

Office of the
Commissioner of Income tax
(Computer Operations)
3rd Floor, B-block, 1.1 Towers, AC Guards,
Hyderabad 500 004

F.No.CIT(CO)/OUTSOURCING/DE0/2014 -15

Dated: 13 -10 -2014.

TENDER FOR OUTSOURCING OF DATA ENTRY OPERATORS (DE0s) IN THE CHARGE OF CCIT(CCA), HYDERABAD.

Sealed Tenders are invited from reputed agencies for outsourcing of services of Data Entry Operators (DE0s) in the Charge of CCIT(CCA), HYDERABAD Andhra Pradesh and Telangana Region. Interested agencies may send sealed bids in the manner specified in the tender document to the CIT(CO), 3rd FLOOR, B Block, I.T.Towers, Masab Tank, Hyderabad-500 004, on or before 03-11-2014 upto 4 PM. The tender documents may be downloaded from the official websitt www.incometaxindia.gov.in (or) www.tenders.gov.in.

The technical bids will be opened on 05-11-2014 at 11.30 AM in the office of CIT(CO), 3th Floor, B-Block, 1.T.Towers, Masab Tank, Hyderabad-500 004 in the presence of representatives of the bidders. if they make themselves available at that time. Financial bids of technically qualified agencies will be opened on the same day at 3 PM in CIT(CO), 3rd Floor, B-Block, I.T.Towers, Masab Tank, Hyderabad-500 004 in the presence of qualified parties if they choose to be present.

(D. MADHU)
Income Tax Officer (Hqrs) (PR),
0/o. CCIT-I, IT Towers, Hyderabad.

TENDER FOR OUTSOURCING OF DATA ENTRY OPERATORS (DEO)

Sealed tenders are invited from reputed agencies for outsourcing of work of Data Entry

Operators (DEO) on the following terms and conditions:-

1. General Terms & Conditions:
 - I. Income Tax Department, Andhra Pradesh & Telangana is desirous of hiring about 350 DEOs but this figure may be lower depending upon the actual requirement (Data Entry Operators) through a Service Provider.
2. The following qualification should be fulfilled by the DEOs (skilled):
 - (a) Graduate with English as one of the subjects.
 - (b) Minimum speed of typing @ 5000 key depressions per hour.
 - (c) Adequate knowledge of desktop software, such as MS Word, MS Excel and GUI based menu driven systems and knowledge of operation of computer.
 - (d) Between 21 years to 40 years age.
 - (e) The DEO should be able to type directly on computer during dictation.
3. The working hours for DEOs will be from 09.30 a.m. to 06.00 p.m. with 'A Hour Lunch break in between. The work shall be done on all working days and payment will be made on monthly hire basis. If necessary, on holidays also DEOs have to work in case of exigencies.
4. 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 all persons deployed by him even for short duration. This office shall not entertain any claim arising out of any 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.
5. If any of the DEOs is found to be not working satisfactorily, he/she, must be replaced by the Service Provider within a day.
6. The Service Provider shall ensure that DEOs are punctual and complete the work assigned to them promptly and meticulously.

7. 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, whenever called for. Any failure to comply with any of the regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice.
8. The DEOs engaged by the Contracting Agency/Service Provider will be in the employment of the Agency/Service Provider only and they cannot make any claim on the Income Tax Department.
9. The contract/Service Provider shall indemnify and keep the Income Tax Department indemnified against all acts omission, negligence, dishonesty or misconduct of the DEOs engaged and the Income Tax Department shall not be liable for any damages or compensation to any person or third party.
10. The Service Provider shall also sign a non-disclosure agreement with the Income Tax Department, regarding non-disclosure of information in the Knowledge of DEOs gathered during the course of the work, by the DEOs .Any damage that occurs to the department on account of this would be recovered from the service provider.
- II. The contract will be for a maximum period of Two years starting from 1st December, 2014.
This office reserves the right to extend the contract further for one more year on the same terms subject to satisfactory performance of the Service Provider.
12. No other person except the Service Provider's Authorized Representative and DEOs shall be allowed to enter the offices of the Income Tax Department.
13. Department/Office will not be a party to any dispute between the Service Provider and DEOs employed by the Service Provider.
14. Identification Cards/neck tags shall be provided by the Service Provider to the persons deployed as DEOs and it must be ensured that the same are worn at all times at work place.
15. The Service Provider shall ensure that the DEOs deployed by them maintain discipline of the highest order and they restrict themselves to their assigned work only.

16. The Vendor shall provide the personal particulars of the deployed DEOs like identity proof, residence proof and proof of educational qualifications. Unless the details are furnished, the concerned DEO cannot be deployed.
17. Typing speed test will be conducted in the Office of the CIT(CO),Hyderabad, in the case of each DEO proposed to be deployed. In case of failure in the test, the concern person cannot be deployed as DEO.
18. The Service Provider shall be available for contact at all the time, receive the messages sent on phone / e-mail/Fax from this office and should acknowledge the same immediately . The service provider shall strictly observe the instructions issued by this office in fulfillment of the terms of contract from time to time. The Service Provider shall also inform the Name and Phone No., of the contact person who will coordinate from his side with the Income Tax Department in fulfilling the terms of the Contract.
19. To ensure adequate supply of man-power, if it is proposed that, a panel of 2 Service Provides be selected through this bidding. After meeting all the technical qualifications and upon selection of the successful bidder, the bidder who is next to lower in price terms would be given an opportunity to match the lowest bid and the Income Tax Department would be free to engage DEOs from either of the bidders. In case, the second lowest bidder declines to avail this facility, the same would be offered to the third lowest bidder and so on till a panel of two Service Providers is formed.
20. The service provider will be paid monthly by the concerned office depending on the no. of DEOs deployed by them and payment will be made only to the submission of proof PF and ESI payments to the Govt. A/c earlier month respect of DEO's employed in earlier month. All the DEO employed should be provided with PF and ES! Account numbers.

(IV)MODE OF SUBMISSION OF TENDER:

- I. The sealed tenders shall be addressed to the CIT(CO), 3rd Floor, B-Block, I.T.Towers, Masab Tank,Hyderabad-500 004.
2. The Bidders are required to submit two Bids i.e., Technical Bid and Financial Bids in the prescribed formats i.e., Annexure-I and II (available on www.incometaxindia.gov.in and www.tenders.gov.in), both in separate sealed covers. In the Technical Bid, the Bidder shall provide details (on technical conditions given in Para II above). In the Financial Bid, the Bidder shall submit the Quotation of the charge (detailed DEO as pre conditions given in the Para-III above). On top of the both envelopes shall be clearly as TECHNICAL BID and FINANCIAL BID in respective covers. Both the sealed envelopes should be put in a single sealed cover duly addressed and super subscribed as "QUOTATIONS FOR OPEN TENDER FOR OUTSOURCING OF DEOs" on top.
3. The Service Providers will be short listed upon their qualification in the technical bid. Financial Bids of only those bidders, who are short listed on the basis of Technical bids only be opened. The department reserves its right to reject the lowest tender incase of non-suitability.
4. This office reserves the rights to postpone/and / or extended the date of receipt / opening of Rates / Quotations or to withdraw the same, without assigning any reason thereof.
5. The rate quoted in the financial bid must be written both in figures and words. Correction and over writing would lead to rejecting of the bid. In case of discrepancy between the Words and Figures, the Rate indicated in Figures shall prevail.
6. The Tenderee shall sign and stamp each page of the 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.
7. The last date of receipt of sealed Tender is 03-11-2014. The sealed Tenders should be put in the dropbox to be kept with "Drawing and Disbursing Officer", 0/o.CIT(CO), 3rd Floor, I.T.Towers, Masab Tank, Hyderabad-500 004 between 10.30 a.m. to 05.00 p.m. on all working days.

8. Bids received later than the stipulated date and time will not be considered under any circumstances.
9. The Tenders will be opened on 05-11-2014 at 11.30 A.M. in the O/o.CIT(C0), 3RD Floor, I.T.Towers, Masab Tank, Hyderabad-500 004, in the presence of Tender Committee.
10. Earnest Money Deposit of Rs.2.50 lakhs (Rupees Two lakhs and Fifty Thousand only) per application in form of Demand Draft of Scheduled Bank in the favour of the ZAO, CBDT, HYDERABAD shall accompany the qualifying Bid. The DD containing EMD should be enclosed in the technical 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 a successful bidder withdraws from the bidding processing or the details furnished by him in Annexures-I &II are found to be incorrect or false during the tender selection process. No interest shall be paid on the EMD and EMD of successful bidder will be retained on furnishing performance guarantee in the form of bank guarantee from any scheduled commercial bank , within one month of the entering of the contract. The bank guarantee shall be for the total period of the contract i.e. two years.
11. The Tender details are also available at Notice Board on Ground floor, 1.T.Towers, Masab Tank, Hyderabad-500 004 and Web-site of the Income Tax Department i.e. www.incometarindia.gov.in or www.tenders.gov.in.
12. For any clarifications in this matter may be contacted during the office working hours on any day till the last day of receipt of tender: D.D.(Systems), O/o.CIT(C0), 1st Floor, B-Block, I.T.Towers, Hyderabad-500 004.

H. TECHNICAL CONDITIIONS:

1. The Service Provider shall have a minimum turn-over of Rs. 10 lakhs per year in atleast 2 out of the last 3 years in the activity of man power outsourcing of DEOs. The Contractor/Bidder should have previous experience of deploying/supplying at least 50 no. of DEOs to at least one State/Central Government Department for two years in the last three years and necessary proof of execution of such work shall be submitted in the sealed quotation for technical bid. Proof of turnover related to the activity shall also be furnished.
2. Copy of 1.1 returns along with printed annual accounts for the rest three years shall be furnished along with the technical bid.
3. The Contractor/Bidder should have valid Service Tax, Trade Tax Registration PAN/TAN which is to be quoted in the Sealed Quotation for technical bid.
4. The Contractor / Bidder should be Registered with ESIC & EPF Authorities and the proof thereof should be provided along with the Technical Bid.

III. FINANCIAL CONDITHONS:

1. The rate per DEO per month shall be clearly specifies and it shall be a lumps = amount inclusive of all taxes and allowances, if any to be met by the Service Provider.
2. Payments in respect of this service contract are subjected to Tax Deduction at Source as per the provisions of the Income-Tax Act, 1961. In respect of other statutory obligations such as PF, ESI, etc., the successful bidder is solely responsible, if any irregularities in this regard are noticed:
3. The successful bidder shall prefer bills of the actual service rendered every month by 1' of the following month along with the supporting document as mentioned in para above with proof of ESI and PF payment. The bills will be paid within 4 (four) weeks thereafter, by A/c payee cheque, payable at Hyderabad and will be sent to the company address by registered post or received personally. However, any deterioration in service or non-payment of salary to its staff will not be acceptable on the plea of delay in receipt of payment.

ANN EXURE-I

TECHNICAL BID (QUALIFYING BID DOCUMENT)

- 1.. Name of the Party
2. Address (with Telephone No., Fax No., and E-mail ID):
3. Name & Address of the Proprietor /Partners / Directors
(with Mobile Nos.)
4. Contact Person(s):
(with Mobile No.)
5. No. of years of experience as service provider (of DEOs)
(Enclose copy of the work orders and also performance certificate from the contractee)
6. Permanent Account Number:
7. Service Tax Registration No.:
8. ESIC Registration No.:
9. EPF Registration No.:
10. Details of EMD :
11. Annual TurnOver for the last three years :
(Minimum Rs. 10 Lacs per annum for the last 3 years)
(Copy of I.T returns along with printed accounts for the last three to be attached as proofs. Also
turnover of DEOs to be clearly indicated)

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 black-listed and will not have any dealings with the Department in future.

Signature of
Authorised Signatory with Date:

ANNEXURE-II

FINANCIAL BID DOCUMENT

- I.. Name of the party:
2. Address:
(with Telephone No. & Fax No.)
3. Name and Address of the Proprietor / Partners / Directors
(with Mobile No.):
4. Amount of hiring charges quoted per DEO
as per table given below

S. No	Employee Remuneration particulars & Deductions applicable						Employee Dcduction (to be reimbursed by User Dept)				
	Salary proposed per candidate per month on Rs)	PF- Employ cc contribution <<specify >>for record purpose	ESI Empl oye	Professi onal Tax applicab le	Income Tax (IDS)	Net salary to the candidate (2-3+4+5)	PF Employ Cr contrib ution <<specify>>	ESI Emplo yeer	Agency Commission on monthly Rcmuneration <<specify in percentage>>	Service Tax Specify	Any other taxes applicable if any <<specify>>
I	2	3	4	5	6	7	8	9	10	11	12

1. The net salary payable to the candidate will be paid by the agency considering the deduction 1. PF Contribution of Employee, 2. Professional Tax and 3. Income Tax only. The other deduction of PF contribution of Employer, the Agency Commission, Service Tax and any other statutory charges shall not be deducted from the employee's salary and will be paid by the agency to the concerned departments. The Candidates proposed at Col.No.2 will not be withdrawn without advance notice of 3 months.
2. The salary to the candidate will be paid only upon monthly satisfactory performance report along with attendance sheet counter signed.
3. All taxes as applicable shall be indicated in the monthly invoice.

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 black-listed and will not have any dealings with the Department in future.

Signature of
Authorised Signatory with Date:

