



**GOVERNMENT OF INDIA  
MINISTRY OF MICRO, SMALL & MEDIUM ENTERPRISES**

**TENDER DOCUMENT**

**For providing Data Entry Operators by Private Manpower Agencies**

Date of issue of Tender Document : **17<sup>th</sup> February, 2014**

Last date & time for submission of Tender Document : **3.00 p.m. on 24<sup>th</sup> February, 2014.**

Date & time for opening of Technical Bid : **4.00 p.m. on 24<sup>th</sup> February, 2014.**

Date & time for opening of Financial Bid: **11.00 a.m. on 25<sup>th</sup> February, 2014.**

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**By Speed Post**

F. No. 30011/1/2014-Estt  
Government of India  
Ministry of Micro, Small & Medium Enterprises  
(Estt. Section)

Udyog Bhawan, New Delhi  
Dated the 17<sup>th</sup> February, 2014

**TENDER NOTICE**

Sealed cover tenders are invited from reputed, experienced and financially sound Manpower Companies/Firms/Agencies to provide Eleven (11) skilled Data Entry Operators (English/Hindi) to the Ministry of Micro, Small & Medium Enterprises for a period of one year. The requirement of number of Data Entry Operators may increase or decrease during the period of the contract.

2 Interested Companies/Firms/Agencies may deposit their tender documents complete in all respects along with Earnest Money Deposit (EMD) of Rs.75,000/- (Rupees Seventy Five Thousand only) and other requisite documents by 3.00 p.m. on 24<sup>th</sup> February, 2014 in the sealed box kept in Establishment Section, Ministry of Micro, Small & Medium Enterprises, Room No. 429-C, Udyog Bhawan, New Delhi. **No tender shall be entertained after this deadline under any circumstances whatsoever.**

3. This Ministry reserves the right to amend/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. The decision of this Ministry in this regard would be final.

(L. Haokip)  
Deputy Secretary to the Govt. of India  
Tel. No. 23061431

To  
(As per list attached)

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

The Ministry of Micro, Small & Medium Enterprises requires the services of reputed, well established and financially sound Manpower Company/Firm/Agency to provide data entry assistance for its offices.

2. The contract is likely to commence from March, 2014 and would continue for a period of one year. The period of the contract may be further extended beyond the contracted period provided the requirement of the Ministry for data entry assistance persists at that time or may be curtailed/ terminated before the contracted period owing to deficiency in service or substandard quality of manpower deployed by the selected Company/ Firm/Agency. The Ministry, however, reserves the right to terminate this initial contract at any time after giving one week's notice to the selected service providing Company/Firm/Agency.

3. This Ministry has initial requirement of Eleven (11) skilled Data Entry Operators (English and Hindi), who are well conversant with computers and essentially well trained in MS Word language and also desirably possess knowledge of LAN functioning, MS Excel and MS Power Point packages/languages and should have a speed of 8000 key depression per hour on computer.

4. Interested Companies/Firms/Agencies may deposit the tender document complete in all respects along with Earnest Money Deposit (EMD) of Rs.75,000/- (Rupees Seventy Five Thousand only) and other requisite documents by 3.00 p.m. on 24<sup>th</sup> February, 2014 in the sealed box kept in Establishment Section, Ministry of Micro, Small & Medium Enterprises, Room No. 123, Udyog Bhavan, New Delhi.

5. The crucial dates relating to "Tender for providing Data Entry Operators to Ministry of Micro, Small & Medium Enterprises" are given below:

(a) Date and time for submission of tender document:

(b) Date and time for opening of technical bid:

(c) Date and time of opening of financial bid:

(d) Likely date for deployment of Data Entry Operators:

6. The cover containing the tender documents may be superscribed as "Bid for providing Data Entry Operators to Ministry of Micro, Small & Medium Enterprises".

7. The Earnest Money Deposit (EMD) of Rs. 75,000/- (Rupees Seventy Five Thousand only) refundable (without interest) should necessarily be accompanied with the Bid of the Agency in the form of Demand Draft/Pay Order drawn in favour of the "Drawing & Disbursement Officer, Ministry of Micro, Small & Medium Enterprises", failing which the tender shall be rejected summarily.

8. The successful tenderer will have to deposit a Performance Security Deposit as determined by the Ministry in terms of GFR in the form of Fixed Deposit Receipt (FDR)/Bank Guarantee in favour of the Drawing & Disbursement Officer, Ministry of Micro, Small & Medium Enterprises, which shall remain valid upto a period of 60 days beyond the completion of all contractual obligations. In case the contract is further extended beyond the initial period, the FDR/Bank Guarantee will have to be accordingly renewed by the successful tenderer.

9. The tendering Companies/Firms/Agencies are required to enclose photocopies of the following documents along with the technical bid, failing which their bids shall be summarily/outrightly rejected and will not be considered any further:

- (i) Registration Certificate
- (ii) PAN/GIR Card
- (iii) IT returns filed for the last three financial years
- (iv) EPF and ESI Certificates
- (v) Service Tax Registration Certificate
- (vi) Certified extracts of the Bank Account containing transactions during the last three years.

10. Conditional bids shall not be considered and will be outrightly rejected.

11. All the 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 Bid Form. In such cases, the tender shall be summarily rejected.

12. The bid shall be opened on the scheduled date and time (4.00 p.m. on 24<sup>th</sup> February, 2014 in Room No. 123, Udyog Bhavan, Ministry of Micro, Small & Medium Enterprises, New Delhi, in the presence of the representatives of the Companies/Firms/Agencies, if any, who wish to be present on the spot at that time.

13. The competent authority of the Ministry reserves the right to annul all bids without assigning any reason.

#### **REQUIREMENTS FOR THE TENDERING COMPANY/FIRM/AGENCY**

The tendering Manpower Company/Firm/Agency should fulfill the following conditions and furnish supporting documents:

- (a) The Registered Office or one of the Branch Office 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 and should have atleast turnover of Rs.20.00 lakhs per year.
- (c) The Company/Firm/Agency should have at least three years experience in providing manpower to at least three Private Companies /Public Sector Companies/Banks/Government Ministries/Departments, etc. and providing the same services for atleast three companies.
- (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 Departments.
- (f) The Company/Firm/Agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts.
- (g) If a firm quotes 'NIL' charges/consideration, the bid shall be treated as unresponsive and will not be considered.

**TECHNICAL REQUIREMENTS FOR DATA ENTRY OPERATORS TO BE DEPLOYED BY THE SUCCESSFUL COMPANY/FIRM/AGENCY IN THE MINISTRY OF MICRO, SMALL & MEDIUM ENTERPRISES**

- (i) The Data Entry Operators should be Graduate or equivalent and between 18 – 40 years of age.
- (ii) The Data Entry Operators should be conversant with the working of the computers and should necessarily have knowledge of MS Word and preferably of LAN functions, MS Excel and MS Power Point packages.
- (iii) The Data Entry Operators should have Character Certificates from two Gazetted Officers of the Central Government/State Government.
- (iv) The Date Entry Operators should have a speed of 8000 key depression per hour on computer.
- (v) Their character and antecedents should have been got verified by the Agency from the local police authorities.

**APPLICATION FOR PROVIDING DATA ENTRY OPERATORS  
TO THE MINISTRY OF MICRO, SMALL & MEDIUM ENTERPRISES**

Name of Tendering Company/Firm/Agency: \_\_\_\_\_

Name of Proprietor/Director of the  
Company/Firm/Agency: \_\_\_\_\_

Full address of Registered Office: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone No.: \_\_\_\_\_

Fax No.: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Full address of Operating/Branch Office: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone No.: \_\_\_\_\_

Fax No. \_\_\_\_\_

E-mail address: \_\_\_\_\_

Banker of Company/Firm/Agency with  
Full address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone No. of Banker: \_\_\_\_\_

PAN/GIR No.: \_\_\_\_\_  
(Attach attested copy)

Service Tax Registration No.: \_\_\_\_\_  
(Attach attested copy)

EPF Registration No.: \_\_\_\_\_  
(Attach attested copy)

ESI Registration No.: \_\_\_\_\_  
(Attach attested copy)

Financial turnover of the tendering **Company / Firm / Agency** for the last 3 Financial Years: (Attach separate sheet if space provided is insufficient)

Details of the major similar contracts handled by the tendering Company/Firm/ Agency with Govt./Semi Govt./Offices etc. during the last three years in the following format:

S.No.	Details of client along with address, telephone and FAX numbers	Amount of Contract (Rs. Lakhs)	Duration of Contract	
			From	To
1.				
2.				
3.				

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

Details of Earnest Money Deposit : Rs.75,000/- (Rupees Seventy Five Thousand only)

D.D. / P.O. No. & Date : \_\_\_\_\_

Drawn on Bank : \_\_\_\_\_

## DECLARATION

1. I, \_\_\_\_\_ Son/Daughter/Wife of Shri \_\_\_\_\_  
\_\_\_\_\_ Proprietor/Director/authorized 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 and 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 the tender at any stage  
besides liabilities towards prosecution under appropriate law.

Signature of authorized Signatory

Full Name:

Seal:

Date:

Place:

### Notes:

1. The rates quoted by the tendering agency should be inclusive of all  
statutory/taxation liabilities in force 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 each  
manpower.
3. The rates will be revised automatically, when revised by Government of  
NCT of Delhi and the bill will be sent at the revised rates.

### FINANCIAL BID PROFORMA

Rates (to be quoted in accordance with the Minimum Wages Act, 1948, as applicable in the NCT of Delhi for **Clerical and Non-Technical Supervisory Staff who are Graduates**) with the following break-up:

S.No.	Component of Rate	Amount (Rs.)
1.	Daily Wage Rate (as per Minimum Wages Act, 1948)	Rs.
2.	Employees Provident Fund (i) Employees Contribution@_____	Rs.
	(ii) Employer's Contribution @_____	Rs.
	(iii) Administrative Charges, etc. @_____	Rs.
3.	Employees State insurance (i) Employees Contribution@_____	Rs.
	(ii) Employer's Contribution @_____	Rs.
4.	Service Tax Liability @_____%	Rs.
5.	Any other Mandatory Liability	Rs.
6.	Contractor's Administrative/Service Charge	Rs.
7.	<b>Total (column 1 to 6)</b>	<b>Rs.</b>

Signature of the authorized signatory:

Name in full:

Seal:

NOTE: The rates quoted by the tendering agency should be inclusive of all statutory/taxation liabilities in force at the time of entering into the contract.

## **TERMS AND CONDITIONS**

1. The contract shall be for a period of one year unless it is curtailed or terminated by this Ministry owing to deficiency of service, sub-standard quality of Data Entry Operators deployed, breach of contract etc.
2. The contract shall automatically expire on completion of one year unless extended further by the mutual consent of contracting agency and this Ministry.
3. The contract may be extended, on the same terms and conditions or with some addition/deletion/modification, for a further specific period mutually agreed upon by the successful service providing Company/Firm/Agency and the Ministry.
4. 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.
5. The Ministry, at present, has requirement of 11 (eleven) skilled Data Entry Operators on urgent basis. The requirement may further increase or decrease during the period of initial contract also and the tender would have to provide additional Data Entry Operators, if required, on the same terms and conditions.
6. The tenderer will be bound by the details furnished to this Ministry while submitting the tender or at subsequent stages. In case, any of such documents furnished by the agency/firm/company is found false at any stage, it would be deemed to be a breach of terms of contract making it liable for legal action besides termination of contract.
7. 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 each manpower
8. The Ministry reserves right to terminate the contract during initial period also after giving a week's notice to the contracting agency.

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

9. The contracting agency shall ensure that the individual Data Entry Operators deployed in the Ministry of Micro, Small & Medium Enterprises conform to the following technical specifications of age, educational and skill qualifications:
  - (a) The Data Entry Operators should be Graduate from a recognized University/Board and between 18-40 years of age;

- (b) The Data Entry Operators should be conversant with the working of the computers and should necessarily have knowledge of MS Word and preferably of LAN functions, MS Excel and MS Power Point packages;
  - (c) The Data Entry Operators should furnish character certificates from two Gazetted Officers of the Central Government/State Government;
  - (d) The Date Entry Operators should have a speed of 8000 key depression per hour on computer.
  - (e) Their character and antecedents should be got verified by the agency from the **local police authorities**.
10. This Ministry is a Central Government office and has five working days (i.e. Monday to Friday) in a week from 0900 hrs. to 1730 hrs. with lunch break of ½ an hour from 1300 hrs. to 1330 hrs. Besides this, the Ministry also observes the Gazetted holidays notified by the Government of India from time to time. The Data Entry Operators, however, may be required to attend the office in emergencies for which she/he will be paid as per agreed rates and also subject to instructions of Labour Department, NCT of Delhi.
11. The contracting Company/Firm/Agency shall furnish the following documents in respect of the individual Data Entry Operators who will be deployed by it 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. Character certificate from two gazetted officers of the Central / State Government;
  - e. Certificate of verification of character and antecedents of persons by local police authority.
12. In case the person employed by the successful Company/Firm/Agency commits any act of omission/commission, that amounts to misconduct/indiscipline/incompetence and the successful Company/Firm/Agency will be liable to take appropriate disciplinary action against such persons, including their removal from site of work, if required, by the Ministry.
13. The tendering Company/Firm/Agency shall replace immediately any of its personnel who is found unacceptable to this Ministry because of security risks, incompetence, conflict of interest, improper conduct etc., upon receiving written notice from this Ministry.

14. The person deployed shall be required to report for work at 0900 hrs. to the concerned Officers/Sections of Ministry of Micro, Small & Medium Enterprises, and would leave at 1730 hrs. In case person deployed is absent on a particular day or comes late/leaves early on three occasions in a month, one day's wage shall be deducted.
15. The agency shall depute a coordinator who would be responsible for immediate interaction with the Ministry so that optimal services of the persons deployed by the agency could be availed without any disruption.
16. The selected agency shall immediately provide a substitute in the event of any person leaving the job due to his/her personal reasons. **The delay in providing a substitute beyond three working days would attract a penalty @ Rs.200 per day on the service providing agency.**
17. 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 in this Ministry and this Ministry will have no liabilities in this regard.
18. For all intents and purposes, 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 this Ministry shall have no claims of any Master and Servant relationship against the Ministry of Micro, Small & Medium Enterprises.**
19. The service providing agency shall be solely responsible for the redressal of grievances/resolution of disputes relating to the persons deployed. This Ministry shall, in no way, be responsible for settlement of such issues whatsoever.
20. This Ministry shall not be responsible for any financial or other injury to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.
21. The persons deployed by the service providing agency shall not claim nor shall be entitled to pay, perks and other facilities as admissible to regular / confirmed employees of this Ministry during the currency or after expiry of the contract.

22. 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 any claim for any absorption in the regular / otherwise capacity in this Ministry.

#### **LEGAL**

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

24. Tendering agency shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to the Ministry of Micro, Small & Medium Enterprises to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

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

26. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of Income Tax Act, as amended from time to time and a certificate to this effect shall be provided to the agency by this Ministry.

27. 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.

28. Further, if the agency fails to deploy 11 Data Entry Operators against the initial requirement within 15 days from the date of placing the order, the EMD/PERFORMANCE GUARANTEE shall stand forfeited without giving any further notice.

29. 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 this Ministry besides annulment of the contract.

30. The payments 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 each manpower. The agency shall raise the bill, in triplicate, along with attendance sheet [duly verified by Section Officer (E.II)] in respect of the persons deployed and submit the same to Deputy Secretary (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.
31. The claims in bills regarding Employees State Insurance, Provident Fund, and Service Tax etc. should be necessarily accompanied with documentary proof pertaining to the concerned bill month. A requisite portion of the bill/whole of the bill amount shall be held up till such proof is furnished, at the discretion of this Ministry.
32. The amount of penalty calculated @ Rs.200/- per day on account of delay, if any, in providing a suitable substitute for the period beyond three working days by the agency shall be deducted from the monthly bills of the service providing Company/Firm/Agency in the following month.
33. This Ministry reserves the right to withdraw/relax any of the terms and conditions mentioned above so as to overcome the problem encountered at a later stage.

**(L. Haokip)**  
**Deputy Secretary**  
**Tel. 2306 1431**

## ORDER FOR ARRANGEMENT OF DOCUMENTS WITH THE BID

1. Application Form(Technical Bid);
2. Attested copy of registration certificate of the agency;
3. Certified copy of the statement of bank account of the agency for the last three years;
4. Attested copy of PAN/GIR Card;
5. Attested copies of IT returns for the last three years filed by the agency;
6. Attested copy of Service Tax registration certificate;
7. Attested copy of the P.F. registration letter/certificate;
8. Attested copy of the E.S.I. registration letter/certificate;
9. Certified documents in support of the Financial turnover of the agency;
10. Certified documents in support of entries in column 11 of Technical Bid application;
11. Statement indicating experience of working with Govt. Ministries/Departments/PSUs, etc.
12. Copy of the terms and conditions at pages 10-13 in Tender Document with each page duly signed and sealed by the authorized signatory of the agency in token of their acceptance.
13. Financial Bid.(Separate envelop)