

**DIRECTORATE GENERAL OF VIGILANCE  
CUSTOMS & CENTRAL EXCISE, NORTH ZONAL UNIT  
2<sup>ND</sup> FLOOR, C.R. BUILDING, I.P. ESTATE,  
NEW DELHI – 100109, [Tel:- 011-23370842](tel:011-23370842)**

F.NO-Admn/Vig/Nzu/12/13/Pt-II/1204

DATED: 07 .12.2017

**NOTICE INVITING TENDER FOR OUTSOURCING OF DATA ENTRY  
OPERATORS (DEO), NEW DELHI**

The office of the Directorate General of Vigilance, Customs and Central Excise, North Zonal Unit, New Delhi hereby invites sealed tenders for “Outsourcing of Data Entry Operators (DEO)” by hiring of one Personnel as per the details given in subsequent paras.

2. The Tender is invited in two parts i.e. (i) Technical Bid (ii) Financial Bid, separately. The proforma for Technical Bid and Financial Bid are prescribed in Annexure – A and Annexure – B to this notice. The Technical Bid and Financial Bid duly filled in and complete in all respect shall be submitted in two separate sealed covers. These envelopes shall be super-scribed as “FINANCIAL BID” & “TECHNICAL BID” and put inside a bigger sealed envelope which shall be superscribed with the words, “Tender for “Outsourcing of Data Entry Operators (DEO)”, addressed to the Additional Director General, Directorate General of Vigilance, Customs and Central Excise, North Zonal Unit, New Delhi-110002. All the three envelopes must contain bidder’s name, address, contact person’s Mobile /Telephone number/s. The said sealed envelope should be submitted in the Drop Box kept in the cabin of the Additional Director General, Directorate General of Vigilance, Customs & Central Excise, North Zonal Unit, C. R. Building New Delhi-110002 by **1600 hours on 26.12.2017**. Late submission of tenders shall not be accepted in any case.

3. The Technical Bid and Financial Bid complete in all respect shall be taken into consideration. Incomplete bid documents shall be rejected without assigning any reason. The bidder shall abide by General Terms & Conditions and Special Terms

& Conditions specified as Annexure – I & Annexure – II to this notice. **The Tender Notice along with its enclosures is available on Central Board of Excise & Customs (CBEC) Website [www.cbec.gov.in](http://www.cbec.gov.in).**

4. If the bids are submitted by post/ courier, the same should be sent to the Additional Director General at the address mentioned in para 2. It should be ensured that the envelope containing the bid is tamper proof and it reaches this office in intact condition without any damage or loss. The Department is not responsible for the delay or receipt of the same in tampered condition during transit through postal/ courier service.

5. The Technical bids will be opened at **1100 hours on 27.12.2017** in the presence of the bidders. The valid Technical bids shall be scrutinized by the department to short list the eligible bidders. The financial bids of the short listed/qualified bidders will be opened **on 03.01.2018**. The short listed tender along with the documents will be submitted to the “competent authority” and upon his approval the successful bidder will be intimated about the award of contract.

6. The department has right to relax Technical Qualification in case of sufficient number of quotation would have not received.

7. This office reserves the rights to postpone/and/or extend the date of receipt/opening of Rates/Quotations or to withdraw the same, without assigning any reason thereof.

8. The service provider are required to submit the complete rates/quotations only after satisfying each and every conditions laid down in the terms and conditions.

9. All the rates must be written both in figures and words. Correction, if any, is to be made by crossing out, initialing, dating and rewriting. In case of discrepancy between the words and figures, the rates indicated in figures shall prevail. All overwriting /cutting, insertions shall be authenticated and attested.

10. Rates/Quotations should be submitted and signed by the firm with its current business address.

11. The Contractor / Service provider shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms conditions contained herein and submit the same.

12. The Contractors/Service Provider must comply with the rates/quotations, specification and all terms and conditions of contract. No deviation in the terms and conditions of the contract shall be entertained unless specifically mentioned by the service provider in the rates/quotations and accepted by the department.

13. The Additional Director General, Directorate General of Vigilance, Customs & Central Excise, North Zonal Unit, New Delhi reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.

Encls. : Annexure – A  
Annexure – B

(Vinod Kumar)  
Deputy Commissioner (Admn)

Copy to: i) The Webmaster, CBEC, New Delhi with the request to upload the Tender Notice on the Board's Website.

ii) Notice Board of the office.

## **TENDER FOR OUTSOURCING OF DATA ENTRY OPERATORS**

Sealed tenders are invited from reputed agencies for outsourcing of Data Entry Operators (DEO) on the following terms and conditions:

### **I. GENERAL TERMS AND CONDITIONS**

1. The duties of the **DEOs** would broadly include typing from the written Drafts/documents, taking direct dictation on the computer, cleaning and maintenance of computer, printing of documents and any other work assigned by the superior authority.
2. The following qualification should be fulfilled by the DEO:
  - A. The personnel should have at least passed 12<sup>th</sup> Standard with English as one subject.
  - B. The personnel should have minimum speed of typing at 40 wpm.
  - C. The personnel should possess knowledge of software such as MS Word, MS Excel, MS Power Point etc. Web based networking, Tally and hardware of computer.
  - D. The age of personnel should be between 20 years to 35 years.
  - E. The personnel should able to type directly on computer during dictation.
  - F. The personnel should able to work till late hours, when required.
3. The working hours for DEOs will be from 09.30 hrs to 06.00 hrs, if necessary even on holidays, with 1/2 hrs lunch time break. The work shall be done on all working days and payment will be made on the basis of attendance.
4. Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948 shall be taken by the Service Provider. The Service Provider shall arrange necessary insurance cover for any person deployed by him even for short duration. This office shall not entertain any claim arising out of mishap, if any that may take place. In the event of any liability/claim falling on this office, same shall be reimbursed/indemnified by the Service Provider.
5. The personnel, if not found working satisfactorily, must be replaced by the Service Provider Immediately.

6. The personnel should be punctual and should complete the work assigned to them promptly and meticulously.

7. The personnel should report to the office in charge assigned by the office.

8. The service provider is responsible for payment of monthly salary including leave salary, bonus, gratuity etc. to the personnel as applicable to them under law. The Service provider should ensure that salaries are paid on time every month. **It is mandatory for the service provider to pay the prevailing wages prescribed by the Minimum Wages Act of the Delhi Government to the DEOs. The DEOs will be paid the wages of clerical/non-technical staff.**

9. All existing statutory regulations of both the State as well as the Central Governments, shall be adhered to by the Service Provider and all records maintained thereof shall be available for scrutiny by this office. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice.

10. The payment shall be made by Service Provider to the DEOs on or before 7<sup>th</sup> of the following month. At the time of submission of bill for payment, the Contractor/Service Provider should submit the proof for the previous payment made towards statutory liabilities. The service provider shall make only statutory deduction from the salary paid to the personnel.

12. The persons engaged by the Contracting Agency/Service Provider will be in the employment of the Agency/Service Provider only.

13. The Contractor/Service Provider shall indemnify and keep this office indemnified against all acts of omission, negligence, dishonesty or misconduct of the personnel engaged and this office shall not be liable for any damages or compensation to any personnel or third party.

14. All damages caused by the personnel to the property of the office shall be recovered from the Service Provider.

15. The contract will be for a maximum period of **24 months** starting from **15.01.2018 to 14.01.2020**. This office reserves the right to extend the contract further, on the same terms, subject to satisfactory performance of the Service Provider.

16. No other person except Service Provider's authorized representative shall be allowed to enter the offices.

17. Department/office will not involve in any dispute between the service providers and workers of the service provider.

18. Proper uniform and identification card shall be provided by the contractor/bidder to the person deployed as DEOs and it must be ensured that the same are worn to work & I.D. cards are displayed on person.

19. The contractor/bidder shall ensure that workers deployed by it maintain discipline of the highest order and that they restrict themselves to their assigned work only.

20. The contractor/bidder shall ensure that workers deployed by it maintain confidentiality to the work of the office and to work assigned to them.

21. The contractor/bidder shall ensure that workers deployed by it maintain integrity of the highest order.

22. Any incidence of inappropriate behavior by any of the DEOs or any interference by them in the official functioning shall be viewed very seriously and may even lead to termination of the contact, if need be.

23. Notwithstanding anything contained herein, this office reserves the right to terminate the services of the Contracting Agency/Service Provider at any time without giving any notice or reasons whatsoever.

## **II TECHNICAL CONDITIONS (SUBMITTED WITH TENDER)**

1. The contractor/bidder should have previous experience of deploying/supplying personnel to Government Departments for **Two** years and the sealed quotation should be accompanied with necessary proof.
2. The contractor/bidder should have valid GST registration and PAN/TAN which is to be quoted in the sealed quotation.
3. The contractor/bidder should have valid registration with ESI & EPF Authorities.
4. At least Two Satisfactory Certificates issued by deploying office.
5. Documents showing completing at least one similar service of value not less than 25 lakh during the last three years.
6. Affidavit that the agency has not been blacklisted by Centre/State Government.

## **III FINANCIAL CONDITIONS**

1. The Data Entry Operators shall be paid as per the prevailing wages prescribed by the Minimum Wages Act, of the Delhi Government. The DEOs will be paid the wages of clerical/non-technical staff. Any change in the minimum wages made by the Government will automatically change the wages payable under this contract.
2. The contractor/bidder will have to specify the amount to be charged by it towards Service charges for providing the DEOs as per the wages. It may be noted that in order to eliminate frivolous bids and disguised charges/deduction from salary of personal, service providers bidding at 0% or negligible service charges shall be disqualified.

**ANNEXURE- A**

**TECHNICAL BID**

Pre- qualification requirements for award of contract for outsourcing of Data Entry Operators (DEO):-

S. No.	Details	
1	Name of the Firm/Company (enclose self-attested Copy of deed if any)	
2	Address of the company with Telephone No., Fax and E-mail.	
3	Name and address of the Proprietor/Partners/Directors with Mobile No	
4	PAN no. (Enclose attested copy)	
5	GST Registration No. (Enclose attested copy)	
6	ESI Registration No. (Enclose attested copy)	
7	No. of Persons Employed	
8	Provident fund No. allotted by Regional Provident fund office (enclose attested copy)	
9	Name of the Govt. Organization/Prominent Private Sector to whom similar services have been provided by the firm during the last year (attach relevant documents)	
10	Details of legal disputes relating to Data Entry Operator Services pending, if any.	

**DECLARATION**

I/We hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I/We understand that in case, any deviation is found in the above statement at any stage; I/We shall be blacklisted and will not have any dealing with the department in future.

Signature of Authorized person with date



**ANNEXURE -B**  
**FINANCIAL BID DOCUMENT**

1. Name of the party
2. Address  
(With telephone no. fax no.& Email Id)
3. Name & Address of the proprietor/partners/Directors  
(With mobile numbers)
4. Rate of services charges to be charged on the wages payable as per Minimum Wages Act of the Delhi Government: .....  
(Exclusive of GST) (Basic+EPF+ESI+Service Charge)

**DECLARATION**

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case, any deviation is found in the above statement at any stage; I/We will be blacklisted and will not have any dealing with the Department in future.

Signature of Authorize Signatory with date & Seal