



F.No. A-12024/1/2011-Admn.  
Government of India  
MINISTRY OF HEAVY INDUSTRIES AND PUBLIC ENTERPRISES  
DEPARTMENT OF HEAVY INDUSTRY  
\*\*\*\*\*

Room No. 16, Udyog Bhawan  
Rafi Marg, New Delhi-11

Dated the 1<sup>st</sup> April 2014

**NOTICE INVITING TENDER**


Sealed tenders are invited from reputed, experienced and financially sound Manpower Providing Companies / Firms / Agencies to provide approximately 20 Data Entry Operators (English) and 7 Stenographers (English) to the Department of Heavy Industry for a period of one year. The requirement of number of Data Entry Operators and Stenographers may increase or decrease during the period of the contract. The period of contract may be extended or shortened depending upon the requirements of this Department.

2. The initial period of contract is one year; extendable upto two years, on year to year basis, on satisfactory performance with such amendments as may be mutually agreed to and also subject to the necessary approval of the competent authority.

3. Complete Tender Documents may be obtained from Room No. 15, Udyog Bhavan, New Delhi on all working days from 10.00 AM to 1.00 PM till 21<sup>st</sup> April 2014. It can also be downloaded from the website of the Department i.e. [www.dhi.nic.in](http://www.dhi.nic.in) or from the Central Procurement Portal of Govt. of India.

4. The interested Companies/Firms/Agencies may put their tender documents complete in all respects along with Earnest Money Deposit (EMD) of Rs.1,00,000/- (Rupees One Lakh only) and other requisite documents by 21<sup>st</sup> April 2014 till 3.00 P.M. to the Under Secretary (Admn), Room No. 16, Udyog Bhavan, New Delhi. The Technical Bid shall be opened on the scheduled date and time (at 4.00 PM on 21<sup>st</sup> April 2014), in Room No. 16, Udyog Bhavan, Department of Heavy Industry, New Delhi. The date for opening of financial bid would be intimated later on after scrutiny of Technical Bid. The interested firms are required to submit both the technical and financial bids in separate covers.

5. This Department reserves the right to amend / withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Department in this regard would be final.

  
Sd./- 02/04/14  
(Ajay Kumar Gaur)

Under Secretary to the Government of India

Tel: 2306 1106


अजय कुमार गौड़/AJAY KUMAR GAUR  
अवर सचिव/Under Secretary  
भारी उद्योग एवं लोक उद्यम मंत्रालय  
Ministry of Heavy Industries & Public Enterprises  
भारी उद्योग विभाग/Department of Heavy  
उद्योग भवन, नई दिल्ली  
Udyog Bhawan, New Delhi



**SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERERS FOR SUBMISSION OF  
TECHNICAL & FINANCIAL BIDS**

1. The Department of Heavy Industry requires the services of reputed, well established and financially sound Manpower Company / Firm / Agency to provide Data Entry and Stenographic assistance for its officers.
2. The contract is likely to continue for a period of one year. The period of the contract may be further extended beyond the contracted period, as per the requirement or may be curtailed / terminated before the contracted period owing to deficiency in service or substandard quality of manpower deployed by the selected Company / Firm / Agency. The Department, however, reserves right to terminate the contract at any time after giving one week notice to the selected service providing Company / Firm / Agency.
3. This Department has at present requirement for **20** Data Entry Operators (English) who are well conversant with computers and essentially well trained in MS Word and also desirably possess knowledge of LAN functioning, MS Excel and MS Power Point packages and should have a minimum typing speed of 30 words per minute in English. Company/firm/agency, which is in a position to provide shorthand knowing candidates, will be given preference.
4. The Department is also in need of **7** Stenographers who should be 10+2 pass and have knowledge of stenography at 80 words per minute with its transcription of 50 minutes for 10 minutes dictation and should possess the basic knowledge of computer operation including MS Office preferably MS Word, Power Point and Power Excel.
5. The interested agencies are required to submit "Technical Bid" and "Financial Bid" in separate sealed envelopes superscribed with **"Bid for Providing Data Entry Operators / Stenographers to Department of Heavy Industry"**. The bids may be submitted latest by 3.00 PM on 21<sup>st</sup> April 2014 in Room No.16, Udyog Bhavan, New Delhi.
6. The Earnest Money Deposit (EMD) of Rs.1,00,000 (Rupees One Lakh only), refundable (without interest), should be necessarily accompanied with the Technical Bid of the agency in the form of Demand Draft / Pay Order drawn in favour of DDO, Department of Heavy Industry, New Delhi **failing which the tender shall be rejected summarily.**
7. The successful tenderer will have to deposit a Performance Security Deposit of Rs. 1.00 Lakh in terms of General Financial Rules, 2005 in the form of Fixed Deposit Receipt (FDR)/Bank Guarantee in favour of **DDO, Department of Heavy Industry, New Delhi** which shall remain valid upto a period of 90 days beyond the completion of all contractual obligations. In case, the contract is further extended beyond the initial period, the FDR/BG will have to be accordingly renewed by the successful tenderer.
8. The Technical Bid shall be opened on the scheduled date and time (at 4.00 PM on 21<sup>th</sup> April 2014) in Room No. 16, Udyog Bhavan, Department of Heavy Industry, New Delhi. The date for opening of financial bid would be intimated later on after scrutiny of Technical Bid.

Contd.....2/-

  
07/04/2014  
अजय कुमार शौह / AJAY KUMAR SHAUH  
अवर सचिव / Under Secretary  
भारी उद्योग एवं लोक उद्यम मंत्रालय  
Ministry of Heavy Industries & Public Enterprises  
भारी उद्योग विभाग / Department of Heavy Industry,  
उद्योग भवन, नई दिल्ली  
Udyog Bhavan, New Delhi



9. The competent authority of Department reserves the right to annul all bids without assigning any reason.

**TECHNICAL BID REQUIREMENTS/CONDITIONS:**

1. The tendering manpower Company / Firm / Agency should fulfil the following conditions:

- (a) The Registered/Operating Office of the Company / Firm / Agency should be located either in Delhi / New Delhi or in any of the Satellite Towns of Delhi;
- (b) The Company / Firm / Agency should have at least three years experience in providing manpower to Public Sector Companies / Banks and Government Departments/Ministries etc;
- (c) The Company / Firm / Agency should have its own Bank Account;
- (d) The Company / Firm / Agency should be registered with Income Tax and Service Tax departments. **The certificate issued by Service Tax department should be specifically for manpower recruitment agency.**
- (e) The Company / Firm / Agency should also be registered with appropriate authorities under Employees' Provident Fund and Employees State Insurance Acts;
- (f) The Company / Firm / Agency should have the minimum turnover of Rs. 1.00 crore during the year 1.4.2013 to 31.3.2014.
- (g) **Addresses on various certificates issued by above cited authorities should be the same as the Registered/Operating office of the firm/company/agency.**

2. The tendering Companies / Firms / Agencies are required to enclose photocopies of the following documents ( duly attested by Gazetted Officers of the Government of India or the State Governments), along with the Bid, failing which their bids shall be summarily/out rightly rejected and will not be considered any further:


- (a) Registration certificate;
- (b) Copy of PAN / GIR card
- (c) Copy of the IT return filed for the last three financial years along with Balance Sheet including Receipts and Payments Account;
- (d) Copies of EPF and ESI certificates;
- (e) Copy of the Service Tax registration certificate;
- (f) Certified extracts of the Bank Account containing transactions during last three years.

3. The conditional **bids shall not be considered and will be outrightly rejected** in very first instance.

4. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No overwriting or cutting is permitted in the Bid Form. In such cases, the tender shall be summarily rejected. Copies of as in Para 2 above should be enclosed in order as placed.

5. The firm should have experience of supplying Data Entry Operators and Stenographers in the Govt. Ministries/Departments.

Contd.....3/-

  
27/04/2012  
अजय कुमार भोई / AJAY KUMAR BAIR  
अवर सचिव / Under Secretary  
भारी उद्योग एवं लोक उद्योग विभाग  
Ministry of Heavy Industries & Public Enterprises  
भारी उद्योग विभाग / Department of Heavy Industry  
उद्योग भवन, नई दिल्ली  
Udyog Bhawan, New Delhi



TECHNICAL BID FORM

Application for Providing Data Entry Operator to the Department of Heavy Industry.

1.	Name of Tendering Company/Firm / Agency (Attach certificate of registration)	:	
2.	Name of proprietor / Director of Company/ Firm / agency	:	
3.	Full Address of Reg. Office   Telephone No.  Fax No.  E.mail Address	:  :  :  :	
4.	Full address of Operating Office   Telephone No.  Fax No.  E.mail Address	:  :  :  :  :	
5.	Banker of Company / Firm / agency with full address. (Attach certified copy of statement of A/c for the last three years   Telephone Number	:    :	

Contd.....4/-

02/04/2015  
Secretary  
Ministry of Heavy Industries & Public Enterprises  
Udhyog Bhawan, New Delhi



6.	PAN / GIR No (Attach attested copy)	:	
7.	Service Tax Registration No. (Attach attested copy)	:	
8.	E.P.F. Registration No. (Attach attested copy)	:	
9.	E.S.I. Registration No. (Attach attested copy)	:	
10.	Financial turnover of the tendering <b>Company / Firm / Agency</b> for the last 3 Financial Years: (Attach separate sheet if space provided is insufficient:		


Financial Year	Amount (Rs. Lacs)	Remarks, if any
2011-12		
2012-13		
2013-14		

11. Details of the major similar contracts handled by the tendering Company / Firm / Agency during the last three years in the following format:  
(if the space provided is insufficient, a separate sheet may be attached)

S.No.	Details of client along with address, telephone and FAX numbers	Amount of Contract (Rs. Lacs)	Duration of Contract	
			From	To
1.				
2.				
3.				

- 12.

Details of Earnest Money Deposit	:	Rs. 1,00,000/- (Rupees One Lakh Only)
D.D. / P.O. No. & Date	:	
Drawn on Bank	:	


  
 02/04/2014  
 आर्य कुमार शर्मा / ARY KUMAR SHARMA  
 Under Secretary  
 Ministry of Heavy Industries & Public Enterprises  
 Government of India  
 New Delhi

Contd.....5/-



### DECLARATION

1. I, \_\_\_\_\_ Son / Daughter / Wife of Shri \_\_\_\_\_ 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 Signatory


Date:

Full Name

Place:

Seal

Contd....6

  
02/04/2014  
असह कुमार मोहन/ANIL KUMAR SAHA  
असह सचिव/Under Secretary  
भारी उद्योग एवं धातु  
Ministry of Heavy Industries & Public Enterprises  
भारी उद्योग विभाग/Department of Heavy Industry  
एन.ए. रोड, नई दिल्ली  
Nagay Shaban, New Delhi



**FINANCIAL BID PERFORM**

Name & Address of the company/agency/firm:

**(A) Terms & Conditions for Financial Bid:-**

1. 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 notified by the Govt. of National Capital Territory of Delhi during the whole period of contract.
2. The minimum wages shall be paid as per rates applicable for Clerical & Non-Technically Supervisory Staff notified by the GNCT of Delhi for Matriculates but not Graduates in r/o Stenographers and for Graduates & above in r/o Data Entry Operators.
3. It is further certified that all Govt. Dues including PF, ESIC, Service Charges, Service Tax etc. shall be paid to the concerned authorities as per prevailing laws of the land.

**(B) Financial Bid**

1. Accepting the above terms & conditions, **Lump Sum Rates per Month per Person** (inclusive of Minimum Wages due from time to time and all statutory liabilities, taxes payable, duties, levies, cess, etc.) are quoted as under:

Data Entry Operator(DEO)	Stenographers

[Break up of Lump Sum Rates shall not be furnished]

2. Overtime Rate Per Hour Per Person:

Data Entry Operator(DEO)	Stenographers

Rates quoted in financial bid above shall only be consolidated amount offered by the bidders and shall not mention of details of break of the consolidated amount (i.e. wages, PF, ESI etc).

**Note:-**

- (1.) Financial Bid strictly shall be in the form and manner as (B) above. Bids having any deviation from above terms & conditions and Financial Bid shall be summarily rejected. **No conditional Bids shall be entertained.**
- (2.) Doubt, if any, may please be clarified from Under Secretary (Administration), Department of Heavy Industry, Room No. 16, Udyog Bhawan, New Delhi (Tel. No. 2306 1106) **before submitting financial bids so as to avoid rejection of the same, at the time of evaluation of bids.**

Date:  
Place:

*[Handwritten Signature]*  
02/04/2014

Signature of authorized Signatory  
Full Name

Seal

Contd.....7

SECRETARY (ADMINISTRATION)  
DEPARTMENT OF HEAVY INDUSTRY  
UDYOG BHAWAN, NEW DELHI  
MINISTRY OF HEAVY INDUSTRIES & PUBLIC ENTERPRISES  
GOVT. OF INDIA



### TERMS AND CONDITIONS OF THE CONTRACT

1. The contract shall be for a period of one year unless it is curtailed or terminated by this Department owing to deficiency of service, sub-standard quality of Data Entry Operators and Stenographers deployed, breach of contract etc.
2. The contract shall automatically expire on completion of one year unless extended further by the mutual consent of contracting agency and this Department.
3. The contract may be extended, on the same terms and conditions or with some addition / deletion / modification, for a further specific period mutually agreed upon by the successful service providing Company / Firm / Agency and the Department.
4. The contracting Company/ Firm / Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of this Department.
5. The Department, at present, has requirement of 20 skilled Data Entry Operators and 7 Stenographers on urgent basis. The requirement may further increase or decrease during the period of initial contract also and the tenderer would have to provide additional Data Entry Operators and Stenographers, if required on the same terms and conditions.
6. The tenderer will be bound by the details furnished to this Department while submitting the tender or at subsequent stage. In case, any of such documents furnished by the agency/firm/company is found false at any stage, it would be deemed to be a breach of terms of contract making it liable for legal action besides termination of contract.
7. The payment shall be made on conclusion of the calendar month only on the basis of no. of working days for which duty has been performed by each manpower.
8. The Department reserves right to terminate the contract during initial period also after giving a week's notice to the contracting agency.


### LIABILITIES, CONTROL ETC. OF THE PERSONS DEPLOYED

9. The contracting agency shall ensure that the individual Data Entry Operators and Stenographers so deployed in the Department of Heavy Industry conform to the following technical specifications of age, educational qualifications etc.

#### Data Entry Operator

- (a) The Data Entry Operators should be Graduate from a recognized University/Board;
- (b) The Data Entry Operators should be conversant with the working of the computers and should necessarily have knowledge of MS Word and preferably of LAN functions, MS Excel and MS Power Point packages;
- (c) The Data Entry Operators should have a minimum typing speed of 30 words per minute in English on computer.

Contd.....8

  
Sd/- **RAJ KUMAR SAHIN**  
Secretary  
Ministry of Heavy Industries & Public Enterprises  
Government of India  
New Delhi



[illegible]



her own personal reasons. The payment in respect of the overlapping period of the substitute shall be responsibility of the service provider. **The delay in providing a substitute beyond three working days would attract a penalty @ Rs.200 per day per person on the service providing agency.**

16. It will be the responsibility of the service providing agencies to meet transportation, food, medical and any other requirements in respect of the persons deployed in this Department and this Department will have no liabilities in this regard.

17. For all intents and purposes, the service providing agency shall be the "Employer" within the meaning of different Labour Legislations in respect of Data Entry Operators and Stenographers so employed and deployed in this Department. **The persons deployed by the agency in this Department shall have no claims of any Master and Servant relationship against the Department of Heavy Industry.** The service provider's persons shall not claim any benefit / compensation / absorption / regularization of service from / in this Department under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. An undertaking to this effect may be obtained from the Employees to submit to this Department before such deployment

18. The service providing agency shall be solely responsible for the redressal of grievances/ resolution of disputes relating to person deployed. This Department shall, in no way, be responsible for settlement of such issues whatsoever.

19. This Department shall not be responsible for any financial or other injury to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.

20. The persons deployed by the service providing agency shall not claim nor shall be entitled to pay, perks and other facilities as admissible to regular / confirmed employees of this Department during the currency or after expiry of the contract.


21. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing agency shall not be entitled to any claim for any absorption in the regular / otherwise capacity in this Department.

#### LEGAL

22. The tendering agency will be responsible for compliance of all statutory provisions relating to Minimum Wages, Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it in this Department. It shall be the duty of the service provider to pay their salary every month as per prevailing minimum wage approved by Delhi Government.

23. Tendering agency shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the Department of Heavy Industry to concerned tax collection authorities from time to time as per as per extant rules and regulations on the matter.

24. The tendering agency shall maintain all statutory registers under the Law. The agency shall produce the same, on demand, to the concerned authority of this Department or any other authority under Law.

  
01/04/2018  
Joint Secretary (Adm) KIMAR  
Ministry of Heavy Industry  
Government of India  
New Delhi



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25. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of Income Tax Department, as amended from time to time and a certificate to this effect shall be provided to the agency by this Department.

26. In case, the tendering agency fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof the Department is put to any loss / obligation, monetary or otherwise, the Department will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.

27. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing agency shall not be entitled to any claim for any absorption in the regular/otherwise capacity in this Department.

28. Further, if the agency fails to deploy 20 Data Entry Operators and 7 Stenographers against the initial requirement within 15 days from date of placing the order the EMD/PERFORMANCE GUARANTEE shall stand forfeited without giving any further notice.

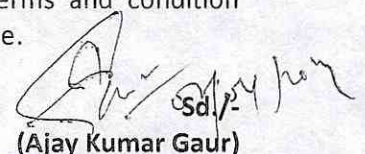
29. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited by this Department besides annulment of the contract.

30. The service provider will submit the bill, in triplicate, in respect of a particular month in the first week of the following month for early settlement of the bill after deduction of taxes deductible at source under the laws in force. The claims in bills regarding Employees State Insurance, Provident Fund, and Service Tax etc. should be necessarily accompanied with documentary proof pertaining to the concerned bill month. A requisite portion of the bill / whole of the bill amount shall be held up till such proof is furnished, at the discretion of this Department.

31. Payments to the service provider would be strictly **on certification of attendance and satisfactory work signed by the section/officer with whom the outsourced personnel is attached**. A proportionate deduction would be made from the bill for the absence of persons deployed by the service provider. The service provider will provide the required personnel for a shorter period also in case of any exigencies as per the requirement of this Department.

32. The firms have to ensure the payment of minimum wages to the employees as fixed/revised by Govt. of NCT of Delhi from time to time and all statutory dues thereon to the concerned authorities from the lump-sum rates quoted by the firms, which will not be increased by this Department during the currency of the contract under any circumstances.

33. The Department reserves right to withdraw / relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.

  
(Ajay Kumar Gaur)

Under Secretary to the Government of India


Tel: 2306 1106

अजय कुमार गौर/AJAY KUMAR GAUR  
अवर सचिव/Under Secretary  
भारी उद्योग एवं लोक सेवा / मंत्रालय  
Ministry of Heavy Industries & Public Enterprises  
भारी उद्योग विभाग/Department of Heavy Industry,  
सचिवालय भवन, नई दिल्ली  
Secretariat Bhawan, New Delhi



ORDER FOR ARRANGEMENT OF DOCUMENTS WITH THE BID

1. Application Form(Technical Bid)
2. Attested copy of registration of agency Attested copy of registration of agency;
3. Certified copy of the statement of bank account of agency for the last three years;
4. Attested copy of PAN / GIR Card;
5. Attested copy of the latest IT return filed by agency;
6. Attested copy of Service Tax registration certificate;
7. Attested copy of the P.F. registration letter / certificate;
8. Attested copy of the E.S.I. registration letter / certificate;
9. Certified documents in support of the Financial turnover of the agency;
10. Certified documents in support of entries in column 11 of Technical Bid application;
11. Statement indicating experience of working with Govt. Ministries/Departments;
12. Copy of the terms and conditions in Tender Document with each page duly signed and sealed by the authorized signatory of the agency in token of their acceptance;
13. Financial Bid.(Separate envelop).

  
01/04/2014  
अजय कुमार गौड़/AJAY KUMAR GAUR  
अवर सचिव/Under Secretary  
भारी उद्योग एवं लोक उद्यम मंत्रालय  
Ministry of Heavy Industries & Public Enterprises  
भारी उद्योग विभाग/Department of Heavy Industry  
राष्ट्रपति भवन, नई दिल्ली  
Rajiv Gandhi Bhawan, New Delhi