

No. 12024/1/2011 – Admn.
Government of India
Ministry of Industries & Public Enterprises
Department of Heavy Industry

Udyog Bhawan, New Delhi
Dated the 9th September, 2011

NOTICE INVITING TENDER

1. Sealed tenders are invited from reputed, experienced and financially sound Manpower Companies / Firms / Agencies to provide 15 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.
2. Complete Tender Documents may be obtained from Room No. 14, Udyog Bhavan, New Delhi on all working days from 3.00 PM to 5.00 PM from 7.9.2011 to 28.9.2011. It can also be downloaded from the website of the Department i.e. www.dhi.nic.in
3. 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 28.9.2011 till 3.00 P.M. to Section Officer (Administration), Room No. 14, Udyog Bhavan, New Delhi. **No tender shall be entertained after this deadline under any circumstances whatsoever.**
4. 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.



(Anjan Sarkar)
Section Officer

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Ministry of Heavy Industries & Public Enterprises
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उद्योग भवन, नई दिल्ली
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**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 commence from 29th September, 2011 and would 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 requirement for **15** skilled 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 40 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 between 21-35 years of age and skilled in stenography at 80 words per minute with its transcription of 50 minutes for 10 minutes dictation and should possess 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 to Department of Heavy Industry**" and "**Bid for providing Stenographer to Department of Heavy Industry**". The bids may be submitted latest by 3.00 PM on 28th September, 2011 in Room No.14, 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 Under Secretary (Cash), 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 **Under Secretary (Cash), Department of Heavy Industry, New Delhi** 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/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 28th September, 2011), in Room No. 14, 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.

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 Office or one of the Branch Office's 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 Company / Firm / Agency should have at least three years experience in providing manpower to Private Companies, 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;
- (e) The Company / Firm / Agency should 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 1.4.2010 to 31.3.2011.

2. The tendering Companies / Firms / Agencies are required to enclose photocopies of the following documents (duly attested by Gazetted Officers of the Government of India or the State Governments), 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.

5. The firm should have experience of supplying Data Entry Operators and Stenographers in at least three Govt. Ministries/Departments during the last three years.

Contd.....3/-



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TECHNICAL BID FORM

Application for Providing Data Entry Operator to the Department of Commerce.

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/Branch 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	:	

Anjan

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Contd...4/-

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

Financial Year	Amount (Rs. Lacs)	Remarks, if any
2008-09		
2009-10		
2010-11		

11. Details of the major similar contracts handled by the tendering Company / Firm / Agency during the last three years in the following format:
(if the space provided is insufficient, a separate sheet may be attached)

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

12.

Details of Earnest Money Deposit	:	Rs. 1,00,000/- (Rupees One Lakh Only)
D.D. / P.O. No. & Date	:	
Drawn on Bank	:	

Handwritten signature

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 my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized Signatory

Date:

Full Name

Place:

Seal

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FINANCIAL BID PERFORM

1. Monthly 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 following break-up:

S.No.	Component of Rate	Amount (Rs.)
1.	Monthly Wage Rate (as per MWA, 1948)	Rs.
2.	Employees Provident Fund @ % of 1 above	Rs.
3.	Employees State Insurance @ % of 1 above	Rs.
4.	Service Tax Liability @ % of 1 above	Rs.
5.	Any other liability (Pl. indicate)	Rs.
6.	Contractors Adm. / Service Charges	Rs.
7.	Total (Column 1 to 6)	Rs.
8.	Rate of OTA per hour	Rs.


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Signature of authorized Signatory

Date:

Full Name

Place:

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 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 15 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

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 and skill qualifications.

Data Entry Operator

- (a) The Data Entry Operators should be Graduate from a recognized University/Board and between 21 - 35 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 have a minimum typing speed of 40 words per minute in English on computer.



Stenographer

- (a) The Stenographer should be 10+2 from any recognised Board / Council / University and between 21 – 35 years of age;
- (b) The Stenographer should be skilled in stenography at 80 words per minute with its transcription of 50 minutes for 10 minute's dictation;
- (c) The Stenographer should possess 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. They should 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 Government;
- (e) 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 disciplinary 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 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.**

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.**

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.

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.

Contd.....4/-



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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, monetary 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 monetary 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 15 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 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 and attendance sheet [duly verified by Section Officer (Administration) in respect of the persons deployed and submit the same to Under Secretary (Administration) 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 Department.
32. The amount of penalty calculated @ Rs.200 / 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. 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.



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ORDER FOR ARRANGEMENT OF DOCUMENTS WITH THE BID

1. Application Form(Technical Bid)
2. Attested copy of registration of agency Attested copy of registration of agency;
3. Certified copy of the statement of bank account of agency for the last three years;
4. Attested copy of PAN / GIR Card;
5. Attested copy of the latest IT return filed by 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;
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).



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