

# DIRECTORATE OF LOGISTICS

## CUSTOMS AND CENTAL EXCISE

4<sup>th</sup> floor, lok Nayak Bhavan, Khan Market, New Delhi-110511.

F.No.204/2/2015-DL

Dated the 9<sup>th</sup> September, 2016.

### SECTION - I

#### NOTICE INVITING E-TENDERS THROUGH E-PROCUREMENT

1.1 E-tenders are invited from the experienced and eligible Manpower service providers / Contractors / Firms for providing 6 Data Entry Operators and 3 unskilled workers on contract basis to the Directorate of Logistics, Customs & Central Excise, New Delhi. Interested parties, who meet the qualification criteria laid down in Section II, are to submit their bids as per two bid system i.e. Technical and Financial bid separately as per Annexure – ‘I’ and Annexure – ‘II’ of Section II.

1.2 The tender enquiry documents will be available on official website [www.dolcbec.gov.in](http://www.dolcbec.gov.in) and on <http://eprocure.gov.in> from 09.09.2016 to 22.09.2016 upto 1300 hours.

1.3 The tenders can be submitted on line at <http://eprocure.gov.in> up to 1300 hours on 22.09.2016. The tenders will be opened online at <http://eprocure.gov.in> at 1500 hours on 22.09.2016.

1.4 Interested tenderers may download the tender enquiry documents (TED) and submit their tenders online at Central Public Procurement Portal website: <https://eprocure.gov.in/eprocure/app>.

1.5 Earnest Money Deposit (EMD) of Rs. 20,000/- (Rupees Twenty Thousand Only) and a non-refundable Tender fee of Rs. 500/- (Rupees five Hundred only) in the form of account payee demand draft / bankers cheque, drawn on a scheduled commercial bank in India, in favour of “PAO, O/o the Pr. C.C.A., C.B.E.C.” payable at New Delhi must reach at the address given above by 1300 hours on 22.09.2016. Tenderers, however, have to attach scanned copies of EMD & Tender fee along with the Technical bid of their e-tender.

1.6 In the event of any of the above mentioned dates being subsequently declared as a holiday / closed day for the purchase organisation, the tenders will be opened on the next working day at the scheduled time.

1.7 The following tenders will be treated as non-responsive and rejected, at the initial stage itself.

- a) Tenders received without EMD
- b) Tenders received without the Tender fee

Sd./-  
Deputy Commissioner (Admn.)  
For and on behalf of the President of India  
Phone: 011-24654379  
Fax: 011-24697497

**SECTION - II**  
**GENERAL INSTRUCTIONS TO TENDERER/TERMS & CONDITIONS**

While quoting, every person tendering should specifically note that –

1. The requirement of this office may further increase or decrease during the period of contract and the successful contractor would have to provide additional man-power, if required, on same rates, terms & conditions. Similarly, in case of cessation of necessity, the man-power requirement may be reduced by Directorate of Logistics, New Delhi. The present requirement is of 6 Data Entry Operators and 03 Unskilled Workers.
2. This invitation for bids is open to all the reputed Manpower Suppliers / firms having sufficient experience for providing Data Entry Operators and Unskilled workers on outsourcing basis.
3. The tenderer shall examine all instructions, forms, terms & conditions in the tender document. Failure to furnish all information required by the tender document or submission of a tender not substantially responsive to the tendering document in every respect will result in rejection of the tender.
4. The last date for submission of tender is 22.09.2016 at 1300 hrs. The technical proposal should be as per Annexure 'I' and the financial bid should be as per Annexure 'II'.
5. Tenders not submitted as above or tenders in which the financial bid is indicated in the technical proposal shall be treated as non-responsive and shall be rejected.
6. Tenders must be received by the DoL not later than the date and time specified in Para 3 above. Any tender received after the specified date and time of receipt, will not be considered.
7. The Tender Committee appointed by the DoL will evaluate all the Technical Bids in the first instance on the specified date and time. The financial bids of only technically acceptable bids will be opened for further evaluation and ranking before awarding the contract.
8. As a part of evaluation of the technical bids, DoL reserves the right to test and interview the Data Entry Operators / Unskilled workers whose services are being offered.
9. Canvassing in any form will be treated as disqualification.
10. Bid security of the unsuccessful tenderers will be returned without any interest and in case of successful tenderer the same will be returned after the contract is signed and the performance security is executed.

**TERMS AND CONDITIONS**

11. No alteration should be made in any of the Terms & Conditions of the bid document by scoring out or deleting or erasing. In the submitted bid, no variation in the conditions shall be admissible. Bids not complying with the terms & conditions are liable to be rejected.
12. The DEOs shall work during the office timings from 9.30 AM to 6 PM on all working days (Mondays to Fridays). They will be required to do typing, data entry, secretarial and any other work assigned to them. If required, they have to work beyond normal working hours on working days and even on holidays.
13. The Data Entry Operators should:

- a. Be at least 18 years old and below 35 years;
  - b. Have at least passed 10+2 examination; Graduates are desirable
  - c. Be prepared to work as required in any of the offices situated at Khan Market, Shanti Niketan & Bhikaji Cama Place, New Delhi;
  - d. Know shorthand and be able to take dictation;
  - e. Type at speed of at least 40 words per minute;
  - f. Know the use of MS word, EXCEL and Power point;
  - g. Be able to send and receive emails and search for information on the internet.
14. The unskilled workers shall work during the office timings from 9.30 AM to 6 PM on all working days (Mondays to Fridays). They will be required to do cleaning & dusting of office premises, attending to pantry services during meetings and any other work assigned to them. They should be at least 18 years of age and below 35 yrs. If required, they have to work beyond normal working hours on working days and even on holidays.
15. The Contract will be from 01.10.2016 to 31.03.2017, unless it is curtailed or terminated by the owing to deficiency of service and may be extended at the discretion of the Directorate of Logistics on same terms and conditions for a further period not exceeding another 6 months.
16. The “Service Provider” shall:
- a. Provide identity cards to the DEOs and unskilled workers
  - b. Ensure that DEOs and unskilled workers report for work on all working days during the office hours;
  - c. Ensure that DEOs and unskilled workers deployed for services should attend to their duties with great promptness, care and diligence
  - d. Provide a substitute if any DEO/ unskilled worker is not able to report for duty for any reason;
  - e. Shall ensure that all DEOs and unskilled workers deployed for services should be of good moral character, and should not have been convicted under Indian laws for any offence;
  - f. Be responsible for the conduct and behaviour of the DEOs unskilled worker whom they provide;
  - g. Shall ensure that DEOs and unskilled workers deployed for services are free from any communicable disease.
  - h. Fulfil all legal obligations under the about and any other laws / regulations for the time being in force;
17. If the service of the DEOs / unskilled worker is not up to the mark, a 7-day written notice will be issued to the “service Provider” to improve the standard within this period. If DoL finds no improvement, the contract shall be terminated giving two days notice.
18. There is no liability on the Government towards permanent employment to the personnel engaged by the service provider.
19. DoL will not be liable for any compensation, claim or damages etc. due to any accident, injury or harm to any person provided by the tenderer or death due to accident or otherwise, which may arise out of any circumstances related or unrelated with their duties at DoL.

20. The successful tenderer will be required to deposit a Performance Bank Guarantee for an amount of 5% of the value of the contract. Performance Security may be furnished in the form of an Account payee Demand Draft, Fixed Deposit Receipt from a Commercial Bank, Bank Guarantee from a Commercial bank in an acceptable form as security for due fulfilment of the contract and should remain valid for a period of sixty days beyond the date of completion of all contractual obligations. The Bank Guarantee must be submitted at the time of signing of contract. If the successful tenderer fails to sign the contract or provide performance security, his Bid Security will be forfeited and further actions as deemed necessary will be taken against him. This Performance Bank Guarantee will be in addition to the Bid Security. In case the Contract is extended, the successful tenderer will renew the performance bank guarantee before its extension.
21. Tenderers are requested to submitted their Financial bids as per Annexure 'II' to this Tender after taking into consideration minimum wages as has been fixed by Ministry of Labour & Employment, New Delhi, mentioning Service tax and other statutory levies, if any. If any tenderer quotes 'Nil' charges over and above the minimum wages, the bid shall be treated as unresponsive and will not be considered".
22. The successful tenderer will be solely responsible for compliance with all the statutory laws / rules / regulations such as those concerning PF, ESI, Labour laws, Minimum wages, any statutory duty or taxes etc. DoL will not be liable for any contravention / non-compliance on the part of the tenderer. Any contravention / non-compliance on the part of the tenderer would be construed as a sufficient ground for termination of the contract at the discretion of the DoL. Notwithstanding this, in the event of the DoL being visited with any penalty / fine etc., by any agency / authority due to the non-compliance / contravention on the part of the tenderer to any statutory laws / rules / regulations etc., the DoL reserves the right to recover such fine / penalty etc. From the tenderer by way of recovery from the bills raised by him or by any other means.
23. The successful tenderer will be liable for depositing all taxes, levies, cess etc. to the concerned authorities on account of services rendered by him to DoL, as per existing rules and regulations and DoL is entitled for call a proof of such payments.
24. DoL may discontinue the contract at any point of time, by giving a notice at least seven days before the intended date of discontinuation and will not be liable to any additional charges or compensation payable to the tenderer or any other person.
25. Payment Terms: At the end of every calendar month, the service provider shall submit their monthly bills in duplicate for the services rendered during the month. No intermediate payment shall be made for work which shall be processed and paid after making any statutory deductions as required. No advance payments shall be made.
26. If the services of DEO / unskilled worker were not available for any duration, one and a half times the proportionate service charges will be deducted from the invoice.
27. The DoL in his sole discretion and without incurring any obligation or liability, reserves the right to withdraw, split, modify and / or cancel the tender without assigning any reasons whatsoever.

Sd./-  
(Shreemohan Meena)  
Deputy Commissioner (Admn.)  
Directorate of Logistics, New Delhi

**TECHNICAL BID**

For providing 6 Data Entry Operators and 3 unskilled workers  
to Directorate of Logistics, Customs & Central Excise, New Delhi

1	Name of Organization/Firm	
2	Name(s) of Proprietors / Directors	
3	Registered Address	
4	Telephone No. Fax No. Mobile No. Email (if any)	
5	Registration No. with the Labour Department (copy to be enclosed)	
6	Trade License No.(copy to be enclosed)	
7	Permanent Account No. of the Firm (PAN) (copy to be enclosed)	
8	Provident Fund No. allotted by the Regional Provident Fund Office. (copy to be enclosed)	
9	ESI Registration No. (copy to be enclosed)	
10	Service Tax Registration No. (copy to be enclosed)	
11	Any other statutory documents / certificates etc. (copies to be enclosed)	
12	Total no. of Staff / Worker of the Firm	
13	Name(s) of Public Sector/Govt. Organization to whom similar services have been provided by the firm during last three years	
14	Whether the rate quoted complies with the Minimum Wages Act of Government of India with all statutory provisions?	
15	List of clients indicating quantum of work executed with them	
16	Length of experience in the field	
17	Whether the Company has ISO Certificate (latest document should be submitted)	

Signature of authorized person

**FINANCIAL BID**

1. Name of bidder Company / Firm / Agency:
2. Address (with Tele & Fax No.)
3. It is certified that wages to be paid shall not be less than the prescribed minimum rate of wages under the Minimum Wages Act, 1948 as revised from time to time and as notified by the Government of India.
4. Quotation details:

Grade	No. of Persons	Wages per month	Monthly Service Charge	Other statutory levies such as ST, ESI etc.	Total Charges per month	Remarks
Data Entry Operator	6					
Unskilled worker	3					

Note: If any bidder quoted Nil or left blank the column "Monthly Service Charge", the bid shall be treated as unresponsive and will not be considered.

Date:

Signature of authorized person

Place:

Name

Seal

## DECLARATION

1. I \_\_\_\_\_ Son / Daughter / Wife of Shri \_\_\_\_\_ and Proprietor / Director / Authorized signatory of \_\_\_\_\_ am competent to sign this declaration and execute this tender document.
  
2. I have read and understood all the terms and conditions of the tender and undertake to abide by them.
  
3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / We am/are well aware of the fact that the furnishing of any false / misleading information / fabricated document would lead to rejection of my tender at any stage.

Date:

Signature of authorized person

Place:

Name

Seal