



Government Of India  
Income tax Department

Office of the Addl. Commissioner of Income Tax  
Central Range, Albuquerque House, Ground Floor,  
Opp: Forum Fiza Mall, Pandeshwar, Mangaluru-575001

F.No.Tender/DEO/ Addl.CIT/CR//MNG/2020-21

Dated: 18.03.2021

**NOTICE INVITING TENDER FOR PROVIDING DATA ENTRY OPERATORS/TYPISTS**

(Classified as Skilled)

The O/o Addl. Commissioner of Income Tax, Central Range, Mangaluru, invites sealed offers from reputed PARTIES engaged in the business of providing manpower services, for outsourcing the service of Data Entry Operators/Typists, approximately 1(one) Number, initially and which is likely to increase or decrease on need basis in the office of the Deputy Commissioner of Income Tax, Central Circle, Hassan for a period of one year and extendable at the discretion of the Competent Authority. The description of the responsibilities and the work carried out by the Data Entry Operator is given under terms and conditions. The tender application forms and condition may be obtained from the Office of the Addl. Commissioner of Income Tax, Central Range, Mangaluru on all working days from 19.03.2021 to 25.03.2021 on payment of Rs. 575/- (non refundable) by Demand Draft of SBI in favour of The Zonal Accounts Officer, CBDT, Bangalore.

**1. TENDER PROCESS**

Tender is invited in two parts i.e. (1) Qualifying Bid and (2) Financial Bid. The tender form for Qualifying bid in Proforma prescribed in ANNEXURE-I and the tender form for the Financial Bid in Proforma prescribed in ANNEXURE-II complete in all respects shall be submitted in two separate sealed covers addressed to the **Addl. Commissioner of Income Tax, Central Range, Albuquerque House, Ground Floor, Opp: Forum Fiza Mall, Pandeshwar Mangaluru** by 4.30 PM on 29.03.2021. Late submission of tender shall not be accepted. The sealed cover should be superscribed with "**Qualifying Bid-Contract for Providing Data Entry Operator/Typist,**" and "**Financial Bid Contract for Providing Data Entry Operator/Typist**", respectively. Tenders will be opened on 30.03.2021 at 4.15 PM in the presence of bidders at O/o Addl. Commissioner of Income Tax, Central Range, Mangaluru. If the date of opening is declared a holiday, the quotations will be opened on next working day at the designated time. Incomplete bid documents shall be rejected. The valid qualifying bids shall be scrutinized by the department to short list the eligible bidders.

2. If the tenders are sent by post/ courier, it should be ensured that the cover is intact without any damage or loss at the time of reaching the destination. Department is not responsible for the delay on account of postal/Courier Services.

3. The tenderer 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 along with the Qualifying Bid. The tenderer would fill up the information in the ANNEXURE-I & II enclosed at the end of this document in clear and legible terms. Wherever required the prices quoted shall be written in figures and words as well. ANNEXURE shall also have to be signed and stamped by the bidder or Authorized Signatory.

4. The tender forms shall be rejected if it is not complete in any respect.

5. The department reserves the right to accept or reject any tender.

  
(K A CHANDRAKUMAR)  
Addl. Commissioner of Income Tax  
Central Range, Mangaluru

Copy To:

(1) The Public Relation Officer, O/o. Pr.CCIT, Karnataka and Goa Region Bengaluru with the Request to place the above tender notification on the Website of the department and also publish in the Central Procurement Portal.

(2) The Notice Board for display.

SECTION-II

DOMESTIC COMPETITIVE BIDDING

(Through Tender)

Tender F.No.Tender/DEO/ Addl.CIT/Central Range/Mangaluru/2020-21, Dated:

|   |   |
|---|---|
| Name of the Work  | Supply of Man Power of Data Entry Operator/Typist (1 No) for O/o The Asst. Commissioner of Income Tax, Central Circle, at Hassan.                                   |
| Last date & Time for receipt of Bid                                 | 29-03-2021/4.30 PM  |
| Last date & Time for submitting of Bid                              | 29-03-2021/4.30 PM  |
| Time & Date of Opening of Bid                                       | 30-03-2021/4.15 PM  |
| Place of Opening of Bid   | O/o. the Addl. Commissioner of Income Tax, Central Range, Mangaluru.<br>Albuquerque House, Ground Floor,<br>Opp: Forum Fiza Mall,<br>Pandeshwar, Mangaluru-575 001. |
| Office from whom the tender documents can be obtained and submitted | The Addl. Commissioner of Income Tax , Central Range, Mangaluru<br>Albuquerque House, Ground Floor,<br>Opp: Forum Fiza Mall,<br>Pandeshwar, Mangaluru-575 001.      |

## TERMS AND CONDITIONS

1. The nature of duties of Data Entry operator/Typist ( Skilled workers).
  - a) The duties of the Data Entry operator/Typist would broadly include typing from the written drafts/documents, taking direct dictation on the computer, cleaning and maintenance of computer, printing documents and any other related work assigned by the authority with whom they are attached.
  - b) A sum of Rs. 70,000/- must be furnished as Earnest Money Deposit (EMD) through a banker's Cheque favouring the ZAO, CBDT, Panaji. The EMD must accompany the bid without which the bid will be rejected. The said amount will be forfeited, if the successful bidder fails within the time fixed by the hirer, to sign the contract on terms contained in the bid document, or fails to execute the order within the stipulated time. The earnest money of the successful bidder will be refunded after signing the contract. For other bidders, the Earnest money instrument will be returned within 15 days of the completion of bid evaluation. No interest will be payable on this deposit.
  - c) At the time of signing the Contract, the successful bidder is required to give a Bank Guarantee of Rs. 1,00,000/- (Rupees One Lakh Only) towards Performance Security Deposit, which shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier.
2. The Data Entry operator/Typist ( Highly skilled workers) should have the following qualification:
  - a) The person should hold a Bachelor's Degree with English as one subject.
  - b) The personnel should have a minimum speed of typing at 40 words per minute.
  - c) The personnel should possess knowledge of software such as Microsoft Word, Microsoft Excel and Microsoft Power Point etc.
  - d) The age of personnel should be between 21 years to 40 years.
  - e) The personnel should be able to type directly on computer during dictation.
  - f) The Department would conduct a skill test for the selection of candidates that are provided by the agency.
3. **Conditions to be satisfied in the qualifying bid:**
  - a) Bidder should have a minimum of three years of experience in providing man power services for outsourcing services of Data Entry Operator/Typist to various organizations.
  - b) The bidder must have ESI Registration, EPF Registration and Service Tax Registration as on the date of submission of tender.
  - c) The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961.
  - d) The evidence for filing returns along with Income and expenditure Account and Balance Sheet for past three Financial Years.
  - e) In the event of the contract being awarded, the contractor should be prepared to deploy the persons within one week.
4. The contractor shall deploy only personnel with good conduct and character. In order to ensure the same, police Verification Certificate in respect of the personnel deployed shall be submitted to the O/o. Addl.CIT, Range-1, Mangaluru, at the time of deploying each personnel.

5. The personnel deployed shall work on all days except Sundays and National Holidays. If it is required the personnel must be ready to work on holidays as well and payment will be made based on attendance.
6. Normally the working hours for persons deployed by the contractor shall be between 09.30 AM To 06.00 PM with a lunch break of half an hour in between. The person deployed should invariably reach office before 09.30 AM , every day and perform the duties.
7. The Personnel shall attend to work punctually at the prefixed/determined timings and shall be well-behaved and well-mannered.
8. The personnel shall perform all the duties assigned by the respective HODs/Assessing Officers/Officers to whom they are attached from time to time.
9. The contractor shall ensure that the work undertaken by its personnel is carried out efficiently and to the satisfaction of HODs/Assessing Officers/Officers to whom they are attached.
10. The contractor and the personnel engaged by the contractor shall be subject to the entry and exit procedure of the Department as may be determined the Department from time to time.
11. If in the opinion of this office, the contractor engages inadequate number of personnel or does not execute the work in a satisfactory manner or in accordance with the terms and condition of the contract, O/o. The Pr. Commissioner of Income Tax, Mangaluru/O/o the Addl. Commissioner of Income Tax, Range-1, Mangaluru, may get the work done through a third party contract, without any written notice to the contractor, the cost of which shall be recovered from the contractor from the monthly payment.
12. Close liaison shall be maintained with our officer-in charge for smooth and efficient performance of duties of the personnel.
13. The contract shall indemnify and shall keep O/o. Pr. Commissioner of Income Tax (ReAC) (VU)-1, Mangaluru and O/o the Addl. Commissioner of Income Tax, Range-1, Mangaluru indemnified against acts or omission or negligence, dishonesty or misconduct of the persons engaged for the work and O/o. Pr. Commissioner of Income Tax (ReAC) (VU)-1, Mangaluru and O/o the Addl. Commissioner of Income Tax, Range-1, Mangaluru shall not be liable to pay for any damages or compensation to such person or to third party.
14. In the event of increase in Service Tax by State/Central Government in future applicable under this contract, the Department shall bear the same.
15. The contractor shall arrange for the maintenance of all such register and forms as are statutorily required and/or considered necessary for the efficient performance of this contract.
16. It is clearly agreed and understood that all the persons provided/engaged by the contractor shall be the employees of the contractor and all disputes between the contractor and its personnel shall have no bearing on O/o. Pr. Commissioner of Income Tax (ReAC) (VU)-1, Mangaluru and O/o the Addl. Commissioner of Income Tax, Range-1, Mangaluru, shall not be responsible for any claims made by such persons and shall not be liable to pay employee/ex-employee of the contractor. The contractor is fully responsible for disciplined behavior of its workmen.
17. All damage caused by the contractor or the contractor's personnel or by any other personnel arising out of the contractor's employees instruction shall be charged to the contractor and recovered from its dues/bills.
18. Failure by the contractor to comply with any statutory requirement and/or the terms of the agreement during the period of contract shall result in termination of the contract and subsequent disqualification from participation in any future tender of the Department.
19. In case the contractor withdraws or O/o. Pr. Commissioner of Income Tax (ReAC) (VU)-1, Mangaluru and O/o the Addl. Commissioner of Income Tax, Range-1, Mangaluru, terminates the contract for violation of any of the terms and condition and /or deficiency in services during the period of contract, the additional expenses in hiring a new contract or temporary arrangement till the time of appointing a regular contractor through a similar tender process, shall be adjusted against payments to be made.

20. The Department reserves the rights to suspend this tendering process without assigning any reason, whatsoever. It also reserves the right to enter into or reject all application depending on the availability of resources.
21. The service charges quoted shall be inclusive of cost of issue of identity cards, other expenses relating to maintenance of register, supervisory charges and other charges to be incurred by the contractor to satisfy the Terms and Conditions of tender.
22. In case, the person deployed by the contractor is absent/leave, suitable replacement should be given immediately with information to the O/o. Pr. Commissioner of Income Tax (ReAC) (VU)-1, Mangaluru and O/o the Addl. Commissioner of Income Tax, Range-1, Mangaluru.
23. The persons deployed by the contractor should maintain the confidentiality of the work carried out by them and it is also to be ensured that they should not remove or partake any material that belongs to the department.
24. In case, complaints are received against the personnel deployed by the contractor and if the complaints are found to be true the personnel should be replaced immediately.
25. If the service provided by the contractor is found to be satisfactory, the contract may be extended for a further period as agreed to by both the parties(contractor and the Department) under the same rates and same terms and conditions.
26. The total number of Data Entry Operators/Typists deployed shall be at the sole discretion of this office.
27. Insurance cover protecting the agency against all claims applicable under the workmen's Compensation Act, 1948 shall be taken by the contractor. The Contractor shall arrange necessary insurance cover for any persons deployed by him even for short duration. This office shall not entertain any liability/claim falling on this office, same shall be reimbursed/indemnified by the contractor.
28. The contractor is responsible for payment of monthly salary including leave salary, bonus, gratuity etc. to the personnel as applicable to them under law. The Contractor should ensure that salaries are paid on time every month.
29. The persons engaged by the Contracting Agency/Contractor will be in the employment of the Agency/Contractor only. The contractor is responsible for payment of salary to the personnel deployed.
30. Department/office will not involve in any dispute between the contractor and workers of the contractor.
31. Proper uniform and identification card shall be provided by the contractor/bidder to the person deployed as Data Entry Operator/Typist, and it must be ensured that the same are worn to work & ID card are displayed on person.
32. The contractor shall provide the personal particulars of the Data Entry Operators/Typist deployed, giving details of educational qualification etc., along with complete postal address.
33. The Vendor/Contractor will be responsible for mandatory police verification of each personnel deployed.
34. The Data Entry Operators/Typist, are required to abide by the following rules:
  - a. Will work in the Income Tax office Premises only.
  - b. Will not part with any information pertaining to the office.
35. During the contract period, the agency shall make salary and other payments and provide other things in time without waiting for the bill payments passed and paid by the Income Tax Department. In case it is seen that the payments of salaries have been withheld for the reason that the same have not been paid by the department, the service provider shall be debarred from participating in the next tender to be floated by the department.

36. The Income Tax Department may discontinue the contract at any point of time, by giving notice of at least 30 days before the intended date of discontinuation, and will not be liable to any additional charges or compensation payable to the agency or any other person.
37. The agency shall discontinue the contract at any point of time by giving notice of at least 60 days before the intended date of discontinuance. But it will amount to forfeiture of its security deposit submitted by it in case of discontinuation without notice and notice less than 60 days prior to the intended date of discontinuation. Income tax Department will have the right to claim damages and recover them from the payments due to the agency or by any other means in addition to forfeiting the security deposit of the agency.

### **III. RATE AND PRICE**

The bidders shall quote their rates per personnel deployed as "Rate per day per personnel" (in both word and figures) which shall not be less than the **minimum wages stipulated by the Government**. The payment of wages during the contract period shall not be less than the minimum wages fixed by the Government from time to time.

The contractor/bidder shall have to specify the amount to be charged by it towards service charges for providing the Data Entry Operators/Typist, as per the wages as mentioned in above para. It may be noted that in order to eliminate frivolous bids and disguised charges/deduction from salary of personnel, contractors bidding at 0% service charges shall be disqualified.

Proper salary slips indicating the deductions (EPF & ES etc.) shall be provided to the deployed persons by the contractor at the time of disbursement of the salary every month.

The details with regard to payment of PF, ESI & Service Tax and other statutory payment should be submitted for verification as and when called for by the Department.

### **IV. FINAL PAYMENT**

The contractor shall submit the bill for every month by the 7<sup>th</sup> day of following month along with the statement showing number of deployed for number of day certified by the respective officers. No interim bill will be entertained. Payment will be made through ECS within a month from the date of submission of bill provided there is no dispute in respect of rates, quantity and quality of work and on the basis of endorsement made by the respective officers. The payment shall be made either by the O/o. Addl. Commissioner of Income Tax, Range-1, Mangaluru or by the respective Drawing Disbursing Officers (DDOs). The payment is subject to TDS applicable under the Income-Tax Act, 1961.

*Without notice and notice less than 60 days prior to the intended date of discontinuation. Income Tax Department will have the right to claim damages and recover them from the payments due to the agency or by any other means in addition to forfeiting the security deposit of the agency.*

This is for your information.

**ANNEXURE-I**

**TECHNICAL BID (QUALIFYING BID DOCUMENT)**

|    |   |  |
|----|---|--|
| 01 | Name of the Bidder  |  |
| 02 | Address (with Mobile No, Tele No, Fax no, E-mail ID)  |  |
| 03 | Name & Address of the Proprietor/Partners/Directors   |  |
| 04 | Contact Person(s) (with mobile number)  |  |
| 05 | No. of years of experience in providing services: skilled/unskilled ,security experience (enclose proof such as performance reports.) |  |
| 06 | Permanent Account Number(PAN)   |  |
| 07 | GST Registration No:  |  |
| 08 | ESIC Registration Number:   |  |
| 09 | EPF Registration Number:  |  |
| 10 | Detail of EMD:  |  |

**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  
Authorized Signatory with date & seal



**ANNEXURE-II**

**FINANCIAL BID DOCUMENT**

1. Name of the Bidder :
2. Address(with Mobile No, Tele No, Fax no, E-mail ID):
3. Name & Address of the Proprietor/Partners/directors:  
(with mobile numbers).
4. **Quotes for supply of Data Entry Operator/Typist as per Central Govt. Labour Act:**

| Position                    | Basic Pay (Rs.) | VDA (Rs.) | Bonus (Rs.) | EPF (Rs.) | ESI (Rs.) | Total (Rs.) | Service Charges per personnel (Rs.) | Total invoice value (excluding GST) for 1 DEO |
|-----------------------------|-----------------|-----------|-------------|-----------|-----------|-------------|-------------------------------------|---|
| Data Entry Operator /Typist |                 |           |             |           |           |             |                                     |   |

**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  
Authorized Signatory with date & Seal

ANNEXURE-III

To,  
The Addl. Commissioner of Income Tax, (Central Range),  
Albuquerque House, Ground Floor,  
Opp: Forum Fiza Mall,  
Pandeshwar, Mangaluru, 575001

Sir,

Sub : Submission of Tender for supplying of Data Entry Operators-Reg.

Ref : Tender Notice in F.No.Tender/DEO/ Addl.CIT/CR/MNG/2020-21, Dated: 18.3 2021.

With reference to the above, I/We hereby submit the quotation for supplying of Data Entry Operators/Typist for the Office of the Deputy Commissioner of Income Tax, Central Circle, Hassan.

Yours faithfully,

(BIDDER)