



Office of the
D.D.O. Dispute Resolution Panel - 2,
Room No.-2711, 27th Floor, Block E-2, Civic Centre,
Pratyaksh Kar Bhawan, Shayama Prasad Mukhrjee Marg,
New Delhi-110002
Ph No. 011-23661331

F.No. DDO, DRP-2/2022-23/Tender-2023/817

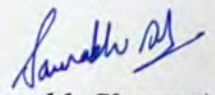
Dated: 13-03-2023

TENDER FOR OUTSOURCING OF DATA ENTRY OPERATORS (DEO) (SKILLED) AND MULTI TASKING STAFF (MTS) (SKILLED & SEMI-SKILLED BOTH) IN THE CHARGE OF CIT (DRP-2) DELHI-1, NEW DELHI

Scaled tenders are invited from reputed agencies for outsourcing of Data Entry Operators (DEOs) (Skilled) and Multi-tasking Staff (MTS Skilled & Semi-skilled Both) in the charge of Commissioner of Income Tax, (DRP-2) Delhi-I, New Delhi. Interested agencies may send sealed bids in the manner specified in the tender document to DDO(DRP-2) o/o, CIT(DRP-2)-1, New Delhi, Room No.-2711, 27th Floor, E-2, Block, Civic Centre, Pratyaksh Kar Bhawan Shayama Prasad Mukhrjee Marg, New Delhi-110002 on or before 21-03-2023 upto 2:00 PM. Documents may be obtained from the DDO(DRP-2) o/o, CIT(DRP-2) Delhi-1, New Delhi or from the official website www.incometaxindia.gov.in.

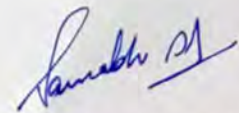
The **Technical bids** will be opened on **24-03-2023 at 12 PM** at Room No.-2704, 27th Floor, E-2, Block, Civic Centre, Pratyaksh Kar Bhawan Shayama Prasad Mukhrjee Marg, New Delhi-110002 in the presence of representative of the interested agencies, if they make themselves available at that time.

Financial bids of technically qualified agencies will be opened on dated **29/03/2023 at 12.00 P.M.** at Room No.-2704, 27th Floor, E-2, Block, Civic Centre, Pratyaksh Kar Bhawan Shayama Prasad Mukhrjee Marg, New Delhi-110002 in the presence of qualified parties if they choose to be present.


(Saurabh Sharma)
Secretary
O/o. CIT(DRP-2),
New Delhi

Copy to:

1. The Web manager, www.incometaxindia.gov.in with the request that the above notice is placed on the website of the Department.
2. Notice Board, New Delhi.


Secretary, O/o CIT (DRP-2) Delhi-1 New Delhi

**TENDER FOR OUTSOURCING OF DATA ENTRY OPERATORS(DEO)(SKILLED) AND
MULTI-TASKING STAFF(MTS)(SKILLED & SEMI-SKILLED BOTH)**

Sealed tenders are invited from reputed agencies for outsourcing of Data entry operators (DEO) (Skilled) & Multi Tasking Staff (MTS)(Skilled & Semi-skilled Both) and on the following terms and conditions:

I. **GENERAL TERMS AND CONDITIONS**

1A The following qualification should be fulfilled by the **DEO(Skilled):**

- a. The personnel should be graduate with English as one of the subject.
- b. The personnel should have minimum speed of typing at 40 wpm.

OR

- a. The personnel should be Intermediate with English as one of the subject.
- b. The personnel should have minimum speed of typing at 40 wpm and shorthand speed 80 wpm and above.
- c. The personnel should possess knowledge of software such as MS Word, MS Excel, MS, Power Point etc. Web based networking, Tally and hardware of computer.
- d. The personnel should be able to type directly on computer during dictation.

1B. The following qualification should be fulfilled by the **MTS(Skilled)(12th & Above) & (Semi-skilled)(Matriculate).**

- a. The person should have fair knowledge of reading and writing in English, Hindi & Numerical Systems.
- b. The personnel should be able to work till late hours.

The Nature of Duties of DEO(Skilled) and MTS(Skilled & Semi-skilled Both) are given

below:-

- a) The duties of the DEOs would broadly include typing from the written drafts/documents, taking dictation, cleaning and maintenance of computer, printing of documents and any other work assigned by the superior authority.
- b) The duties of the MTS would broadly include:-
 - Delivering of dak (outside the building)
 - Carrying of files & other papers within the building.
 - Physical Maintenance of records of the section.
 - General cleanliness & upkeep of the section/unit.
 - Photocopying, sending of FAX etc.
 - Other non-clerical work in the section/unit.
 - Opening and closing of rooms/ office.
 - Cleaning of rooms.
 - Dusting of furniture etc.
 - Any other work assigned by the superior authority.
3. The working hours for DEOs/MTS will be from 09.30 hrs to 06.00 hrs, if necessary even on holidays, with 1/2 hrs lunch time break. The work shall be done on all working days and payment will be made on the basis of attendance.
4. The total number of DEOs/MTS deployed shall be at the sole discretion of this office.
5. Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948 shall be taken by the Service Provider. The Service Provider shall arrange necessary insurance cover for any persons deployed by him even for short duration. This office shall not entertain any claim arising out of mishap, if any that may taken place. In the event of any liability/claim falling on this office, same shall be reimbursed/indemnified by the Service Provider.
6. The personnel, if not found working satisfactorily, must be replaced by the Service Provider immediately.
7. The personnel should be punctual and should complete the work assigned to them promptly and meticulously.
8. The personnel should report to the office in charge assigned by the office.
9. The service provider is responsible for payment of monthly wages including leave wages, bonus, gratuity etc. to the personnel as applicable to them under law. The Service provider should ensure that wages are paid on time every month. It is mandatory for the service provider to pay the prevailing wages prescribed by the Minimum Wages Act,

of the Delhi Government to the DEO/MTS. The DEOs will be paid the wages of clerical/non-technical staff and the MTS will be paid the wages for unskilled worker.

10. All existing statutory regulations of both the State as well as the Central Governments, shall be adhered to by the Service Provider and all records maintained thereof shall be available for scrutiny by this office. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice.
11. The bill shall be made by the Service Provider on or before 7th of the following month. At the time of submission of bill for payment, the Contractor/Service Provider should submit the proof for the previous payment made towards statutory liabilities. The service provider shall make only statutory deduction from the wages paid to the personnel.
12. Payment to the Service Provider will be made by Account Payee Cheque / RTGS etc. only, on presentation of the bill. Income-tax shall be deducted at source (TDS) as per the rates fixed by the Income-tax Department.
13. The persons engaged by the Contracting Agency/Service Provider will be in the employment of the Agency/Service Provider only.
14. The Contractor/Service Provider shall indemnify and keep this office indemnified against all acts of omission, negligence, dishonesty or misconduct of the personnel engaged and this office shall not be liable for any damages or compensation to any personnel or third party.
15. All damages caused by the personnel to the property of this office shall be recovered from the Service Provider.
16. The contract will be for a maximum period of One Year starting w.e.f. 01/04/2023. This office reserves the right to extend the contract further for next Two Years, on the same terms and conditions subject to satisfactory performance of the Service Provider.
17. No other person except Service Provider's authorized representative shall be allowed to enter the offices.
18. Department/office will not involve in any dispute between the service provider and workers of the service provider.
19. Proper uniform and identification card shall be provided by the contractor/bidder to the person deployed as DEOs/MTS and it must be ensured that the same are worn to work & ID Cards are displayed on person.
21. 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.
22. Any incidence of inappropriate behaviour by any of the DEOs/MTS or any interference by them in the official functioning shall be viewed very seriously and may even lead to termination of the contact, if need be.

23. The vendor will provide the personal particulars of the DEOs/MTS giving details of educational qualifications. The DEOs/MTS are required to abide by the following rules:
- i) Will work in the Income Tax Office premises only.
 - ii) Will not part with any information pertaining to the office.
24. Notwithstanding anything contained herein, this office reserves the right to terminate the services of the Contracting Agency/Service Provider at any time without giving any notice or reasons whatsoever.
25. The successful bidder will have to make a security deposit 10% of approx value of contract as per General Financial Rule 158 with the DDO during the subsistence of the contract. This security deposit shall be forfeited in the event of violation of any of the terms and conditions of this tender by the bidder or in the event of any verifiable complaint of non-payment of minimum wages, as per law, to the DEO/MTS.

II MODE OF SUBMISSION OF TENDER

1. The sealed tenders shall be addressed to the DDO/DRP-2 O/o The Commissioner of Income Tax (DRP-2) Delhi-1, Room No.-2711, 27th Floor, E-2, Block, Civic Centre, Pratyaksh Kar Bhawan, Shayama Prasad Mukhrjee Marg, New Delhi-110002.
2. The bidders are required to submit two bids, i.e. **Technical bid and Financial bids** in the prescribed formats i.e. Annexure-I and II, IIA (available on www.incometaxindia.gov.in). In the technical bid, the bidder will provide details about his experience in the field, the other organizations for which he is providing such services, details regarding compliance of statutory laws etc (detailed conditions given in Para III). In the Financial bid, the bidder will submit the quotation for his charges (detailed conditions given in the Para IV). It should be written boldly on top of the both envelops as **TECHNICAL BID and FINANCIAL BID**. Both the envelops should be submitted in a single sealed cover duly addressed and super scribed with **QUOTATIONS FOR OPEN TENDER FOR OUTSOURCING OF DEOs/MTS** on top. The service providers will be short listed on the basis of their technical competency after opening of technical bids. Finance bids of only those bidders, who are short listed on the basis of Technical bid will be opened and the bid with lowest quotations among the opened bids will normally be approved.
3. The department has right to relax Technical Qualification in case of sufficient number of quotations are not received.
4. This office reserves the rights to postpone or extend the date of receipt/opening of Rates/Quotations or to withdraw the same, without assigning any reason thereof.
5. The service provider are required to submit the complete rates/quotations only after satisfying each and every conditions laid down in the terms and conditions.
6. All the rates must be written both in figures and words. Correction, if any, are to be made by crossing out, initialling, dating and rewriting. 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.

7. Rates/Quotations should be submitted and signed under the seal by the firm with its current business address.
8. The Contractor / Service provider 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 conditions contained herein and submit the same.
9. The Contractors/Service Provider must comply with the rates/quotations, specification and all terms and conditions of contract. No deviation in the terms and conditions of the contract shall be entertained unless specifically mentioned by the service provider in the rates/quotations and accepted by the department.
10. The last date for receipt of sealed tender is 21/03/2023 upto 2:00 PM. The sealed tenders should be submitted to DDO/(DRP-2), New Delhi O/o The Commissioner of Income Tax -(DRP-2) Delhi-1, Room No.-2711, 27th Floor, E-2, Block, Civic Centre, Pratyaksh Kar Bhawan Shayama Prasad Mukhrjee Marg, New Delhi-110002.
11. Bids received later than the stipulated date and time will not be considered under any circumstances. This office reserves the rights to any quotation reject, even the lowest one without assigning any reasons thereof.
12. The tender will be opened on **24/03/2023 at 12 PM** in the office of DDO (DRP-2), O/o The Commissioner of Income Tax- (DRP-2), Room No.-2704, 27th Floor, E-2, Block, Civic Centre, Pratyaksh Kar Bhawan, Shayama Prasad Mukhrjee Marg, New Delhi-110002 in the presence of tender committee at 03:00 PM.
13. **Earnest Money Deposit** of Rs.25,000/- (Rupees Twenty Five Thousand only) per application in form of Demand Draft/Postal order/Banker's cheque of Scheduled Bank in favour of The DDO, CIT(DRP-2) Delhi-1, New Delhi shall accompany the qualifying bid. Qualifying bids without EMD will be rejected, EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidders withdraw or the details furnished in **Annexure- I and II, IIA** are found to be incorrect and false during the tender selection process. No interest shall be paid on the EMD and EMD of selected bidder will be returned on furnishing performance guarantee.
14. The successful bidder will have to make a security deposit **10% approx** value of contract as per General Financial Rule 158 with the DDO during the subsistence of the contract. This security deposit shall be forfeited in the event of violation of any of the terms and conditions of this tender by the bidder or in the event of any verifiable complaint of non-payment of minimum wages as per law to the DEO/MTS.
15. The tender details are also available at Notice Board on ground floor of E-2, Civic Center New Delhi and Website of the Income Tax Department i.e. **www.incometaxindia.gov.in**
16. For any clarification in the matter contact the office of DDO(DRP-2) Room No.-2711, 27th Floor, E-2, Block, Civic Centre, Pratyaksh Kar Bhawan, Shayama Prasad Mukhrjee Marg, New Delhi-110002, Ph. No. 011-23661331.

TECHNICAL CONDITIONS

- 1 The contractor/bidder should have previous experience of deploying/supplying personnel to Government Departments for three years and the sealed quotation should be accompanied with necessary proof of execution of such work orders etc. **(Preference given to who are already engaged with the department)**
2. The contractor/bidder should have valid trade tax registration, GST and PAN/TAN which is to be quoted in the sealed quotation and has never been defaulter to make the payments.
3. The contractor/bidder should be registered with ESIC & EPF authorities and the attested copies of proof thereof should be provided along with the technical bid.

FINANCIAL CONDITIONS

1. L1 bidder will be decided on the basis of Grand total of bids specified in row 7 of Annexure II, IIA.
2. In case of tie in financial bid, Preference will be given to
(A) Party who is already engaged to the department.
(B) If there is still a tie, party with longer past experience, overall, would be awarded the bid.
3. The Data Entry Operators/MTS shall be paid as per the prevailing wages prescribed by the Minimum Wages Act, of the Delhi Government. The DEOs will be paid the wages of clerical/non-technical staff and the MTS will be paid the wages for unskilled worker. Any change in the minimum wages made by the Government will automatically change the wages payable under this contract.
4. The contractor/bidder will have to specify the amount to be charged by it towards Service charges for providing the DEOs/MTS as per the wages as mentioned in para 1 above. It may be noted that in order to eliminate frivolous bids and disguised charges /deduction from wages of personal, service providers bidding at 0% service charges shall be disqualified.
5. The service charge should not be less than 3.85% of total wages.(The amount on which EPF, ESI are charged)

S.No.	Particulars	To be filled by the Bidder
1	Name of the Service Provider	
2	Detailed office address of the Service Provider with office Telephone Number, Fax Number, Mobile Number and Name of the contract person	
3	Date of establishment of the Service Provider	
4	Whether registered with concerned Government Authorities like EPF & ESI(Copies of certificates of registration to be enclosed)	
5	PAN/TAN Number(copy to be enclosed)	
6	Service Tax Registration Number(copy of registration certificate to be enclosed)	
7	Whether the Service Provider has been blacklisted by any Government Department or any criminal case is registered against the firm or its owner/partner anywhere in India	
8	Length of experience in the field and specially with Income Tax Department	
9	Experience in dealing with Govt. Department(Indicate the names of the Department and attach copies of contracts order placed on the Service Provider)	
10	Whether a copy of the terms and condition(Annexure-II), duly signed in token of acceptance or the same, is attached	
11	Whether Service Provider profile is attached	
12	Details of Earnest Money Deposit	

DECLARATION

I/We hereby certify that the information furnished in Annexure- I is true and correct to the best of my/our knowledge. I/We understand that in case, any deviation is found in the above information at any stage I/We will be blacklisted and will not have any dealing with the Department in future.

Signature of Authorized Person
With Date & Seal

S.No.	Particulars	Amount
1	Name and address of the party.	
2	Minimum wages Data Entry Operator(Skilled) manpower as per Govt. of NCT of Delhi(Labour Department)	
3	EPF	
4	ESI	
5	Service Charge	
6	Service Tax /GST	
7	Total	

DECLARATION

I/We hereby certify that the information furnished in Annexure- II is true and correct to the best of my/our knowledge. I/We understand that in case, any deviation is found in the above information at any stage I/We will be blacklisted, forfeit the Security Deposit and will not have any dealing with the Department in future.

Signature of Authorized Person
With date & Seal

S.No.	Particulars	Amount
1	Name and address of the party.	
2	Minimum wages MTS(Skilled) manpower as per Govt. of NCT of Delhi(Labour Department)	
3	EPF	
4	ESI	
5	Service Charge	
6	Service Tax / GST	
7	Total	

DECLARATION

I/We hereby certify that the information furnished in Annexure- IIA is true and correct to the best of my/our knowledge. I/We understand that in case, any deviation is found in the above information at any stage I/We will be blacklisted and forfeit the Security money and will not have any dealing with the Department in future.

Signature of Authorized Person
With date & Seal

S.No.	Particulars	Amount
1	Name and address of the party.	
2	Minimum wages MTS(Semi-skilled) manpower as per Govt. of NCT of Delhi(Labour Department)	
3	EPF	
4	ESI	
5	Service Charge	
6	Service Tax / GST	
7	Total	

DECLARATION

I/We hereby certify that the information furnished in Annexure- IIA is true and correct to the best of my/our knowledge. I/We understand that in case, any deviation is found in the above information at any stage I/We will be blacklisted and forfeit the Security money and will not have any dealing with the Department in future.

Signature of Authorized Person
With date & Seal