

F. No. A-42018/03/2010-Estt.II`d  
**Government of India**  
**Ministry of Social Justice & Empowerment**

**A Wng, Shastri Bhawan,  
New Delhi 110001**

**Dated November, 2011**

**TENDER DOCUMENT**

For providing Data Entry Operator service to, **Ministry of Social Justice & Empowerment**

Date & time for submission of Bid: **11.00 AM to 5.00 PM on 15/12/2011**

Date of time for opening of Tender Documents: **11.00 AM on 16/12/2011**

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**A-Wing, Shastri Bhawan,**  
**New Delhi-110001**  
**Dated the November,2011**

**TENDER NOTICE**

1. Sealed tenders on behalf of the President of India, are invited under Two Bid System i.e. Technical Bid and Financial Bid from reputed experienced and financially sound Manpower Companies/Firms/Agencies for providing skilled Data Entry Operators in the Ministry of Social Justice & Empowerment initially for one year from the date of taking up of supply of manpower in pursuance of contract unless extended further by mutual consent of the Ministry and service provider, on the same terms and conditions. The present requirement is approximately for 8 (Eight) persons. However, number may be increase or decrease at the descretion of the Ministry.
2. Complete Tender Documents can be downloaded from the website of this Ministry-**[www.socialjustice.nic.in](http://www.socialjustice.nic.in)**
3. The Interested Companies/Firms/Agencies may submit the bid complete in all respects along with Earnest Money Deposit (EMD) of Rs. 20,000/- drawn in favour of DDO, Ministry of Social Justice & Empowerment and other requisite documents in a sealed cover addressed to Under Secretary (Admn.) and dropped in the Tender Box kept in the Facilitation Centre of this Ministry, located on the Ground Floor, 'A'Wing, Shastri Bhawan, New Delhi-110001. The last date of submission of tender and time of receipt of Tender is **5.00 PM on the 15<sup>th</sup> December,2011** The tenders shall not be entertained after this deadline under any circumstances whatsoever.
4. The Ministry of Social Justice & Empowerment reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason.

**(Vinod Kumar Sharma)**  
Under Secretary to the Government of India

Copy to:

1. Notice Board.
2. NIC-for display in web-site of M/o SJE
3. All Ministries/Department.

## **SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERERS**

1. The Ministry of Social Justice & Empowerment requires reputed, well established and financially sound Manpower Companies/Firms/Agencies to provide proficient Data Entry assistance to its officers.

2. The contract will be initially for one year from the date of taking up of supply of manpower. The period of the contract may be further extended provided the requirement of the Department for Data Entry assistance persists at that time, or, may be curtailed/terminated at any time before the normal tenure owing to deficiency in service or substandard quality of manpower deployed by the selected Company/Firm/Agency. The Department however, reserves right to terminate this initial contract at any time after giving one-week notice to the selected service providing Company/Firm/Agency.

3. The Ministry has initial requirement for skilled Data Entry Operators who are conversant with computers and essentially well trained in MS-Word and also possess knowledge of LAN functioning, MS-Excel and MS-Power Point . The requirement of the Ministry may increase or decrease during the initial period of contract.

**4. The tenders have been invited under two bid system i.e. Technical Bid and Financial Bid. The interested agencies are advised to submit two separate sealed envelopes super- scribing “Technical Bid for Providing Data Entry Assistance” and “Financial Bid for Providing Data Entry Assistance”. Both sealed envelopes should be kept in a third envelope super scribing “Tender for providing Data Entry Assistance.**

5 The successful tenderer will have to deposit a Performance Security Deposit of Rs. 50,000/- (Rupees Fifty Thousand only) in the form of Fixed Deposit Receipt (FDR) made in the name of the Company/Firm/Agency but hypothecated to the DDO, Ministry of Social Justice & Empowerment, New Delhi or Demand Draft in favour of DDO, Ministry of Social Justice & Empowerment, New Delhi. The performance security shall remain valid for a period of three months beyond the period of the contract. In case, the contract is further extended beyond the initial period, the FDR will have to be accordingly renewed.

6. The tendering Companies/Firms/Agencies are required to enclose photocopies of the following documents (duly attested by Gazetted Officers of the Government of India or State Government) along with the Technical Bid, failing which their bids shall be summarily/out-rightly rejected and will not be considered any further:-

- a) Registration certificate:
- b) Copy of PAN/GIR card.
- c) Copy of the IT return filed for the last three financial years.
- d) Copies of the EPF and ESI certificates.
- e) Copies of the Service tax registration certificate.

7. The conditional bids shall not be considered and will be out rightly rejected in very first instance.
8. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No overwriting or cutting is permitted in the financial Bid Form. In such cases, the tender shall be summarily rejected. However, the cutting, if any, in the Technical Bid Application must be initialled by the person authorized to sign the tender bids.
9. The Bids shall be opened on the scheduled date and time in **Room No. 240, A-Wing, Shastri Bhawan New Delhi-110001** in the presence of the representatives of the Companies/Firms/Agencies, if any, who are present on the spot at that time.
10. The competent authority. of the Ministry of Social Justice & Empowerment has reserves the right to annul any or all bids without assigning any reason..
11. The contract shall be subject to the Indian Laws and the jurisdiction of the courts, located in the NCT of Delhi.

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**TECHNICAL REQUIREMENT FOR THE TENDERING COMPANY/FIRM/AGENCY**

1. The tendering manpower Company/Firm/Agency should fulfill the following technical specifications:-

a) The Registered Office of one of the Branch Offices of the manpower Company/Firm/Agency should be located either in Delhi/New Delhi or in any of the Satellite towns of Delhi.

b) The manpower Company/Firm/Agency should be registered with the appropriate registration authority.

c) The Company/Firm/Agency should have at least three years' experience in providing manpower to reputed Private Companies, Public Sector Companies/Banks and Government Department etc.

d) The Company/Firm/Agency should have its own Bank Account.

e) The Company/Firm/Agency should be registered with income tax and service tax Department.

f) The Company/Firm/Agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Act.

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**TECHNICAL REQUIREMENT FOR DATA ENTRY OPERATORS TO BE DEPLOYED BY THE SUCCESFUL COMPANY/FIRM/AGENCY IN THE MINISTRY OF SOCIAL JUSTICE & EMPOWERMENT**

1. He/She should possess essential qualification of 10+2. Graduation from a recognized University is desirable. Should be between age group of 18 years to 40 years. An attested copy of the certificate showing educational qualification of the personnel will required to be attached to the list of the manpower deployed.
2. He/She should have Typing speed of 40 words per minute in English..
3. He/She should be well conversant with the working of the computers.
4. He/She will have to produce a Character certificate from a Gazzeted Officer of the Central Government/State Government.
5. His/her antecedents should have been verified by the agency from the local police authorities.
6. He/she should have at least 2 years' experience of working as Data Entry Operators in reputed Public/Private institutions/State Government offices.

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## APPLICATION – TECHNICAL BID

1. For providing Data Entry Services to Ministry of Social Justice & Empowerment,
2. Name of Tendering Company/Firm/Agency  
(Attach certificate of registration)
3. Name of Proprietor /Director of Company/Firm/Agency
4. Full address of Registered Office \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
FAX No \_\_\_\_\_  
E-Mail Address \_\_\_\_\_
5. Full address of Operating Branch \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
FAX No. \_\_\_\_\_  
E-Mail Address \_\_\_\_\_
6. Banker of Company/Firm/Agency  
(Full Address) \_\_\_\_\_  
(Attach certified copy of statement  
Of A/c for the last six months) \_\_\_\_\_  
Telephone Number of Banker \_\_\_\_\_
7. PAN/GIR No.  
(Attach attested copy) \_\_\_\_\_
8. Service Tax Registration No.  
(Attach attested copy) \_\_\_\_\_
9. E.P.F. registration Number  
(Attach attested copy) \_\_\_\_\_
10. E.S.I. Registration Number  
(Attach attested copy) \_\_\_\_\_
11. Financial turnover of the tendering Company/Firm/Agency for the last 3 financial years. (Attach separate sheet if space provided is insufficient)

Financial Year	Amount (Rs. Lakh)	Remarks if any
2008-2009		
2009-2010		
2010-2011		

12. Give details of the major similar contracts handled by the tendering Company/Firm/Agency during the last three years in the following format:

Sl. No.	Details of client along with address, telephone numbers	Amount of Contract (Rs. Lakh)	Duration of Contract From	Duration of Contract To
1.				
2.				
3.				

(If the space provided is insufficient, a separate sheet may be attached)

13. Additional information, if any  
(Attach separate sheet, if required)

Signature of authorized person

Name: \_\_\_\_\_

Seal:

Date:

Place:

## DECLARATION

1. \_\_\_\_\_ Son/Daughter/Wife of Shri \_\_\_\_\_  
signatory of the agency/firm mentioned above is competent to sign this declaration and execute this tender document:
  
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them:
  
3. The information/documents furnished along with the above application are true/authentic to the best of my knowledge and belief. I/We am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my/our tender at any stage besides liabilities towards prosecution under appropriate law:

Signature of authorized person

Full Name: \_\_\_\_\_

Seal: \_\_\_\_\_

Date:

Place:

## APPLICATION-FINANCIAL BID

For Providing Data Entry Operators to the Ministry of Social Justice & Empowerment

2. Name of tendering Company/Firm/Agency:
3. Details of Earnest Money Deposit: Rs. 20,000/- (Rupees Twenty Thousand only) D.D/P.O No. Date and the name of the bank and its branch on which drawn.
4. All the Data Entry Operators deployed in the Ministry of Social Justice & Empowerment will be paid their wages on monthly basis (By Cheque in time) by the Company/Firm/Agency and the photocopies of disbursed cheque will be submitted to the Ministry.
5. Rates are to be quoted not less than in accordance with the Minimum Wages Act, 1948 as applicable in the NCT of Delhi.

Rate per person/per day (8 hrs per day excluding ½ hrs. lunch break) Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) inclusive of all statutory liabilities, taxes, levies, cess/edu. Cess etc. with following break up:

Sl. No.	Component of Rate	Amount (Rs.) Non Graduate	Amount (Rs.) Graduate
1.	Daily Wage Rate not less than as per MWA, 1948		
2.	Employees Provident Fund @ % of 1 above		
3.	Employees State Insurance @ % of 1 above		
4.	Service Tax Liability @ % of		
5.	Any other liability (Pl. indicate)		
6.	Contractors Admn./Service Charge		
Total Column 1 to 6			

Signature of authorized person

Full Name: \_\_\_\_\_

Seal: \_\_\_\_\_

Date:

Place:

**Note:**

1. The rates quoted by the tendering agency should be inclusive of all statutory/taxation liabilities at the time of entering into the contract.
2. The payment shall be made on conclusion of the calendar month only on the basis of number of working days for which duty has been performed by the personnel.
3. The contracting Company/Firm/Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of this Ministry.
4. The tenderer will be bound by the details furnished by him/her to this Ministry, while submitting the tender or at subsequent stage. In case any of such documents furnished by him/her is found to be false at any stage, it would be deemed to be a breach of terms of Contract making him/her liable for legal action besides termination of contract.

**LIABILITIES, CONTROL ETC. OF THE PERSONS DEPLOYED**

5 The contracting agency shall ensure that the individual Data Entry Operators deployed in the Ministry of Social Justice & Empowerment confirm to the technical specifications of age, educational and skill qualification prescribed in Tender document.

6 The Ministry of Social Justice & Empowerment is a Central Government Office and has five days working (i.e. Monday to Friday) in a week from 9.00 to 5.30 PM with a lunch break of ½ hrs. from 1.00 PM to 1.30 PM. Besides this the Department observes the Gazzetted holidays notified by the Government of India from time to time. **The Data Entry Operators, however, may be required to attend the office as and when required on Saturday/Gazetted holiday (on intimation) for which he/she will be not paid any additional wage.**

7 The contracting Company/Firm/Agency shall furnish the following documents in respect of the individual Data Entry Operators who will be deployed in this ministry before the commencement of work.

- a. List of persons deployed:
- b. Bio-Data of the persons:
- c. Attested copy of matriculation certificate containing date of birth:
- d. Attested copy of the certificate showing qualification
- e. Character Certificate from Gazzatted Officers of the Central/State Government or Notary Public.
- f. Certification of verification of antecedents of persons by local Police authority.
- g. Identity Cards bearing photograph.

8 In case, the person employed by the successful Company/Firm/Agency commits any act of omission/commission that amounts to misconduct/indiscipline/incompetence, the

Company/Firm/Agency will be liable to take appropriate disciplinary action against such persons, including their removal from the site of work in the Ministry.

9. The tendering Company/Firm/Agency shall replace immediately any of its personnel, who are found unacceptable to this Department because of security risks, incompetence, conflict of interest, improper conduct etc. upon receiving a notice from this Ministry.

10.. The person deployed shall be required to report for duty at 9.00 AM to Under Secretary (Admn.)/Section Officer( Estt. and would not leave office before 5.30 PM. **In case, person deployed is absent on a particular day or come late/leaves early on three occasions, one-day wage shall be deducted.**

11. The agency shall depute a coordinator who would be responsible for weekly interaction with the this Ministry so that optimal services of the persons deployed by the agency could be availed without any disruption.

**12. If DEO does not report for duty any day no wages will be paid for the period.** However, if the agency is not in a position to supply substitute even after three days a penalty of Rs. 100/- will be deducted per day in addition to non-payment of wages for the days of absence. It will be the responsibility of the service providing agency to supervise the attendance daily and ensure that the persons contracted do not quit in between. The DEO would need to intimate his/her decision to quit the job (due to whatever reason) at least one month in advance. After this period, the firm will provide a replacement to the Ministry.

13. It will be the responsibility of the service providing agency to meet transportation, food, medical and any other requirements in respect of the persons deployed by it (Agency) in this Ministry and Ministry of Social Justice & Empowerment will have no liability in this regard.

14. For all intents and purpose the service providing agency shall be the “Employer” within the meaning of different Labour Legislations in respect of Data Entry Operators so employed and deployed in this Ministry. The persons deployed by the agency in the Ministry shall not have claim to Master and Servant relationship nor have any principal and agent relationship with or against the Ministry of Social Justice & Empowerment.

15 The Service providing agency shall be solely responsible for the redressal of grievances/resolution of disputes relating to persons deployed. The Ministry shall, in no way be responsible for settlement of such issues whatsoever.

16. This Ministry shall not be responsible for any damages, losses. claims- financial or otherwise, injury to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.

17 The person deployed by the service providing agency shall not have any claim or be

entitled to pay, perks and other facilities admissible to casual, ad-hoc, regular/confirmed employees of this Ministry during the currency or after expiry of the contract.

18. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing agency shall not be entitled to and will have no claim for absorption in the regular/otherwise capacity in the Ministry of Social Justice & Empowerment.

### **LEGAL**

19. The tendering agency will be responsible for compliance of all statutory provisions relating to minimum wages, Provident Fund, Employees State Insurance etc. in respect of the persons deployed by it in this Ministry.

20. The tendering agency shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to the Ministry of Social Justice & Empowerment to the concerned tax collection authorities from time to time as per extant rules and regulations in the matter.

21. The tendering agency shall maintain all statutory registers under the applicable law. The agency shall produce the same, on demand, to the concerned authority or any other authority under law or this Ministry.

22. The Tax Deduction at Source (TDS) shall be effected as per the provisions of the Income Tax Act, as amended from time to time and a certificate to this effect shall be provided to the agency by this Ministry.

23 In case, the tendering agency fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof the Ministry is put to any loss/obligation-monetary or otherwise, the Ministry will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.

## **FINANCIAL**

24. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited by the Ministry besides annulment of the contract.

25. The agency shall raise the bill, in triplicate, along with attendance sheet (duly verified by Under Secretary (Admn.)/Section Officer (Estt.) in respect of the persons deployed and submit the same to the Section Officer(Estt.) in the first week of the succeeding month. As far as possible the payment will be released by the second week of the succeeding month. The payment to the DEOs should be made through A/c payee cheque.

26. The claims in bills regarding Employees State Insurance, Provident Fund and Service Tax etc. should be necessarily accompanied with the documentary proof pertaining to the concerned month bill. A requisite portion of the bill/whole of the bill amount shall be held up till such proof is furnished, at the discretion of the Department.

**(Vinod Kumar Sharma)**  
Under Secretary to the Govt. of India

**ORDER FOR ARRANGEMENT OF DOCUMENT WITH THE TECHNICAL BID**

1. Application- Technical Bid.
2. Attested copy of the registration of agency.
3. Attested copy of PAN/GIR Card.
4. Attested copy of the latest IT return filed by the agency.
5. Attested copy of the Service tax registration letter/certificate.
6. Attested copy of the PF registration letter/certificate.
7. Attested copy of the ESI registration letter/certificate.
8. Certified document in support of financial turnover of the agency.
9. Certified documents in support of entries in column 13 of Technical Bid application.
10. Copy of the terms and conditions at pages 11-14 in Tender Document with each page duly signed and sealed by the authorized signatory of the agency in token of their acceptance.

**ORDER FOR ARRANGEMENT OF DOCUMENT BE SUBMITTED BY THE SUCCESSFUL AGENCY BEFORE DEPLOYMENT OF DATA ENTRY OPERATORS.**

List of Data Entry Operators short listed by the agency for deployment in the Ministry of Social Justice & Empowerment containing full details i.e. date of birth, marital status, address etc.

1. Bio-Data of all persons.
2. Character Certificate from a Gazetted Officer of the Central/State Government in respect of all persons.
3. Certificate of verification of antecedents of all persons by local police authority.