

Government of India
Ministry of Micro, Small & Medium Enterprises
(HR Section)
Udyog Bhawan, New Delhi

OPEN TENDER NOTICE

**ANNUAL CONTRACT FOR ENGAGEMENT OF DATA ENTRY OPERATORS IN THE
MINISTRY OF MSME**

F.No.12035/1/2019-HR

Dated 22ND August , 2019

Online bids are hereby invited under **Two-Bid System** i.e. Technical Bid and Financial Bid from reputed, experienced and financially sound Companies/Firms/Agencies for award of Annual Contract for engagement of Data Entry Operators.

2. The bid will be accepted as e-tender only and intending bidders must be registered with the Central Public Procurement (CPP) Portal i.e <https://eprocure.gov.in/eprocure/app>

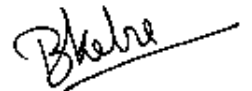
3. The tender document contains the following:

1. Tender Document
2. Annexure-I -- "Proforma for Technical Bid"
3. Annexure-II -- "Proforma for Financial Bid"

4. **Important Dates for the activities of the Bidders:**

Date of issue of Tender Document : 22nd August, 2019
Last date & time for submission of Tender : 5.00 p.m. on 2nd September, 2019.
Date & time for opening of Technical Bid : 11.00 a.m. on 4th September, 2019.
Date & time for opening of Financial Bid : 11.00. a.m. on 11th September, 2019

5. In case, any holiday is declared by the Government on the day of opening, the tenders will be opened on the next working day at the same time. The Ministry reserves the right to accept or reject any or all the tenders without assigning any reason thereof.



(Bhaskar Kalra)
Under Secretary to the Govt. of India
Tel. No. 23063293



**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 : 22nd August, 2019

Last date & time for submission of Tender : 5.00 p.m. on 2nd September, 2019.

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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 1st October, 2019 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 Twenty Two (22) 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. The crucial dates relating to "Tender for providing Data Entry Operators to Ministry of Micro, Small & Medium Enterprises" are given below:

Date of issue of Tender Document : 22nd August, 2019

Last date & time for submission of Tender : 5.00 p.m. on 2nd September, 2019.

Date & time for opening of Technical Bid : 11.00 a.m. on 4th September, 2019.

Date & time for opening of Financial Bid : 11.00 a.m. on 11th September, 2019.

5. The Earnest Money Deposit (EMD) of Rs.3,00,000/- (Rupees Three Lakh 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. In the event of successful bidder declining to act on the offer made by the Ministry, EMD shall stand forfeited and no claim on this account shall be entertained.

6. The successful tenderer will have to deposit a Performance Security Deposit Rs.5,00,000/- in the form of Demand Draft in favour of the Drawing & Disbursement Officer, Ministry of Micro, Small & Medium Enterprises. The Performance Security Deposit will be returned only after the completion of the contract to the satisfaction of the Ministry.

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.

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- (c) The Company/Firm/Agency should have at least three years experience providing manpower to at least three Private Companies /Public Sector Companies/Banks/Government Ministries/Departments, etc. and provide 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, its bid shall be treated as **unresponsive and will not be considered**. The decision of the Ministry taken in this regard shall be final.

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 21- 50 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 Data 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.

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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 be valid for a period of one year from the date of award of contract, which is extendable by one year each time for a maximum of three years subject to the satisfactory performance and as well as same terms and conditions. The contract shall automatically expire on completion of one year unless extended further.
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 22 (Twenty Two) Data Entry Operators on urgent basis. The requirement may further increase or decrease during the period of initial contract also and the tenderer 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 21-50 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 Data Entry Operators should have a speed of 8000 key depression per hour on computer

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- (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. The DEOs would be entitled to one day paid leave per month which cannot be availed more than three at a time. The unutilized leave in a month can be carried forward for the succeeding month, however, unutilized leave accumulated in a calendar year shall not be carried forward for the next year. The personnel may be called on Saturday, Sunday and other gazetted holidays, if required, compensatory leave will be given in case of work on holidays.
- 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:
- List of persons deployed;
 - Bio-data of the persons.
 - Attested copy of matriculation certificate containing date of birth;
 - Character certificate from two gazetted officers of the Central / State Government;
 - 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.**

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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. 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.
23. 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.
24. 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.
25. 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.
26. Further, if the agency fails to deploy 22 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.
27. 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.
28. 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.

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29. 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.

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- 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 (HR)] in respect of the persons deployed and submit the same to Under Secretary (HR) 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. The agency shall ensure compliance of all provisions with regard to EPF and ESI Scheme.
- 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 or add any other condition.

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Annexure I

S. No.	Particulars	To be filled in by the bidder
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/TIN Number (copy to be enclosed)	
7	Goods and Service Tax Registration Number (copy to be enclosed)	
8	Whether the Agency is blacklisted by any Government Department or any criminal case is registered against the Agency or its owner/partners anywhere in India. (If yes details thereof and if no, a declaration/certificate to this effect is to be attached by the Agency in this regard.)	
9	Experience in dealing with Govt. Departments in this regard (Indicate the names of the Departments and years of dealing with those Departments and attach copies of contracts orders placed on the agency.)	
10	Whether a copy of the terms and conditions (Annexure-I), duly signed, in token of acceptance of the same, is attached.	
11	Contractor's P.F. Code No. allotted by EPFO	
12	Whether agency profile is attached?	

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FINANCIAL BID

Annexure II

Sl. No.	Component of Rates	Per Person on Monthly basis (26 days)	Per person per day
1	Daily Wages Rate (as per minimum Wages Act, 1984):		
2	Employees Provident Fund (EPF) i. Employees contribution @ : (to be deducted from wages and deposited by the contractor) ii. Employer's contribution @ including Administrative Charges payable to EPF : (to be paid by the Ministry to the contractor and deposited by the contractor)		
3	Employees State Insurance (ESI) i. Employees Contribution @: (to be deducted from wages and deposited by the contractor) ii. Employer's Contribution @: (to be paid by the Ministry to the contractor and deposited by the contractor)		
4	Tax Liability @ : (to be paid by the Ministry to the contractor and deposited by the contractor)		
5	Any other Mandatory Liability: (to be paid by the Ministry)		
6	Contractor's Administrative/Service charges: (Page 3 point 8 of the Tender Document may be referred) (to be paid by the Ministry to the contractor)		
7	Total [excluding Sl. No. 2.i & 3.i]		
8	Amount of wages payable per employee by the Contractor after above mentioned statutory deductions		

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