No. A-42013/69/2012-Estt.
Government of India
Ministry of Food Processing Industries
Panchsheel Bhawan, August Kranti Marg,
New Delhi-110049.

Dated: 01/08/2019

e- Tender Notice

e- Tender Notice are invited from experienced and reputed placement agencies for providing total 47 number of Data Entry Operators (DEO) which may be increased or decreased on contract basis to Ministry of Food Processing Industries, New Delhi. Details of procedure, terms & conditions and Government e- Procurement System are available at eprocure.gov.in and Ministry’s website i.e. mofpi.nic.in.

(Md. Rehan Zaheer)
Under Secretary to the Govt. of India

MD. REHAN ZAHEER
Under Secretary
Ministry of Food Processing Industries
Govt. of India
Panchsheel Bhawan, August Kranti Marg
New Delhi-110049
No. A-42013/69/2012-Estt.
Government of India
Ministry of Food Processing Industries
Panchsheel Bhawan, August Kranti Marg,
New Delhi-110049.

TENDER NOTICE FOR ENGAGEMENT OF DATA ENTRY OPERATOR IN THE
MINISTRY OF FOOD PROCESSING INDUSTRIES ON CONTRACT BASIS

e- Tender Notice are invited from reputed experienced & reputed human resources
agencies located in New Delhi/Delhi for awarding contract for providing total 47 number
of Data Entry Operators (DEO) which may be increase of decrease on contract basis in
this Ministry. Interested agencies may download detailed terms and conditions of the
contract from the Ministry’s website www.mofpi.nic.in for reference only and CPPP
website http://eprocure.gov.in/eprocure/app.

<table>
<thead>
<tr>
<th>Critical Date Sheet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Publishing Date &amp; Time</td>
</tr>
<tr>
<td>Documents Download Start Date &amp; Time</td>
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<tr>
<td>Bid Submission Start Date &amp; Time</td>
</tr>
<tr>
<td>Bid Closing Start Date &amp; Time</td>
</tr>
<tr>
<td>Bid Opening Date &amp; Time</td>
</tr>
</tbody>
</table>

Last date for receipt of tenders is 23.08.2019 up to 1700 Hrs. (05:00 P.M.)

(Md. Rehan Zaheer)
Under Secretary to the Govt. of India

(MD. REHAN ZAHEER)
Under Secretary
Ministry of Food Processing Industries
Govt. of India
Panchsheel Bhawan, August Kranti Marg
New Delhi-110049
Subject: Engagement of Data Entry Operator in the Ministry of Food Processing Industries on contract basis-reg.

Sealed Tenders are invited by the Ministry of Food Processing Industries from experienced & reputed human resources agencies for providing total 47 number of Data Entry Operators (DEOs) which may increase or decrease on requirement basis on contract basis. The details of work, qualifications etc. for the DEOs are at Annexure-I.

2. ELIGIBILITY CRITERIA FOR THE AGENCY:

a. The agency should be registered with appropriate registering authority and have minimum annual turnover of Rs. 2 crore in each of the last three financial years.
b. The agency should have at least three years experience in providing such services to the State/Central Government.
c. The agency should not be black listed by any Govt. Department/Organizations.
d. The agency should furnish the documents mentioned at Annexure-III.

3. TERMS AND CONDITIONS:

The agencies to whom the contract will be awarded will have to abide by the terms & conditions stipulated in Annexure-II.

4. TENDER PROCEDURE:

(a). The tender is invited under two-bid system i.e. Technical bid
and Financial bid. The tender should be submitted in two sealed covers. The first sealed cover should be superscribed "TECHNICAL BID" and should contain:

i) The Proforma at Annexure-IV duly filled in.
ii) Agency profile including previous experience of manpower supply to Central / State Government / Departments / Public Sector Undertakings etc.
iii) Acceptance of terms & conditions by the agency.
iv) Demand Draft for Earnest Money Deposit (EMD).
v) Other required document mentioned at Annexure III.

(b). The second envelope superscribed "FINANCIAL BID" should contain Annexure IV duly filled in. The bidder should quote his service charges only in terms of Rupees per DEO per month.

(c). The Proforma for technical bid and financial bid are at Annexure-III and IV respectively.

5. **EARNEST MONEY DEPOSIT (EMD):**

The tender should be accompanied by a refundable Earnest Money Deposit (EMD) of Rs. 1,50,000/- (Rs. One Lakh Fifty Thousand only) in the form of Demand Draft drawn in favour of "Pay & Accounts Office, Ministry of Food Processing Industries, New Delhi". Validity of EMD should be at least one year.

6. **PERFORMANCE GUARANTEE:**

The qualified bidder will have to deposit Rs. 10,00,000/- (Rupees Ten Lakh only) towards Security Deposit for performance guarantee in the form of Bank Guarantee / Demand Draft/Pay Order, payable to PAO, MFPI, New Delhi, which will be refunded at the completion of contract period without any interest. The performance guarantee should be valid for a period of 180 days beyond the date of completion of all contractual obligations of the supplier including warranty obligations.

7. **DURATION OF THE CONTRACT:**
Initially, the contract will be for a period of one year counted from the date of signing of MOA. In case of satisfactory performance by the contractor, the contract may be extended for a further period of 1 year or more by the Competent Authority on the same terms and conditions.

8. **EVALUATION OF BIDS:**

The bids will be evaluated on 70:30 basis i.e. 70 points on Technical bid and 30 points on Financial bid. The weightage of various components for evaluation in the Technical bid will be as under:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Item</th>
<th>Maximum marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Previous experience in providing similar category of manpower to Government / Semi-Government Agencies, marks to be given as under:</td>
<td>40</td>
</tr>
<tr>
<td></td>
<td>3 to 5 years - 10</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5 to 8 years - 20</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8 to 10 years - 30</td>
<td></td>
</tr>
<tr>
<td></td>
<td>10 years and above - 40</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Financial status, Annual turnover as per the audited accounts of the firm during the previous three financial years. Marks to be given as under:</td>
<td>25</td>
</tr>
<tr>
<td></td>
<td>Rs. 2 crore to 4 crore – 15;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Rs. 4 to 6 crore – 20;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Rs. 6 crore and over - 25</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>No. of engagement from Central Govt./State Govt/PSUs. (more than 6 Months)- 2 marks for each completed assignment</td>
<td>20</td>
</tr>
<tr>
<td>4.</td>
<td>Status of Applicant:</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>i. Govt. Undertakings/PSU- 15</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ii. Public/Private Ltd. Company - 10</td>
<td></td>
</tr>
<tr>
<td></td>
<td>iii. Partnership firm/LLP/Single Proprietorship/ NGO/ Trust/Society. etc- 5</td>
<td></td>
</tr>
</tbody>
</table>

9. The Technical Evaluation Committee will evaluate the competence of the agencies to supply requisite services in the required category based on track record, company profile and other criteria as mentioned above. Only those bidders, who get a minimum marks of 60 in Technical Bid evaluation, will be eligible to qualify for the financial bid.

[Signature]

Note: The signature appears at the bottom of the page.
10. **PENALTY CLAUSE:**

If the selected contractor fails to execute the contract as per stipulated terms and conditions the Ministry may cancel the contract and forfeit the amount of EMD/Performance guarantee deposited by him.

11. **SUBMISSION OF BIDS:**

Technical and Financial bids should be uploaded on e-procurement portal i.e. https://www.eprocure.gov.in latest by 3.00 PM on 23/8/2019. The Technical bids will be opened first on the next working day i.e. on 26/8/2019 at 3.00 PM in Room No. 120, Ministry of Food Processing Industries, New Delhi-110049 and only those firms which are found meeting the terms and conditions, their Financial bids will be opened. If any of the participating agencies like to be present during the opening of bids, they may do so.

12. **REJECTION OF BIDS:**

The bids will be rejected if it is not submitted as per prescribed format and are not accompanied by EMD (in original) and requisite documents. The original EMD will reach to this Ministry latest by 3.00 PM on 23/8/2019.

13. The Ministry reserves the right to cancel the tender at any time without assigning any reason.

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(Md. Rehan Zaheer)
Under Secretary to the Government of India
Tel: 011-26406536
Email: rehan.zaheer@nic.in
Annexure-I

The details of work, qualification, etc for the
Data Entry Operators (DEO)

1. The minimum qualifications of the candidates shall be Graduate from a recognized University or equivalent.
2. The candidates preferably should have at least 1 years’ experience of working as Data Entry Operator/Stenographer in an Organization. The candidates will submit copies of degrees/certificates showing academic professional degrees.
3. The candidates should have experience in handling large volumes of quantitative and qualitative data using MS Excel, analytical abilities using MS Excel and record keeping, documentation.
4. The candidate should have typing speed of 30 words per minute (Minimum) in English with preferably knowledge of English stenography.

5. The candidate should be proficient in other computer applications such as MS-Office (Outlook/Word/Access/Power Point/Excel) and Internet etc.
6. The candidate should have good communications (written and oral) skills in English and Hindi.
7. The candidate should be proficient in use of office gadgets like Photocopying machines, Fax Machines, Key Telephone System etc.
8. The age of the candidates should be between 21-35 years.

[Signature]

MD. REHAN ZAHEER
Under Secretary
Ministry of Food Processing Industries
Govt. of India
Panthipu Udyog Bhawan, Anaj Kendra Marg, New Delhi-1100046
Annexure. II

Terms and Conditions for the contractor selected for providing Data Entry Operator (DEO) on contract basis

1. The wages of DEOs will be paid as notified by Government of NCT of Delhi under the Minimum Wages Act from time to time. The payment for EPF, ESI & Service Tax will be made as per the extant Government Rules. The bidder should clearly indicate in his quotation his service charges in terms of Rupees.

2. The service provider will provide DEOs to the Ministry immediately on award of contract.

3. The agency should have been in existence for not less than five years.

4. The registered office or one of the branch offices of the agency should be located in NCT of Delhi.

5. The agency should have been registered with the appropriate registering authority & a copy of each of the registration certificate shall be attached with the Technical bid.

6. The agency should have Labour License, GST Number, PAN, etc.

7. The agency should not have been black listed by any Government Department/Organizations.

8. The persons supplied by the agency should not have any criminal cases against them. The agency should make adequate enquiries about the character and antecedents of the person whom they are recommending. The agency will also ensure that the personnel deployed are medically fit. The agency shall withdraw such employees who will not found suitable by the Ministry for any reason.

[Signature]

MD. REHAN ZAHEER
Under Secretary
Ministry of Finance, Department of Economic Affairs
Government of India
New Delhi -110011
9. The agency shall provide DEOs as requested by the Ministry from time to time. The said personnel engaged by the agency shall be employees of the agency and it shall be the duty of the agency to pay their salary by 5th of every month & then claim reimbursement from the Ministry. The personnel deployed by the agency shall not claim any absorption in the Ministry in future.

10. The DEOs shall not claim any benefit / compensation / absorption / regularization of services in the Ministry under the provisions of Industrial Dispute Act 1947 or Contract Labour (Regulation & Abolition) Act 1970. Undertaking from the persons to this effect shall be required before DEOs actual deployment in the Ministry.

11. The DEOs shall not divulge or disclose to any person any details of office, operational process, technical knowhow, security arrangement, administrative/Organizations matter of the Ministry.

12. The DEOs should be polite, cordial, positive in nature and efficient in work while handling the assigned work and their actions shall promote goodwill and enhance the image of the this Ministry. The agency shall be responsible for any act of indiscipline by DEOs.

13. The Ministry will have right to dismiss or remove/ replace any person supplied by the agency.

14. The agency shall replace immediately any of its personnel if they are unacceptable to the Ministry for any reason.

15. The agency shall provide photo identity card to the DEOs supplied by the agency for a period of one year.

16. The agency shall ensure proper conduct of DEOs in office premises and enforce prohibition of consumption of alcoholic, drinks, paan, smoking, loitering.

17. The transportation facility, food, medical & other statutory requirements in respect of each DEO will be the responsibility of the agency.

18. The working hours would be normally 8.30 hour per day
from 9.00 a.m. to 5.30 pm. During working hour there shall be lunch break of half an hour. However, in exigencies of work, they may be required to sit late and the personnel may be called on Saturday, Sunday and other Gazetted holidays, if required. They will be required to work for at least 5 days a week as per Govt. rules with Saturday and Sunday being the weekly off day.

19. If, the DEOs are required to attend offices on holidays for which the Ministry issues any order, a lump-sum amount of Rs. 400/- for each day will be paid during such holidays on which the DEOs are required to officially attend duties.

20. The wages will be disbursed to the DEOs by the agency through E-payment / RTGS by 5th of every month. There shall not be any deduction from the salary of DEOs by the contractor other than the statutory deductions, i.e. EPF and ESI. The contractor shall also not recover any charges related to the contract from the DEOs, other than the charges included in the contract.

21. The contractor will be required to provide salary slip indicating details of statutory deductions and net salary to be paid each month to all the DEOs. The contractor shall also furnish quarterly statement of EPF / ESI deductions to the Ministry for records.

22. 8 days casual leave for a period of 12 months will be granted to DEOs. Such leave will be permitted proportionate to the number of months completed.

23. The agency will be wholly and exclusively responsible for regular and prompt payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund, ESI Act etc and the Ministry shall not incur any expenditure what so ever on the persons employed by the agency on account of any obligation. The agency is required to provide particulars of EPF, ESI of DEOs engaged in the Ministry.

24. After paying the wages to the DEOs by 5th of every month, the agency will submit the reimbursement bill in triplicate in
respect of a particular month with in the first week of the next month.

25. No wage/ remuneration will be paid to any DEO for the days of absence from duty. The staff will as far as possible seek prior permission for any absence and in case of any exigency, keep the officer informed with whom he / she is attached.

26. The agency will provide the required personnel immediately in case of any exigency as per the requirement of the Ministry.

27. The agency shall provide a substitute within two days if there is any probability of the person leaving the job due to his / her own personal reason.

28. The Ministry shall not be liable for any loss, damage, theft, burglary or robbery of any personnel belonging/ equipment or vehicles of the DEOs.

29. If the Ministry suffers any loss or damage due to negligence, default or theft on the part of DEOs the agency shall be liable to reimburse the loss to the Ministry in full.

30. The agency shall not assign, transfer, pledge or sublet the contract without the prior written consent of the Ministry.

31. During the contract period either party can terminate the contract by giving one- month notice in advance. If the agency fails to give one months’ notice in writing for termination of the contract any amount due to the agency from the Ministry shall be forfeited.

32. Ministry also have right to cancel the contract without assigning any reasons, if agency found involving in misconduct/ violation of rules/ involving in bribes/exploitation of DEOs by any means/any reasons not listed.

33. In the event of any dispute arising in respect of any of the clauses of the agreement the matter will be referred to Arbitrator whose decision shall be binding on both the party.
34. Ministry of Food Processing Industries shall levy appropriate penalty for deficiency in services or for violation of any terms and conditions of the contract.
**ANNEXURE-III**

List of documents required to be furnished alongwith the **Technical Bid**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>i.</td>
<td>Copy of Labour license.</td>
</tr>
<tr>
<td>ii.</td>
<td>Copy of EPF Registration certificate</td>
</tr>
<tr>
<td>iii.</td>
<td>Copy of ESIC Registration certificate</td>
</tr>
<tr>
<td>iv.</td>
<td>Copy of PAN / TAN cards/ GST Number</td>
</tr>
<tr>
<td>v.</td>
<td>Copy of upto date Income Tax clearance certificate</td>
</tr>
<tr>
<td>vi.</td>
<td>Copy of Service Tax Registration certificate</td>
</tr>
<tr>
<td>vii.</td>
<td>Affidavit from the firm that it has not been banned / blacklisted by any Government Agency / Department</td>
</tr>
<tr>
<td>viii.</td>
<td>Copies of the experience certificate / work order with Central Government Department / Public Sector undertaking / Autonomous bodies at-least for the last three years.</td>
</tr>
<tr>
<td>ix.</td>
<td>Copy of certificate from Ministry / Department that the agency is paying he statutory payments viz. EPF, ESI regularly to the staff or proof thereof.</td>
</tr>
<tr>
<td>x.</td>
<td>Copies of at least two similar running contracts with Central Government Department / Public Sector Undertakings / Autonomous bodies.</td>
</tr>
<tr>
<td>xi.</td>
<td>Audited accounts for the last three years.</td>
</tr>
<tr>
<td>xii.</td>
<td>Earnest Money Deposit EMD of Rs. 1,50,000/- in form of Bank Draft / Pay Order drawn in favour of PAO, Ministry of Food Processing Industries, New Delhi.</td>
</tr>
</tbody>
</table>

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**Signature**

MD, REHAN ZAHEER
Under Secretary
Ministry of Food Processing Industries
Govt. of India
Panchsheel Bungalow, August House, Minto Road, New Delhi-110001
**ANNEXURE-IV**

**PROFORMA FOR TECHNICAL BID**

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Particular</th>
<th>To be filled by the agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of the agency</td>
<td></td>
</tr>
</tbody>
</table>
| 2       | Details of EMD:  
Amount  
DD/Bank Draft No.  
Date  
Issuing Bank |                             |
| 3       | Date of establishment of the agency |                             |
| 4       | Office address of the agency with telephone No., Fax No. & Mobile No. |                             |
| 5       | Whether registered with all concerned Govt. Authorities (Copies of all certificate of registration to be enclosed) |                             |
| 6       | PAN/TAN No. (Copy to be enclosed) |                             |
| 7       | Service Tax registration No. (copy to be enclosed) |                             |
| 8       | Whether the firm is black listed by any govt. Department |                             |
| 9       | List of Govt. Department/Organization where such personnel were supplied (With documentary proof) |                             |
| 10      | Whether a copy of terms & conditions (Annex-II) duly signed in token of acceptance of the same is enclosed |                             |
| 11      | EPD/ESI number |                             |
| 12      | Status of the agency, whether a Private Ltd., Partnership, Public Ltd. of Sole Proprietor |                             |
| 13      | Annual Turnover for last three years (with documentary proof) |                             |
| 14      | Copies of Balance Sheet for last three years |                             |
| 15      | Income Tax Certificate for last three years |                             |
| 16      | Whether furnished the prescribed documents mentioned at Annexure-III |                             |

The agency may use separate sheet for above information, if the space is found insufficient.

Rehan Zahir
ANNEXURE-V

PROFORMA FOR FINANCIAL BID (IN A SEPARATE ENVELOP)

Rate per month per person for Data Entry Operators.

a). Minimum Wages : As per Govt of NCT, Delhi (Labour Deptt.)
b). EPF : As per rules
c). ESI : As per rules
d). Service Tax : As rules
e). Service Charges : ≥ 0.5% of minimum wages (To be indicated by the bidder)
f). Total :