

No.G-11011(3)/Pr.AO (Admn.)/Outsourcing/2018-19/155

GOVERNMENT OF INDIA
OFFICE OF THE CHIEF CONTROLLER OF ACCOUNTS
MINISTRY OF CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION
4TH FLOOR, JEEVAN DEEP BUILDING
PARLIAMENT STREET, NEW DELHI -110001
PHONE NO.23745407

Date:- 26/04/2018

To,

All Registered Service Providers

Sub:- Notice inviting Tender for Outsourcing of 16 (Sixteen) Data Entry Operators and 12 (Twelve) Multi Tasking Staff for a period of 1 year extendable as per requirement.

Sir,

- I am directed to invite Sealed Tenders from experienced and reputed Manpower Agencies for providing the service of 16 (Sixteen) Data Entry Operators and 12 (Twelve) Multi Tasking Staff in the various Offices running under the ambit of Office of Chief Controller of Accounts, Ministry of Consumer Affairs, Food & Public Distribution at Delhi, Chennai, Mumbai & Kolkata as per table shown below.

Serial No	Name of PAO	No of DEO	No of MTS	Total
1	PAO Food New Delhi	1	6	9 (Delhi)
5	PAO, CA, New Delhi	1	1	
2	PAO, Food Kolkata	2	2	6 (Kolkata)
6	PAO, CA, Kolkata	1	1	
3	PAO, Food, Mumbai	2	2	6 (Mumbai)
7	PAO, CA, Mumbai	2	-	
4	PAO, Food, Chennai	2	-	7 (Chennai)
8	PAO, CA, Chennai	5	-	
	Total	16	12	28

A-Data Entry Operator:-

Candidates, proposed to be engaged, should have Minimum qualification of Sr. Secondary (10+2) having proficiency in Ms-Office & Internet etc. Proof of minimum qualification and proficiency (preferably from ITI) are required to be submitted at the time of placement in the Office. They should have typing speed of minimum 30 Words Per Minute. The candidates should be young in the age group of 20-35 Years, active and having good health. The candidates having experience of work shall be preferred.

B-Multi Tasking Staff:-

Candidates, proposed to be engaged, should have passed at-least 10th standard from a recognized school and be able to read and write in Hindi and English Languages. A proof of minimum qualification is required to be submitted at the time of placement in the Office. The candidates should be young in the age group of 18-35 years, active and having good health.


26/4/18

- Persons are required initially for a period of one year. The present requirement is for 16 (Sixteen) Data Entry Operators and 12 (Twelve) Multi Tasking Staffs at various stations (Annexure-I). Number of persons is likely to vary during Contract Period (i.e. for one year). The personnel provided should be acceptable to this office and agreed by it.

3. The initial period of Contract (which is for one year), may be extended for another two (2) years on satisfactory performance with such amendments as may be mutually agreed to and also subject to the necessary approval of the Competent Authority. It is obligatory on the part of the Service Provider to ensure that wages and bonus paid should not be less than the minimum rates fixed by the Competent Authorities from time to time and all Statutory Requirements such as Provident Fund, E.S.I.C. and Bonus must be incorporated while quoting the rates. A bid not complying with the provisions of relevant Statutory Obligations will be disqualified. Rates quoted by the Agency would be valid for a period of one year and the request for increase in rates during the currency of Contract shall not be entertained except whenever, the same is required to be allowed keeping in view the revision of rates of the Minimum Wages and bonus (in compliance with the provisions of Minimum Wage Act) as notified by the Government of NCT of Delhi for Offices located at NCT of Delhi / respective Competent Authorities in respect of Outstation Offices from time to time.
4. The manpower will have to be supplied by the Agency within 07 days from the date of Award of Contract, as per the detailed Terms and Conditions which are given at Annexure-II.

5. Only those who fulfill the following minimum criteria need to submit their Bids:

- (a) The Manpower Supplying Agencies should have been in existence for not less than three years & should have at least one full completed year of experience of supply of manpower to more than one Central Government Department (proof in this regard may be attached with the Technical Bid).
- (b) It should have been Registered with the Government Authorities concerned (proof in this regard may be attached with the Technical Bid).

It should have PAN Number and Sales Tax/Service Tax Registration (proof in this regard may be attached with the Technical Bid).

- (c) It should not have been blacklisted/debarred/penalized by any Organization. A declaration in the prescribed format attached as Annexure-IV to this effect is to be attached with the Technical Bid.
- (d) It should be willing to take up the Contract on the Terms and Conditions at Annexure-II. A Certificate to this effect is to be attached with the Technical Bid.

6. An Earnest Money Deposit of **Rs.1,89,270/- (Rupees One Lakh Eighty Nine Thousand Two Hundred Seventy only)** in the form of Demand Draft drawn in favor of "Pay & Account Officer, Department of Food & Public Distribution, New Delhi" may be submitted along with the Technical Bid, failing which the Bid shall be rejected and will not be considered.

7. The Tenders shall be submitted in Two Sealed Covers.

- (A) The First Sealed Cover should be superscripted "Technical bid" and should contain:
- (i) Agency profile including previous experience of manpower supply to Government Departments etc.
 - (ii) Acceptance of Terms And Conditions at Annexure-II (dully signed).
 - (iii) The proforma enclosed as Annexure-III (duly filled in and signed).
 - (iv) All other required documents as per Para No. 5 above.
 - (v) Declaration in Annexure-IV (dully signed).
 - (vi) Demand Draft for Earnest Money Deposit.
- (B) The Second Sealed Envelope superscripted "Price Bid" should contain only rates which should be quoted for monthly rates i.e. rate per month. (Annexure-V & VA).


26/4/18

(C) Both the Sealed Covers should be placed in the main Sealed Envelope super-scripted "Tender for supply of Outsourcing Staff". This should be addressed to the Principal Account Office (Admn.), Office of Chief Controller of Accounts, Ministry of Consumer Affairs, Food & Public Distribution, 4th Floor, Jeevandeep Building, Parliament Street, New Delhi – 110001. It shall be either sent by post or put in the Tender Box kept at the Principal Account Office (Admn.), Office of Chief Controller of Accounts, Ministry of Consumer Affairs, Food & Public Distribution, 4th Floor, Jeevandeep Building, Parliament Street, New Delhi – 110001, up-to 02 Weeks from the date of publication of the Advertisement in the Newspaper. The Technical Bids will be opened by the Tender Opening Committee at 3 PM on the next Working Day to the Last day of the receipt of Bids in Chamber of Principal Accounts Officer (Admn), 4th Floor, Jeevan Deep Building, Parliament Street, New Delhi – 110001 in the presence of the participating bidders, who may like to present.

8. The Technical Evaluation Committee will assess the ability of the Agencies to supply the requisite number of personnel based on the information provided in the Technical Bid, its record, profile, and such other criteria as it may fix and only those found fit will be eligible for Financial Bid opening. No post-bid clarification and documents will be entertained. The Department retains the rights to accept or reject any, or all the Bids.



(Naveen Kumar)

Senior Accounts Officer
(Admn.)

Annexure-I

S.NO.	Name of PAOs	Number of Data Entry Operator	Number of Multi Tasking Staff	Address of PAOs
1.	PAO, (Food & Public Distribution), New Delhi	01	06	Office of the Chief Controller of Accounts, M/o Consumer Affairs, Food & PD, Jeevan Deep Building, 4 th Floor, Parliament Street, New Delhi. Phone NO. 01123745409
2.	PAO (Consumer Affairs), New Delhi.	01	01	The Pay & Accounts Office, M/o Consumer Affairs, Food & PD, 12 A, Jam Nagar House, New Delhi, Phone No. 01123385740.
3.	PAO (Food & Public Distribution), Kolkata.	02	02	The Pay & Account Office, M/o Consumer Affairs, Food & PD, Deptt. Of Food & Public Distribution, 5, Esplanade East, Kolkata 700069. Phone No. 03322485951.
4.	PAO (Consumer Affairs), Kolkata	01	01	The Pay & Accounts Office, M/o Consumer Affairs, Food & PD, Deptt. of Consumer Affairs, 15 R. N. Mukherjee Road, Kolkata 700001. Phone No. 03322438574.
5.	PAO (Food & Public Distribution), Mumbai.	02	02	The Pay & Accounts Office, M/o Consumer Affairs, Food & PD, Deptt. of Food & PD, Exchange Building, Ballard Estate, Sir Shivsagar Ramgulam Marg, Mumbai-400002. Phone No. 02222611339
6.	PAO (Consumer Affairs), Mumbai.	02	--	The Pay & Accounts Office, M/o Consumer Affairs, Food & PD, Deptt. of Food & PD, Deptt. of Food & PD, Deptt. of Consumer Affairs, Exchange Building,, Ballard Estate, Sir Shivsagar Ramgulam Marg, Mumbai-400002. Phone No. 02222671048.
7.	PAO (Food & Public Distribution), Chennai	02	--	The Pay & Accounts Office, M/o Consumer Affairs, Food & PD, Deptt. Of Food & PD, Shastri Bhavan, 26, Haddows Road, Chennai-600006. Phone No. 04428276730.
8.	PAO (Consumer Affairs), Chennai	05	--	The Pay & Accounts Office, M/o Consumer Affairs, Food & PD, Deptt. Of Food & PD, Shastri Bhavan, 26, Haddows Road, Chennai-600006. Phone No. 04428276730.
	TOTAL	16	12	


 26/4/18

Annexure-II
(To be submitted in the Envelope of the Technical Bid)

TERMS AND CONDITIONS

- (1) All Services shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria.
- (2) The persons engaged by the Agency should not have any adverse Police records/criminal cases against them. The Agency would be responsible to make adequate enquiries about the character and antecedents of the persons before their engagement for the purpose. The Character and antecedents of each personnel will be got verified by the service provider before their deployment through the local police. Proofs of identity like driving license, bank account details, previous work experience, Proofs of residence and recent photograph and a certification to this effect should be submitted to this office. The service Provider shall withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request from this office.
- (3) The service provider shall engage necessary persons as required by this office from time to time. The said persons 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/wages and bonus in time i.e. before 6th day of every month. There is no master & servant relationship between the employees of the service provider and this office and further the engaged person of the service provider shall not claim any absorption.
- (4) The service provider's personnel shall not claim any benefit/compensation/regularization or service from this office under the provision of Industrial Dispute Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the persons to this effect shall be required to be submitted by the service provider to this office. The person deployed shall not claim any Master & Servant relationship against this office An Undertaking from the persons to these effects shall be required to be submitted by the service provider to this office.
- (5) The service provider's personnel shall not divulge or disclose to any persons of any detail of Office, operation process technical know-how, security arrangements & administrative/organizational matters.
- (6) The service provider's personnel working should be polite, cordial, positive and efficient while handling the assigned work and their action shall promote goodwill and enhance the image of the office. The service provider shall be responsible for any act of indiscipline on the part of the personnel deployed by him.
- (7) That the personnel deployed shall not be below the age of 18 years and they shall not interfere with the duties of the employees of this office.
- (8) The service provider will have to remove from the office, any debarred persons, who is found incompetent or for his/her/their misconduct and the service provider shall forthwith replenish such requirements. The service provider shall replace immediately any of its personnel, if they are unacceptable, to the office because of any security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.
- (9) The service provider shall ensure proper conduct of his personnel in office premise, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work


26/4/18

- (10) The transportation, food, medical and other statutory requirement in respect of each personnel of the service provider shall be borne by the service provider.
- (11) Working hours and days of this office shall be followed by the outsourced persons. In exigencies of work, they may be required to sit late and the personnel may be called on Saturday, Sunday and other Gazetted Holidays, if required. In case any personnel is not able to attend office on any working day or on other days when he is required to attend office due to requirements, proportionate deduction for such days of absence shall be made in the bill submitted by the service provider and deduction from payments shall be made by this office.
- (12) That the agency shall be responsible for payment of wages and bonus and bonus to each worker employed by him as Contract Labourer and timely payments shall be agency's responsibility.
- (13) It shall be the duty of the Contractor to ensure the disbursement of wages and bonus and bonus in the presence of the authorized representative of this office.
- (14) It is obligatory on the Contractor to ensure that wages and bonus paid should not be less the minimum rates fixed by the Government, from time to time and all statutory requirement such as Provident Fund, Employees State Insurance contribution and bonus etc. must be incorporated in salary .
- (15) The Service Provider shall be responsible for contributions towards Provident fund, Employees State Insurance and other statutory payments/liabilities etc, wherever applicable. Proofs of remittances of Provident Fund, Employees State Insurance Contribution, Service-Tax etc. are to be submitted to the Principal Accounts Office from time to time.
- (16) The agency should be registered with the concerned Govt. Authorities, i.e. Labour Commissioner, Provident Fund Authorities, Employees' State Insurance Corporation, authority concerned with the Service Tax etc., and a copy of each of such registration should be submitted. The service provider shall be responsible for deposition of payment of contribution made towards Provident Fund, Employee State Insurance, Service Tax etc. and bear all other similar financial and statutory liabilities as per provisions of EPF Act, ESIC Act, Minimum Wages Act, bonus Act, Contract Labour (Regulation and Abolition) Act etc. as and when required, in respect of all outsourced personnel wherever applicable and provide copies of receipt/challan of deduction/amount and deposited with concerned authorities. No payment will be made to the service provider in case they fail to submit the above said receipts/challans along with their bill.
- (17) The service provider will submit the bill in triplicate in respect of a particular month by the third working day of the next month. The payment will be released within ten working days of the submission of bills after deduction of such taxes as required. Bonus will be claimed by the agency from the department, when it is due for payment to the outsourced persons once in a year as per law.
- (18) Payment to the service provider would be strictly on certification by the officer with whom personnel is attached that his services were satisfactory and attendance as per the bill preferred by the service provider.
- (19) No wage/remuneration will be paid to any staff for the days of absence from duty.


26/4/18

- (20) The service provider will provide the required number of personnel for a shorter period also, in case of any exigencies as per the requirement of this office.
- (21) The service provider shall provide a substitute well in advance, if there is any probability of the persons leaving the job or being absent due to his/her own personal reason. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.
- (22) The service provider shall be contactable at all times and message by phone/mail/fax/Special Messenger from this office to him/her shall be acknowledged immediately on receipt on the same day. The service provider shall strictly observe the instructions issued by this office implementing the Contract from time to time.
- (23) This office shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment of vehicles of the engaged personnel.
- (24) That the agency on its part and through its own resources shall insure that the goods, materials and equipments etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for act of commission or omission on the part of its staff or its employees etc. If this office suffers any loss or damage on account of negligence, defaults or theft on the part of the personnel of the agency, then the agency shall be liable to reimburse the pecuniary value loss, as decided by this office for the same. The agency shall keep this office fully indemnified against any such loss or damage.
- (25) This office will maintain an attendance register in respect of the personnel deployed by the agency on the basis of which wages/remuneration will be decided in respect of the staff at the approved rates.
- (26) The successful bidder will have to submit Performance Security Equivalent to an amount of 5% of the value of the annual contact in the form of either an account payee demand draft drawn in favor of "Pay & Accounts Officer, Department of Food & Public Distribution New Delhi" or Fixed Deposit receipt from a Nationalized Bank or Bank Guarantee from a nationalized bank in an acceptable form safeguarding the interests of this office in all respect, which should also be deposited. The security deposit will be forfeited in case if supply of manpower is delayed beyond the period stipulated by this office or non-compliance of the terms of agreement by the service provider or frequent absence from duty/misconduct on part of manpower supplied by the agency.
- (27) The successful bidder will enter into an agreement with this office for supply of suitable manpower as per the requirement on these terms and conditions. The agreement will be valid for one year commencing from the date of signing of the agreement and shall continue to be in force in the same manner, unless terminated in writing. The service charges/rates quoted by the agency shall be fixed for a period of one year. Escalation clause shall not be accepted on any grounds during the period the contract is in force except whenever the same is required to be allowed keeping in view the revision of rate of minimum wages (in compliance with the provisions of Minimum Wages Act) as notified by the Govt. of NCT of Delhi for offices located in NCT of Delhi/respective competent authorities in respect of outstation offices from time to time. The contract/agreement is extendable for further period subject to satisfactory performance of the agency and such amendments as mutually agreed to.


26/4/18

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- (28) The service provider shall not assign, transfer, pledge or subcontract the performance or services to any other agency.
- (29) The agreement can be terminated anytime by the Chief Controller of Accounts, Ministry of Consumer Affairs, Food & Public Distribution, 2nd Floor, Room No. 280, Krishi Bhawan, New Delhi-110001. The service provider can also terminate the agreement by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the agreements then one month's wages etc. and any suitable amount due to the agency from this office shall be forfeited by this office.
- (30) On the expiry of the agreement as mentioned above, the agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute of account of termination of employment or non-employment by the personnel of the agency, it shall be the entire responsibility of the agency to pay and settle the same.
- (31) In the event, if any dispute arises regarding any of the clauses of the agreements, the matter will be referred to the Chief Controller of Accounts, Ministry of Consumer Affairs, Food & Public Distribution, 2nd Floor, Room No. 280, Krishi Bhawan, New Delhi-110001 whose decision shall be binding on both the parties.
- (32) Any legal dispute arising out of the above contract shall be settled in the jurisdiction of the High Court of Delhi.

Scope of work:-

1. Data Entry Operator:-
 - (i) All works which are being done by a regular LDC/diary Dispatch, Typing, preparation of statements etc.
 - (ii) Misc. works and any other official work which arises from time to time.
2. Multi Tasking Staff:-
 - (i) All works which are being done by a regular MTS i.e. attending to Senior Officers, Distribution of inter office Daks, Dusting / Cleaning of work stations/table/chairs/almirahs, Glass Panes of all windows/doors etc.
 - (ii) Misc. works like shifting of goods/office furniture/locking and unlocking the office rooms and halls in the morning/evening and any other official work which arises time to time
 - (iii) Any other work assigned by Administration/Senior Officers.

Signature of the authorized signatory of
the Tenderer with seal of the Firm.


26/4/2018

Annexure-III

Sl. No.	Particulars	To be filled in by the tenderer	Page No. of the tendered document
1.	Name of the Agency		
2.	Details of Earnest Money Deposits (EMD)		
	(i) Amount		
	(ii) Draft No.		
	(iii) Date		
	(iv) Issuing Bank		
3.	Date of establishment of Agency along with proof		
4.	Detailed office address of the Agency with office telephone number, Fax number and Mobile number and the name of the contact person (s)		
5.	Whether registered with all concerned Government Authorities (EPF/PF/ESI etc.) (Copies of all certificate of registration to be enclosed.)		
6.	PAN/TAN Number (Copy to be enclosed)		
7.	Service Tax Registration Number (Copy to be enclosed)		
8.	Whether the firm is blacklisted/debarred/penalised by any Govt. Department. Any criminal case is registered against the firm or its owner/partner anywhere in India(undertaking is to be attached)		
9.	Length of experience in the field(proof is to be attached)		
10.	Experience in dealing with Government Departments, including value of contract with present client. (Indicate the names of the Departments and attach copies of contract orders placed on the agency)		
11.	Whether a copy of the terms and conditions (Annexure-II) duly signed in token of acceptance of the same is attached?	YES/NO	
12.	Whether agency profile is attached?	YES/NO	
13.	List of other clients.	YES/NO	
14.	Minimum qualification of DEOs should be XIIth- Passed and having proficiency in MS-Office and internet, preferably from ITI and MTS atleast 10 th Standard Passed.	YES/NO	
15.	Whether Minimum wages will be paid.	YES/NO	
16.	Whether Minimum bonus will be paid.	YES/NO	
17.	Whether provident fund contribution (Wherever applicable under law) will be remitted to the concerned authorities.	YES/NO	
18.	Whether ESIC contribution will be remitted to the concerned authorities.	YES/NO	
19.	Whether dully signed declaration attached. (Annexure-IV)	YES/NO	


 26/4/2018

Signature of the authorized signatory
of the Tenderer with seal of the Firm.

TO BE SUBMITTED IN THE ENVELOP OF TECHNICAL BID

Annexure-IV

DECLARATION

1. I, _____ Son/Daughter/Wife of Shri _____ 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. My agency has not been blacklisted/debarred from participating in tender of any Ministry/Department of Government of India and Government of India undertaking in the last Three years.
4. 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 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 the authorized signatory
of the Tenderer with seal of the Firm.


26/4/2018

PROFORMA FOR FINANCIAL BID FOR DELHI

No

Dated

To,

Pr. Accounts Officer (Admn.)
Ministry of Consumer Affairs, Food & PD,
4th Floor, Jeevan Deep Bhawan,
Parliament Street, New Delhi – 110001.

Subject: Quotations for award of contract for providing the work of Data Entry Operators and Multi Tasking Staff.

Sir,

With reference to your Tender notice in the website on the subject mentioned above, I/We quote the rate for above mentioned work as under.

Item wise rates

Items (A)	Data Entry Operator (B)	Multi Tasking Staff (C)	Remarks (D)
BASIC			
Provident Fund/ EPF Should not be less than 13.15% of Rs. 15,000/- as per gazette notification by EPFO, M/o Labour & Employment			
ESIC (4.75% of wages)			
*Bonus per month (8.33% of wages)			
Service Charges 1. Should not be less than Rs. 1/- 2. Must be mentioned in <u>percentage</u> under column D. 3. Must be mentioned in <u>Rupees</u> under column B and C.			
GST (18%)			
Total (In Figures)			
Total (In Words)			

*Note- Bonus will be claimed by the agency from the department, only once in a year, as and when it is due for payment to the outsourced persons as per law.

L1 (lowest bidder) will be decided on the basis of summation of rates for both DEO (Delhi and Outstation) and MTS (Delhi and Outstation).

Signature of the authorized signatory
Name & Designation of the authorized signatory
seal of the Firm.

PROFORMA FOR FINANCIAL BID FOR OUTSTATION (MUMBAI, KOLKATA & CHENNAI)

No

Dated

To,

Pr. Accounts Officer (Admn.)
Ministry of Consumer Affairs, Food & PD,
4th Floor, Jeevan Deep Bhawan,
Parliament Street, New Delhi – 110001.

Subject: Quotations for award of contract for providing the work of Data Entry Operators and Multi Tasking Staff.

Sir,

With reference to your Tender notice in the website on the subject mentioned above, I/We quote the rate for above mentioned work as under:

Item wise rates

Items (A)	Data Entry Operator (B)	Multi Tasking Staff (C)	Remarks (D)
BASIC			
Provident Fund/ EPF Should not be less than 13.15% of Rs. 15,000/- as per gazette notification by EPFO, M/o Labour & Employment			
ESIC (4.75% of wages)			
*Bonus per month (8.33% of wages)			
Service Charges 1. Should not be less than Rs. 1/- 2. Must be mentioned in <u>percentage</u> under column D. 3. Must be mentioned in <u>Rupees</u> under column B and C.			
GST (18%)			
Total (In Figures)			
Total (In Words)			

*Note- Bonus will be claimed by the agency from the department, only once in a year, as and when it is due for payment to the outsourced persons as per law.

L1 (lowest bidder) will be decided on the basis of summation of rates for both DEO (Delhi and Outstation) and MTS (Delhi and Outstation).

Signature of the authorized signatory
Name & Designation of the authorized signatory
seal of the Firm.