

No. F- 23012/30/2009-(Vol-II)
Government of India
Ministry of Tourism
(Administration - I Section)

TENDER DOCUMENT

For Hiring of Manpower Agency for providing Data Entry Operator Service to the
Ministry of Tourism

Last date and time for submission of Documents: 2.30 P.M. on 17.12.2012

Date and time for opening of Technical Bid of Tender Documents: 3:00 P.M. on
17.12.2012

Date and time for opening of Financial Bid of Tender Documents: 3.00 P.M. on
21.12.2012

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No. F- 23012/30/2009-(Vol-II)
Government of India
Ministry of Tourism
(Administration - I Section)

Transport Bhavan,
1, Parliament Street
New Delhi -11001.
Dated: .26.11.2012

TENDER NOTICE

Sealed tenders on behalf of the President of India, are invited under **two Bid System** i.e. Technical Bid and Financial Bid from reputed, experienced and financially sound Manpower Companies/Firms/ Agencies for providing 31 (Thirty One) skilled Data Entry Operators in the Ministry of Tourism for a period of One year. The period of contract may be further extended as per requirement of the Ministry. However, quantum of Data Entry requirement may vary from time to time on the discretion of the Ministry.

2. Complete Tender Documents can be downloaded from the website of this Ministry i. e. www.tourism.gov.in

3. The interested Companies/Firms/Agencies may submit the tender documents complete in all respects along with Earnest Money Deposit (EMD) of Rs.70,000/- (Rupees Seventy thousands only) and other requisite documents on or before 17.12.2012 by 2.30 P.M. to the Under Secretary (Admn), Room No.117, Transport Bhavan, 1, Parliament Street, New Delhi -1. No tender shall be entertained after this deadline under any circumstances whatsoever. The Technical Bid of tenders will be opened at 3.00 PM on 17.12.2012 and Financial Bid of tenders will be opened at 3.00 P.M on 21.12.2012 in the presence of authorized representative of Bidders as may wish to be personally present.

4. This Ministry reserves the right to amend or 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 Ministry of Tourism in this regard shall be final and binding on all.



(B.N. Prasad)
Under Secretary to the Govt. of India
For and on behalf of the President of India

Copy to:

1. Notice Board
2. NIC – for display in web-site of Ministry of Tourism.
3. All Ministries/Departments

SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERERS

1. The main office of the Ministry of Tourism located at Transport Bhavan, 1, Parliament Street, New Delhi-110001 requires reputed, well established and financially sound Manpower Companies /Firms / Agencies to provide Data Entry Operators to its Officers.
2. The contract will be for a period of **One year** from the date of taking up of supply of manpower. The period of contract may be further extended or curtailed /terminated at any time before expiry of one year period depending upon requirement of the Ministry.
3. The Ministry has initial requirement for **31 (Thirty One) Skilled Data Entry Operators** who are well conversant with computers and essentially well trained in MS Word and desirably possess knowledge of LAN functioning, MS Excel and MS Power Point package/language. The requirement of the Ministry may increase or decrease during the initial period of contract also.
4. The interested Companies/Firms/Agencies may submit the tender document complete in all respects along with the earnest money deposit (EMD) for Rs.70,000/- (Rupees Seventy thousands only), in the form of Demand Draft /Pay Order draw in the favour of PAO, Ministry of Tourism and other requisite documents in a sealed cover addressed to Shri B.N. Prasad, Under Secretary (Admn) and drop it in the tender box kept in Room No.117, Transport Bhavan, 1, Parliament Street, New Delhi-110001. The last date and time for receipt of tenders is 2.30 P.M. on 17.12.2012.
5. The various crucial dates relating to "Tender for Providing Data Entry Operators to the Ministry of Tourism" are cited as under.
 - (a) Last date and time for submission of Quotation (Technical & Financial, in **SEPARATE** (sealed covers) : 2.30 P.M. on 17.12.2012.
 - (b) Date and time for opening of Technical Bids : 3.00 P.M 17.12..2012.
 - (c) Date and time for opening of Financial Bids: 3.00 P.M. 21.12.2012 .
 - (d) Likely date for deployment of required manpower: 01.01.2013.
6. The tenders have been invited under two bid system i.e. Technical Bid and Financial Bid. The interested agencies are required to submit **two separate sealed envelopes** super scribing "Technical Bids for providing Data Entry Operators to the Ministry of Tourism" & "Financial Bid for providing Data Entry Operators to the Ministry of Tourism". Both sealed envelopes should be kept in a third envelope super scribing "Tender for providing Data Entry Operators to the Ministry of Tourism, New Delhi".
7. The Earnest Money Deposit (EMD) for Rs.70,000/- (Rupees Seventy thousands only), refundable (without interest), should be necessarily kept in the sealed cover containing Technical Bid of the agency in the form of Demand Draft/Pay Order drawn in the favour of PAO, Ministry of Tourism, New Delhi, failing which the tender shall be rejected summarily.

8. The successful tenderer will have to deposit Performance Security Deposit of Rs.3,27,000/- (Rupees Three Lakh Twenty Seven Thousand only) in the form of Fixed Deposit Receipt (FDR) made in the name of the Company/Firm/Agency but hypothecated to the PAO, Ministry of Tourism, New Delhi on Demand Draft in

SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERERS

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7. The Earnest Money Deposit (EMD) for Rs.70,000/- (Rupees Seventy thousands only), refundable (without interest), should be necessarily kept in the sealed cover containing Technical Bid of the agency in the form of Demand Draft/Pay Order drawn in the favour of PAO, Ministry of Tourism, New Delhi, failing which the tender shall be rejected summarily.
8. The successful tenderer will have to deposit Performance Security Deposit of Rs.3,27,000/- (Rupees Three Lakh Twenty Seven Thousand only) in the form of Fixed Deposit Receipt (FDR) made in the name of the Company/Firm/Agency but hypothecated to the PAO, Ministry of Tourism, New Delhi or Demand Draft in

favour of PAO, Ministry of Tourism, New Delhi covering the initial period. The FDR will have to be accordingly renewed by the successful tenderer.

9. The tendering Companies /Firms/Agencies are required to enclose photocopies of the following documents (**duly attested by a Gazetted Officer of the Government of India or a Class-I Officer of the State Government**) along with the Technical 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 IT return filed for the last three financial years.
- (d) Copies of the EPF and ESI certificates.
- (e) Copies of the Service Tax registration certificate.
- (f) Proof of annual turnover of the firm for the last 3 years.
- (g) Copy of ISO certified certificate posses by the Company/Firm/Agency.

10. Conditional bids shall not be considered and will be outrightly rejected in the very first instance.

11. 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 Financial Bid Form. In such cases, the tender shall be summarily rejected. However, corrections, if any, in the Technical Bid Application must be initialed by the person authorized to sign the tender bids.

12. The Technical Bid of tenders shall be opened at **3.00 P.M on 17.12.2012** and Financial Bids shall be opened at **3.00 P.M. on 21.12.2012 in Room No.117, Transport Bhawan**, 1, Parliament Street, New Delhi -110001 in the presence of the authorized representatives of the Companies/Firms/Agencies, if any, who are present on the spot at that time.

13. The **Competent Authority** of the Ministry of Tourism reserves the right to cancel any or all the bids without assigning any reason.

TECHNICAL REQUIREMENT FOR THE TENDERING COMPANY/FIRM/ AGENCY.

1. The tendering manpower Company/Firm/Agency should fulfill the following technical specifications and furnish attested copies of documents evidencing compliance with these specifications:-

(a) The Registered Office or one of the Branch Offices of the Manpower Company/Firm/Agency should be located either in Delhi/New Delhi or NCR region of Delhi.

(b) The manpower Company/Firm/Agency should be registered with the appropriate registration authority.

(c) The Company/Firm/Agency should have at least three years experience in providing manpower to reputed Private Companies/Public Sector Companies/Banks and Government Department etc, proof of which should be enclosed with the technical bid.

(d) The Company/Firm/Agency should be registered with Service Tax Department.

(e) The Company/Firm/Agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Act.


(f) Copy of PAN card/IT return.

(g) ISO Certificate

(h) Proof of working with Ministries/Government offices/organization for **three years** and the number of persons deployed by the agency each year in the **last 3 years**.

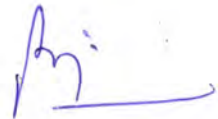
(i) Certificate of annual return from CA.

2. Attested copies of the documents indicating compliance with the above specifications/ requirements should be kept in the sealed envelope containing Technical bids.



TECHNICAL REQUIREMENT FOR DATA ENTRY OPERATORS TO BE DEPLOYED BY THE SUCCESSFUL COMPANY/FIRM/AGENCY IN THE MINISTRY OF TOURISM WITH PROPER DOCUMENTARY PROOF.

1. He/She should be at least Intermediate/HSC with English as one of the subject and between the age group of 18 years to 30 years.
2. He/She should have minimum typing speed of 40 words per minute in English or Hindi incase of Hindi Data Entry Operator.
3. He/She should be conversant with the working of the computers and knowledge of MS word is essential. Knowledge of LAN functions, MS Excel and MS Power Point packages as well as stenography is preferable.
4. He/She should submit Character Certificate from two Group "A" or Class-I Gazetted officers of the Central Government /State Government.
5. His/her antecedents should have been got verified by the agency from the local police authorities.
6. He/she should have at least 3 years experience of working as Data Entry Operator in reputed Public / Private institutions /Central/ State Government offices.



APPLICATION-TECHNICAL BID

For providing Data Entry Operator Services to the Ministry of Tourism.

1. Name of Tendering Company/Firm/Agency
(Attach certificate of registration)

2. Name of proprietor/Director of Company/Firm/Agency:

3. Full Address of Regd. Office:

Telephone No.
FAX No.
E-Mail Address

4. Full address of Operating Branch:

Telephone No:
Fax No.:
E-Mail Address:

5. (a) Banker of Company/Firm /Agency
(Full Address)
(Attach certified copy of statement of
of A/c for the last three years)

(b) Telephone Number of Banker

6. PAN/GIR No.
(Attach attested copy)

7. Service Tax Registration No., if any
(Attach attested copy)

8. E.P.F. Registration Number, if any
(Attach attested copy)

9. E.S.I. Registration Number, if any
(Attach attested copy)

10. *ISO Certificate Number, if any*
(Attach attested copy)

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11. Financial turnover of the tendering Company/Firm/Agency for the last three Financial Years with documentary proof thereof. (Attach separate sheet if space provided is insufficient)

Financial Year	Amount (Rs. Lakhs)	Remarks, if any
2009-10		
2010-11		
2011-12		

12. Give details of the major similar contracts handled by the tendering company/ Firm/Agency during the last three years in the following format:

Sl No.	Details of client along address, telephone and FAX numbers	Amount value of Contract (Rs. in Lakhs)	Duration of Contract	
			From	To
1				
2				
3				

(If the space provided is insufficient, a separate sheet may be attached)

12. Additional information, if any
(Attach separate sheet, if required)

Signature of authorized person
Name:
Seal:

Date:
Place:

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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 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.

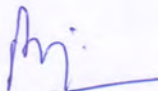
Signature of authorized person

Full Name:

Seal:

Date:

Place:



APPLICATION - FINANCIAL BID
For providing Data Entry Operators to the Ministry of Tourism.

1. Name of tendering Company/Firm/Agency: -----

2. Details of Earnest Money Deposit: Rs.70,000/- (Rupees Seventy thousands only)

D.D/P.O. No. & Date:

Drawn on Bank:

3. All the Data Entry Operators deployed in this Ministry will be paid their wages on monthly basis by the Company/Firm/Agency through individual bank accounts opened at any Bank in Delhi/NCR and the photocopies of disbursed cheque/documents, along with proof of receipt thereof by the workers will be submitted to this Ministry before the end of each month. Ministry shall verify the actual payment of statutory payments periodically and if not satisfied shall withhold the payments due to the service provider in addition to other legal action.

4. Rates are to be quoted in accordance with the Minimum Wages Act, 1948 as applicable in the NCT Delhi. The agency will have to furnish an Affidavit that it is complying with all statutory liabilities relating to taxes, payment of minimum wages and other statutory liabilities.

5. Rate per person/per month for DEOs (8 hours excluding ½ hour lunch) is Rs. _____ (Inclusive of minimum wages, plus all statutory payments such as EPF, Service tax showing the individual components). The administrative and service charge to be charged by the service provider to be quoted separately with following break-up:

S. No.	Component of Rate	Amount in Rs. per person/ per month.
1	Daily Wage Rate including existing Dearness Allowance (in accordance with Minimum Wage Act, 1948)	
2	Employees State Insurance @ % of 1 (if applicable)	
3	Service Tax Liability @ % of	
4	Any other liability/charges (pl. indicate)	
5	Contractors Adm./Service Charge	
6	Total (Column 1 to 5)	

Signature of authorized person

Full Name:

Seal:

Date:

Place:

Notes:

1. The administrative and service charge to be charged by the service provider to be quoted separately which will be the indicator of selection of L-1 bidder.

2. 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.



TERMS AND CONDITIONS OF CONTRACT

GENERAL

1. 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 Ministry of Tourism.
2. 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 Ministry.
3. The Ministry, at present, is in requirement of manpower on urgent basis. The requirement of the Ministry may increase or decrease during the period of initial contract also and the tenderer would have to provide additional manpower, if required on the same terms and conditions.
4. The tenderer will be bound by the details furnished by him/her to this Ministry, while submitting the tender or at subsequent stage. In case, any document furnished by him/her is found to be false at any stage, it would be deemed to be a breach of terms of Contract making him/her liable for legal action besides termination of contract.
5. The Ministry of Tourism reserves right to terminate the contract during initial period also after giving three days notice to the contracting agency in case of breach of terms of contract.
6. Dully authorized representative of Bidders will be allowed to participate in the bidding process on the production of authorization letter.
7. Ministry of Tourism may ask the documentary evidence in respect of payment of statutory liabilities as and when required.
8. Service provider will pay the minimum wages to the DEOs through individual bank accounts opened at any Bank in Delhi/NCR..
9. The rates quoted should include minimum wages plus all statutory payments such as EPF, service tax showing the individual components.
10. The administrative and service charges to be charged by the service provider to be quoted separately which will be the indicator of selection of L-1 bidder.
11. Whenever minimum wage is revised by the Government of NCT of Delhi, the rate in the contract and the consequential statutory payments shall automatically get revised keeping the administrative and service charges unchanged.
12. Ministry shall verify the actual payment of statutory payments periodically and if not satisfied shall withhold the payments due to the service provider in addition to other legal action.

LIABILITIES, CONTROL ETC. OF THE PERSONS DEPLOYED.

13. The contracting agency shall ensure that the individual manpower deployed in the Ministry of Tourism is physically fit to discharge duties of DEO staff.

14. This Ministry is a Central Government Office and has five days working (i.e. Monday to Friday) in a week from **9.00 Am to 5.30 PM** with a **lunch break of ½ hour** from **1.00 PM to 1.30 PM**. Besides, the Ministry also observes the Gazetted holidays notified by the Government of India from time to time. The Data Entry Operators, however, may be required to attend the office on Saturdays/Sundays/Gazetted holidays or attend office before/after office working hours also in the exigencies of work for which this Ministry will make payment on pro rata basis.

16. The Data Entry Operators would be assigned work in the main office of the Ministry at Transport Bhawan as well as C-1 Hutments at Dalhousie Road and Offices/camp offices of Ministers/Minister of State, on need basis.

17. The contracting Company/Firm/Agency shall furnish the following documents in respect of the individual Data Entry operators who will be deployed by it in this Ministry before the commencement of work

- a. List of persons deployed:
- b. Bio-data of the persons.
- c. Attested copy of matriculation certificate containing date of birth;
- d. Character certificate from two Group "A"/Class-I officers of the Central/State Government;
- e. Certificate of verification of antecedents of persons by local police authority.
- f. Identity Cards bearing photograph.


18. In case the persons employed by the successful Company/Firm/Agency commits any act omission/commission which amounts to misconduct /indiscipline/incompetence, the successful Company/Firm/Agency will be liable to take appropriate disciplinary/legal action against such persons, including their removal from site of work, if required by the Ministry.

19. The tendering Company/Firm/Agency shall replace immediately any of its personnel who are found unacceptable to this Ministry because of security risks, incompetence, conflict of interest, improper conduct etc. on instructions of this Ministry.

20. The person deployed shall be required to report for work at 09.00 AM to Under Secretary (Admn-I)/Assistant Director (Admn I) daily and would not leave before 05.30 PM. In case, person deployed is absent on a particular day or comes late/leaves early on three occasions, one-day wage shall be deducted.

21. The agency shall depute a coordinator who would be responsible for immediate interaction with the Ministry of Tourism so that optimal services of the persons deployed by the agency could be availed without any disruption.
22. The selected agency shall immediately provide a substitute in the event of any person absenting from duty on any day or leaving the job due to personal reasons. The delay by the agency in providing a substitution beyond three working days shall attract pre-estimated agreed liquidated damages @ Rs.200/- per day on the service-providing agency.
23. It will be the responsibility of the service providing agency to meet transportation, food, medical and any other requirements in respect of the persons deployed by it (Agency) in this Ministry and this Ministry will have no liability in this regard.
24. For all intents and purpose the service providing agency shall be the "Employer" within the meaning of different Labour Legislations in respect of DEO's so employed in the Ministry. **The persons deployed by the agency in the Ministry shall not have any claims of Master and Servant relationship nor have any principal and agent relationship with or against the Ministry of Tourism.** They shall in no case be entitled for claiming regularization/employment in the Ministry of Tourism on the basis of having rendered services through the contractor.
25. The Service-providing Agency shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed. This Ministry shall, in no way be responsible for settlement of such issues whatsoever.
26. This Ministry shall not be responsible for any damages, losses, claims, financial or injury to any other person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.
27. The persons deployed by the service providing agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to casual, ad-hoc, regular/confirmed employees of this Ministry during the currency or after expiry of the contract.
28. 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 and will have no claim or any absorption nor for any relaxation for absorption in the regular/otherwise capacity in the Ministry of Tourism.

LEGAL

29. The tendering agency will be responsible for compliance of all statutory provisions relating to minimum wages, Service tax, Provident Fund and Employees State Insurance etc., if applicable in respect of the persons deployed by it in this Ministry.
 30. The tendering agency shall also liable for depositing any taxes, levies, Cess etc. on account of service rendered by it to the Ministry of Tourism to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
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31. The tendering agency shall maintain all statutory registers under the applicable law. The agency shall produce the same, on demand, to the concerned authority of this Ministry or any other authority under law.

32. The Tax at Source (TDS) shall be deducted as per the provisions of the Income Tax Department, as amended from time to time and a certificate to this effect shall be provided to the agency by this Ministry.

33. In case, the tendering agency fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof the Ministry is put to any loss/obligation, monetary or otherwise, the Ministry 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.

FINANCIAL

34. The Technical bid should be accompanied earnest money deposit (EMD) for Rs.70,000/- (Rupees Seventy Thousand only) in the form of Demand Draft/Pay Order drawn in favour of Pay & Accounts Officer, Ministry of Tourism, New Delhi **failing which the tender shall be rejected outrightly. The Annual Turn Over of the company should not less than Rupees 4 crores.**

35. The EMD in respect of the agencies which do not qualify the Technical Bid (First Stage)/Financial Bid (Second Stage) shall be returned to them without any interest. However, the EMD in respect of the successful tenderer shall be adjusted towards the Performance Security Deposit. **Further, if agency fails to deploy required number of manpower against the initial requirement within 5 days from the date of placing the order the EMD shall stand forfeited without giving any further notice.**

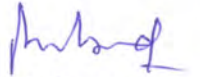
36. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited by the Ministry besides annulment of the contract.

37. The agency shall raise the bill, in triplicate, along with attendance sheet (duly verified by Under Secretary (Admn I)/Assistant Director (Admn II) in respect of the persons deployed and submit the same 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. The payment to the manpower should be made by the agency through individual bank accounts opened at any Bank at Delhi/NCR and the photocopies of disbursed cheque/documents, along with proof of receipt thereof by the workers will be submitted to this Ministry before the end of each month. Ministry shall verify the actual payment of statutory payments periodically and if not satisfied shall withhold the payments due to the service provider in addition to other legal action.

38. The amount of pre-estimated agreed liquidated damages calculated @ Rs.200/- per day per person 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.

39. In case of revision of rates prescribed by the appropriate authority as minimum wage, revision of rates to the extent of increase/decrease in the minimum wage may be allowed by this Ministry.

40. The Ministry of Tourism reserves the right to withdraw/relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.



(B.N. Prasad)

Under Secretary to the Government of India

**ORDER FOR ARRANGEMENT OF DOCUMENTS WITH THE TECHNICAL
BID**

1. Application – Technical Bid.
2. Attested copy of the registration certificate.
3. Attested copy of PAN/GIR Card.
4. Attested copy of the latest IT return filed by the agency.
5. Attested copy of the Service Tax registration letter/certificate, if any.
6. Attested copy of the PF registration letter/certificate, if any.
7. Attested copy of the ESI registration letter/certificate, if any.
8. Attested copy of ISO Certified Certificate.
9. Certified document in support of financial turnover of the agency during the last 3 years.
10. Certified documents in support of entries in column 13 of Technical Bid application.
11. Copy of the terms and condition at page 11-14 in Tender Document with each page duly signed and sealed by the authorized signatory of the agency in token of their acceptance.

**ORDER FOR ARRANGEMENT OF DOCUMENTS TO BE SUBMITTED BY
THE SUCCESSFUL AGENCY BEFORE DEPLOYMENT OF MANPOWER**

List of workers short listed by the agency for deployment in the Ministry of Tourism containing full details i.e. date of birth, marital status, address etc.

1. Bio –Data of all persons.
2. Character Certificate from two Group 'A'/Class-I Gazetted Officers of the Central/State Government in respect of each person.
3. Certificate of verification of antecedents of all persons by local police authority.

