

**BID DOCUMENT**  
**HIRING OF DATA ENTRY OPERATORS/MTS IN THE**  
**CHARGE OF**  
**PR. CIT(ReAC)-2 , BENGALURU**  
**BY**  
**INCOME TAX DEPARTMENT**  
**O/O THE PRINCIPAL COMMISSIONER OF INCOME-**  
**TAX(ReAC), BENGALURU-2, BENGALURU BY CALLING OF**  
**TENDER**

**TENDER NOTIFICATION NO.02/2019-2020/  
Pr.CIT(ReAC)-2/BLR**

**Date: 02/12/2019**

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**OFFICE OF THE PR. COMMISSIONER OF INCOME-TAX(ReAC)-2,  
Room No. 535, 5<sup>th</sup> Floor, BMTC Building, 80 ft Road,  
Near Pass Port Office,  
Koramangala, Bengaluru - 560095.**

F.No.32/ Pr.CIT(ReAC)-2/DEO/2019-20

Date:02.12.2019

**TENDER FOR OUTSOURCING OF DATA ENTRY OPERATORS (DEO)/MTS IN THE  
CHARGE OF Pr.CIT(ReAC)-2, BENGALURU.**

Sealed tenders are invited from reputed agencies for outsourcing of **4 DEOs/4 MTS** in the Charge of Pr.CIT(ReAC)-2, Bengaluru. Interested agencies may send their sealed bids in the manner specified in the tender document to the **Administrative Officer Grade-III, O/o Pr.Commissioner of Income Tax (ReAC)-2, Bengaluru, Room No.535, 5<sup>th</sup> Floor, BMTC Building, 80 ft Road, Koramangala, Bengaluru - 560 095, on or before 13.12.2019 upto 3.00 PM.**

The Technical bids will be opened on **16.12.2019 at 4.00 pm** in the **Conference Hall, 5<sup>th</sup> Floor, BMTC Building, 80 ft Road, Koramangala, Bengaluru - 560 095** in the presence of representatives 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 **4.00 pm in the Conference Hall, 5<sup>th</sup> Floor, BMTC Building, 80 ft Road, Koramangala, Bengaluru - 560 095** in the presence of qualified parties if they choose to be present.

Copy to:

**Notice Board, Ground floor and Fifth Floor, Income Tax Department, BMTC Building, 80 ft Road, Near Pass port Office, Koramangala, Bengaluru -560095**

## **TENDER FOR OUTSOURCING OF 4 DATA ENTRY OPERATORS/ 4 MTS**

Sealed tenders are invited from reputed agencies of outsourcing for **immediate** supply of **Four Data Entry Operators (DEOs) and Four MTS ( the numbers are likely to increase in due course)** on the following terms and conditions: -

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

1. The nature of duties of **DEOs/MTS** are given below;

a) The duties of the DEOs 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 authority.

2A. The following qualifications should be fulfilled by the **DEOs**:

- a) The Person should be a graduate with English as one of the subject.
- b) The person should have minimum typing speed of 40 w p m.
- 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 while taking dictation.

2B. The following qualifications should be fulfilled by the **MTS**:

- a) The Person should have fair knowledge of reading and writing in English, Hindi & Numerical System.
- b) The age of personnel should between 20 years to 40 years with preference to younger age group.
- c) The personnel should be able to work till late hours.

3. **The working hours for DEOs/MTS will be from 9:30 A M to 06:00 P M.** 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.

4. The total number of DEOs deployed shall be 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 only. The Service Provider shall arrange necessary insurance cover for all persons deployed by him even for a 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/in-demnified by the Service Provider only.

6. The Personnel, if found not working satisfactorily, must be replaced by the Service Provider immediately after being informed of the same.

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 State as well as the Central Government, shall be adhered to by the Service Provider and all records maintained thereof shall be made 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 Minimum Wages Act, of the Central Government to the DEOs/MTS.
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 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. Payment to the Service Provider will be made by Account Payee Cheque/through 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 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. All damages cause by the personnel to the property of this office shall be recovered from the Service Provider.
16. The contract will be for a maximum period of **1 year starting from 17.12.2019 to 30.11.2020**. 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 or his Authorized Representative shall be allowed to enter the offices.
18. Department / Office will not involve in 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 persons deployed as DEOs and MTS 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 them maintain discipline of the highest order and that they restrict themselves to their assigned work only.
21. Any incidence of Inappropriate behaviour 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 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.
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 Grade-3, O/o Pr.CIT(ReAC)-2, Bengaluru, Room No.535, 5<sup>th</sup> Floor, BMTC Building, 80 ft Road, Koramangala, Bengaluru - 560 095,**
2. The bidders are required to submit two bids i.e. Technical bid and Financial bids in the prescribed formats i.e. **Annexure -I, II& III (available on [www.eprocure.gov.in](http://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 Para III). In the Financial bid, the bidder will submit his quotation for his charges (detailed conditions given in the Para IV). It should be written boldly on top of both the envelopes as **'TECHNICAL BID'** and **'FINANCIAL BID'**. Both the envelopes should be submitted in a single sealed cover duly addressed and superscribed with **QUOTATIONS FOR OPEN TENDER FOR OUTSOURCING OF DEOs/MTS** 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. The department 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 providers are required to submit the complete rates / quotations only after satisfying each and every condition 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 re-writing. 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 bidder shall sign and stamp each page of his 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 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 13.12.2019.** The sealed tenders should be submitted to **Administrative Officer Grade-III, O/o Pr.CIT(ReAC)-2, Bengaluru, Room No.535, 5<sup>th</sup> Floor, BMTC Building, 80 ft Road, Koramangala, Bengaluru - 560 095, between 11.00 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 **16.12.2019 at 4:00 PM in the Administrative Officer Grade-III, O/o Pr.CIT(ReAC)-2, Bengaluru, Room No.535, 5<sup>th</sup> Floor, BMTC Building, 80 ft Road, Koramangala, Bengaluru - 560** in the presence of the tender committee.
13. Earnest money deposit of **Rs. 50,000/- (Rupees Fifty thousand only)** per application in the form of Demand Draft/Postal order/Banker's cheque of Scheduled Bank in favour of **ZAO, 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 tender details are also available with the **Administrative Officer Grade-III, O/o Pr.CIT(ReAC)-2, Bengaluru, Room No.535, 5<sup>th</sup> Floor, BMTC Building, 80 ft Road, Koramangala, Bengaluru - 560 095.**

  
(PREETHA P.R)  
Administrative Officer Grade-III,  
For Pr. Commissioner of Income Tax(ReAC),  
Bangalore - 2, Bangalore

## 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/unskilled personnel (enclose proof  
such as performance reports.)
6. Permanent Account Number:
7. Service Tax Registration No :
8. ESIC Registration Number. :
9. 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

**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 DEO/MTS as per Central Govt. Labour Act:

Position	Take Home Salary per personnel (Rs.)	ESI (Employee & Employer) (Rs.) per personnel	PF (Employee and Employer) (Rs.) per personnel	Medical Insurance (Res.) per personnel	Prof. Tax (Res.) per personnel	Total (Rs.)	Prof. Charges on take home salary (Rs.) per personnel	Total invoice value (excluding service tax) for 1 DEO and 1 MTS
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 in future.

Signature of  
Authorized Signatory with date



## ANNEXURE-III

To.

**The Principal Commissioner of Income-tax(ReAC)-2,  
Bengaluru,  
Bengaluru**

Sir,

**Sub:** Submission of Tender for supplying 4 **DEO/4 MTS** – Reg.

**Ref:** Tender Notice No:2/PR. CIT(ReAC)-2/BMG/ DEO/MTS /02/  
2019-20 Dated: 02.12.2019.

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With reference to the above, I / We hereby submit the quotation for supplying 4 DEO/4 MTS , for the office of the Principal Commissioner of Income-tax(ReAC)-2, Bengaluru, Bengaluru.

Yours faithfully

(BIDDER)