

Tender Document

**For
Hiring of
Data Entry Operator**



**Tender ID- CRT\DEO\2021-22\726
Dated :23 .03.2022**

**Accountant General (A&E) Haryana
Plot No. 4 & 5, Sector-33B, Chandigarh-160020**

<https://cag.gov.in/ae/haryana/en>

BID TERMS REGARDING TENDER FOR
HIRING OF DATA ENTRY OPERATOR

Tender NO. - CRT\DEO\2021-22\726

Dated: 23.03.2022

Sealed limited Tenders are invited for the Annual contract for hiring of Data Entry Operator(DEO) for the office for the financial year 2022-23 from the authorized labor contractors by - 13.04.2022 at 11.00 A.M.

The Schedule, scope of work, bid terms and detailed General Terms and conditions available at Website of this office i.e. <https://cag.gov.in/ae/haryana/en>

Last date for submission of

- Pre-bid queries by email - dustakar.rajashekar@cag.gov.in : 11.04.2022
- Last date for submission of
- Bids - 13.04.2022 at 11: 00 A.M.
- Opening of technical bids - 13.04.2022 at 11: 30 A.M.
- Opening of financial bids - will be intimated to successful technical bidders separately through email/telephone
- E.M.D. Rs. 25,000/-(Rupees Twenty five thousand only)

- The Tenders received without E.M.D. shall liable to be rejected.

Office intends to take the services of providing Data Entry Operator(DEO) in this office. The selected bidder will be responsible to provide the requisite manpower as per the details below.

Function	Name of Post	Skill Type/ Number	Desired Qualification	Functionalities required
Office Staff	Data Entry Operator(DEO)	Skilled/4	10+2with good knowledge of computer, typing and related work	Should have working experience of 0-3 years in Office.

Sd/-

Deputy Accountant General (Admn)

The Schedule of Work

Data Entry works in office or any other work to be assigned by the officers, which would broadly include:

1. Data entry and data handling work.
2. Typing and record maintaining work.
3. Data compilation work.
4. Data to be filled in prescribed forms of this office.
5. Working in Microsoft Word, Excel, power point etc.
6. Working in different online portal of this office.
7. Should be able to write or record the work provided to him.
8. Should maintain the integrity of data of this office.
9. Should be punctual and decent in nature
10. Any other Misc. work assigned by the concerned DAG / Sr. Accounts Officer /Asstt. Accounts Officer.

Annexure - I
General Instructions to Tenderers

The Accountant General (A&E) Haryana Chandigarh requires the services of an Agency for data entry operator.

The following documents giving full details are enclosed.

- | | |
|--|--------------|
| 1. General Instruction to Tenderer | Annexure-I |
| 2. Special terms and conditions for Data Entry Operator | Annexure-II |
| 3. Pre-qualification requirements for award of
Contract for Data Entry Operator | Annexure-III |
| 4. Proforma for quoting rates (Financial Bid) | Annexure-IV |
| 5. Technical Parameters and their weightage | Annexure-V |

In case you are interested you may submit the above Annexure-I, II, III, and IV duly filled in and signed with seal for having accepted the proposal, Special terms and conditions and Pre-qualification along with Financial Bid (earnest money) in sealed envelopes super scribing over the cover "**Quotation/Rates for Data Entry Operator of O/o Accountant General (A&E) Haryana "** and the same may be sent to the **Accountant General (A&E) Haryana Chandigarh. Plot No. 4&5 Sector-33-B, Chandigarh** so as to reach up to 13.04.2022 before at 11.00 A.M and the same will be opened at 11:30 AM- on 13.04.2022 in the presence of bidders if any.

It may please be noted that Agencies which do not fulfill the Pre-qualification requirement will not be considered (Annexure III). Quotation without financial bid (earnest money) will be rejected out rightly. The Accountant General reserves the right to accept or reject any or all the quotations without assigning any reasons whatsoever.

General Conditions

1. The Contractors are required to submit the complete Rate/Quotation only after satisfying each and every condition laid down in the Annexure enclosed. **Administrative charges quoted as zero will not be considered. Minimum service charges admissible for rendering the required service shall depend on the sole discretion of the competent authority of this office.**
2. All the rates must be written both in figures and in words. Corrections, if any, are to be made by crossing out, initialing, dating and rewriting. In case of discrepancy between the words and figures the rates indicated in figures shall prevail.
3. The firm should have a minimum three years of experience of providing the manpower services to any Government organization in Chandigarh. Satisfactory service

certificate from existing /past employers for the same should be enclosed with the Technical bid.

4. All overwriting/cutting, insertions shall be authenticated and attested.
5. Rates/Quotations should be submitted and signed by the firm with its current business address.
6. **The amount of earnest money will be Rs. 25,000/- (Rupees Twenty five thousand only) in the shape of Bank Draft in favour of P.A.O. O/o Pr. Accountant General (A&E) Punjab, Chandigarh.** The EMD of unsuccessful bidder will be returned back within 60 days (without interest).
7. The Earnest Money Deposit (EMD) shall be forfeited, if
 - (a) A bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form
 - (b) Or in case of a successful Bidder, if the Bidder fails to sign the contract.
8. The EMD submitted by the successful bidder will be converted into performance guarantee and will be returned without interest after the successful completion of the contract or separate Bank Guarantee may be submitted.
9. The successful contractor will furnish an agreement separately on judicial paper of Rs. 20/- which shall be binding for a period of the financial year 2022-23. In addition to above, outsourcing agency will furnish affidavit duly attested by notary specifically mentioning that no persons having criminal background have been deployed in this office.
10. The Contractors should satisfy themselves before submission of the Rates/Quotations to this office that they meet the qualifying criteria and capability as laid down in the Annexure.
11. The Contractors must comply with the Rates/Quotations, specification and all terms and conditions of agreement of contract. No deviation in the Terms & Conditions of the Contract shall be entertained unless specifically mentioned by the contractor in the Rates/Quotations and accepted by this office.
12. In case of any default by the Contractor and in any of the terms & conditions (whether General or Special), this office may, without prejudice to any other right/remedy which shall have accrued or shall accrue thereafter, terminate the contract, in whole or part, by giving 15 days notice in writing to the Contractor. However, the competent authority reserves the rights to continue the contract till further arrangement are made available.
13. In case of termination of contract before completion of the term, the performance guarantee submitted by the vendor will be forfeited, subject to the order of the competent authority.
14. Notwithstanding anything contained herein, this office reserves the right to terminate the contract by giving 15 days notice in writing without assigning any reason and without incurring any financial liability whatsoever to the Contractor.

15. Covered protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948, shall be taken by the contractor. The contractor shall arrange necessary insurance cover for any person deployed by him even for short duration. This office shall not entertain any claim arising out of mishap, if any, that may take place. In the event of any liability/claim falling on this office, the same shall be reimbursed/indemnified by the Contractor.

16. Contractor shall in no case lease/transfer/sublet/appoint care taker for services.

17. No other person except Contractor's authorized representative shall be allowed to enter this office.

18. Within the premises of this office the Contractor's personnel shall not do any private work other than their normal duties.

19. Contractor shall be directly responsible for any/all disputes arising between him and his personnel and keep this office indemnified against all actions, losses, damages, expenses and claims whatsoever arising thereof.

20. Contractor shall be solely responsible for payment of wages/salaries other benefits and allowances to his personnel that might become applicable under any Act or Order of the Govt. This office shall have no liability whatsoever in this regard and the Contractor shall indemnify this office against any/all claims which may arise under the provisions of various Acts, Govt. Orders etc.

21. Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds done by his staff.

20. All consumable and material used by the contractor shall be provided by the office.

22. It is made clear that the engagement of the service provider does not in any way confer any right to the service provider or the persons that may be deployed by him in this office for claiming any regular or part time employment in this office or any other Govt. Office.

23. The agency will provide uniforms & I/Cards to the Data Entry Operator.

24. The agency will provide a list of staff along with their individual EPF/ESI no.etc. the detail of the salary credited to the staff will be required to be submitted every month or as and when required.

25. In case of leave/ absent of any staff the contractor will provide substitute in place of that person.

26. Hired staff should report before 9.00 AM every day.

27. Contractor would ensure that all its personnel would behave courteously and decently with employees of this office and also ensure good manners.

28. Bills chargeable to this office shall be paid after every month of services rendered, if found in order. In case of any complaint of non-fulfillment or any obligation under the contract, the Accountant General reserves the right to deduct the payment due from the contractor from monthly bill(s).

29. The Agency will have to make payment to the manpower provided within 7 days from the end of the month irrespective of the pending payment from this office.

Annexure - II
SPECIAL TERMS & CONDITIONS

1. This office reserves the right to accept or reject any or all the quotations without assigning any reasons whatsoever.
2. If the labour is required on Sunday/Gazetted holiday, no extra charge will be paid to the Contractor.
3. The contractor shall maintain an Attendance Register of personnel. The above register of personnel shall be subject to check by the concerned officer of this office. The personnel will render services six days a week except on NATIONAL HOLIDAYS (i.e. 26th Jan, 15th Aug, 2nd Oct. and Sundays and any other holidays/public holidays which are mandatory under labour laws). No extra payment of this shall be made. The rate of items of schedule of work includes the cost of this provision as well.
4. Proof of challan/receipt issued by Regional Provident Fund Commissioner (RPFC) etc. for the payment made towards applicable provident fund. ESI & ESIC for the previous month and this office shall release due amount after making recoveries, if any, through crossed account payee cheque in favour of contractor.
5. Detail of EPF, ESIC of individual staff is to be submitted to this office. (proof required)
6. The contractor shall promptly make payment to Regional Provident Fund Commissioner in respect of Provident Fund Contribution by Contractor and amount deducted from salary/wages of deployed personnel towards their contribution to provident fund.
8. Man power required for execution of the entire work including transport shall be arranged by the contractor and the man power will stay on full day in the office. In case, a particular workman remains absent due to one reason or other, it would be the responsibility of the contractor to provide another workman in his place.
9. The contractor shall, on award of the contract furnish the list containing names and addresses of the workman sent to this office for data entry work. The staff provide by the contractor may be examined by this office if needed in respect to the work proficiency.
10. The contractor will submit the monthly bill for reimbursement in duplicate enclosing the certificates as of salary transfer, EPF, ESIC credited to the staff and any document as desired by the office, which shall be got duly certified by the officer-in-charge and the same shall be paid thereof after making recovery, if any.
11. The contractor shall make regular and full payment of labour charges, salaries and other payments as due, as per the labour laws to its personnel deputed under services contract by

means of account payee cheque or credit the salaries to their respective bank accounts and furnish necessary proof with next bill.

12. The service provider shall have to pay his employees for three months even if this office for whatever reason it may be, does not pay the service provider.

13. Proof of payment towards compliance of other statutory provision like bonus for the previous month If any.

14. This office shall release due amount after making recoveries, if any, through crossed account payee cheque or other mode of payment in favour of contractor.

15. That no minor below the age of 18 year may be deployed by the outsourcing agency for which entire responsibility will be of said agency.

16 Notwithstanding anything contained herein, this office reserves the right to terminate the contract by giving 15 days notice in writing without assigning any reason and without incurring any financial liability whatsoever to the Contractor.

17. The agency must have a local office in tricity i.e.at Chandigarh, Panchkula and Mohali.

Please attach relevant documents as proof in support of above declaration

18. The service provider shall be contactable all the times and messages sent by phone/email/fax from this office shall be acknowledged immediately on receipt on the same day. The service provider shall strictly observe the instructions issued by the department in fulfillment of the contract from time to time.

19. Contractor shall in no case lease/transfer/sublet/appoint care taker for services.

20. No other person except Contractor's authorized representative shall be allowed to enter this office.

21. Within the premises of this office the Contractor's personnel shall not do any private work other than their normal duties.

22. The venue of the arbitrator shall be O/o Accountant General (A&E) Haryana, Sector 33, Chandigarh and the decision of Accountant General will be binding on both the parties. Any disputes will be in the jurisdiction at Chandigarh.

23. Purchaser reserves the right to accept or reject any or all the proposals without assigning any reasons.

Evaluation Process

Technical bid will be opened first and will be evaluated on Quality and Cost Based Selection, where 60% will be given to Technical and 40% to the Financial. The Technical bid will be

evaluated as per document provided by the bidder as per Annexure –V. All the bidders will be awarded marks as per the documents submitted. Minimum marks for qualifying technical bid is 20 marks. The financial bid will be opened for the vendor who qualifies in the technical bid. The financial bid will be awarded points out of 40 marks. The lowest bidder will be awarded 40 marks and correspondingly the marks will be awarded to other bidder as per $(L1/P)*40$ #. The maximum score obtained by the vendor out of the technical bid and financial bid jointly will be awarded the work. In case of concurrence, the final decision of awarding the work will be reserved to this office.

[Formula for evaluation of Financial Bid – Lowest quote (L1) amongst all the bidders will be awarded full marks i.e. 40. Evaluation/scoring of other bidders with respective quotes P, P1, P2 and so on will be calculated as $(L1/P)*40$]

PENALTIES

Contractor will attract a penalty of Rs.500/- (Rs. Five hundred only) per day, per person, in case the person fails to carry out duty due to his absence or any other reason which shall be recovered from the bills or otherwise. For the purpose of imposing penalty, the decision of this office will be final and binding on the contractor and shall not be subject to dispute or arbitration.

Annexure - III

Pre-qualification requirement of firms for award of contract for Data Entry Operator

1. Name of the organization/Firm	
2. Name(s) of the Proprietors/Directors	
3. Name of Contact Person and Ph no.	
4. Registered Address	
5. Telephone No. Fax No.	
5. Whether firm is registered & license holder under Contract Labour (Regulation & Abolition) Act. (Copy to be enclosed)	
6. Service Tax No. of the firm (Copy to be enclosed) if any,	
7. Registration No. of the Firm (Copy to be enclosed)	
8. Permanent Account No. of the firm (PAN) (Copy to be enclosed)	
9. Provident fund number allotted by Regional Provident Fund Office	
10. ESI Registration No.	
11. Total staff/workers of the firm.	
12. Name (s) of central Govt offices to whom similar services have been provided by the firm during two years (Please attach the job order/service certificate from Govt. Office (Only within Chandigarh jurisdiction))	

(Proof of all above provided details to be submitted)

(Signature with seal)

Annexure-IV

Financial Bid

Performa for Quoting Rate of Data Entry Operator

Description of payment	Rate per month per person
1. Name of Firm and address	
2. Wages per person as per the notification issued by Chandigarh Administration under the Minimum wages Act.	Rs 23,393/-
3. ESIC as per the rules, if any.	
4. EPF as per the rules, if any 12% + 0.5% EDLI charges + 0.5% admin charges	
5. Administrative charges	
6.Total	
7.Taxes	
8.Grand total(per month)	

Declaration:

I/We hereby certify that the information furnished above is true and correct to the best of my/our Knowledge. I/We understand the information that in case, any deviation is found in the above statement at any stage. I/ We shall be black listed and shall not have any dealing with the office in future.

(Signature with seal)

- To be submitted in separate envelope as “Financial bid”

Annexure - V
Technical Parameters and their weightage

S.No.	Particulars	Criteria	Points Awarded	Points Awarded
1	Experience in providing manpower in Govt. sector in Chandigarh/tricity in past 03 years	>10 Projects	5	5
		>5 and ≤ 10 Projects	3	
		≤5 Project	2	
2.	Experience of providing manpower in other sector	> 5 Projects	5	5
		> 3 and ≤ 5 Projects	3	
		≤ 3Project	2	
3.	Average size of the staff over last three financial year on roll viz. 2019-20, 2020-21 and 2021-22	>300 members	10	10
		>100 and ≤ 300 members	7	
		>25 and ≤ 100 members	5	
4.	Average Turn over of the company for last 03 years	> 1 crore	10	10
		>50 lacs and ≤ 1 crore	7	
		≤ 50 lacs	5	
5.	Labour license for men	> 100 members	10	10
		>50 and ≤ 100 members	7	
		> 25 and ≤ 50 members	5	
<i>TOTAL POINTS</i>				<i>40</i>

Note:- Minimum marks are 50 percent i.e.20 marks.