

No.A.12024/2/2007- *Admn. I*
Government of India
Ministry of Agriculture
Department of Animal Husbandry, Dairying & Fisheries
(Admn.I Section)

Krishi Bhavan, New Delhi
Dated the 06.05.2009

To

All Registered Service Providers

Subject: ***Outsourcing of services of Graduate Data Entry Operators for six months – tender enquiry as per requirement.***

Sir,

Sealed tenders are invited from experienced and reputed manpower service provider agencies for services of *Graduate Data Entry Operators* in this Department. The persons required to work should have following qualifications:

Graduate Data Entry Operators

Qualifications:

- (a) Graduate from a recognized university
- (b) English Typing speed 30 w.p.m.
- (c) Computer knowledge

2. A total of 10 nos. of ***Graduate Data Entry Operators*** are required at present but their number may vary from time to time.

3. The initial period of contract is for six months and may be extended further on satisfactory performance, by amendment of the original contract as may be mutually agreed to, and also subject to necessary approval of Competent Authority. Service Charges and rates quoted by the agency would be valid for a period of six months. No requests will be entertained for increasing the rates during the currency of the contract. Statutory increase in wages and/or DA, etc. is to be absorbed by the Agency.

4. The manpower will have to be supplied by the Agency within 15 days of award of Contract.

5. Terms and conditions: As per **Annexure – I**

6. One those who fulfill the following minimum criteria need submit their bids:
- (a) The manpower service provider Agency should have been in existence for not less than five years.
 - (b) The Agency should have been registered with the Government authorities concerned and a copy of each of the registrations shall be attached with the bid.
 - (c) The Agency should have PAN number and Sales Tax/Service Tax registration and the proof in this regard may be attached with the bid.
 - (d) The Agency should not have been black-listed by any organization.
 - (e) It should be willing to take up the contract on the **terms and conditions at Annexure-I**

7. An earnest money deposit of Rs.15,000/- (Rupees fifteen thousand) in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee in favour of "The Pay & Accounts Officer, Department of Animal Husbandry, Dairying & Fisheries, Krishi Bhavan, New Delhi" may be submitted along with technical bid, failing which the bid shall not be considered valid.

8. The tender documents should be submitted in two sealed covers, as explained hereunder:-

(A) The first sealed cover should be superscribed "Technical Bid" and should contain:

- (i) The proforma as Annexure-II for Technical Bid duly filled in.
- (ii) The Agency's profile including details and supporting documents relating to their previous experience of supplying manpower to Government Ministries/Departments, etc.
- (iii) Acceptance of terms and conditions at Annexure - I.
- (iv) Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee worth Rs.15,000/- (Rupees Fifteen thousand) in favour of "The Pay & Accounts Officer, Department of Animal Husbandry, Dairying & Fisheries, Krishi Bhavan, New Delhi".
- (v) All other required documents.

- (B) The second sealed cover superscribed 'Financial Bid' should contain only rates which are to be quoted on a per person per eight hour workday basis.
- (C) Both sealed covers should be placed in the main sealed envelope superscribed 'Tender for supply of Outsourcing Graduate Data Entry Operators'. The same should be addressed to The Under Secretary (Admn), Ministry of Agriculture, Department of Animal Husbandry, Dairying & Fisheries, Room No.436-A, Krishi Bhavan, New Delhi and should be sent by post or hand-delivered latest by 4.00 P.M. on 27.05.2009.

9. The Tender Opening Committee will open the technical bids on **28.05.2009 at 3.00 PM in the Room No.436-A, Krishi Bhavana** in the presence of participating bidders, who may like to be present.

10. The Technical Evaluation Committee will assess the ability of the agencies to supply the requisite number of personnel in different categories based on its record, profile and on such other criteria as it may fix. Financial Bids of only those of the bidders will be eligible for opening whose Technical Bids are found to be fit in the assessment of the Technical Evaluation Committee.

P.L. Meena
(P.L. Meena)

Under Secretary to the Government of India
Tel:23382779

Copy to:

1. All Ministries/Department of Government of India. They may kindly bring this to the notice of contractors engaged by them for responding to this Ministry in case interested.
2. Director (NIC), Department of Animal Husbandry, Dairying & Fisheries, Krishi Bhavan, New Delhi. The aforesaid letter may kindly be uploaded in a non-editable version on this department's official website immediately under intimation to the undersigned.

P.L. Meena
(P.L. Meena)

Under Secretary to the Government of India

Annexure-I

TERMS & CONDITIONS FOR HIRING OUT OF PERSONNEL

1. All services shall be performed by persons qualified as per qualifications prescribed in the Circular.
2. The persons supplied by the Agency should not have any Police records/criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of each person recommended by them. The character and antecedents of each person provided by the service provider Agency will be got verified by the service provider Agency before their deployment after investigation by the local police, collecting proofs of identity like driving license, bank account details, past work experience, proof of residence and recent photograph and a certification to this effect will be submitted to this Department by the service provider Agency. The Service provider Agency will also ensure that the personnel deployed are medically fit. The service provider Agency shall withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request.
3. The service provider's personnel's working should be polite, cordial, positive and efficient while handling the assigned work and their action shall promote and enhance the image of this Department. Service Provider Agency shall be responsible for any act of indiscipline on the part of the persons deployed by him.
4. The Officer-in-charge may require the Service Provider to dismiss or remove from the site of work, any person or persons, employed by the Service Provider, who may be incompetent or for his/her/their misconduct and Service Provider shall forthwith comply with such requirements.
5. The Service Provider has to provide the Photo Identity Cards to the persons employed by them for carrying out the work. These cards are to be constantly displayed and their loss reported immediately.
6. All services shall be performed by persons qualified and skilled in performing such services.
7. The Service Provider shall replace immediately, any of its personnel, if they are unacceptable to the office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office. The decision of office-in-charge shall be final in respect of the said matters.
8. Office shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the Service Providers.
9. The Service Provider shall not assign, transfer, pledge or subcontract the performance of services without the prior written consent of this office.
10. The Service Provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security

arrangements, administrative/organizational matters as all are of confidential/secret in nature.

11. The Service Provider's person shall not claim any benefit/compensation/absorption/regularization of services with office under provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the person to this effect will be required to be submitted by the Service Provider to this office.
12. The person deployed shall not claim any Master & Servant relationship against this office.
13. The Service Provider shall ensure deployment of suitable people from proper background after investigation by the local police, collecting proofs of identity like driving license, bank account details, previous work experience, proof of residence and recent photograph and withdraw such employees, not found suitable by the office for any reasons immediately on receipt of such a request.
14. The Service Provider shall ensure proper conduct of his person in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking etc. and prohibit there loitering without work, abusive language & action etc.
15. The Service Provider shall engage the necessary person as required by our office from time to time. The said person engaged by the Service Provider shall be the employees of the Service Provider and it shall be the duty of the Service provider to pay their salary every month. There is no Master & Servant relationship between the employees of the Service Provider and the Purchaser (Office) further that the said person of the Service Provider shall not claim any absorption.
16. The transportation, food and other statutory requirements in respect of each personnel of the Service Provider will be the responsibility of the Service Provider.
17. The character and antecedents of each personnel of the Service Provider will be got verified by the Service Provider before their deployment and a certification to this effect submitted to the Ministry.
18. Working hours would be normally 8 hours per day including half hours launch break between 9.00 A.M. to 5.30 P.M. during working days.
19. The personnel may be called on Saturday, Sunday and other gazetted holidays, if required. They may be paid extra as per the rates approved by the office.
20. The Service Provider will submit the bill by the first working day of the following month. The payment will be released by the 15th day of the following month.
21. The Service Provider will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of the office.
22. The Service Provider shall provide a substitute well in advance if there is any probability of the person leaving the job due to any reason, one month's notice will be required from the service provider for the same. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Service Provider.

- 23. Payments to the Service Provider would be strictly on certification by the officer with whom he is attached that confirming his services were satisfactory and attendance as per the bill preferred by the Service Provider.
- 24. The Service Provider shall be contactable at all times and message sent by e-mail/Fax/Special Messenger from office to the service provider shall be acknowledged immediately on receipt on the same day.
- 25. That the initial validity of this contract will be for a period of six months from *supply of manpower...*. The termination of the Contract requires One month's notice in writing from either side or payment of One month's charges in lieu of that notice.
- 26. The service providers will take care of depositing EPF, ESI, etc as per the labours laws. The other terms and condition as per the labours laws will also be followed by the service provider.
- 27. The successful bidder shall furnish a performance security deposit equivalent to Rs30000/- (Rupees Thirty Thousand) in the form of Account Payee Demand Draft, Fixed Deposit Receipt, banker's cheque or Bank Guarantee in favour of "The Pay & Accounts Officer, Department of Animal Husbandry, Dairying & Fisheries, Krishi Bhavan, New Delhi" safeguarding the interest of this Department in all respects. The Performance Security deposit will be forfeited in case of supply of manpower being deployed before the period stipulated by this Department of non-compliance of the terms of agreement by the Service Provider Agency or owing to frequent absence from duty/misconduct on part of manpower supplied by the Agency.
- 28. In the event of any dispute(s) arising touching any of the clauses of the Contract of Agreement, the matter shall be referred to the Joint Secretary(Administration) whose decision will be binding on both the parties.

Scope of the work of Graduate Data Entry Operators

Transcription in computer of records/text/data. Record Keeping Diarizing of records/files/papers.

43

Annexure - II

Technical Bid for providing servicing of Graduate Data Entry Operator

S.No.	Particulars	To be filled in by the tenderer
1.	Name of the Agency	
2.	Details of EMD	
	(i) Amount	
	(ii) Draft No.	
	(iii) Date	
	(iv) Issuing Bank	
3.	Date of establishment of the Agency	
4.	Detailed office address of the Agency with Office Telephone Number, FAX Number and Mobile Number and the name of the contact person	
5.	Whether registered with all concerned Government authorities (PF/ESI etc.) (Copies of all certificates of registration to be enclosed)	
6.	PAN/ TAN Number (Copy to be enclosed)	
7.	Service Tax Registration Number (Copy to be enclosed)	

From pre-page

8.	Whether the firm is black-listed by any Government Department or any criminal case is registered against the firm or its owner/ partner anywhere in India	
9.	Length of experience in the field	
10.	Experience in dealing with Government Departments (here, indicate the names of the Departments and attach copies of contracts/ orders placed on the agency)	
11.	Whether a copy of the terms and conditions (Annexure-I) duly signed, in token of acceptance of the same is attached?	
12.	Whether Agency Profile is attached?	
13.	List of other clients	

Signature of the authorized signatory
of the Tenderer with Seal of the Firm