



**GOVERNMENT OF INDIA**  
**OFFICE OF THE**  
**PRINCIPAL COMMISSIONER OF INCOME TAX BANGALORE- 4, BANGALORE**  
(5th Floor, BMTC Office, Koramangala, Bangalore – 560095)

Phone : 25625606

Fax No. : 25625610

E-tender/Pr.CIT/B-4/2017-18

Date: 25.07.2017

To  
The Public Relations Officer,  
O/o. The Principal Chief Commissioner of Income –Tax,  
Karnataka & Goa Region, Central Revenue Building,  
Queens Road, BENGALURU-560 001.

Sir,

Sub : Publication of tender for Hiring Manpower for Data Entry Work –  
request for – reg.

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Kindly refer to the above.

2. I am directed to request you to kindly publish the Tender Notification for hiring the manpower for Data Entry Work, along with enclosures in the departmental website and the same is also published on CPP Portal with Tender ID 2017-ITD\_233549\_1.

Yours faithfully,

( Sneha S Kamath)

Administrative Officer, Gr.II  
for Pr. Commissioner of Income-Tax-4,  
Bangalore.

Encl : a/a.



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OUT SOURCE DEO&TYPIST/Pr.CIT/BLR-4/2017-18

Date:25.07.2017

NOTICE INVITING TENDER FOR PROVIDING DATA ENTRY  
OPERATOR/TYPIST  
(Classified as Highly skilled workers and unskilled workers)

The Income Tax Department, Bangalore invites sealed offers from reputed PARTIES engaged in the business of providing manpower services, for outsourcing the services of Data Entry Operator/Typist, approximately 24 Nos. initially and which is likely to increase on need basis in various offices of the Principal Commissioner of Income Tax, Bangalore-4, Bangalore, and its subordinate offices situated at II, III, IV & V floor. The description of the responsibilities and the work carried out by the Date Entry Operator/Typist is given under terms and conditions.

**I TENDER PROCESS**

1. Tender is invited in two parts i.e. (1) Qualifying bid and (2) Financial bid. The tender form of Qualifying bid in proforma prescribed in ANNEXURE-I and the tender form for the financial bid in proforma prescribed in ANNEXURE-II complete in all respects shall be submitted in two separate sealed covers addressed to the Administrative Officer, Grade-II, O/o the Principal Commissioner of Income Tax, Bangalore-4, Bangalore, 5<sup>th</sup> Floor, BMTC Office, Koramangala, Bangalore – 560095 by 16.08.2017. Late submission of tenders shall not be accepted. The sealed covers should be super scribed with “Qualifying Bid-Contract for providing Data Entry Operator/Typist” and “Financial Bid-Contract for providing Data Entry Operator/Typist” respectively. Tenders will be opened on 17.08.2017 at 12.30p.m in the presence of bidders at 5<sup>th</sup> Floor, BMTC Office, Koramangala, Bangalore – 560095. If the date of opening is declared a holiday, the quotations will be opened on next working day at the designated time. Incomplete bid documents shall be rejected. The valid qualifying bids shall be scrutinized by the department to short list the eligible bidders.

2. If the tenders are sent by post/courier, it should be ensured that the cover is intact without any damage or loss at the time of reaching the destination. Department is not responsible for the delay on account of postal/Courier Services.
3. The tenders shall sign and stamp each page of this tender document and all other enclosures appended to it as having read and understood the terms and conditions contained herein and submit the same along with the qualifying bid. The documents in clear and legible terms. Wherever required the prices quoted shall be written in figures and words as well. ANNEXURES shall also have to be signed and stamped by the bidder or by authorized signatory.
4. Tender fee deposit of Rs.100/- (Rupees one hundred only) per application in form of Demand Draft of Scheduled Bank in the favour of the ZAO, CBDT, Bangalore shall accompany the qualifying bid. Qualifying bids without tender fee will be rejected. Tender fee will be returned to all the unsuccessful bidders at the end of the selection process. However, the Tender fee shall be forfeited in case the successful bidders withdraw or the details furnished in the Annexure-I & are found to be incorrect and false during the tender selection process.
5. The successful bidder will have to make a EMD deposit of Rs.60000/- (Rupees sixty thousand only) during the subsistence of the contract. This security deposit shall be forfeited in the event of violation of any of the terms and conditions of this tender by the bidder or in the event of any verifiable complaint of non-payment of minimum wages as per law to the DEO's/MTS.
6. The tender forms shall be rejected if it is not complete in any respect.
7. The department reserves the right to accept or reject any tender.

## QUALIFYING BID DOCUMENT

### ANNEXURE-I

1. Name of the Party :
2. Address (with telephone No., Fax No. :
3. Name & address of the Proprietor/Partner  
Partners/Directors (with Mobile No. & E-mail) :
4. Contact person(s) (with Mobile No. & E-mail) :
5. No. of years of experience in providing  
Manpower Services :
6. Details of ESI & EPF Registration along with  
Evidence (registration of before 01-Apr-2011) :  
Provide copies of ESI & EPF return filed  
During the last year.
7. Details of Service Tax Registration along  
With evidence. :
8. Permanent Account Number (PAN) :
9. The evidence for filing of IT returns along  
With income and Expenditure Account and  
Balance Sheet for last three Asst. Years  
to be enclosed :

#### DECLARATION

I/We hereby certify that information furnished above is true and correct to the best of my/our knowledge, I/we understand that in case any deviation is found in the above statement at any stage, I/we will be blacklisted and will not be permitted to have any dealing with the Department in future.

(Signature of Authorized Signatory with date)

FINANCIAL BID DOCUMENT

ANNEXURE-II

1. Name of the Party :
2. Address (with Tel No., Fax No.) :
3. Name & Address of the Proprietor/ Partners /Directors (with Mobile No. & E-mail) :
4. Contact Person(s) (with Mobile No. & E-mail) :
5. Rate per personnel per day (Both in words and figures) :

No.	Description	Rate per day per person
A	Basic	
B	DA	
C	Other Charges, if any	
D	(A+B+C)	
E	EPF	
F	ESI	
G	Bonus	
H	(D+E+F+G)	
I	Contractors Service Charges Rs.	
J	(H+I)	
K	Service Tax % on J	
L	Total cost per labour per day (J+K)	

DECLARATION

I/we

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Hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I/we understand that in case any deviation is found in the above statement at any stage, I/we will be blacklisted and will not be permitted to have any dealing with the Department in future.

(Signature of Authorized Signatory with date)

## TERMS AND CONDITIONS

### 1. The nature of duties of Data Entry Operator/Typist (skilled workers):

The duties of the Date Entry Operators/Typists would broadly include typing from the written drafts/documents, taking direct dictation on the computer, cleaning and maintenance of computer, printing of documents and any other related work assigned by the authority with whom they are attached.

### 2. **The Date Entry Operator/Typist (skilled workers) should have the following qualifications:**

- a) The person should hold a Bachelor's Degree with English as on subject.
- b) The personnel should have a minimum speed of typing at 40 words per Minute.
- c) The personnel should possess knowledge of software such as Microsoft Word, Microsoft Excel and Microsoft Power Point etc.
- d) The age of personnel should be between 21 years to 40 years.
- e) The personnel should be able to type directly on computer during dictation.
- f) The Department would conduct a skill test for the selection of candidates that are provided by the agency.

### 3. **Conditions to be satisfied in the qualifying bid.**

- a) Bidder should have a minimum of three years of experience in providing man power services, for outsourcing services of Data Entry Operator/Typist to various organizations.
  - b) The bidder must have ESI registration, EPF Registration and Service Tax registration as on the date of submission of tender.
  - c) The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961.
  - d) The evidence for filing returns along with Income and Expenditure Account and Balance Sheet for past three Financial years.
  - e) In the event of the contract being awarded, the contractor should be prepared to deploy the persons immediately.
4. The contractor shall deploy only personnel with good conduct and character. In order to ensure that the same, Police Verification Certificates in respect of the personnel deployed shall be submitted to the O/o. Pr.CIT, Bangalore-4, Bangalore, at the time of deploying each personnel.
5. The personnel deployed shall work on all days except Sundays and National Holidays. If it is required the personnel must be ready to work on holidays as well and payment will be made based on attendance.
6. Normally the working hours for persons deployed by the contractor shall be between 9.30 AM to 6.00 PM with a lunch break of half an hour in between.

The person deployed should invariably reach office before 9.30 AM. Every day and perform the duties.

7. The personnel shall attend to work punctually at the prefixed/determined timings and shall be well behaved and well-mannered.
8. The personnel shall perform all the duties assigned by the respective HODs/Assessing Officer/officers to whom they are attached from time to time.
9. The contractor shall ensure that the work undertaken by its personnel is carried out efficiently and to the satisfaction of HODs/Assessing Officers/Officers to whom they are attached.
10. The contractor and the personnel engaged by the contractor shall be subject to the entry and exit procedures of the Department as may be determined by the Department from time to time.
11. If in the opinion of this office, the contractor engages inadequate number of personnel or does not execute the work in a satisfactory manner or in accordance with the terms and conditions of the contract, O/o The Principal Commissioner of Income Tax Bangalore – 4, Bangalore, may get the work done through a third party contractor, without any written notice to the contractor, the cost which shall be recovered from the contractor from the monthly payment.
12. Close liaison shall be maintained with our officers-in-charge for smooth and efficient performance of duties of the personnel.
13. The contractor shall indemnify and shall keep the O/o The Principal Commissioner of Income Tax Bangalore-4, Bangalore, indemnified against acts or omission of negligence, dishonesty or misconduct of the men engaged for the work and O/o The Principal Commissioner of Income Tax Bangalore-4, Bangalore, shall not be liable to pay for any damages or compensation to such person or to third party.
14. In the event of increase in Service Tax by State/Central Government in future applicable under this contract, the Department shall bear the same.
15. The contractor shall arrange for the maintenance of all such registers and forms as are statutorily required and/or considered necessary for the efficient performance of this contract.
16. It is clearly agreed and understood that all the persons provided/engaged by the contractor shall be the employees of the contractor and all disputes between the contractor and its personnel shall have no bearing on O/o The Principal Commissioner of Income Tax Bangalore-4, Bangalore. The

O/o The Principal Commissioner of Income Tax Bangalore-4, Bangalore, shall not be responsible for any claims made by such persons and shall not be liable to pay employee/ex-employee of the contractor. The Contractor is fully responsible for disciplined behavior of its workmen.

17. All damages caused by the contractor or the contractor's personnel or by any other personnel arising out of the contractor's employees' instructions shall be charged to the contractor and recovered from its dues/bills.
18. Failure by the contractor to comply with any statutory requirement and / or the terms of the agreement during the period of contract shall result in termination of the contract and subsequent disqualification from participation in any future tender of the Department.
19. In case the contractor withdraws of the O/o The Principal Commissioner of Income Tax Bangalore-4, Bangalore, terminates the contract for violation of any of the terms and conditions and / or deficiency in services during the period of contract, the additional expenses in hiring a new contract or temporary arrangement till the time of appointing a regular contractor through a similar tender process, shall be adjusted against payments to be made.
20. The Department reserves the rights to suspend this tendering process without assigning any reason, whatsoever. It also reserves the right to enter into or reject all applications depending on the availability or resources.
21. The Services charges quoted shall be inclusive of cost of issue of identity cards, other expenses relating to maintenance of register, supervisory charges and other charges like providing uniform to the DEO'S to be incurred by the contractor to satisfy the terms and Conditions of tender.
22. In case, the person deployed by the contractor is absent/leave, suitable replacement should be given immediately with information to the O/o The Principal Commissioner of Income Tax Bangalore-4, Bangalore.
23. The persons deployed by the contractor should maintain the confidentiality of the work carried out by them and it is also to be ensured that they should not remove or partake any material that belongs to the department.
24. In case, complaints are received against the personnel deployed by the contractor and if the complaints are found to be true the personnel should be replaced immediately.
- 25. If the service provided by the contractor is found to be satisfactory, the contract may be extended for a further period as agreed to by both the**



**parties (contractor and the Department) under same Terms and conditions.**

26. The total number of Data Entry Operator/Typists deployed shall be at the sole discretion of this office.
27. Insurance cover 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 persons 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, same shall be reimbursed/indemnified by the contractor.
28. The Contractor is responsible for payment of monthly salary (including leave salary, bonus, gratuity etc.) to the personnel as applicable to them under law. The Contractor should ensure that salaries are paid on time every month.
29. The persons engaged by the Contracting Agency/Contractor will be in the employment of the Agency/Contractor is responsible for payment of salary to the personnel deployed.
30. Department/office will not involve in any dispute between the contractor and workers of the contractor.
- 31. Proper uniform and identification card shall be provided by the contractor/ bidder to the person deployed as Data Entry Operator/Typist and it must be ensured that the same are worn to work & ID Cards are displayed on person.**
32. The Contractor shall provide the personnel particulars of the Data Entry Operators/Typists to be deployed, giving details of educational qualification etc., along with complete postal address.
33. The Data Entry Operators/Typists are required to abide by the following rules:
  - a. Will work in the Income Tax Officer premises only.
  - b. Will not part with any information pertaining to the office.
34. During the contract period, the agency shall make salary and other payments and provide other things in time without waiting for the bill payments to be passed and paid by the Income Tax department. In case it is seen that the payments of salaries have been withheld for the reason that the same have not been paid by the department, the service provider shall

be debarred from participating in the next tender to be floated by the department.

35. The Income Tax Department may discontinue the contract at any point of time, by giving notice of at least 30 days before the intended date of discontinuation, and will not be liable to any additional charges of compensation payable to the agency or any other person.
36. The agency shall discontinue the contract at any point of time by giving notice at least 60 days before the intended date of discontinuance. But it will amount to forfeiture of its security deposit submitted by it in case of discontinuation without notice and notice less than 60 days prior to the intended date of discontinuation. Income Tax Department will have the right to claim damages and recover them from the payments due to the agency or by any other means in addition to forfeiting the security deposit of the agency.

### **III. RATE AND PRICE**

The bidders shall quote their rates per personnel deployed as "Rate per day per personnel" (in both words and figures) which shall not be less than the minimum wages stipulated by the Government. The payment of wages during the contract period shall not be less than the minimum wages fixed by the Government from time to time. The minimum wages prescribed by the Government for skilled/unskilled workers should be adhered to.

The contractor/bidder shall have to specify the amount to be charged by it towards service charges for providing the Data Entry Operators/Typists as per the wages as mentioned in above para. It may be noted that in order to eliminate frivolous bids and disguised charges/deduction from salary of personnel, contractors bidding 0% service charges shall be disqualified.

Proper salary slips indicating the deductions (EPF & ESI etc) shall be provided to the deployed persons by the contractor at the time of disbursement of the salary every month. The details with regard to payment of PF, ESI & Service Tax and other statutory payments should be submitted for verification as and when called for by the Department.

### **IV. FINAL PAYMENT**

The contractor shall submit the bill for every month by the 7<sup>th</sup> day of following month along with the statement showing number of deployed for number of days certified by the respective officers. No interim bills will be entertained. Payment will be made through Cheque/ECS within a month from the date of submission of bill provided there is no dispute in respect of rates, quantity and quality of work and on the basis of endorsement made by the respective officers. The payment shall be made either by the O/o The Principal Commissioner of Income Tax Bangalore-4, Bangalore or by the respective Drawing disbursing officers (DDOs). The payment is subject to TDS applicable under the Income Tax Act, 1961.

