

No. A-30011/(11)/2007-Estt.
Government of India
Ministry of Micro, Small & Medium Enterprises

Udyog Bhawan, New Delhi
Dated the 11th January, 2008

Sealed tenders are invited from experienced and reputed Manpower Agencies for outsourcing of the services of Data Entry Operators for work in the Ministry as detailed below:

1. Seven Data Entry Operators are required at present, out of which two candidates should be Hindi Typist. The number of Data Entry Operators may vary from time to time.
2. Candidates should be 10+2 pass/Intermediate or equivalent or with higher educational qualifications with good knowledge of English and proficient in computer operations with knowledge of MS Word, MS Access, Excel, internet etc. Candidates should have a typing speed of 30 w.p.m. in English/25 w.p.m. in Hindi. It is desirable that the candidates should have at least one year formal education at 10+2 or at higher level in IT/computers as a subject. The candidates having proficiency of typewriting both in English and Hindi will be given preference.
3. The initial period of contract would be six months, extendable by another six months on satisfactory performance with such amendments as may be mutually agreed to and also subject to the necessary approval of the competent authority. **Service charges/rates quoted by the agency would be fixed for a period of six months and any statutory increase in wages/DA etc. is to be absorbed by the agency.**
4. The manpower will have to be supplied by the agency within 15 days of award of contract.
5. **Terms and Conditions:** As at [Annexure I](#).
6. Only those who fulfill the following minimum criteria need submit their bids:
 - (a) The manpower agencies should have been in existence for not less than three years.
 - (b) It should have PAN number and Service Tax registration. Proof in this regard may be attached with the bid.
 - (c) It should not have been blacklisted by any Government organisation.
 - (d) It should be willing to take up the contract on the terms and conditions at [Annexure-I](#).

7. An earnest money deposit of Rs. 10,000/- (Rupees ten thousand only) in the form of demand draft drawn in favour of the DDO, Ministry of MSME, Udyog Bhawan, New Delhi, may be submitted along with the technical bid, failing which the bid shall not be considered valid.

8. The tenders should be submitted in two sealed covers.

(A) The first sealed cover should be superscribed "Technical Bid" and should contain:-

(i) The proforma at [Annexure-II](#), duly filled in.

(ii) Agency profile including previous experience of manpower supply to Government Departments etc.

(iii) Acceptance of terms and conditions at [Annexure-I](#)

(iv) Demand Draft for Earnest Money Deposit.

(v) All other required documents

(B) The Second Sealed envelope superscribed 'Price Bid' should contain only rates which is to be quoted on monthly basis for normal duty of 8 hours per day per person for five day week ([Annexure-III](#)).

(C) Both the sealed covers should be placed in the main sealed envelope superscribed 'Tender for supply for Outsourced staff'. This should be addressed to the Director (Administration), Ministry of Micro, Small & Medium Enterprises, Room No. 254, Udyog Bhawan, New Delhi 110 011 and sent by post or hand delivered latest by 3.00 P.M. of **21.1.2008**.

9. The technical bids will be opened by the Tender Opening Committee on a date immediately after the expiry of the last date for receipt of the tenders in Room No. 254, Udyog Bhawan, New Delhi 110 011, in the presence of the participating bidders, who may like to be present.

10. The Ministry will assess the ability of the agencies to supply requisite number of personnel in different categories based on its record, profile, and on such other criteria as it may fix and only those found fit will be eligible for financial bid opening.

S/d-

(P. S. Verma)

Under Secretary to the Government of India

Tel: 23061636

ANNEXURE-I**TERMS AND CONDITIONS**

- (1) All services shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria.
- (2) The persons supplied by the Agency should not have any Police records/criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. The character and antecedents of each personnel of the service provider will be got verified by the service provider before their deployment after investigation by the local police, collecting proofs of identity like driving license, bank account details, previous work experience, proof of residence and recent photograph and a certification to this effect submitted to the Ministry. The service provider will also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness. The Service Provider shall withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request.
- (3) The service provider shall engage necessary persons as required by the Ministry of Micro, Small and Medium Enterprises from time to time. The said persons engaged by the service provider shall be the employee of the service provider and it shall be the duty of the service provider to pay their salary every month. There is no Master & Servant relationship between the employees of the service provider and this Ministry and further that the said person of the service provider shall not claim any absorption.
- (4) The service provider's person shall not claim any benefit/compensation/absorption/regularization of services from/in this Ministry under the provision of Industrial Disputes Act., 1947 or Contract Labor (Regulation & Abolition) Act, 1970. Undertaking from the persons to this effect shall be required to be submitted by the service provider to the Ministry.
- (5) The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements, administrative/organizational matters as all are of confidential/secret nature.
- (6) The service provider's personnel working should be polite, cordial, positive and efficient, while handling the assigned work and their actions shall promote good-will and enhance the image of this Ministry. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him.
- (7) That the persons deputed shall not be below the age of 18 years and they shall not interfere with the duties of the employees of the Ministry.

(8) The Ministry may require the service provider to dismiss or remove from the site of work, any person or persons, employed by the service provider, who may be incompetent or for his/ her/their misconduct and the service provider shall forthwith comply with such requirements. The Service provider shall replace immediately any of its personnel, if they are unacceptable to the Ministry because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.

(9) The service provider has to provide Photo Identity Cards to the persons employed by him/her for carrying out the work. These cards are to be constantly displayed & their loss reported immediately.

10) The service provider shall ensure proper conduct of his person in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.

(11) The transportation, food, medical and other statutory requirements in respect of each personnel of the service provider shall be the responsibility of the service provider.

(12) Working hours would be normally 8 ½ hours per day from 9.00 A.M. to 5.30 P.M. during working days including half hour lunch break in between. However, in exigencies of work, they may be required to sit late and the personnel may be called on Saturday, Sunday and other gazetted holidays, if required. They may be paid extra wages as per the rates approved.

(13) That the agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund, ESI Act etc. and the Ministry shall not incur any liability for any expenditure whatsoever on the persons employed by the agency on account of any obligation.

(14) The service provider will submit the bill in triplicate in respect of a particular month in the first week of the next month. The payment will be released by the third week of the following month after deduction of taxes deductible at source under the laws in force.

(15) Payments to the service provider would be strictly on certification by the officer with whom Data Entry Operator is attached that his services were satisfactory and attendance as per the bill preferred by the service provider.

(16) No wage/remuneration will be paid to any staff for the days of absence from duty.

(17) The service provider will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of this Ministry.

(18) The service provider shall provide a substitute well in advance if there is any probability of the person leaving the job due to his/her own personal reasons. The

payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.

(19) The service provider shall be contactable at all times and message sent by phone/e-mail/Fax/Special Messenger from Ministry to the service provider shall be acknowledged immediately on receipt on the same day. The Service Provider shall strictly observe the instructions issued by the Ministry in fulfillment of the contract from time to time.

(20) This Ministry shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service provider.

(21) That the agency on its part and through its own resources shall ensure that the goods, materials and equipments etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff and its employees etc. If the Ministry suffers any loss or damage on account of negligence, default or theft on the part of the employees/agents of the agency, then the agency shall be liable to reimburse to the Ministry for the same. The agency shall keep the Ministry fully indemnified against any such loss or damage.

(22) The Ministry will maintain an attendance register in respect of the staff deployed by the agency on the basis of which wages/remuneration will be decided in respect of the staff at the approved rates.

(23) The successful bidder shall furnish a security deposit equivalent to Rs. 20,000/- (twenty thousand only) in the form of an account payee demand draft drawn in favour of the "DDO, Ministry of Micro, Small & Medium Enterprises, New Delhi payable at Delhi, Fixed Deposit Receipt from a commercial bank/Bank Guarantee from a commercial bank in an acceptable form safeguarding the interest of the Ministry in all respects. The security deposit shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the service provider. The security deposit will be forfeited in case the supply of manpower is delayed beyond the period stipulated by the Ministry or non-compliance of the terms of agreement by the service provider or frequent absence from duty/misconduct on the part of manpower supplied by the Agency.

(24) The successful bidder will enter into an agreement with this Ministry for supply of suitable and qualified manpower as per requirement of this Ministry on these terms and conditions. The agreement will be valid for a period of six months from the date of signing and shall continue to be in force in the same manner, unless terminated in writing. **The service charges/rates quoted by the agency shall be fixed for a period of six months and no request for any change/modification shall be entertained before expiry of the period of six months. Any statutory increase in wages/DA etc. is to be absorbed by the service provider.** The contract/agreement is extendable by another six months subject to satisfactory performance of the agency and such amendments as mutually agreed to.

(25) The successful bidder would obtain a valid license from the concerned Government Authority for providing the services of Data Entry Operators in this Ministry

(26) The service provider shall not assign, transfer, pledge or sub contract the performance of services without the prior written consent of this office.

(27) However, the agreement can be terminated by either party by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the Agreement then one month's wages etc and any amount due to the agency from the Ministry shall be forfeited by the Ministry .

(28) That on the expiry of the agreement as mentioned above, the agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute on account of the termination of employment or non-employment by the personnel of the agency, it shall be the entire responsibility of the agency to pay and settle the same.

(29) In the event, if any dispute arises touching any of the clauses of the agreement, the matter will be referred to the Secretary, Ministry of Micro, Small and Medium Enterprises, whose decision shall be binding on both the parties.

ANNEXURE-II

S. N.	Particulars	To be filled in by the tenderer
1	Name of the Agency	
2	Details of EMD	
	(i) Amount	
	(ii) Draft No.	
	(iii) Date	
	(iv) Issuing Bank	
3	Date of establishment of the agency	
4	Detailed office address of the Agency with Office Telephone Number, Fax Number and Mobile Number and name of the contact person	
5	Whether registered with all concerned Government Authorities. (Copies of all certificates of registration to be enclosed.)	
6	PAN/TAN Number (copy to be enclosed)	

7	Service Tax Registration Number (copy to be enclosed)	
8	Whether the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/partners anywhere in India. (If no, a certificate is to attached in this regard.)	
9	Length of experience in the field	
10	Experience in dealing with Govt. Departments (Indicate the names of the Departments and years of dealing with those Departments and attach copies of contracts orders placed on the agency.)	
11	Whether a copy of the terms and conditions (Annexure-I), duly signed, in token of acceptance of the same, is attached.	
12	Whether agency profile is attached?	
13	List of other clients	

PROFORMA FOR FINANCIAL BID

1. Rate per month per person for Data Entry Operator:
2. Rate of OTA/extra wages per hour:
3. Any other points to be mentioned:

Signature;

Office seal