



GOVERNMENT OF INDIA
CUSTOMS, CENTRAL EXCISE, SERVICE SETTLEMENT COMMISSION,
ADDITIONAL BENCH, CHENNAI,
NO.60, RAJAJI SALAI, NARMADA BLOCK,
CUSTOM HOUSE, CHENNAI.

C.No.1/22/3/2019-Admn

Dated:06.03.2019

TENDER NOTICE

TENDER NOTICE FOR INVITING RATES /QUOTATION FOR PROVIDING SKILLED LABOUR (DATA ENTRY OPERATORS) FOR CUSTOMS, CENTRAL EXCISE, SETTLEMENT COMMISSION, NARMADA BLOCK, CUSTOM HOUSE, No.60, RAJAJI SALAI, CHENNAI-I

Sealed Tenders are invited from experienced and reputed manpower supplying firms / agencies for out sourcing of skilled labourers (Data Entry Operators) in the office of the Customs, Central Excise, Service Tax Settlement Commission, Custom House, Chennai -1

2. **Scope of Work:** The duties of a Data entry operator would broadly include typing from the written drafts / documents, taking direct dictation on the computer, printing and copying of documents , handling stock of items, files and records, rendering secretarial assistance to the officers whenever required and any other related works as assigned to him / her from time to time

3. **Qualification and experience:** The eligibility criteria that a Data entry Operator should fulfil are as given hereunder:

- i. Minimum qualification – passed 10+2
- ii. Minimum typing speed of 40 words per minute
- iii. Between 21 and 40 years of age
- iv. Good knowledge of English and local language
- v. Good knowledge of MS Word and Excel
- vi. Ability to take dictation and render secretarial assistance

4. The Firm / Agency providing the manpower should be willing to take to take up the contract on the terms and condition as laid down in Annexure-I of the Tender Document.

5. The Firm / Agency should be able to provide the manpower from 1.4.2019 on award of contract.

6. The Tender should be submitted in two sealed covers:

A. The first sealed cover superscribed **“Technical Bid”** should contain:-

- i. The proforma at Annexure-II duly filled in.
- ii. Firm / Agency profile, including previous experience of manpower supply to Government Department.
- iii. Acceptance of terms and condition as at Annexure-I
- iv. All other required documents

B. The second sealed envelope superscribed, **“Financial Bid”** should contain proforma at Annexure-III duly filled in quoting rates on monthly basis for normal duty of 8(eight) hours per day / person.

C. Both the sealed cover should be placed in a bigger sealed envelope superscribed, **"Tender for supply of Data Entry Operator"**. This should be addressed to the Commissioner (Investigation) Customs, Central Excise, Service Tax Settlement Commission, Custom House, Chennai -1 and **should be submitted on or before 1200 hours of 26.03.2019.**

8. **The bids shall be opened by the Tender Committee at 1200 hours on 27.03.2019** in the presence of the participating bidders who may like to be present. Representatives of the bidders participating on the day of evaluation of bids should possess proper authorization letter from the company to be allowed to participate in the proceedings.

9. The Commissioner (Investigation), Customs, Central Excise, Service Tax Settlement Commission, Custom House, Chennai -1, reserves the right to reject any or all the tenders without assigning any reason.

(J.W.I.NELSON)
ASSISTANT COMMISSIONER

Copy to:

1. Web Master, Settlement Commission, Chennai Customs, CBIC, New Delhi.

The Notice Board

ANNEXURE-I
GENERAL TERMS AND CONDITIONS

1. Bidders providing similar service to other government departments will be given preference.
2. The successful bidder will have to enter into an agreement with the Assistant Commissioner, Customs, Central Excise, Service Tax Settlement Commission, Custom House, Chennai -1, for supply of suitable and qualified manpower as per requirement of this office on these terms and conditions.
3. The persons who are deployed for services should be of good moral character, and should not have been convicted for any offence under the law. The Firm / Agency on being awarded the contract shall verify the antecedents of the persons being deployed, from the appropriate authorities.
4. The suitability of the Data Entry Operator deputed by the Firm / Agency will be assessed through appropriate measures before they are engaged for work in Customs, Central Excise, Service Tax Settlement Commission, Custom House, Chennai -1
5. The initial period of contract would be 12 months. Service charges / rates quoted by the Firm / Agency would be fixed for one year and any statutory increase in wages etc. is to be borne by the firm / agency.
6. The Firm / Agency will, prior to the commencement of the operation of contract, make available to the department, particulars of all the employees who will be deployed. Such particulars inter-alia should include age, date of birth, photograph, local and permanent address, qualification, parentage etc. of the employees so deployed. Any change or addition in this regard should be notified immediately.
7. The persons so provided by the Firm / Agency shall be employees of the Firm / Agency and shall remain under the control and supervision of the Firm / Agency and the Firm / Agency shall be liable for the wages and any other claim of the person so engaged. The Firm / Agency should observe provisions of all the Regulations relating to employment of person deployed to this office (such as those relating to payment of minimum wages , employment of child labour etc.) as applicable from time to time and should submit a certificate to that effect.
8. The Firm / Agency supplying the manpower has to provide photo identity card to the person deployed by him / her for carrying out the work.
9. The Firm / Agency shall be responsible for fulfilling all the obligations towards the person deployed under the law.
10. The Firm / Agency would be liable for ensuring compliance with the rules including PF,ESI etc., and other regulations as notified by Government in this regard from time to time and that the department shall not pay over and above the rate quoted in respect of any such deduction made by the contractor / service provider.
11. The Firm / Agency shall take all responsible precautions to prevent any unlawful / disorderly conduct or acts of the employee so deployed. He shall also be responsible for the preservation of peace and protection of persons and property for theft, burglary, arson or any other mischievous deeds of the person deployed.
12. The Data Entry Operator deployed by the by the Firm / Agency shall not divulge or disclose to any details of office operation process, technical knowhow, security arrangements and administrative / organizational matters.
13. Department reserves the right to call upon the Firm / Agency to remove any person whom department finds unsuitable for services and the contractor will be obliged to comply with the same
14. The Firm / Agency shall ensure availability of each deployed person on all working days for providing the service contracted for.

15. For any absence / non – engagement, no charges will be paid.
16. Department reserves the right to cancel the contract at any time if it feels that the service provided is not satisfactory.
17. If the contract is terminated before completion of a month the amount payable to the Firm / Agency for number of days worked shall be calculated @ as mentioned on per day basis.
18. The Firm / Agency provider should be registered with Government, wherever applicable.
19. It shall be the sole responsibility of the Firm / Agency to ensure security and safety of the property and assets moveable or immovable of the Department and shall report to the proper authority in case of pilferage that takes place or where any attempt is made to that effect, and loss, if any shall be recovered from the Firm / Agency.
20. The Firm / Agency shall submit valid proof of G.S.T having actually been paid by him to the Government Account , if applicable, in respect of the above said service provided.
21. The engagement of the contractor does not in any way confer any right to the Firm / Agency or the person that may be deployed by the Firm / Agency in this office, for claiming any regular employment in this office or any other Government office.
22. The Firm / Agency shall indemnify the office against any action arising out of the deeds of the deployed persons.
23. The Firm / Agency should also mention the details about the amount per person / month to be paid while quoting the rates. Agency charges should be inclusive of all statutory / taxation liabilities in force at the of entering into the contract.
24. The Firm / Agency should also submit details of other such organization, to which they have extended similar services in the recent past.
25. The Firm / Agency should be registered with the concerned Government Authorities, and a copy of the current registration may be submitted. The service provider shall maintain all statutory registers under the applicable laws. The agency shall produce the same, on demand, to this office or any other authority under law.
26. The Firm / Agency should provide G.S.T Registration number and a valid PAN Number in their tender documents . They should also have their own Bank Account.
27. The person deployed should work on all days except Sunday and normal Working hours would be from 9.15 A.M to 5.45 P.M. However, in exigencies of work the person deployed may have to work beyond 5.45 P.M. and may even be called on holidays, if required,
28. It will be obligatory on the part of the service provider for the safe upkeep and proper handling of the office equipments. If any damage is caused to the office equipment on account of negligence of the person deployed , the service provider will be liable for action under law and the loss / damages so caused will be paid , by / recovered from the service provider.
29. Any dispute arising out of this agreement or that which may arise in future shall be resolved by taking recourse to mutual settlement / conciliation, failing which the disputes lie within the jurisdiction of Courts of Chennai only.
30. For termination of the contract two months' notice will be required from the service provider's side in writing. Customs, Central Excise, Service Tax Settlement Commission, Custom House, Chennai -1, however, can terminate the contract on a notice of 30 days without assigning any reason whatsoever.



(J.W.I.NELSON)

ASSISTANT COMMISSIONER (ADMN)

ANNEXURE-II

PROFORMA FOR TECHNICAL BID

| | | |
|----|---|--|
| 1 | Name of the Agency / Firm | |
| 2 | Name of the proprietors / Directors | |
| 3 | Registered Address | |
| 4 | Telephone No: Fax No: Mobile No: e-mail address: | |
| 5 | Whether a copy of the Terms and Conditions (Annexure -I), Duly signed in token of acceptance of the same is enclosed? | |
| 6 | G.S.T. Registration No. (copy to be enclosed) | |
| 7 | PAN No. (Copy to be enclosed) | |
| 8 | Details of ESI and EPF Registration (copy to be enclosed) | |
| 9 | Total Staff / Workers of the Agency | |
| 10 | Name(s) of public Sector / Govt.Organisation to whom similar services provided during last three years. | |

I/we hereby certify that information furnished above is true and correct to the best of my / our knowledge and I / we have read and understood the terms and conditions contained in the Tender Document. I / we understand that in case any deviation is found in the above statement at any stage I / we will be blacklisted and will be debarred from any dealing with the Department in future.

Signature of the bidder with name
Office Seal

ANNEXURE III

PROFORMA FOR FINANCIAL BID

1. Name , address and telephone No. Of the Agency:

2. Permanent Account No (provide copy):

3. Name and address of the proprietor :

4. Rate Chart:

| Sl. No | Type of Man Power | Description | Rate (Rs.) |
|--------|---|--|------------|
| 1 | Skilled labour (Data Entry Operator) | Monthly Salary per person inclusive Of PF,ESI,Bonuse,taxes,etc. | |
| 2 | | Service charges | |
| 3 | | Service tax on (1)+ (2) | |
| 4 | | Sum of (1) & (2) | |

**Name and Signature of the
Authorised Signatory**