F.No. A-12024/1/2011-Admn Government of India MINISTRY OF HEAVY INDUSTRIES AND PUBLIC ENTERPRISES

DEPARTMENT OF HEAVY INDUSTRY

Room No. 14, Udyog Bhawan New Delhi-11011

Dated the 30th September 2014

To

PH.:-9350445409

M/s Dignus Services 1106, Padma Tower-I, Rajendra Place New Delhi-110008.

Subject: Offer of contract for providing services of Data Entry Operators (DEO) & Stenographers on outsourced basis in the Department of Heavy Industry. ****

Sir/Madam.

I am directed to refer to your Tender Document submitted in response to this Department's Notice Inviting Tender (NIT) dated 25th July 2014 on the subject cited above and to inform that the competent authority has decided to offer you contract for the above captioned services for a period of one year but subject to satisfying all terms & conditions mentioned in the Department's Tender Document dated 25th July 2014. contract may however be extended further depending upon the satisfactory services by your firm.

- In view of the above, you are requested to submit your acceptance of terms & conditions of the Tender Document alongwith Performance Guarantee @ Rs. 1 Lakh with the Department so that the Contract may be awarded to you urgently.
- This issues with approval of the competent Authority. 3.

Yours faithfully

(Ajay Kumar Gaur) Under Secretary to the Govt. of India Tel.No.23061106

भागत भागान गाँडी क्षांभार स्थानक जनगढ आर्थेर साध्यात्रतात्राचार Secretary भारी जन्मीन एवं लाक उद्यानकार मान्या प्रभाव एवं लाक उद्यान प्रभावती मान्यापुर्व Heavy Industries & Point Enterades नहीं ज्ञान विकास Depth of Heavy Industry जन्मीय भारत, नई त्यंत्वरी Udyog Shawan, New Delhi



F.No. A-12024/1/2011-Admn. Government of India MINISTRY OF HEAVY INDUSTRIES AND PUBLIC ENTERPRISES DEPARTMENT OF HEAVY INDUSTRY

Room No. 16, Udyog Bhawan Rafi Marg, New Delhi-11

Dated the 23July, 2014

NOTICE INVITING TENDER

Sealed tenders are invited from reputed, experienced and financially sound Manpower Providing Companies / Firms / Agencies to provide 20 Skilled Data Entry Operators (English) and 7 Stenographers (English) to the Department of Heavy Industry for a period of one year. The requirement of number of Data Entry Operators and Stenographers may increase or decrease during the period of the contract. The period of contract may be extended or shortened depending upon the requirements of this Department.

- The initial period of contract is one year; extendable upto two years, on year to year basis, on satisfactory performance with such amendments as may be mutually agreed to and also subject to the necessary approval of the competent authority.
- Complete Tender Documents may be obtained from Room No. 14, Udyog Bhavan, 2. New Delhi on all working days from 10.00 AM to 5.00 PM till 14th August 2014. It can also be downloaded from the website of the Department i.e. www.dhi.nic.in or from the Central Procurement Portal of Govt. of India.
- The interested Companies/Firms/Agencies may put their tender documents complete in all respects along with Earnest Money Deposit (EMD) of Rs.1,00,000/-(Rupees One Lakh only) and other requisite documents by 12th August 2014 till 3.00 P.M. to the Under Secretary (Admn), Room No. 16, Udyog Bhavan, New Delhi. The Technical Bid shall be opened on the scheduled date and time (at 4.00 PM on 12th August 2014), in Room No. 16, Udyog Bhavan, Department of Heavy Industry, New Delhi. The date for opening of financial bid would be intimated later on after scrutiny of Technical Bid. The interested firms are required to submit both the technical and financial bids in separate covers.

This Department 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 the Department in this regard would be final.

(Ajay Kumar Gaur)

Under Secretary to the Government of India

Tel: 2306 1106 v Industry भारी उत्तोग दिनागा Depte. उद्याम अधन, नई Udyog Dhawan, New Delhi

SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERERS FOR SUBMISSION OF TECHNICAL & FINANCIAL BIDS

- 1. The Department of Heavy Industry requires the services of reputed, well established and financially sound Manpower Company / Firm / Agency to provide Data Entry and Stenographic assistance for its officers.
- 2. The contract is likely to continue for a period of one year. The period of the contract may be further extended beyond the contracted period, as per the requirement 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 Department, however, reserves right to terminate the contract at any time after giving one week notice to the selected service providing Company / Firm / Agency.
- 3. This Department has at present requirement for **20** Data Entry Operators (English) who are well conversant with computers and essentially well trained in MS Word and also desirably possess knowledge of LAN functioning, MS Excel and MS Power Point packages and should have a minimum typing speed of 30 words per minute in English. Company/firm/agency, which is in a position to provide shorthand knowing candidates, will be given preference.
- 4. The Department is also in need of **7** Stenographers who should be 10+2 pass and have knowledge of stenography at 80 words per minute with its transcription of 50 minutes for 10 minutes dictation and should posses the basic knowledge of computer operation including MS Office preferably MS Word, Power Point and Power Excel.
- 5. The interested agencies are required to submit "Technical Bid" and "Financial Bid" in separate sealed envelopes superscribed with "Bid for Providing Data Entry Operators / Stenographers to Department of Heavy Industry". The bids may be submitted latest by 3.00 PM on 14th August 2014 in Room No.16, Udyog Bhavan, New Delhi.
- 6. The Earnest Money Deposit (EMD) of Rs.1,00,000 (Rupees One Lakh only), refundable (without interest), should be necessarily accompanied with the Technical Bid of the agency in the form of Demand Draft / Pay Order / drawn in favour of DDO, Department of Heavy Industry, New Delhi failing which the tender shall be rejected summarily.
- 7. The successful tenderer will have to deposit a Performance Security Deposit of Rs. 1.00 Lakh in terms of General Financial Rules, 2005 in the form of Fixed Deposit Receipt (FDR)/Bank Guarantee in favour of **DDO**, **Department of Heavy Industry**, **New Delhi** which shall remain valid upto a period of 90 days beyond the completion of all contractual obligations. In case, the contract is further extended beyond the initial period, the FDR/BG will have to be accordingly renewed by the successful tenderer.
- 8. The Technical Bid shall be opened on the scheduled date and time (at 4.00 PM on 12th August 2014) in Room No. 16, Udyog Bhavan, Department of Heavy Industry, New Delhi. The date for opening of financial bid would be intimated later on after scrutiny of Technical Bid.

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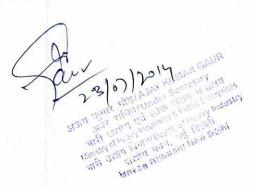
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9. The competent authority of Department reserves the right to annul all bids without assigning any reason.

TECHNICAL BID REQUIREMENTS/CONDITIONS:

- 1. The tendering manpower Company / Firm / Agency should fulfil the following conditions:
 - (a) The Registered/Operating Office of the Company / Firm / Agency should be located either in Delhi / New Delhi or in any of the Satellite Towns of Delhi;
 - (b) The Company / Firm / Agency should have experience in providing manpower to Public Sector Companies / Banks and Government Departments/Ministries etc;
 - (c) The Company / Firm / Agency should have its own Bank Account;
 - (d) The Company / Firm / Agency should be registered with Income Tax and Service Tax departments. The certificate issued by Service Tax department should be specifically for manpower recruitment agency.
 - (e) The Company / Firm / Agency should also be registered with appropriate authorities under Employees' Provident Fund and Employees State Insurance Acts;
 - (f) The Company / Firm / Agency should have the minimum turnover of Rs. 1.00 crore during the year 1.4.2013 to 31.3.2014.
- 2. The tendering Companies / Firms / Agencies are required to enclose self-certified photocopies of the following documents, along with the Bid, failing which their bids shall be summarily/out rightly rejected and will not be considered any further:
 - (a) Registration certificate;
 - (b) Copy of PAN / GIR card
 - (c) Copy of the IT return filed for the last three financial years along with Balance Sheet including Receipts and Payments Account;
 - (d) Copies of EPF and ESI certificates;
 - (e) Copy of the Service Tax registration certificate;
 - (f) Certified extracts of the Bank Account containing transactions during last three years.
- 3. The conditional bids shall not be considered and will be outrightly rejected in very first instance.
- 4. All 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. Copies of as in Para 2 above should be enclosed in order as placed.
- 5. The firm should have experience of supplying Data Entry Operators and Stenographers in the Govt. Ministries/Departments.

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TECHNICAL BID FORM

Application for Providing Data Entry Operator/Stenographer to the Department of Heavy Industry.

1.	Name of Tendering Company/Firm / Agency (Attach certificate of registration)	:	
2.	Name of proprietor / Director of Company/ Firm / agency	•	
3.	Full Address of Reg. Office	•	
	Telephone No. Fax No. E.mail Address	:	
4.	Full address of Operating Office	:	
	Telephone No.		
	Fax No. E.mail Address	:	
5.	Banker of Company / Firm / agency with full address. (Attach certified copy of statement of A/c for the last three years	•	
	Telephone Number		

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6.	PAN / GIR No (Attach attested copy	·)		•			
7.	Service Tax Registration No. (Attach attested copy)			•			
8.	E.P.F. Registration No. (Attach attested copy)			:			
9.	E.S.I. Registration No. (Attach attested copy)						
10.	. Financial turnover of the tende Company / Firm / Agency for the la Financial Years: (Attach separate sh if space provided is insufficient:						
	Financial Year	Amount (Rs.	Lacs)		Re	emarks, if any	
	2011-12						
	2012-13						
	2013-14						
(if the	Details of the maj ency during the last three e space provided is insufficien S.No. Details of clie	ee years in the f t, a separate sheet m	ollowi	ng for ached)	1950	the tendering Cor	
	address, telep	hone and FAX	Contr Lacs)	act	(Rs.	From	То
	1.						
	2.					т. т.	
	3.						
12.							
	Details of Ea	arnest Money	: Rs	. 1,00	,000/-	- (Rupees One Lak	h Only)
	D.D. / F	O. No. & Date	:				

Drawn on Bank :

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DECLARATION

1.	l,		Daughter / Wife of Shrictor/authorized signatory of the
	y/Firm, mentioned above, is com r document;	petent to sign th	is declaration and execute this
2. unde	I have carefully read and understoners take to abide by them;	ood all the terms a	and conditions of the tender and
that f	The information / documents fur uthentic to the best of my knowleds urnishing of any false information / r at any stage besides liabilities tow.	ge and belief. I / wo	e, am / are well aware of the fact ent would lead to rejection of my
			Signature of authorized Signatory
Date:		F	Full Name
Place			Seal

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FINANCIAL BID PERFORM

- 1. Name & Address of the company/agency/firm:
- (A) Terms & Conditions for Financial Bid:-
- (1) It is <u>certified that wages to be paid shall not be less than the prescribed minimum rate</u> of wages under the Minimum Wages Act, 1948 <u>as revised from time to time and notified by the Govt. of National Capital Territory of Delhi during the whole period of contract.</u>
- (2) The minimum wages shall be paid as per rates applicable for Clerical & Non-Technically Supervisory Staff notified by the GNCT of Delhi for Matriculates but not Graduates in respect of Stenographers and for Graduates & above in respect of Data Entry Operators.
- (3) It is further certified that all Govt. Dues including PF, ESIC, Service Charges, Service Tax etc. shall be paid to the concerned authorities as per prevailing laws of the land.

(B) Financial Bid:

1. Accepting the above terms & conditions, Lump sum Rates per Month per Person (inclusive of Minimum Wages due from time to time and all statutory liabilities, taxes payable, duties, levies, cess, etc.) are quoted as under:

Data Entry Operator(DEO)	Stenographers

[Break up of Lump Sum Rates shall not be furnished]

2. Overtime rate per hour per person

Data Entry Operator(DEO)	Stenographers

Rates quoted in financial bid above shall only be consolidated amount offered by the bidders and shall not mention of details of break of the consolidated amount (i.e. wages, PF, ESI etc.

Note:-

- (1) Financial Bid strictly shall be in the form and manner as (B) above. Bids having any deviation from above terms & conditions and Financial Bid shall be summarily rejected. No conditional Bids shall be entertained.
- (2) Doubt, if any, may please be clarified from under Secretary (Administration), Department of Heavy Industry, Room No. 16, Udyog Bhawan, New Delhi (Tel. No. 2306 1106) before submitting financial bids so as to avoid rejection of the same, at the time of evaluation of bids.

Signature of authorized Signatory

Seal

Date:	Full Name
Place:	

31/18

TERMS AND CONDITIONS OF THE CONTRACT

- 1. The contract shall be for a period of one year unless it is curtailed or terminated by this Department owing to deficiency of service, sub-standard quality of Data Entry Operators and Stenographers 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 Department.
- 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 Department.
- 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 Department.
- 5. The Department, at present, has requirement of 20 skilled Data Entry Operators and 7 Stenographers 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 and Stenographers, if required on the same terms and conditions.
- 6. The tenderer will be bound by the details furnished to this Department while submitting the tender or at subsequent stage. 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 no. of working days for which duty has been performed by each manpower.
- 8. The Department 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

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9. The contracting agency shall ensure that the individual Data Entry Operators and Stenographers so deployed in the Department of Heavy Industry conform to the following technical specifications of age, educational qualifications etc.

Data Entry Operator

- (a) The Data Entry Operators should be Graduate from a recognized University/Board;
- (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 have a minimum typing speed of 30 words per minute in English on computer.

Stenographer

- (a) The Stenographer should be 10+2 from any recognised Board / Council / University;
- (b) The Stenographer should be proficient in speed in stenography at 80 words per minute with its transcription of 50 minutes for 10 minute's dictation;
- (c) The Stenographer should posses the basic knowledge of computer operation including MS office preferably MS Word, Power Point and Power Excel.

The Character & antecedents of Data Entry Operators and Stenographers should have been got verified by the agency from the local police authorities and an undertaking to this effect may be submitted. They should also give current Character Certificate from 2 Gazetted officers of the Central / State Govt.

- 10. This Department is a Central Government office and has five working days (i.e. Monday to Friday) in a week from 900 hrs. to 1730 hrs. with a lunch break of ½ hour from 1300 hrs. to 1330 hrs. Besides this, the Department also observes the Gazetted holidays notified by the Government of India from time to time. The Data Entry Operators and Stenographers, 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 and Stenographers who will be deployed by it in this Department before the commencement of work:
 - (a) List of persons deployed;
 - (b) Bio-data of the persons;
 - (c) Attested copy of Educational Qualification certificate containing date of birth;
 - (d) Character certificate from two gazetted officers of the Central/State Govt.;
 - (e) Attested copies of ID & address proof;
 - (f) Certificate of verification of character & 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, the successful Company / Firm / Agency will be liable to take appropriate action against such persons, including their removal from site of work, if required by the Department.
- 13. The tendering Company / Firm / Agency shall replace immediately any of its personnel who is found unacceptable to this Department because of security risks, incompetence, conflict of interest, improper conduct etc. upon receiving written notice from this Department.
- 14. The person deployed shall be required to report for work at 900 hrs. to Section Officer (Administration), Department of Heavy Industry, 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 Department so that optimal services of the persons deployed by the agency could be availed without any disruption. The service provider shall arrange for 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 responsibility of the service provider. The delay in providing a substitute beyond three working days would attract a penalty @ Rs.200 per day per person on the service providing agency.

- 16. It will be the responsibility of the service providing agencies to meet transportation, food, medical and any other requirements in respect of the persons deployed in this Department and this Department will have no liabilities in this regard.
- 17. 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 and Stenographers so employed and deployed in this Department. The persons deployed by the agency in this Department shall have no claims of any Master and Servant relationship against the Department of Heavy Industry. The service provider's persons shall not claim any benefit / compensation / absorption / regularization of service from / in this Department under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. An undertaking to this effect may be obtained from the Employees to submit to this Department before such deployment
- 18. The service providing agency shall be solely responsible for the redressal of grievances/ resolution of disputes relating to person deployed. This Department shall, in no way, be responsible for settlement of such issues whatsoever.
- 19. This Department 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.
- 20. 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 Department during the currency or after expiry of the contract.
- 21. 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 Department.

LEGAL

- 22. 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 Department. It shall be the duty of the service provider to pay their salary every month as per prevailing minimum wage approved by Delhi Government.
- 23. Tendering agency shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the Department of Heavy Industry to concerned tax collection authorities from time to time as per as per extant rules and regulations on the matter.
- 24. 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 Department or any other authority under Law.

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- 25. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of Income Tax Department, as amended from time to time and a certificate to this effect shall be provided to the agency by this Department.
- 26. In case, the tendering agency fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof the Department is put to any loss / obligation, monitory or otherwise, the Department 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 monitory terms.
- 27. 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 Department.
- 28. Further, if the agency fails to deploy 20 Data Entry Operators and 7 Stenographers against the initial requirement within 15 days from 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 Department besides annulment of the contract.
- 30. The service provider will submit the bill, in triplicate, in respect of a particular month in the first week of the following month for early settlement of the bill after deduction of taxes deductable at source under the laws in force. 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 Department.
- 31. Payments to the service provider would be strictly on certification of attendance and satisfactory work signed by the section/officer with whom the outsourced personnel is attached. A proportionate deduction would be made from the bill for the absence of persons deployed by the service provider. The service provider will provide the required personnel for a shorter period also in case of any exigencies as per the requirement of this Department.
- 32. The firms have to ensure the payment of minimum wages to the employees as fixed/revised by Govt. of NCT of Delhi from time to time and all statutory dues thereon to the concerned authorities from the lump-sum rates quoted by the firms, which will not be increased by this Department during the currency of the contract under any circumstances.

33. The Department reserves right to withdraw / relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.

(Ajay Kumar Gaur)

Under Secretary to the Government of India Tel: 2306.1106

अजय कुमार गोड़/AJAY KÜMAR GADR अवर राजिव/Under Secretary भारी उत्योग एवं होक उदाम मंत्रालय Ministry el Heavy Industries & Public Enterprises भारी उद्योग विभाग/Deptl. of Heavy Industry उप्योग भवन, नई दिल्ली Udyon Shawani New Deini

ORDER FOR ARRANGEMENT OF DOCUMENTS WITH THE BID

- 1. Application Form (Technical Bid)
- 2. Self-certified copy of registration of agency;
- Self-certified copy of the statement of bank account of agency for the last three years;
- 4. Self-certified copy of PAN / GIR Card;
- 5. Self-certified copy of the latest IT return filed by agency;
- 6. Self-certified copy of Service Tax registration certificate;
- 7. Self-certified copy of the P.F. registration letter / certificate;
- 8. Self-certified copy of the E.S.I. registration letter / certificate;
- 9. Self-certified copy of documents in support of the Financial turnover of the agency;
- 10. Self-certified copy documents in support of entries in column 11 of Technical Bid application;
- 11. Statement indicating experience of working with Govt. Ministries/Departments;
- 12. Copy of the terms and conditions 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).

अजय मुनाह महि।AJAY KUMAR GAUR अपर याजिय। under Secretary अपर याजिय। under Secretary मारी उत्योग वर्ष लोगा उत्याभ मंत्रालय अंतर्भ ज्ञान वर्ष लोगा उत्याभ मंत्रालय अंतर्भ ज्ञान विभाग। Derti, of Heavy Industry प्रयोग विभाग। Derti, of Heavy Industry उत्याम भवन, नई दिल्ली। । Idyod Bhawan, New Yelli