

OFFICE OF THE ADDITIONAL DIRECTOR GENERAL DIRECTORATE GENERAL OF GOODS & SERVICES TAX INTELLIGENCE, KOCHI ZONAL UNIT

CENTRAL EXCISE BHAVAN, KATHRIKADAVU, KALOOR.P.O, KOCHI-682 017

Phone/Fax: 0484 2330965

Email ID: dgi.kochi@gov.in

Date: 22.04.2019.

F. NO.I/7/1/DGGI/KoZU/19-20

E-TENDER NOTICE FOR INVITING RATES FOR DATA ENTRY OPERATOR SERVICES

On behalf of the President of India, the Additional Director General, Directorate General of Goods & Services Tax Intelligence (hereinafter referred as 'DGGSTI'), Zonal Unit, Kochi invites e-tender quotations from the service providers for outsourcing of **3 Nos.** of Data Entry Operators in the office of the Additional Director General, DGGSTI, Kochi Zonal Unit, Kochi.

2. The details of terms & conditions and other documents are outlined in the Annexure to this e-tender as under.

(a) Annexure-I

Terms & Conditions

(b) Annexure-II

Technical Bid

(c) Annexure-III

Financial/ Price Bid Undertaking

(d) Annexure-IV

Financial/ Price Bid Proforma (BoO)

(e) Annexure-V

Tender Acceptance Letter

(f) Annexure-VI

Letter of offer

(g) Annexure-VII

Instructions for Online Bid Submission

3. Document Download: The interested bidders may download the Tender Documents from the Central Public Procurement Portal (CPPP) website https://eprocure.gov.in/eprocure/app or www.cbec.gov.in as per the schedule as given in the CRITICAL DATE SHEET as under:

CRITICAL DATE SHEET

e-published Date	26.04.2019 at 1400 hrs.
Bid Document Download Start Date	29.04.2019 at 1000 hrs.
Bid Submission Start Date	29.04.2019 at 1000 hrs.
Clarification Start Date	29.04.2019 at 1000 hrs.
Clarification End Date	17.05.2019 at 1600 hrs.
Bid Submission End Date	17.05.2019 at 1700 hrs.
Bid Opening Date	20.05.2019 at 1100 hrs.

- 3.1 Bid Submission: Bids shall be submitted online only at CPPP websitehttps://eprocure.gov.in/eprocure/appwith all the requisite documents signed with digital signature (DSC). The tender shall be submitted online in two parts, viz. (i) Technical Bid and (ii) Financial/ Price Bid along with other documents as mentioned in the tender documents. Bidders are advised to follow the "Instructions for online Bid submission" provided in the Annexure-VIII for online submission of bids. No tender shall be accepted / entertained by fax, e-mail or submitted in person or any other such means and beyond the specified date /time.
- **3.2.** Tenderer who has downloaded the tender from the Central Public Procurement Portal (CPPP) website https://eprocure.gov.in/eprocure/app shall not tamper/modify the tender form including downloaded price bid form in any manner.
- 3.3 It may be noted that, in case of non-uploading of copies of documents specified in the Tender documents on the CPPP, such technical bid, shall summarily be rejected. The offers submitted through any means other than uploading on the CPPP website https://eprocure.gov.in/eprocure/appshall not be considered. No correspondences will be entertained in this matter. This office reserves the right to accept or reject any tender in part or full or without assigning any reasons thereof. The bidder should refrain from indicating the rate and other financial details in the technical bid and if they do so, the bid will summarily rejected.
- The Tender enquiry documents will be available on official website on http://eprocure.gov.in from 29.04.2019 at 1000 hrs. to 17.05.2019 at 1700 hrs. The Bidder should raise any doubt/query regarding the tender document on the CPPP website itself.
- 5. Earnest Money Deposit: EMD of Rs.2500/- (Rupees Two thousand and five hundred only) shall be submitted by bidders by Demand Draft/Banker's Cheque drawn on a Scheduled Commercial Bank in India payable at Bangalore, in original, in favour of the "Pay & Accounts Officer, CBEC, Cochin" and must reach the tender inviting authority at 1st Floor, Central ExciseBhavan, Kathrikadavu, Kochi 682017 by 1400 Hrs. on 16.05.2019. EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidder withdraws or the details furnished in the bid documents are found to be incorrect or false during the tender selection process. No interest shall be paid on the EMD and EMD of selected bidder will be returned within 30 (thirty) days after the Lease Agreement is signed. Tenders not accompanied with Earnest Money Deposit will be treated as non-responsive and will be rejected, at the initial stage itself "as Tenders received without EMD".

- 6. Intending bidders are advised to visit the departmental website and the CPPP website regularly till closing date of submission of tenders for any corrigendum/ addendum/ amendment.
- 7. Bids will be opened as per date/time as mentioned in the **Critical Date Sheet** of Tender/ CPP Portal. After evaluation of technical bids online/premise verification, bidders will get the information regarding their eligibility/ pre-qualification on website. Thereafter, a system generated e-mail confirmation will be sent to qualified bidders. The bidders can check the same from the portal. The financial bid of the successful bidders will be decrypted and opened on-line, on the scheduled date after the pre-scheduled time by the bid openers. The bidders will get the information regarding the status of their financial bid and ranking of bidders on the website.
- 8. After opening of Technical Bid, the original documents as per requirement of the e-tender document may be verified by this office during technical evaluation of the bids. This office reserves the rights to seek any document in original related to the premises on hire for verification at any stage of tender process.
- 9. In the event of any of the above mentioned dates being subsequently declared as a holiday/closed day for this office, the tenders will be opened on the next working day at the scheduled time.
- 10. For any further details, Shri Harish. K, Deputy Director or Shri M V Mohanan, Senior Intelligence Officer (Mobile No. 9744010080), Directorate General of Goods and Service Tax Intelligence, Kochi may be contacted. The last date for receipt of Bids is 17.05.2019 at 1700 hrs. This issues with the approval of Principal Additional Director General, Directorate General of Goods and Services Tax Intelligence, Kochi.

(HARISH. K)

DEPUTY DIRECTOR

Copy to:

- 1. The Deputy Director/Nodal Officer, DGGSTI, Kochi for publication in https://eprocure.gov.in/eprocure/app and in the Official Website i.e., www.cbec.gov.in.
- 2. The Notice Board at the office of the Additional Director General, DGGSTI, Zonal Unit, Kochi.

TERMS AND CONDITIONS

I. GENERAL CONDITIONS:

1. The deployed personnel should be a **Graduate**, well versed in office routine work with data feeding to personal computers, typing of various letters, drafts, notices, legal documents etc. and typing of tabular forms in Excel, secretarial help with relation to above.

2. Rates should be indicated in both figures and words. If there is difference

between the two said rates, the rates quoted in words will prevail.

3. The Technical Bids will be opened first. The Financial Bids, of only those service providers, will be opened, who fulfill the Technical Bids and have agreed for both terms of contract.

4. The Department reserves right to accept/reject any tender or all tenders

without assigning any reason.

5. The Contractor should be registered with Department of Labor (state Government), Employees Provident Fund Organization (Ministry of Labor, Govt. of India), Employees State Insurance Corporation (ESI Act, 1948) and other Department as required under the Law.

6. The Rates shall be valid for a period of one year from the date of execution of contract agreement. At the end of the year, the Contract may be renewed for such further period, as decided by the Additional Director General or terminated and/or fresh tenders invited. Decisions of the Department will be final.

7. The Additional Director General, DGGSTI, Kochi reserves the right to terminate the contract, by giving 15 days notice in writing without assigning any reasons and without incurring any financial liability whatsoever to the Service Provider.

8. The Contractor shall in no case lease/transfer/sublet/appoint caretaker for the Services rendered.

9. Contractor shall ensure that the personnel deployed by him do not have any criminal antecedents.

10. Contractor shall be solely responsible for any/all disputes between him and the personnel deployed by him. The Department will not entertain any such dispute and there should be no claim or liability against DGGSTI, Kochi or any of its officers on this account. The Contractor will keep the DGGSTI indemnified against all actions.

11. For any losses, damages caused by the personnel deployed by the Contractor to any person/property/equipment of DGGSTI Kochi office, the Contractor will have to make good such loss/damage and bear the expenses for such loss/damage as decided by the Deputy Director, DGGSTI. Further, in respect of such loss/damage, the department reserves the right to take such further action as required/provided under the Law.

12. Contractor shall be solely responsible for payment of wages/salaries, other benefits, allowances and all other statutory/other dues payable as per Central/State Government/Municipality Rates etc., other Laws etc. as applicable to personnel deployed that might become applicable under any Act or Order of the Government. DGGSTI Kochi shall have no liability whatsoever in this regard.

13. The Department shall not entertain any claim, damages, insurance liability, etc. arising out of mishap/accident etc. to the personnel employed by the Contractor. The Contractor will take such necessary action, under the various

- Acts/Rules/Laws as required to take care of personnel deployed including medical treatment and transportation to hospital etc. as and when required. DGGSTI, Kochi will not be responsible for any claim in this regard.
- 14. The Contractor should specifically note that the engagement of the service provider under this contract does not in any way confer any right on the Service provider or the persons that may be deployed by him in this office, for claiming any regular employment in this office or any other Government Office. The Service provider should also obtain a written undertaking from the persons deployed by him to work in this office that they are fully aware that their deployment to work in this office does not confer any right on them for claiming any regular employment in this office or any other Government Office. Attested copy of such undertaking has to be submitted to the Department at the time of signing of Contract.
- 15. The Contractor will comply with all the Legal Rules, Regulations and Statutory obligations cast on him as per the Central/State Government/Municipality/Local Bodies relating to such deployment of personnel.
- 16.In case of any default by the Contractor in respect of any of the Terms & Conditions, (Whether General or Special), the Additional Director General, DGGSTI, Kochi 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. The said notice will be deemed to have been issued if a Registered Copy of Notice is sent to the address of the Contractor as per the Agreement.
- 17. Manpower required for execution of the entire work daily including transport of personnel deployed to DGGSTI, Kochi will be arranged by the Contractor. In case some personnel are not able to attend work, it would be the responsibility of the Contractor to provide another suitable workman in his place.
- 18. Attendance register of the personnel deployed will be maintained. The personnel deployed will render service everyday -Monday to Friday- whenever required on except Saturday/Sunday. They will also attend to any unforeseen jobs as well as other exigency of Work. No extra payment for this shall be made.
- 19. The Service provider shall nominate an Authorized Representative to supervise the work of the personnel deployed and interact with the department. No other person except the Contractor's Authorized Representative shall be allowed to enter the premises of the DGGSTI. The name of such Authorized Representative will be indicated by the Contractor while submitting the Bid.
- 20. On acceptance of bid, the service provider shall provide a security deposit of 5% of the contract value as performance security in the form of an account payee demand draft/fixed deposit receipt/bank guarantee from a Commercial bank safeguarding the purchaser's interest in all respects.
 - **SCOPE OF WORK:** The three (03) Data entry Operators shall have the educational qualification of graduate from a recognized University and his/her qualification should include good operational knowledge of MS office (software like, Word, Excel and Microsoft Access Database, Power Point, etc.) and use of internet/e-mails; proficient in typing with a minimum speed of 40 words per minute and data entry; and a reasonably good command over English language and good communication skills.

They shall be engaged in:

- (a) Typing by using computers based on verbal, handwritten or printed inputs; computer data entry.
- (b) Preparation of general office documentation

- (c) Proof reading the output, updating record/document, scanning, data backup
- (d) Similar related works
- (e) Any other work assigned to them by the office in charge

II. TERMS OF PAYMENT

- 21. The liability to pay all taxes/duties/other levies of Local bodies, State & Central Government or any other Authority in respect of services rendered will vest with Contractor.
- 22. The Contractor will submit the monthly bill for reimbursement in duplicate to DGGSTI Kochi in the first week of following month and payment will be made after the bills are passed by the competent authority and the billed amount will be credited into the bank account of the contractor by the concerned Pay & Accounts Officer, CBEC.
- 23. The Contractor shall make regular, timely and full payment of labour charges, salaries and other payments as due, as per the labour laws or any other laws to its personnel deputed under the service contract.
- 24. At the time of payment of bills, the taxes liable to be deducted, if any, shall be deducted at source as per Government rules and guidelines as may be prevailing at the time of payment.
- 25. The Additional Director General, DGGSTI, Kochi shall be at liberty to withhold any of the payments in full or in part for default in service and/or any loss/damage to Government property, equipment, vehicle etc. The decision of the Department will be final.
- 26.In case the Contractor fails to carry out the said services or fails to deliver services to the desired standard due to absence of his personnel or any other reason, penalty as decided by the Deputy Director, DGGSTI, Kochi shall have to be paid by the Service provider. The decision of the Department will be final and binding on the Contractor and shall not be subject to any dispute or arbitration and the penalties so imposed will be recovered from the amount/payment due to the Service Provider.
- 27. All disputes will be subject to jurisdiction of this office only.

III. PENALTIES

- i) The Bidder will attract a penalty of Rs.150/- (Rs. One hundred and fifty only) per day, per person in case the person fails to carry out the data entry services due to his absence or any other reason.
- ii) In the event of failure in maintaining the data entry services on any day up to the desired standard, in part of full the bidder is liable be penalized @ Rs.150/- (Rs. One hundred and fifty only) per day, which shall be recovered from the bills or otherwise. For the purpose of imposing a penalty, the decision of the DGGSTI will be final and binding on the bidder and shall not be subject to dispute or arbitration.
- iii) The bidder would ensure that all his personnel would behave courteously and decently with employees of the DGGSTI and also ensure good manners

IV. CHARGES AND PAYMENTS

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

We agree to t	the above terms and conditions.
Signature with Date	
Name of the Firm	
Seal -	

ANNEXURE-II

TECHNICAL BID

1	Name of the organization/firm	
2	Name(s)of the proprietors/directors	
3	Registration No. & Registered address	
4	Telephone No., Fax No. & E-mail id	
5	Permanent Account No. of the firm (PAN)	
6	Total staff/worker of the firm	_
7	Name(s) of public sector/Govt. Organization to whom similar services have been provided by the firm during last five years. (please attach the job order/service certificate from the Govt. Office/Public Sector)	
8	Certificate about payment of minimum wages under Minimum Wages Act,1948.	

Signature with date
Name of the firm
Seal

(All Columns must be filed.)

ANNEXURE-III

FINANCIAL/ PRICE BID UNDERTAKING

- (a) Price bid undertaking
- (b) Schedule of price bid in the form of Pdf file.

	From: (Full name and address of the Bidder)	
To,		
	The Additional Director General, Director General of Goods and Service Tax Int 1 ST Floor, Central Excise Bhavan, Kathrikadar Kochi 682017.	
Sir,		
1)	submit the Price Bid foras envisaged in the Bid document.	

- 1) I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
- 2) I offer to rent out accommodation for your office at the rates as indicated in the Price Bid in excel format (Annexure-VI).

Yours faithfully

Name & signature with stamp (if any)
of Bidder or Authorized Signatory

TENDER ACCEPTANCE LETTER

The Additional Director General,
Director General of Goods and Service tax Intelligence,
1ST Floor, Central Excise Bhavan, Kathrikadavu, Kochi 682017
Sir,

Acceptance of Terms & Conditions of Tender for "providing 3 Subject: Nos. of Data Entry Operators" Tender Reference No: _____ 1. I/ We have downloaded / obtained the tender document(s) for the above mentioned Tender from the web site(s) namely per your advertisement, given in the above mentioned website(s). 2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to ____ (including all documents like annexure(s), schedule(s), etc., which form part of the tender document and I / we shall abide hereby by the terms / conditions / clauses contained therein. 3. The corrigendum(s) issued from time to time by your department too have also been taken into consideration, while submitting this acceptance letter. 4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety. 5. I / We do hereby declare that we have not been blacklisted/ debarred by any Govt. Department/Public sector undertaking. 6.I / We certify that all information furnished by me/ us/ our firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department shall without giving any notice or reason therefor,

summarily reject the bid, without prejudice to any other rights or remedy including

the forfeiture of the full earnest money deposit absolutely.

Yours Faithfully,

Name & signature with stamp (if any) of Bidder or Authorized Signatory

ANNEXURE-VI

LETTER OF OFFER

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To

The Additional Director General, Director General of Goods and Services Tax Intelligence, 1st Floor, Central Excise Bhavan, Kathrikadavu, Kochi – 682017.

Sir.

Subject: Offer for providing 3 Nos. of Data Entry Operators in the office of the Additional Director General, DGGSTI, Kochi Zonal Unit on annual contract basis- submission of bid- reg.

With reference to your advertisement for outsourcing of 3 Nos. of Data Entry Operators, I/ we have uploaded my/ our offer for the same, as mentioned in the tender document, as under:

1. Technical Bid (Annexure-II), duly signed along with signed copies of Tender Acceptance Letter (Annexure-V), Instructions to bidders (Annexure-VII), Terms & Conditions (Annexure-I), EMD in original and Letter of Offer (Annexure-VI)

2. Financial Bid undertaking (Annexure-III) and Financial Bid proforma (Annexure-IV), duly filled in.

Yours sincerely,

Date:

Name & signature with stamp (if any)
of Bidder or Authorized Signatory

INSTRUCTIONS FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at http://eprocure.gov.in/eprocure/app.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app) by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/ nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or □Other Important Documents□□ area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders dashboard) will be considered as the standard time for referencing the deadlines for submission

- of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time
 - of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP portal in general may be directed to the 24x7 cpp portal helpdesk.

Item Rate Boo

Help

Tender Inviting Authority: ADG DGGSTI KOCHI ZONAL UNIT>

Name of Work: <OUTSOURCING OF DATA ENTRY OPERATOR SERVICE>

Contract No: <F. NO. I/7/1/DGGI/KoZU/19-20>

Name of the
Bidder/
Bidding Firm /
Company:

PRICE SCHEDULE
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

NUMBER #	BASIC RATE In Figures To be entered by the Bidder in Rs. P	7	0.0		7
NUMBER # TEXT #	n TOTAL AMOUNT TOTAL AMOUNT in Words in Rs. P	8 10	0.00 INR Zero Only	0.00 INR Zero Only	

