

OFFICE OF THE ACCOUNTANT GENERAL (A&E) TELANGANA, HYDERABAD**Tender Notice for providing Data Entry Operators (DEOs)**

Office of the Accountant General (A&E) Telangana, Hyderabad invites **ONLINE TENDERS** from reputed firms dealing with Ministries/Govt. departments for providing DEO Services at this office building situated at AG Office Complex Saifabad, Hyderabad under Open Tender Enquiry Method. **The firms having a registered office at Hyderabad only can apply. They should have at least one-year minimum service experience in Government Organizations/PSUs**

Sl.No	Item	Description
1	Tender Number	AG (A&E) TS/outsourcing of DEOs
2	Name of work.	Providing DEO services for a period of one-year w.e.f, 01/06/2022 to 31/05/2023. The description is given in the tender document.
3	Date of issue	10-05-2022
4	Submission of Tender/Proposal	The bid documentation must be submitted ONLINE ONLY
		1. Technical Bid as per Annexure-I.
		2. Financial Bid as per Annexure-IV.
5	Contact Details for Bid Queries	1. Name: V.S.N.PRABHU, Sr. Accounts Officer Email: prabhu48.anp.ae@cag.gov.in
		2. Name: Sri P.K. PRAHALLAD RAO, Asst. Accounts Officer Phone: 040 -23237165, 22331565 Email: prahallada27.anp.ae@cag.gov.in
6	Submission of Proposal (Both Technical & Financial)	23-05-2022, 12:00 hours.
7	Opening of Technical Bid	23-05-2022, 15:00 hours in the chambers of Competent authority, office of AG (A&E) Telangana, Hyderabad.
8	Opening of Financial Bid	24-05-2022, 12:00 hours in the chambers of Competent authority, office of AG (A&E) Telangana, Hyderabad.
9	Site Visit for understanding scope of work and Pre-bid meeting	12-05-2022 and 13-05-2022. Between 3 to 5pm (only two persons from each company)
10	Earnest Money Deposit	₹ 2,50,000/- Demand Draft/ Bank Guarantee in favour of Sr. Accounts Officer (Bills), O/o the Accountant General (A&E), payable at Hyderabad
11	Payment Terms	The payment will be made through e payment on monthly basis.
12	Performance Guarantee	10% of the contract value within 15 days of receipt of the value of the work order.
13	Authority for acceptance of the tender	Accountant General (A&E) Telangana, Hyderabad.

14	Validity	The contract, if awarded, shall be for a period of one year from the date of signing of Contract Agreement, In case of breach of conditions of Contract or in the event of notfulfilling the minimum requirements / statutory requirements, the Client shall have theright to terminate the contract forthwith in addition to forfeiting the performance securityamount deposited by the contractor and initiating administrative actions for black listing etc., solely at the discretion of the competent authority of the office of the Client. The initial period of contract is further extendable on year to year basis at the sole discretion of the office of the Client subject to satisfactory services of the Contractor
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Sd/-
Sr. Accounts Officer/OE

TENDERSCHEDULE

NameoftheWork	E-Tender for Providing DEO services on outsourcedbasis at the Office of the AccountantGeneral(A&E),Hyderabad, Telangana
Estimated Cost for one year contract	ReferGEMBidDocument
Last Date & submission of E-Tender	As per Bid specification uploaded on GeM Portal.
Date &Time of opening of online Tender	As per Bid specification uploaded on GeM Portal.
Earnest Money Deposit (EMD) in required form to be sent by Post / Delivered in hand	On or before the last date of submission of ETender(Technical)
Performance Security Deposit / Security Deposit (PSD / SD) to be deposited by successful bidder	10%of theContract Value

MINIMUM ELIGIBILITY CRITERIA

S.No.	Eligibility criteria	Documents required
1.	EMD as sought under this tender document	DD / Bank Guarantee number and date along with bid security declaration
2	Duly signed & stamped copy of the entire tender document.	The entire tender document to be duly signed & stamped by the bidder on each page. Copy of document of registration of companies, copy of product license may be provided. (Recent authorization certificate of the manufacturer in case of authorized dealer.)
3	PAN Card and GST certificate	Copy of PAN Card and GST certificate to be provided.
4	Income tax returns (ITRs) for last three consecutive financial years	Copy of Income tax returns for last three consecutive financial years (period from 2018-19, 2019- 20, 2020-21).
5	The firm should have a minimum of 03 years experience in successfully executing works of similar nature. The firm should have successfully completed similar works of at least Rs.30 lakhs in Govt. / Semi Govt. / PSUs during last three years FY- 2018-19, 2019- 20, 2020-21.	Copy of Work orders, Appreciation certificate, Performance certificate etc. may be enclosed.
6	The company must be a profit-making company for the last three consecutive FY- 2018-19, 2019-20, 2020-21.	Turnover of the company should be minimum Rs.30 lakhs in each of the last three FY 2018-19, 2019- 20, 2020-21. Copy of audited Profit and Loss Account and Balance sheet are to be provided.
7	Bidders should be ISO- 9001 certified.	ISO Certification should be provided
8	Bidder should have valid registration in EPF Department.	Document to this effect should be attached.

INSTRUCTIONSTOBIDDERSFORSUBMISSIONOFBIDS

1. The e-tenders are being invited for Outsourcing of DEO Services through GeM. All the instructions of GeM bidding are applicable. Tender must be submitted through GeM only. Bids received in physical mode shall not be accepted. Detailed information regarding the items, application / tender forms, EMD details, specifications, terms and conditions can be downloaded from the following websites: <https://cag.gov.in/ac/telangana/enorgem.gov.in>
2. While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.
3. The interested bidders shall submit their tender(s) both Technical bid and financial bid through online mode in www.gem.gov.in. The bidders shall upload all the documents as per Eligibility criteria for Bidders.
4. Any corrigendum to this tender will be notified through the aforesaid websites only. The undersigned reserves the right to accept or reject any or all the bids without assigning any reason at any stage.
5. The Bidder is expected to examine all instructions, eligibility criteria, forms, terms and conditions in the tender document. Failure to furnish complete information as required with reference to the tender document shall result in rejection of the bid.
6. Place of DEO Services and No. of Persons required.

Sl. No	Location of the office	Total No. of Persons
1.	OFFICE OF THE ACCOUNTANT GENERAL(A&E), TELANGANA, SAIFABAD, HYDERABAD	18

EMD Exemptions:

1. Bidders have to submit a valid Bid Security Declaration (Annexure-V) in the technical bid along with EMD.
2. Bids received without Bid Security and Bid Security declaration will not be considered and summarily rejected.
3. Any attempt to negotiate directly or indirectly on the part of the Bidder with authority competent to finally accept the Tender or influence the acceptance of the tender by any means will result in his tender excluded from consideration.
4. Conditional tender, illegible and ambiguous tender, partially filled tender, incomplete tender and tender without enclosing required documents will be summarily rejected.
5. This office reserves the right to accept or reject any bid without assigning any reason at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligations to inform the affected bidder or bidders of the grounds for this Office's action.
6. The bidder, at the bidder's own responsibility and risk, may visit at their own cost and examine the site of required services and its surroundings and obtain all necessary information for preparing the bid and entering into a contract for the services.
7. Clarification regarding any ambiguity in eligibility criteria may be sought through e-

mail at prabhu48.anp.ae@cag.gov.in

8. It requires that this office as well as bidder observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, this office will reject a proposal for award, if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. It will declare a firm ineligible either indefinitely or for a stated period of time for award of the contract if, at any time it determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing a contract.
9. Tenderers are requested that, before quoting their rates or filling tender, the tender form may please be read out thoroughly (line by line), the Competent Authority of this office will not be held responsible for any error/oversight of his own. Manpower Service Agencies intending to participate in the rate contract should first ensure that they fulfill all the eligibility criteria as prescribed under the terms and conditions mentioned herein before, otherwise the tender will be summarily rejected. Tenderer should quote only for the rate Percentage (%) of administrative charges/service charges in the Financial Bid (Annexure–IV).

General Terms and Conditions

1. The personnel will report to the Designated Officer and follow his/her instructions.
2. The Bidder must be registered with the statutory Central and State authority viz., ESI, EPF, Income Tax, GST Registration etc., and should have a valid Central Labour License / obtain valid Central Labour License for supply of manpower as mentioned in the tender document. All existing statutory regulations of both the State as well as the Central Governments, shall be adhered to by the contractor and all records maintained thereof shall be 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.
3. PAN/GST No. should be enclosed.
4. The contractor should pay the personnel a minimum wage at the prevailing rate fixed under the Minimum Wage Act. During the contract period if any statutory increase of wages/ DA etc., is to be maintained based on the circular/Notifications issued by the Office of the Chief Labour, Commissioner, Ministry of Labour & Employment, Government of India from time to time. Any breach of this condition will result in the immediate termination of the contract.
5. The Contractor should furnish copies of all remittance challans /receipts of statutory levies paid in respect of EPF, ESI, GST, etc of previous month along with the claim/bill of current month.
6. No wages / remuneration will be paid to any staff for the days of absence from duty.
7. The service charges/rates quoted by the agency shall be fixed for the contract period and no request for any change / modification shall be entertained before expiry of contract period.
8. The contractor should ensure that wages are paid before 7th of every month, without waiting for the Clients department for release of their monthly bill.

9. Payment to the contractor will be made by NEFT/RTGS/ECS only, on presentation of the bill. Income Tax, GST and other taxes, if any shall be deducted at source as per the rates notified by the respective authorities.
10. The contractor 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.
11. All damages caused by the personnel to the property of the Department shall be recovered from the contractor.
12. This Office reserves the right to terminate the contract at any time without giving any notice or reasons whatsoever.
13. The contract will be in force for a period of one year from the date of award of contract. This Office reserves the right to extend the contract further, subject to satisfactory performance of the contractor.
14. The service provider should have at least a minimum of three years' experience of deployment of different categories of manpower in Ministry/Departments of Govt. of India/Central PSU's/Nationalized banks/State Govt. Departments/Autonomous/Statutory Bodies/Corporations. The copy of the experience certificate/work order issued by the respective office should be provided.
15. Bank Guarantee from a reputed bank for 10 % (ten) of Annual Value of the contract as performance guarantee should be submitted. In case of deficiency of service / loss due to negligence, this guarantee will be invoked in addition to any other action that may be initiated including termination of contract. The guarantee will be valid during the contract period and also two months after the end of the contract period.
16. The service provider shall fill in the required details as per annexure and enclose the supporting documents which does not contain any ambiguity. Incomplete enclosure of documents shall be rejected, and the tender shall be disqualified
17. Any dispute arising out of the agreement or that, which may arise in future, shall be resolved by taking recourse to mutual settlement, failing which the dispute will be subject to courts of Hyderabad jurisdiction only.
18. There is no Master and Servant relationship between the employees of the service provider and this office and further that the said person of the service provider shall not claim any absorption in this office or the Government of India.
19. The service provider's person shall not claim any benefit / compensation / absorption / regularization of services from / in this office under the provision of Industrial Disputes Act., 1947 or Contract Labor (Regulation & Abolition) Act, 1970. Undertaking from the persons to this effect shall be submitted by the service provider to this office.
20. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative / organizational matters as all are of confidential /secret nature.
21. The service provider's personnel should be polite, cordial, positive and efficient, while handling the assigned work. The service provider shall be responsible for any

act of indiscipline on the part of persons deployed him. The agency shall be bound to prohibit and prevent any of their employees from being intoxicated while on duty, trespassing or acting in any detrimental or prejudicial to the interest of this office. The decision of the officer In-charge upon any matter arising under the clause shall be final and binding on the agency.

22. That the persons engaged shall not interfere with the duties of the employees of this office.
23. The service provider shall not assign, transfer, pledge or subcontract the performance of such services without the prior written consent of this office.
24. The transportation, food, medical and other statutory requirement under the various Acts / Government Regulations in respect of each personnel of the service provider will be the sole responsibility of the service provider.
25. The service provider shall ensure proper conduct of his persons in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering either individually or in groups.
26. The character of 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 will be submitted to the Office.
27. The Office of the Accountant General (A&E) Hyderabad may at its discretion at any point of time during the validity of the contract, require the service provider to dismiss or remove from the site of work, any person or persons, as employed by the service provider, who may be incompetent or for his/her/their misconduct and the service provider shall forthwith comply with such requirements.
28. The successful agency/bidder shall furnish the list of persons to be deployed along with the following documents in respect of the individual manpower who will be deployed by them at Accountant General(A&E) office, Hyderabad, before the commencement of the work:
 - i. Biodata of each person along-with self attested copies of the certificate in respect of their educational /professional qualifications etc.
 - ii. Attested copy of matriculation certificate containing date of birth.
 - iii. Certificate of verification of antecedents of person by local police authority.
 - iv. Detailed proof of identity like driving license, bank account details, proof of residence and 2 passport size photographs of the personnel to be deployed by the agency in this office i.e., Office of the Accountant General(A&E), Hyderabad, Telangana.
 - v. The successful agency/bidder should ensure that the personnel deployed are medically fit.

Bid Evaluation:

1. Bids, in respect of which EMD has been furnished, will only be considered for technical evaluation.
2. Financial bids of technically qualified bidders will be considered for financial evaluation.
3. The Service provider should quote the service charges as a percentage of monthly wage bills exclusive of GST. The percentage of service charges shall not be less than the applicable TDS Rate as per income tax rules.
4. Subject to satisfaction of all terms and conditions of this tender, the bidder quoting the lowest service charge shall be awarded the contract. If more than one bidder quotes the lowest rate, as per guidelines in GEM portal the buyer shall have two options for placement of Contract:
 - a. Placement of contract by selection of an agency from amongst the L-1 bidders through a Random Algorithm run by GeM system (or)
 - b. Placement of contract on any one of the L-1 bidders based on any criteria as deemed fit by the Buyer with appropriate internal approvals.

Qualifications and Requirements of DEOs:

1. The person shall not be less than 21 years of age and not more than 32 years.
2. The person shall be able to understand English
3. The proposed manpower shall possess minimum graduate degree preferably in any of the fields related to computer science/statistics/analytics.
4. Manpower with any certification related to data analysis/visualization/computer hardware/coding language would be desirable
5. The aptitude and skill set of the proposed manpower would be tested before engaging.

Duties of DEO:

1. DEOs are responsible for all types of data preparation, verifications and validations.
2. Preparation of letters, PowerPoint presentations, excel sheets and any other documentation work assigned by the supervisory officer
3. All types of Data Entry and its associated verification, validation and related works of managements such as pooling, counting, collating and coding etc of the input and output documents.
4. They should maintain files, Registers and other related papers and any other work assigned by the supervisory Officer.
5. They should be well versed with MS Word, Excel, Power point and other related works
6. They should be willing to learn and work with database.

ANNEXURE – I TECHNICAL BID

Sl.NO	PARTICULARS	To be filled in by the Bidder
1.	Name of the firm	
2.	Address and telephone number of the firm	
3.	Organisation E mail ID	
4.	Registration and incorporation particulars of the firm	
5.	List of Attested copies of IT returns for the last 2 years	
6.	Registration and incorporation particulars of the firm	
	(i) ESIC Registration with Code No.	
	(ii) EPF Registration No.	
	(iii) PAN/TAN Card No.	
	(iv) GST Registration No.	
7.	A Notarized Affidavit and undertaking that the firm is having (i) at least one year experience for providing DEO/IT related services in Ministries/Departments under Government of India, State/PSU working cost Rs.10 lakh for entire contract in the last 2 years.	
8.	The company should have its own trained manpower on their rolls. A Notarized affidavit and undertaking that the workers employed would be paid at least minimum wages (both for skilled and unskilled) as per orders of Govt. of India and oblige all statutory requirements with respect to ESI, EPF etc., with reference to those workers	
9.	The proof of company carrying out atleast one similar work costing not less than Rs.10 lakh for entire contract in last two years.	
10.	Undertaking that the company should abide with General Terms and conditions of this office shall give a demonstration. A notarized affidavit on a stamp paper of Appropriate value to the effect that they have not been black listed or their business dealing with the Government Ministries/Departments have not been banned.	

Signature of authorized person

Date:

Full Name:

Place:

Seal:

ANNEXURE– II
(To be submitted with technical bid)

DECLARATION

1. I, _____ Son/Daughter/wife

of Sri _____ Proprietor/Director, authorized signatory of the

Agency/Firm, mentioned above, is competent to sign this declaration and execute this tender document;

2. I have carefully 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 furnishing of any false information/ fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized person

Date:

Full Name:

Place:

Seal:

ANNEXURE–III
 (To be submitted with technical bid)
Details of the existing contracts

	Name and Address of the organization, Name, Designation and Telephone / Fax No. of the officer concerned	In Government/ Private Sector	Details regarding the contract including manpower deployed	Value of Contract (Rs.)	Duration of the Contract	
					From	To
1.						
2.						
3.						
4.						
5.						

Signature of the Tenderer or Authorized signatory of the Tenderer with seal of the Firm / Agency.

Date:

Full Name:

Place:

Seal:

ANNEXURE IV - Financial Bid for DEO service

Sl.No	Particulars	DEO (18)
1	Wages (In Rs) as announced by GoI Ministry of labour and employment w.e.f 01/10/2021 to 31/03/2022	
2	Wages for 26 days for 1 person	
3	ESI @	
4	EPF @	
5	Total (2+3+4)	
6	Service Charges (In Rs)	
7	Other Charges, if any	
8	Total (5+6+7+8)	
9	Goods and Service Tax @	
10	Total (9+10)	
11	Total amount for each item of Service (No. of persons * Column no 11)	

Signature of authorized person

Date:

Full Name:

Place:

Seal:

ANNEXURE-V

Bid SecurityDECLARATION

I/We hereby accept that if I/We withdraw or modify the bids during the period of validity, or if I/We are awarded the contract and I/We fail to sign the contract or to submit a performance security before the deadline defined in the tender document, I/We will be suspended for a period of six months from being eligible to submit Bids/Proposals for contracts with the Office of the Accountant General (A&E), Telangana, Hyderabad.

Signature of authorized person

Date:

Full Name:

Place:

Seal:

ANNEXURE-VI

TECHNICAL BID CHECKLIST

S.No.	Documents	Remarks Yes/NO
1.	Bid security Declaration	
2.	Copy of last 03years annual income tax returns	
3.	Proof of experience as Manpower supplier	
4.	Copy of PAN	
5.	Copy of GST Registration, Latest Annual Return Copy	
6.	Copy of EPF Registration, Latest ECR Challans	
7.	Copy of ESI Registration, Latest Challans	
8.	Copy of valid Labour license under contract labour Act 1970 for engagement of manpower along with CLC Annual Return	
9.	Satisfactory work completion certificate.	
10.	Copy of Registration/ Incorporation of the company/Firm/Agency	
11.	Affidavit regarding not blacklisting	
12.	Proof regarding local office	
13.	Any other statutory Registration	