



भारत सरकार / GOVERNMENT OF INDIA
आयकर विभाग / INCOMETAX DEPARTMENT

सचिवालय, आयकर विवाद समाधान पैनल-2 बेंगलुरु

SECRETARIAT INCOME TAX DISPUTE RESOLUTION PANEL-2 BENGALURU

‘A’ विंग, चौथी मंजिल, केंद्रीय सदन, कोरमंगला, बेंगलुरु- 560034

‘A’ Wing, 4th Floor, Kendriya Sadan, Koramangala, Bengaluru- 560034

Phone & Fax No.: 25507338 Email- bangalore.secretary.drp2@incometax.gov.in

F. No. 13/DEO/CIT(DRP-2) BNG/2019-20

Dated: 01-01-2020

TENDER FOR OUTSOURCING OF DATA ENTRY OPERATORS (DEO) & MULTI-TASKING STAFF(MTS) IN THE CHARGE OF SECRETARIAT TAX (DISPUTE RESOLUTION PANEL – 2), BENGALURU.

Sealed tenders are invited from reputed agencies for outsourcing of Data Entry Operators (DEOs)& Multi-Tasking Staff (MTS) in the Charges of the Secretariat (Dispute Resolution Panel – 2), Bengaluru. Interested agencies may send sealed bids in the manner specified in the tender document to the Administrative Officer, O/o The Secretariat (Dispute Resolution Panel – 2), Bengaluru, 4th Floor, ‘A’ Wing, Kendriya Sadan, Koramangala, Bangalore-560034, on or before 29th January 2020 upto 03.00 PM.

The Technical bids will be opened on 30th January 2020 at 11.00 am in Secretariat (Dispute Resolution Panel – 2), 4th floor, ‘A’ Wing, Kendriya Sadan, Koramangala, Bangalore-560034 in the presence of representative of the interested agencies, if they make themselves available at that time. Financial bids of technically qualified agencies will be opened on the same day at 12.00 pm in Secretariat (Dispute Resolution Panel – 2), 4th Floor, ‘A’ Wing, Kendriya Sadan, Koramangala, Bangalore-560034 in the presence of qualified parties if they choose to be present.

(Ravindra MG)
Administrative Officer,
Secretariat DRP-2,
Bangalore

Copy to:

1. Notice Board, 4th Floor, ‘A’ Wing, Kendriya Sadan, Koramangala, Bangalore-560034
2. The ITO (PRO), O/o Pr. CCIT, K & G Region, Bengaluru with a request to post this Tender Notice on our Website.

(Ravindra MG)
Administrative Officer,
Secretariat DRP-2,
Bangalore

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CHAPTER-1
BID REFERENCE
DOMESTICE COMPETITIVE BIDDING
(Through Tender)

Description of work	Contract for hiring of DEOs and MTS on monthly Salary basis by SECRETARIAT, DRP-2, BENGALURU, Bengaluru
Type of Tender	Two Bid System (Technical and Financial Bids to be submitted separately)
Period/Dates & Time of issue of Tender Document	01-01-2020 to 28.01.2020 from 11.00 a.m. to 05:00 p.m. on all Working Days
Tender Closure Date & Time	29/01/2020 up to 03:00 p.m.
Date, Time and Place of Opening of Technical Bid	30.01.2020 at 11.00 a.m. SECRETARIAT, DRP-2, BENGALURU, Bengaluru
Date, Time and Place of opening of Financial Bid	30.01.2020 at 12.00 p.m . SECRETARIAT, DRP-2, BENGALURU, Bengaluru (in case of any change, same will be intimated at the time of opening of Technical bid)

CHAPTER-2

ANNEXURE - I

**TENDER FOR OUTSOURCING OF DATA ENTRY OPERATORS &
MTS (MULTI-TASKING STAFF)**

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

I GENERAL TERMS AND CONDITIONS

A -1 The nature of duties of DEO are given below:

a) The duties of the DEO would broadly include typing from the written draft/document, taking direct dictation on the computer, cleaning and maintenance of computer, printing of documents and any other work assigned by the superior authorities.

2. The following qualification should be fulfilled by the DEO:

- a) The Person should be graduate with English as one subject.
- b) The person should have minimum speed of typing at 40wpm.
- c) The person 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 between 20 years to 40 years.
- e) The personnel should be able to type directly on computer during dictation.

3. The working hours for DEOs will be from 9:30 hrs to 06:00 hrs, if necessary, even on holidays, with ½ hour lunch time break. The work shall be done on all working days and payment will be made on the basis of attendance.

The total number of DEOs deployed shall be at the discretion of this office.

II MULTI-TASKING-STAFF (MTS) on the following terms and conditions: -

GENERAL TERMS AND CONDITIONS

B-2: The nature of duties of MTS are given below:

4. General cleanliness and upkeep the section. Carrying of files and other papers within the building. Photocopying, making sets, stapling, spiral bindings, sending of FAX etc., Other non-clerical work in the section (Semi-Skilled).

The following qualification should be fulfilled by the MTS:

- i) The Person should have completed 10th standard with knowledge of Hindi.

And the below common terms and conditions for both DEOs & MTS

5. 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 persons 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.
6. The Personnel, if not found working satisfactorily, must be replaced by the Service Provider immediately on demand.
7. The Personnel should be punctual and should complete the work assigned to them promptly and meticulously.
8. The Personnel should report to the officer in-charge assigned by the office.
9. All existing statutory regulations of both the States 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 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 relevant Minimum Wages Act.
11. The payment shall be made to the Service Provider on or before 10th of the following month. At the time of submission of bill for payment, the ***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. Payment to the Service Provider will be made by Account Payee Cheque/ECS only, on presentation of the bill. Income-tax shall be deducted at source as per the rates notified by the Income-tax Department.
13. The persons engaged by the Service Provider will be in the employment of the Service Provider only.
14. The 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.
15. All damages caused by the personnel to the property of the office shall be recovered from the Service Provider.

16. The contract will be for a maximum period of 1 year initially. This office reserves the right to extend the contract further, on the same terms, subject to satisfactory performance of the Service Provider.
17. No other person except Service Provider authorized representative shall be allowed to enter the offices.
18. Department / Office will not be involved in any dispute between the service provider and workers of the service provider.
19. Proper uniform and identification card shall be provided by the Service Provider / bidder to the person deployed as DEOs & MTS and it must be ensured that the same are worn to work & I.D. cards are displayed on the person.
20. The Service Provider / bidder shall ensure that workers deployed by it maintain discipline of the highest order and that they restrict themselves to their assigned work only.
21. Any incidence of inappropriate behavior by any of the DEOs & MTS or any interference by them in the official functioning shall be viewed very seriously and may even lead to termination of the contract, if need be.
22. The vendor will provide the personal particulars of the DEOs & MTS giving details of educational qualifications. The DEOs & MTS are required to sign an undertaking, pledging that:
 - I. He/She will work only for the Income-Tax office on a full-time basis and will not take any other part-time employment during the contract period.
 - II. He/She will not part with any official and otherwise information pertaining to the office.
23. Notwithstanding anything contained herein, this office reserves the right to terminate the services of the Service Provider at any time without giving any notice or reasons whatsoever.

24. **Determination of L1 Bidder and Awarding of Contract**

- (1) On completion of evaluation process of commercial bids and based on any other clarification submitted by the bidder in response to this office's query, if any, the contract will be awarded to the bidder, who has quoted the lowest price, namely L1 bidder.
- (2) As there will be no scope for negotiation on the price, the bidders in their own interest should quote the most competitive price. This office reserves the right to reject L1 bid if the same is found unreasonable or is not as per the technical requirement mentioned in this document and in such a case the next lowest bidder namely L2 will be considered. If for any reason, the work order or purchase order (P.O.) issued to the L1 bidder does not get executed or the L1 bidder backs out, this office is at liberty to consider the next lowest bidder namely L2. Consequently, the defaulting L1 bidder will be blacklisted and debarred from participating in any of the future tender processes of Income Tax Department for a period of 2 years from the date of PO / work order. 4/-

CHAPTER-3
MODE OF SUBMISSION OF TENDER

1. The sealed tenders shall be addressed to the Administrative Officer, Secretariat (Dispute Resolution Panel - 2), Bengaluru, 4th Floor, 'A' Wing, Kendriya Sadan, Koramangala, Bangalore-560034
2. The bidders are required to submit two bids i.e. Technical bid and Financial bids in the prescribed formats i.e. Annexure – II and III (available on www.eprocure.gov.in). In the technical bid, the bidder will provide details about his experience in the field, the other organizations for which he/she is providing such services, details regarding compliance of statutory laws etc. (detailed conditions given in Annexure I). In the Financial bid, the bidder will submit his quotation for his charge (detailed conditions given in the Annexure III). It should be written boldly on top of the both envelopes as TECHNICAL BID and FINANCIAL BID. Both the envelopes should be submitted in a single sealed cover duly addressed and super scribed with QUOTATIONS FOR OPEN TENDER FOR OUT SOURCING OF DEOs on top. The service provider will be short listed on the basis of their technical competency after opening of technical bids. Finance bids of only those bidders, who are short listed on the basis of Technical bid will be opened and the bid with lowest quotations among the opened bids will normally be approved.
3. This office has right to relax Technical Qualification in case sufficient number of quotations are not received.
4. 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.
5. 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.
6. All the rates must be written both in figures and words. Corrections, if any, are 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.
7. Rates / Quotations should be submitted and signed by the firm with its current business address.
8. The tender 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 and conditions contained herein and submit the same.
9. The 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.

10. The last date for receipt of sealed tender is 28/12/2017 at 03:00 PM. The sealed tenders should be submitted to Administrative Officer, Secretariat (Dispute Resolution Panel - 2), Bengaluru, 4th Floor, 'A' Wing, Kendriya Sadan, Koramangala, Bangalore-560034, between 11:00 AM to 05:00 PM on all working days.
11. Bids received later than the stipulated date and time will not be considered under any circumstances. This office reserves the rights to reject any tender, even the lowest one without assigning any reasons thereof.
12. The tender will be opened on 31/12/2018 at 11:00AM in the Secretariat (Dispute Resolution Panel - 2), Bengaluru, 4th Floor, 'A' Wing, Kendriya Sadan, Koramangala, Bangalore-560034 in the presence of tender committee.
13. Tender Fee of Rs. 100/- (Rupees One Hundred only) per application in the form of Demand Draft/Banker's Cheque of Scheduled Bank in the favour of ZAO, CBDT, Bengaluru shall accompany the sealed bid. Qualifying bids without Tender Fee will be rejected. The Tender Fee is not refundable.
14. The successful bidder will have to make a Earnest money deposit of Rs. 30,000/- [Rupees Thirty Thousand) in the form of Demand Draft/Banker's Cheque in the favour of ZAO, CBDT, Bengaluru. Earnest money deposit will be returned to the Service Provider after signing of the Contract and supply of DEOs to this office.
15. The tender details are also available with the Administrative Officer, Secretariat (Dispute Resolution Panel - 2), 4th Floor, 'A' Wing, Kendriya Sadan, Koramangala, Bangalore-560034.
16. Any clarification in the matter may be obtained on prior appointment with Administrative Officer, Secretariat (Dispute Resolution Panel - 2), Bengaluru, 4th Floor, 'A' Wing, Kendriya Sadan, Koramangala, Bangalore-560034

CHAPTER-4
ANNEXURE-II
FORMAT OF TENDER COMPLIANCE REPORT

To
The Secretariat,
DRP-2, Bengaluru,
Bengaluru

Sub: Tender for Outsourcing of DEOs and MTS for SECRETARIAT, DRP-2,
BENGALURU, Bengaluru-reg.

Sir,

I have gone through the entire tender document and the terms and condition of the Tender in F.No.13/Man power/2019-20/SECRETARIAT, DRP-2, BENGALURU dated 01-01-2020 for Outsourcing of DEOs and MTS at SECRETARIAT, DRP-2, BENGALURU, Bengaluru.

Place:

Date: Signature of Bidder

Seal Name:

CHAPTER-5
ANNEXURE-III
LETTER OF AUTHORISATION FOR ATTENDING BID OPENING

To
The Secretariat,
DRP-2,
Bengaluru,
Bengaluru.

Sir,

Sub: Authorization for attending bid opening on (date) in the tender of "Out sourcing of DEOs and MTS to SECRETARIAT, DRP-2, BENGALURU.

Following person is hereby authorized to attend the bid opening for the tender mentioned above on behalf of (Bidder):-

Name

Specimen Signature

1.

Signature of bidder
Or person authorized to sign the bid
documents on behalf of the bidder

CHAPTER-6
ANNEXURE - IV
TECHNICAL BID (QUALIFYING BID DOCUMENT)

1. Name of the party :
2. Address :
(with telephone no., fax no. & e-mail ID)
3. Name & Address of the proprietor/partners/directors :
(with mobile number)
4. Contact person (s) :
(with mobile number)
5. No. of years of experience in providing services :
of skilled/unskilled personnel (enclose proof
such as performance reports.)
6. Permanent Account Number :
7. Service Tax Registration No :
8. ESIC Registration No. :
9. EPF Registration No. :
10. Detail of TENDER FEE :

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

CHAPTER-7
ANNEXURE-V
FINANCIAL BID DOCUMENT

1. Name of the Bidder
2. Address
(with telephone no. and fax no.)
3. Name & Address of the proprietor/partners/Directors
(with mobile numbers)
4. Quotes for supply of DEO & MTS as per Central Government Labour Act

Position	Take Home Salary per personnel (Rs.)	ESI (Employee & Employer) (Rs.) per personnel	PF (Employee and Employer) (Rs.) per personnel	Medical Insurance (Rs.) per personnel	Prof. Tax (Rs.) per personnel	Total (Rs.)	Prof. Charges on take home salary (Rs.) per personnel	Total invoice value (excluding service tax) for 19 DEO
Data Entry Operator								
Multi-Tasking Staff								

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 future.

Signature of
Authorized Signatory with date

CHAPTER-08

ANNEXURE-VI

**DECLARATION FOR NOT BEING BLACKLISTED BY
ANY GOVT./SEMI GOVT.ORGANISATION**

I, (name and designation of the authorized signatory) has not been blacklisted by any Central Govt./Semi-Govt. Organization at any time in past five years.

Place:

Date:

Signature of the Authorized Signatory
With name and Seal