



भारत सरकार

GOVERNMENT OF INDIA

आयकर विभाग

INCOME-TAX DEPARTMENT

OFFICE OF THE COMMISSIONER OF INCOME-TAX

आयकर आयुक्त का कार्यालय, (LTU) एल टी यू, BANGALORE/ बेंगलुरु

7th Floor, 80ft Road, 6th Block, Koramangala, Bengaluru - 560 095,

F. No. 43/CIT(LTU)/DEO/2019-20

Date: 18/03/2020

**TENDER FOR OUTSOURCING OF DATA ENTRY OPERATOR/TYPISTS (DEO) IN THE CHARGE OF COMMISSIONER OF INCOME TAX (LTU), BENGALURU.**

Tender is invited on behalf of the President of India as the Office of the Commissioner of Income Tax (LTU), Bengaluru. Sealed tenders are invited from reputed agencies for outsourcing of **DATA ENTRY OPERATER** in the office of CIT(LTU), Bengaluru. Interested agencies may send sealed bids in the manner specified in the tender document to the **Administrative Officer, Gr. III, O/o Commissioner of Income Tax (LTU), Bengaluru, Room No.721, 7th Floor, 80ft Road, 6th Block, Koramangala, Bengaluru - 560 095, on or before 26.03.2020 upto 4.00 PM.**

The Tender documents can be collected from this office during working days between 10.30 AM to 04.00 PM. The tender documents are also uploaded in the Central Public Procurement Portal <https://eprocure.gov.in> and official website [www.incometaxbengaluru.in](http://www.incometaxbengaluru.in).

The Technical bids will be opened on **27.03.2020 at 3.00 PM** in the O/o Addl. Commissioner of Income Tax, O/o CIT (LTU), Bengaluru, room no. 453, 4th Floor, 80ft Road, 6th Block, Koramangala, Bengaluru - 560 095, 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 in the presence of qualified parties if they choose to be present.



Income tax Officer (HQ)  
O/o Commissioner of Income Tax  
(LTU), Bengaluru.

Copy to: 1. The Administrative Officer, O/o CIT, LTU, Bengaluru for n.a.

2. Notice Board: 7th Floor, 80ft Road, 6th Block,  
Koramangala, Bengaluru - 560 095

## TENDER FOR OUTSOURCING OF DATA ENTRY OPERATOR (DEO)

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

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

1. Hiring of Skill & clerical /stenographer The DEOs should have minimum educational qualification of 12th standard and above with English as one subject. The personnel should possess fair knowledge of software such as MS Word, MS Excel, and MS PowerPoint etc. Web based networking and hardware of computer. The personnel should have minimum speed of typing at 40 w.p.m (English.).
2. **The following qualification should be fulfilled by the Data Entry operator/Typists (DEO):**
  - a) The Person should have fair knowledge of reading and writing in Kannada, English, and Hindi & Numerical System.
  - b) The age of personnel should be between 20 years to 35 years with preference to younger age group.
  - c) The personnel should be able to work till late hours if necessary.
3. **The working hours for Data Entry operator/Typists (DEO will be from 9:30 AM to 06:00 PM.** The working days are from Monday to Saturday. If necessary, they would be required to work even on holidays, with **½ hour lunch break**. The work shall be done on all working days and payment will be made on the basis of attendance.
4. The number of Data Entry to be outsourced is **5 (Five)**. However, the total number of DEO deployed may be increased based on further requirement at the sole discretion of this office.
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 found not working satisfactorily, must be replaced by the Service Provider immediately.
7. The Personnel should be punctual and should complete the work assigned to them promptly and meticulously.
8. The Personnel should report to the office 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 shall at this own cost comply with the provision of labour law, rules, orders and notifications whether Central or State or Local as applicable to him or to this contract from time to time. These Acts/Rule include without limitation to the followings:

The Central Minimum Wages Act/ The Workmen's Compensation Act/The payment of Gratuity Act/ The Shop and Establishment Act/The Payment of Bonus Act/The Employees Provident Fund & Miscellaneous Provisions Act/The Employees State Insurance Act/ All other Acts/Rules/Buy-laws; orders notifications, etc., present or future applicable to the Service provider from time to time for performing the contract job.

The Service provider shall pay wages to various category of manpower provided as per the prevailing wages prescribed by the Central Minimum wages Act. The Service provider shall maintain proper records under minimum wages Law/Acts. Any statutory enhancement in wages by notification shall be claimed from the Department by the Service Provider by furnishing documentary proof and get the rate approved by the Department for payment to its employees.

11. The payment shall be made to the Service Provider on or before 10<sup>th</sup> of the following month. At the time of submission of Monthly bill for payment, the Contractor/Service Provider should submit the proof for the previous payment made towards statutory liabilities and wages to Data Entry operator/Typists (DEO). The Service provider shall make only statutory deduction from the wages paid to the person. **In case of any delay in submission of bill/passing the bill/ funds not available for passing the bill, the service provider should pay wages to the employees every month and should not be interrupted. The contractor must ensure that accept the delayed payment up to 90 days without claim of any interest on his bill payment.**
12. Payment to the Service Provider will be made by Account Payee ECS only, on presentation of the bill. Income-tax shall be taxdeducted source as per the rates notified by the CBDT. GST shall be deducted as per the rates notified by the CBIC.
13. The persons engaged by the Contracting Agency/Service Provider will be in the employment of the Agency/Service Provider only.
14. 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.
15. The Service provider shall be liable for all damages causal by the personnel to the property of the office and the same shall be recovered from the Service Provider.
16. The contract will be for a maximum period of **1 years starting from 01.04.2020 to 31.03.2021**. This office reserves the right to extend the contract for a period upto One year, further on the same terms and conditions, subject to satisfactory performance of the Service Provider.
17. No other person except Service Provider's authorized representative shall be allowed to enter the offices.

Department/Office shall not be party to any dispute between the service provider and workers of the service provider.



19. Proper uniform and identification card shall be provided by the contractor/bidder to the person deployed as **Data Entry operator/Typists (DEO)** and it must be ensured that the same are worn during working hours & I.D. cards are displayed on person, as issued by the vendor.
20. 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.
21. Any incidence of inappropriate behavior by any of the Data Entry operator/Typists (DEO) 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 Data Entry operator/Typists (DEO) giving details of educational qualifications. The Data Entry operator/Typists (DEO) 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 to anyone.
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. MODE OF SUBMISSION OF TENDER:**

1. The sealed tenders shall be addressed to **The Administrative officer, GR-III, O/o. The Commissioner of Income Tax (LTU), Bengaluru, Room 7th Floor, 80ft Road, 6<sup>th</sup> Block, Koramangala, Bengaluru - 560 095.**
2. The bidders are required to submit two bids i.e. Technical bid and Financial bids in two separate sealed envelopes in the prescribed formats i.e. **Annexure -I, II & III (available on [www.Incometaxbengaluru.gov.in](http://www.Incometaxbengaluru.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 Para III). In the Financial bid, the bidder will submit his quotation for his charge excluding service tax (detailed conditions given in the Para IV). It should be written boldly on top of the both envelopes as **TECHNICAL BID** and **FINANCIAL BID**. Both the technical & financial bid should be sealed separately in different envelopes and thereafter should be submitted in a single sealed cover duly addressed and super scribed with **QUOTATIONS FOR OPEN TENDER FOR OUTSOURCING OF DATA ENTRY OPERATOR/TYPISTS (DEO)** on top. The service provider will be short listed on the basis of their technical competence 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 shall normally be approved.
3. The Department has right to relax Technical Qualification in case sufficient number of quotations are not received.



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 condition laid down in the terms and conditions of the technical and financial bids.
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. The rate mentioned should be exclusive of GST.
7. Rates / Quotations should be submitted and signed by the firm with its current business address.
8. The bidder 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.
9. The Contractors / Service Provider must comply with the rates / quotations, specification and all terms and conditions of contract. No deviation from 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 26/03/2020 upto 4.00 PM.** The sealed tenders may be submitted to **The Administrative officer, GR-III.O/o The Commissioner of Income Tax (LTU), Bengaluru, 7th Floor, 80ft Road, 6<sup>th</sup> Block, Koramangala, Bengaluru – 560 095., between 10.30 am to 04.00 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 **27/03/2020 of 3:00 PM** in the chamber of **The Addl. Commissioner of Income Tax (LTU), Bengaluru, room no 453, 4th Floor, 80ft Road, Koramangala, Bengaluru – 560 095** in the presence of tender committee
13. Earnest money deposit of **Rs. 500/- (Rupees Five Hundred only)** per application in form of Demand Draft/Banker's cheque of Scheduled Bank in the favour of the **Zonal Accounts Officer, CBDT, Bengaluru** shall accompany the qualifying bid. Qualifying bids without EMD will be rejected EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidders withdraw or the details furnished in Annexure-I II & III are found to be incorrect and false during the tender selection process. No interest shall be paid on the EMD and EMD of selected bidder will be returned on furnishing performance guarantee.
14. The successful bidder will have to make a security deposit of **Rs.25,000/- [Rupees Twenty Five Thousand Only]** with the DDO during the subsistence of the contract. This security deposit shall be forfeited In the event of violation of any of the terms and conditions of this tender by the bidder or in the event of any verifiable complaint of non-payment of minimum wages as per law to the Data Entry operator/Typist(DEO).
15. The tender details are also available with the **O/o Administrative Officer, Gr.III, O/o Commissioner of Income Tax (LTU), Bengaluru, Room No-721, 7th Floor, 80ft Road, 6<sup>th</sup> Block, Koramangala, Bengaluru – 560 095.** For any clarification in the matter and/or on prior appointment may be made with **Shri. Shankar Rajiv Shivam,**



Administrative Officer, Gr.III, O/o Commissioner of Income Tax (LTU), Bengaluru,  
Room No-721, 7th Floor, 80ft Road, 6<sup>th</sup> Block, Koramangala, Bengaluru - 560  
095.Phone No:8762300665

**III. TECHNICAL CONDITIONS:**

1. The Contractor/Bidder should have previous experience of deploying/supplying personnel to government Departments in the immediately preceding two years and the sealed tender should be accompanied with necessary proof of execution of such order within the last two years and complete set of work order from at least 2 Govt. Agencies- Self attested.
2. The Contractor/Bidder should submit Income tax Return copy with schedule etc., for AY 2018-19 and A Y 2019-20.
3. The Contractor/Bidder should have valid GST Registration, trade tax registration and PAN/TAN which should be mentioned in the Tender document.
4. The Contractor/Bidder should be registered with ESIC and EPF authorities and the proof there of should be provided along with the technical bid.
5. All documents are to be self-attested.

**VI. FINANCIAL CONDITIONS:**

1. The Data Entry operator/Typist(DEO) staff shall be paid as per the latest prevailing wages of skilled Worker prescribed under the Minimum Wages Act. 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 Data Entry operator/Typist (DEO) as per the wages as mentioned in Para 1 above. It may be noted that in order to eliminate frivolous bids and disguised charges/deductions from wages of person, service providers bidding at 0% or apparently non-viable service charges shall be summarily disqualified.



Income tax Officer (HQ)  
O/o Commissioner of Income Tax  
(LTU), Bengaluru.

## ANNEXURE -I

### TECHNICAL BID (QUALIFYING BID DOCUMENT)

1. Name of the Bidder:
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/skilled personnel (enclose proof  
such as performance reports.) self attest the same.  
Work order from 2 Govt. Agencies- self attested.
6. Permanent Account Number:
7. Return of Income along with annexure-self attested:
8. Service Tax Registration No:
9. ESIC Registration Number :
10. EPF Registration Number :
11. 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

## ANNEXURE-II

### 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 Office Assistant (DEO) as per Central Govt. Labour Act:

Sl. No.	Description	Charges for the person (Rs.)
1.	Wages per Data Entry operator/Typist(DEO) per month which will be paid by the Agency for the Data Entry operator/Typist(DEO) Skilled on the basis of Minimum Wages Act as per Government of India Ministry of Labour Act issued time to time Skilled <b>Rs.710X26</b>	
2.	Agency's Prof. charges per Data Entry operator/Typist(DEO) Person (take home Wages)	
3.	ESI Employers Contributions (4.75 %) on Basic +DA	
4.	EPF ESI Employers Contributions 13.16%	
5.	Bonus 8.3% on Basic + DA	
6.	Cost per Data Entry operator/Typist(DEO) (1 to 2)	
7.	No. of Data Entry operator/Typist(DEO)	
8.	Total (1 to 4)	
9.	Service Tax, if any	
10.	GST	
11.	Any other charges (to be specified)	
12.	<b>Grand Total</b>	

- a. No of Data Entry operator/Typist (DEO) may be increased or decreased as per requirement.
- b. Prevailing Rates in Bengaluru Urban should be quoted as on March-2020.
- c. Taxes wherever applicable will be paid for the above services as per the prevailing Government rates.

**Grand Total:**

(Rupees \_\_\_\_\_)

(Rates are to be quoted in figures and words both)

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



## ANNEXURE-III

To.

**The Administrative Officer Gr-III,  
O/o Commissioner of Income Tax (LTU)  
Bengaluru**

Sir,

**Sub:** Submission of Tender for providing services of Office **Data Entry operator/Typist (DEO) Skilled-Reg.**

**Ref:** Tender Notice No: **43/CIT(LTU)/DEO/2019-20,Dated: 13.03.2020.**

\*\*\*\*\*

With reference to the above, I / We hereby submit the quotation for providing services of **Data Entry operator/Typist (DEO)**, for the office of the **O/o Commissioner of Income-tax (LTU),Bengaluru.**

Yours faithfully

(BIDDER)