TENDER NOTICE FOR PROVIDING DATA ENTRY OPERATORS

Sealed quotations are invited from the reputed service providers / contractors for providing 02 (two) no of Data Entry Operators (DEOs) on all working days subject to the maximum of 26 days in a month @ 8 hours per day on “No Work No Pay” basis for official purpose in the office of the Additional Director General of Revenue Intelligence, Hyderabad Zonal Unit, Hyderabad on contract basis. The bids are invited under two bid system i.e. Technical and Financial Bid. The agencies are advised to submit two separate sealed envelopes super scribing “Technical Bid for providing Data Entry Operators” and “Financial Bid for providing Data Entry Operators” (see Annexure-II for Technical Bid and Annexure III for Financial Bid). Both sealed envelopes should be kept in one sealed envelope super scribing “Bids for providing Data Entry operators in DRI, Hyderabad addressed to the Additional Director General, DRI,HZU, Hyderabad, H.No.10-2-289/57/1 & 2, ‘Suryavanshi Residency’, II Cross Road, Shantinagar, Masab Tank, Hyderabad – 500 028. The quotation should be submitted to the undersigned on or before 29.09.2020 by 14:00 hrs.

2. The Bid shall be opened at 17:00 Hrs on 29.09.2020 in the presence of bidders / representatives if they are present at the date and time appointed for opening of bids.

3. The DRI office reserves the right to postpone the date of opening or to accept or reject any or all the bids, without assigning any reasons and no correspondence in this regard will be entertained.

4. The tender notice can be downloaded from www.cbic.gov.in

5. The General Terms and Conditions are enclosed herewith as Annexure-I, the format for Technical Bid is enclosed as Annexure-II and the format for Financial Bid is enclosed as Annexure-III. Financial bid will be opened of only those bidders whose technical bids are being accepted

(Vinay Kumar Kanthei)
Joint Director

Copy to:
1) Notice Board of DRI, HZU, Hyderabad.
2) Web Master for uploading in the website of CBEC.
1. The contract for providing two data entry operators on regular basis and the contract is likely to commence w.e.f 01.10.2020 and shall continue for a period of 06 months i.e, from 01.10.2020 to 31.03.2021 unless it is curtailed or terminated by this office owing to deficiency of service, sub-standard quality of manpower deployed, breach of contract, reduction or cessation of the requirements of work.

2. The contract may be extended further by the mutual consent of contracting agency and this office subject to approval by the competent authority.

3. This office reserves its right to terminate the contract during the contract period after giving one months notice to the contracting agency in case of any deficiency in service or any other reasons as mentioned at Sl. No.1.

4. The successful bidder shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this contract to any other agency without the prior written consent of this office.

5. The successful bidder will be required to pay prescribed minimum wages to the manpower supplied as prescribed under the Minimum Wages Act 1948, as revised from time to time and as notified by the Government of India with Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it in this office. The Successful bidder will maintain proper records as required under the Law / Acts.

6. The successful bidder will be bound by the details furnished by him / her while submitting the bid or at subsequent stage. In case, any of such documents furnished by him / her is found to be false/ misleading at any stage, it would be deemed to be a breach of contract making the contract liable for cancellation.

7. The agency will be responsible for verification of antecedents of the DEOs supplied. The service provider shall ensure that any details of office, operational process, confidential information security arrangements, and administrative/ organizational matters are not divulged or disclosed to any person by its personnel deployed in this office.

8. In case, the person employed by the successful bidder commits any act of omission / commission that amounts to misconduct /indiscipline/ incompetence /security risks, the successful bidder will be liable to take appropriate disciplinary action against such persons, including their removal from site of work, immediately on being brought to his/ her notice.

9. The DEOs will have to perform duty for 8 (eight) hours a day subject to proper attendance of entry and exit with signature for max. 26 days in a month on No Work No Pay basis.

10. The DEO should have good knowledge of Computers and should be well conversant with the relevant softwares for doing various type of work, as required in the office.

11. The DEOs deployed should be of good health and neat in appearance.

12. For all intents and purposes, the successful bidder shall be the "Employer" within the meaning of different DEO/skilled labour Legislations in respect of manpower so employed and deployed in this office for contractual services. No person(s) assigned by the bidder shall have any claim for regular or ad-hoc employment/absorption whatsoever in this office/Department.
13. The successful bidder shall be solely responsible for any damages, losses, claims, financial or other injury to any person deployed in the course of their performing the functions/duties, or for payment towards any compensation. This office/Department shall not be liable for payment of any compensation or damages.

14. The man power deployed by the contractor for the contract shall not be entitled for claim, pay, perks and other facilities which may be admissible to casual, ad-hoc regular / confirmed employees of this office, during the contract or after expiry of the contract.

15. Payment shall be made only to the contractor and on monthly basis as per actual services. The contractor has to raise invoice in the first week of the following month for the services rendered in the month.

16. The successful bidder will be responsible for compliance of all statutory provisions relating to Minimum Wages, Employees Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it in this office.

17. The successful bidder shall maintain all statutory registers under the applicable Law. The agency shall produce the same, on demand, to the concerned authority of this office or any other authority under Law.

18. In case, the successful bidder fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof this office is put to any loss / obligation, monetary or otherwise, this office will be entitled to get itself reimbursed out of the outstanding bills to the extent of the loss or obligation in monetary terms.

19. The Contractor will attract a penalty of Rs.500/- (Rupees Five hundred only) per day, per person in case the person fails to carry out the data entry services due to his absence or any other reason.

20. In the event of failure in maintaining the data entry services on any day up to desired standard, in part of full the contractor is liable be penalized @ Rs.500/- (Rs. Five hundred only) per day, which shall be recovered from the bills or otherwise. For the purpose of imposing a penalty, the decision of the DRI, Zonal Unit Hyderabad will be final and binding on the contractor and shall not be subject to dispute or arbitration.

21. The contractor would ensure that all his personnel would behave courteously and decently with employees of the DRI, Zonal Unit Hyderabad and also ensure good manners.

22. The tenders will be opened 29.09.2020 at 17.00 hrs in the presence of the Tender Committee. The applicants who wish to be present at the time of opening of the tender may do so themselves or through their authorized representative at the appointed date & time.

23. Earnest Money Deposit of Rs.30,000/- (Rupees Thirty thousand only) per application in the form of Demand Draft / Banker's Cheque of Scheduled Bank in favour of "Directorate of Revenue Intelligence, Hyderabad" shall accompany the bid. Bids without EMD will be rejected. EMD is exempted as applicable for Micro and Small Enterprises (MSEs) as defined in MSME procurement policy issued by Department of Micro, Small and Medium Enterprises (MSME).

24. 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 bidder withdraws or the details furnished in Annexure-II & III are found to be incorrect or 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 as detailed below.
25. **Performance Guarantee**: The Successful bidder has to submit performance guarantee deposit of an amount equivalent to one month’s payment in the form of Bank Guarantee from a Nationalized Bank/Demand Draft/Cheque of a schedule Bank Drawn in favour of "**Directorate of Revenue Intelligence, Hyderabad**" before awarding contract. Performance Guarantee should remain valid for a period of six months beyond the date of completion of the contract. The performance Guarantee shall be refunded to the selected bidder without any interest on the completion of contract period.

26. The tender details are also available on www.cbic.gov.in.

27. For any clarification in the matter be made with the Chief Accounts Officer at the office or on telephone No. 040-29802730.

(Varay Kumar Kantheti)
Joint Director

Copy to:
1. Notice Board.
2. The Web Master for uploading the tender on CBEC website
Annexure-I

GENERAL CONDITIONS FOR DATA ENTRY OPERATORS

**Educational Qualification:** Minimum 10+2 passed in any discipline from a recognized Board or Graduate.

**Technical Qualification:**

(a) They should have good drafting, IT skills and computer proficiency, good knowledge of MS Office software like Word, Excel and Internet knowledge.

(b) Should possess a speed of not less than 40 words per minute for DATA ENTRY work.

(c) Experience in DATA ENTRY in MS Excel/Webpage.

(d) Reasonably Good command over English language and good communication skills. (Educational Qualification and Technical Qualification may be evaluated by this office).

(e) Scanning the documents, computer data entry, preparing of reports and other general office documents.

(f) Typing the official letters and other documents which may be given orally or in handwritten form.

(g) Handling existing data and editing current information.

(h) Proof reading new entries into a database etc.

(i) Keeping the office record updated.

(j) Taking backup of data at regular intervals and storage of data.

(k) Any other miscellaneous type of work assigned by the officer-in-charge

(l) The Data Entry Operators will work from 09:15 AM to 05:45 PM with half an hour lunch break, on all the working days and will also do the work of typing of letters, assistance to officers in miscellaneous computer and office work etc

(l) The Data Entry Operators should also be efficient in typing and computer application and should be proficient in the use of the MS Office i.e. be conversant with MS Word, Excel, Access, Power-Point presentation, simple data analysis and internet/e-mail.

(m) The age of the Data Entry Operators should not be less than 21 years as on 01.01.2020.

(n) A Data Entry Operator who has previously been deployed in Customs / Central Excise / Service Tax / Central Government Department for 2 (two) years would be preferred.
<table>
<thead>
<tr>
<th></th>
<th>Name of Firm/Company (in block letters)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Year of incorporation /establishment of the Firm/Company</td>
</tr>
<tr>
<td>3</td>
<td>Full Postal Address: Telephone/Fax No./E-mail:</td>
</tr>
<tr>
<td>4</td>
<td>Details of experience for providing similar services in large and reputed organizations (like Govt. &amp; PSU) (Please attach self attested copies)</td>
</tr>
<tr>
<td>5</td>
<td>Permanent Account Number (PAN) (Please attach self attested copies)</td>
</tr>
<tr>
<td>6</td>
<td>Income Tax Return Details for last three years (Please attach self attested copies)</td>
</tr>
<tr>
<td>7</td>
<td>Service Tax/GST Registration Details (Please attach self attested copies)</td>
</tr>
<tr>
<td>8</td>
<td>Details of Firm/Company Registration (with date) obtained from various concerned authorities. (Pl. Attach self attested copies)</td>
</tr>
<tr>
<td>9</td>
<td>Details of E.S.I.C. Registration with Date (Please attach self attested copies)</td>
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<tr>
<td>10</td>
<td>Details or E.P.F. Registration With Date (Please attach self attested copies)</td>
</tr>
<tr>
<td>11</td>
<td>Copy of Registration certificate/allotment letter of service tax Number (Please attach self attested copies)</td>
</tr>
<tr>
<td>12</td>
<td>List of Arbitration cases (if applicable). Do not leave it blank. If there are no such cases, write “Not Applicable”.</td>
</tr>
<tr>
<td>13</td>
<td><strong>Undertaking of the agency</strong> confirming the availability of adequate manpower of requisite qualification and experience for deployment at DRI, HZU, Hyderabad.</td>
</tr>
<tr>
<td>14</td>
<td><strong>Acceptance of terms and conditions</strong> attached. Each page of terms and conditions to be duly signed as token of acceptance and submitted as part of tender document.</td>
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</tbody>
</table>

Signature or Authorized Signatory with date ..............................................

Name of the Firm .........................................................................................

Seal .............................................................................................................
Annexure-III
FINANCIAL BID

The rates quoted should be in the following proforma for tentative requirement of 2 (two) skilled workers. The requirement may however be increased or decreased depending on the work load.

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Description</th>
<th>Details</th>
<th>Breakup of the charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Rate per person per month with 6 working days in a week. The rate should be inclusive of all charges and benefits including minimum wages, service charges of the contractor, ESI, EPF benefits etc. No other charge shall be paid over and above this rate except service tax which shall be paid over and above, if the same is claimed in the bill / invoice submitted.</td>
<td>Skilled worker / Data Entry Operator(DEO)</td>
<td>Wages : __________________________________________</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td>ESI : ______________________________________</td>
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<td>EPF : ______________________________________</td>
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<td></td>
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<td></td>
<td>Service Charges(if any):</td>
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<td></td>
<td></td>
<td>______________________________________</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Total charges for person per month excluding GST : ______________________________________</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Total Charges for two persons per month excluding GST : ______________________________________</td>
</tr>
</tbody>
</table>

Declaration:

I hereby certify that the information furnished in Annexure – I, II and III 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 shall be blacklisted and with not have any dealing with the Department in future. I also certify that I have carefully gone through the general terms & conditions of the contract as given in Annexure I / we agree to follow all the terms and conditions.

Signature of Authorised person with date :

______________________________________

Name of the Firm :

______________________________________

Seal :

______________________________________

Full Address of the firm :

______________________________________

Telephone No. & Fax No. of the Firm :

______________________________________

Email-Id of the firm :

______________________________________