) Any incidence of inappropriate behavior by any of the Data Entry Operators 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.
- xxv) The customer/ Department of Publication, Ministry of Urban Development, Civil Lines, Delhi shall not be responsible, in any way, with regard to any injury, damage or mishap which may happen to any of the employees or agents of the contractor/bidder, during or after the duty hours in the premises of the customer/ Department of Publication, Ministry of Urban Development, Civil Lines, Delhi-54
- xxvi) None of the employees of the contractor/bidder, deployed for any services to be rendered by the latter to the customer/ Department of Publication, Ministry of Urban Development, Civil Lines, Delhi, shall have any right or claim against the customer/ Department of Publication, Ministry of Urban Development, Civil Lines, Delhi or the Department of Publication to absorption or job with the Department of Publication on the basis of any such services rendered by him.
- xxvii) Any damage caused to any equipment/or article or item available at the premises of the customer/ Department of Publication, Ministry of Urban Development, Civil Lines, Delhi due to negligence of the employees/agents of the contractor/bidder shall be on his account and he will be liable to make good the loss to the customer/ Department of Publication, Ministry of Urban Development, Civil Lines, Delhi. The amount involved, if any, may at the discretion of the customer/ Department of Publication, Ministry of Urban Development, Civil Lines, Delhi, be recovered/deducted from the payment due to the contractor/bidder.
- xxviii) The work of the contractor/bidder shall be reviewed every two months by the Committee recommending this contract.
- xxix) If on the basis of the report of the committee, the customer/ Department of Publication, Ministry of Urban Development, Civil Lines, Delhi finds that the contractor/bidder has failed to perform as specified in the contract, he may direct that a sum of Rs.500/- per day, as damages for breach of contract may be recovered from the contractor/bidder.
- xxx) If the customer/ Department of Publication, Ministry of Urban Development either at his own or on report by the committee finds that the work/services rendered by the contractor/bidder are extremely unsatisfactory, he may, without any notice to the contractor/bidder, terminate the contract forthwith. The letter communicating such termination of the contract shall be served on the contractor/bidder in person or by registered post at the address mentioned in this contract or on the last known address.

- xxxi) Without prejudice to the right of the customer/ Department of Publication, Ministry of Urban Development, Civil Lines, Delhi for termination of the contract as mentioned in the preceding paragraph, this contract may be terminated by either party by giving one month's written notice to the other party.
- xxxii) In case of any dispute the decision of this Department shall be final.
- xxxiii) The contracts/bidders are required to submit two bids in separate envelope duly sealed i.e. technical bid and financial bid in the prescribed formats i.e. Annexure -I and Annexure-II respectively indicating as such on each envelope. Both the bids should then be submitted in a single sealed cover duly **marked as "Tender for Data Entry Operators"** addressed to the undersigned at Room No.10, 1st Floor, Department of Publication, Ministry of Urban Development, Civil Lines, Delhi-54 **by 1200 hours on 06-06-2014. Tender box will be available at reception hall of the Department of Publication, Civil Lines, Delhi-54 for dropping the said sealed envelope up to 1200 hours on 06-06-2014. No bid shall be accepted after 1200 hours as the tender box will be removed from the reception hall immediately after 1200 hours on 06-06-2014. Bids if any received by post after 1200 hours shall also not be entertained. The technical bids shall be opened at 1300 hours on the same day followed by the opening of financial bids at 1530 hours** only of those, who fulfill the requirements of the technical bid documents in Room No. 10, 1st Floor, Department of Publication, Ministry of Urban Development, Civil Lines, Delhi-54 in the presence of interested bidders, who may wish to be present.
- xxxiv) All the rates must be written both in figures and in words. Corrections if any are to be made by crossing out, initialing, dating and re-writing. 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.
- xxxv) Rates/quotations should be signed by the Tenderer with its current business address and PAN.
- xxxvi) The Tenderer 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 and conditions contained herein and submit the same.
- xxxvii) Financial bids of only those bidders, which are technically qualified, will be opened thereafter in the presence of interested bidders, who may wish to be present.
- (xxxviii) The bidder will have to submit EMD of Rupees 5000/- (Rupees Five Thousand only) in the form of a Demand Draft drawn in favour of Controller of Publication, Department of Publication, Civil Lines, Delhi-54 along with the technical bid. The earnest money shall bear no interest. Quotation received without the requisite EMD will summarily be rejected.
- (Lix) The bid documents can be obtained personally from the undersigned at Room No.10, 1st Floor, Department of Publication, Ministry of Urban Development, Civil Lines, Delhi-54 or it can be downloaded from CPP or this Department's website: www.deptpub.gov.in



(D.Chandra)
Asstt. Controller (Admn.)
Phone:011- 23813761

Copy to:-

- (i) As per circulation list enclosed.
- (ii) ✓ NIC, Ministry of Urban Development, Shastri Bhawan for uploading on the CPP.
- (iii) e-gazette for uploading on this Department's website.

ANNEXURE-I

BIDDER'S PARTICULARS
TECHNICAL BID DOCUMENT
(Data Entry Operator)

1. Name of the Bidder _____

2. Full Address of the
Bidder _____

3. Name of the Authorized
Signatory _____

4. Name & address of the
officer to whom all
references shall be made
regarding this tender

(a) Telephone _____

(b) Fax No. _____

(c) E-mail _____

(d) Mobile _____

5. Contact person: (a) Telephone no.: _____

(b) Mobile No. _____

(c) Email ID: _____

6. Background and experience for last two years in providing services of Data Entry Operators (with evidence containing full particular) with full particulars
7. Client list:
8. Financial Status i.e. evidence of filing of IT Returns along with final accounts for the FYs 2010-11, 2011-12 & 2012-13:
9. Service Tax Registration no. with evidence:
10. CST/VAT/TIN No with evidence:
11. Trade Tax Registration No.
12. PAN number with evidence:
13. Labour Department Registration No. with evidence:
14. PF Registration No. with evidence:
15. ESI Registration No. with evidence:
16. Specify the educational Qualifications and Work experience of every person 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 and seal)

ANNEXURE-II

FINANCIAL BID DOCUMENT
(For Data Entry Operators)

1. Name of the party :
2. Address (with tele. No & Fax No.) :
3. Name & Address of the Proprietor /Partners /Directors (with mobile numbers) :
4. Particulars of Bid per Data Entry Operator

| S.No | Particulars | Amount(Rs.) | | | |
|------|---|-------------|--|--|--|
| | | | | | |
| 1. | Wages | | | | |
| 2. | PF Contribution | | | | |
| 3. | ESI Contribution | | | | |
| | Total | | | | |
| 4. | Service charges | | | | |
| 5. | Service Tax | | | | |
| | Grand Total | | | | |
| 6. | Rate per day for Saturday/Sunday/Holiday | | | | |
| 7. | Rate per extra hour | | | | |

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

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 and seal)

List of suppliers of Data Entry Operators/Casual Workers

| S.No | Name of the Firm | S.No. | Name of the Firm |
|------|--|-------|---|
| 1 | M/s. Shine and Standard, RZ-4216-H, Gali No. 11, Kailash Puri Delhi-110031 | 11 | M/s Vishal International 317, Vardhman Diamond Plaza, Motia Khan, Pharganj, New Delhi-110055 |
| 2 | M/s S.M.S.B. Contractor B.N. House, B-8/24, Krishna Nagar, Delhi-110051 | 12 | M/s Prominent House Keeping, WZ-518, Raj Bagar-I, Palam Colony, New Delhi-110045 |
| 3 | M/s. Good House Keeping, WZ-519, Raj Nagar-I, Palam Colony New Delhi- 110045 | 13 | M/s Digvijay Trading Co. 1075-76, Gali Langre Wali, Maliwara, E-3, Lalan Market, Chandni Chowk, Delhi-10006 |
| 4 | M/s. Mahavir and Brothers, 140-B/47, Dev Nagar, Karol Bagh, New Delhi-110005 | 14 | M/s B.N. Service Provider 219, Paras Bazar, Gali Ghante Wali, Chandni Chowk, Delhi- 110006 |
| 5 | M/s Shweta Com. Syst. 217, Vardhman Diamond Plaza, 3, D.B. Gupta Road, New Delhi-55 | 15 | M/s. Zahid Hussain Zaidi, C- 100/6-B, Gali No.2, Chouhan Banger, Seelampur, Delhi- 110085 |
| 6 | M/s Nakul Verma and Services 1/3321, Ram Nagar, Mandi Road, Shahdara, Delhi-110032- Mob No. 9868218152 | 16 | M/s New Grow Software Solutions (P) Ltd 51/15(Basement) Old Rajender Nagar, New Delhi-110060 T.No.25755509 |
| 7 | M/s Sandeep National Security Services 27/96/2-A, Jwala Nagar, Shahdara, Delhi-110032 9953436361 | 17 | M/s Sahil Online Service B-1331, Gali No. 7 Bangali Colony, Sant Nagar, Delhi-110084 |
| 8 | M/S Shiv Facility Management Services, 206 Ground Floor Shop New Layal Pur Colony, Opp Lovely Public School, Som Bazar Chowk, Chandar Nagar, Delhi-110051 | 18 | M/S Sybex Computer Systems(P)Ltd A-39, Basement, Dayanand Colony, Lajpat Nagar-IV, New Delhi- 110024 T.No. 26472368 |
| 9 | M/s Pravidhi India J-273, Sector-12, Pratap Vihar, Ghaziabad- 201009 Mob. No. 9810696273 | 19 | M/s. Showtime Advertisement (P) Ltd., J-8, Bhim Nagari Apartments, Opp St. Paul School Safdarjung Development Area, New Delhi-110016 |
| 10 | M/s Bedi & Bedi Associates, F-34, 1st Floor, D.B. Gupta Market, Karol Bagh, <u>New Delhi-110005</u> | | |