

No. 22-9/2010-Admn.
Government of India
Ministry of Women & Child Development

Shastri Bhawan, New Delhi.

Dated, February, 2010.

3rd March

TENDER FOR OUTSOURCING

Sealed quotations are invited from reputed agencies/firms as per the terms and conditions (Annexure-I) for outsourcing of 21 Data Entry Operators on contract basis to work in the Ministry of Women & Child Development, Shastri Bhawan, New Delhi.

Interested agencies/firms may send sealed quotations with separate Technical and Financial Bids to the Dy. Secretary(Admn), M/o Women & Child Development New Delhi-110001 latest by 3.00. P.M. on 19th March 2010. The technical bids will be opened at 3.30 P.M. on that day itself in the presence of representatives of interested firms. Financial bids will be opened on a later date which will be conveyed to the technically qualified firms.


(A.P. Shrivastava)

Under Secretary to the Govt. of India

Encl. Terms & Conditions-Annexure-I
Technical Bid-Annexure-II
Price Bid-Annexure-III

To

1. All the Agencies/firms, as per list.(By speed Post)
2. ✓ Technical Director (NIC) with the request to put this Tender Notice on the website of the Ministry for wide publicity

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Government of India
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NOTICE INVITING TENDER

Sealed tenders are invited from reputed agencies for outsourcing of Data Entry Operator on contract basis approximately for six months (which could be increased or decreased) in the Ministry of Women & Child Development as detailed below:-

Requirement	21 Data Entry Operators. (may increased /decreased as per requirement)
Qualification	At least B.A. with 60%
Skills	Computer proficiency, good knowledge of MS office & internet.
Age	Not below 21 years
Experience	At least 01 year; preferably in govt. service

1. Security Consideration: The persons supplied by the agency should not have any police record/criminal cases against them. The agency should make adequate enquiries and certify about the character and antecedents of the persons whom they are recommending.
2. Period within which the man power is to be supplied: Within 15 days of award of contract.
3. **Terms & conditions : As per Annexure-I.**
4. The first sealed cover superscribed "**Technical Bid**" as per Annexure-II should contain Company's profile including previous experience of manpower supply to Government organization, etc. The points for technical qualifications are as below: -
 - a. Annual turnover of providing manpower for last two years :20
 - b. Number of clients :20
 - c. Qualification of the proposed Data Entry Operator :20
 - d. Experience of the Data Entry Operator :40

Minimum score for qualifying for opening of financial bid is 70 out of total 100.

The following documents may be submitted for consideration:-

- (i) Acceptance of terms & conditions at Annexure-1
- (ii) **Earnest Money Deposit of Rs.20,000/-** in the form of Demand Draft drawn in favour of **Pay and Accounts Officer, Ministry of Women and Child Development, New Delhi** failing which the bid will not be considered valid.
- (iii) The agency should submit the following together with copy of documentary evidence in support of the each- Registration No., EPF Code No., ESIC Code No., Labour License No., PAN & TAN No., Service Tax No., VAT No., List of clients.

In the absence of any document, the bid shall be summarily rejected.

5. The second sealed envelope super scribed '**Price Bid**' as per **Annexure-III** should contain only rates to be quoted on monthly basis for normal office hours per person. The rates quoted will be valid for a period of one year.
6. Both the sealed covers should be placed in the main sealed envelope superscribed "**Tender for Outsourcing in Ministry of Women & Child Development**".
7. The competent authority reserves the right to cancel any or all the quotations without assigning any reason.

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ANNEXURE-I

Terms & Conditions

- (a) The service provider has to provide the Photo Identity Cards to the persons employed by him/her during the office hours. These cards are to be constantly displayed & their loss should be reported immediately.
- (b) The service provider shall provide substitute immediately to any of its personnel, if they are unacceptable to the office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from this office. The M/o WCD may require the service provider to immediately remove from the site of work; any such person or persons, employed by the service provider and service provider shall forthwith comply with such requirements.
- (c) Office 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 providers.
- (d) The service provider's personnel should be polite, cordial, positive and efficient, while handling the assigned work and their actions should promote goodwill and enhance the image of this office. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by it.
- (e) The service provider shall not assign, transfer, pledge or subcontract the performance of services without the prior written consent of this office and one month notice.
- (f) The service provider shall provide 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.
- (g) The service provider's person shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangement, administrative/organizational matters as all are of confidential/secret nature.
- (h) The person deployed shall not claim any Master & Servant relationship against this office. Also, the service provider's person shall not claim any benefit/compensation/ absorption/ regularization of service with office under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the person to this effect will be required to be submitted by the service provider to this office.

- (i) The service provider shall ensure deployment of suitable people from proper background after investigation by the local police, collecting proof of identity like driving license, bank account details, previous work experience, proof of residence and recent photograph and withdraw such employees who are not found suitable by the office for any reason immediately on receipt of such a request.
- (j) The character and antecedents of such personnel of the service provider will be got verified by the service provider before their deployment and a certification to this effect submitted to this office. 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.
- (k) The service provider shall engage the necessary person as required by our office from time to time. The person 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. Further that the said person of the service provider shall not claim any absorption.
- (l) The transportation, food, medical and other statutory requirements in respect of each personnel of the service provider will be the responsibility of the service provider.
- (m) Working hours would be normally from 9:00 AM to 5:30 PM on all working days including half an hour lunch break. Actual amount per hour would be calculated on this basis only.
- (n) In case of any theft or loss of property due to negligence or carelessness of your personnel, your firm will be fully responsible and it will have to make good of the losses so incurred to this office otherwise the same will be deducted from the security deposit money to be deposited by you.
- (o) The wages paid to the outsourced person by the service provider should not be less than the minimum wages prescribed by the Delhi Govt. from time to time. The service provider will be fully responsible for compliance of statutory obligations under PF & ESIC Acts. We will submit the proof of meeting these statutory obligations on monthly basis at the time of submission of bills
- (p) Penalty Clause – Not showing earnestness in providing appropriate candidate/personnel, a penalty shall be deducted @ 10% more of a day's wage per day subject to Minimum Wages Act. Absence of personnel shall be treated in similar manner.
- (q) The successful bidder should furnish a Security Deposit equivalent to 10% of contract amount which will be forfeited in case the supply of manpower is delayed beyond the stipulated period indicated at Para 2 above or frequent absence from duty/misconduct on the part of manpower supplied by the agency.

- (r) The personnel may be called on Saturday, Sunday and other gazette holidays or may be required to sit late.. The rates may also be quoted in this regard, exclusively.**
- (s) The service provider will submit the bill in triplicate in the first week of the following month for payment.**
- (t) Payments to the service provider would be strictly on certification by the officer with whom he is attached that his services were satisfactory and attendance as per the bill preferred by the service provider.**
- (u) The service provider shall be contactable at all times and messages sent by e-mail/fax/special messenger from the office to the service provider shall be acknowledged immediately on receipt on the same day.**
- (v) The decision of JS(Admn), M/o WCD in any matter relating to this contract shall be final.**

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