

No. A.12035/1/2008-Admn.  
Government of India  
Ministry of Rural Development  
Department of Land Resources  
NBO Building, G-Wing, Nirman Bhawan  
New Delhi-110 011

Dated the 14th September, 2011

**TENDER DOCUMENT**

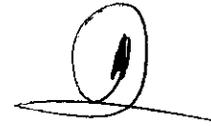
For providing Data Entry Operator service to Department of Land Resources,  
Ministry of Rural Development.

Manpower Agency

Date & time for submission of Document: 11.00 AM to 3.00 PM on 13.10.2011.  
Date of time for opening of Tender Documents: 4.00PM on 13.10.2011.

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**(Anoop Kumar)**

Under Secretary to the Government of India  
Tel . 011-23062722

Dated the 14th September, 2011

**TENDER NOTICE**

1. Sealed tenders on behalf of the President of India, are invited under Two Bid System i.e. Technical Bid and Financial Bid from reputed, experienced and financially sound Manpower Companies/Firms/Agencies for providing skilled Data Entry Operators in Department of Land Resources, Ministry of Rural Development initially for one year from the date of taking up of supply of manpower in pursuance of contract unless extended further by mutual consent of the Department and service provider, on the same terms and conditions. The present requirement is for 18 (Eighteen) persons. However, the number may be increased or decreased on the option of the Department.
2. Complete Tender Documents can be downloaded from the website of this Department.
3. The Interested Companies/Firms/Agencies may submit the tender documents complete in all respects along with Earnest Money Deposit (EMD) of Rs. 10,000/- drawn in favour of Pay and Accounts Officer, Department of Land Resources, Ministry of Rural Development and other requisite documents in a sealed cover addressed to the undersigned and delivered in Room No. 3, Block No. 'G', NBO Building, Nirman Bhawan, New Delhi-110 011. The last date of submission of tender and time of receipt of Tender is 3.00 PM on the 13.10.2011. **The tenders shall not be entertained after this deadline under any circumstances whatsoever.**
4. The Department of Land Resources reserves the right to amend or 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 Joint Secretary (Admn.) Department of Land Resources in this regard shall be final and binding on all.



**(Anoop Kumar)**

Under Secretary to the Government of India

Tel . 011-23062722

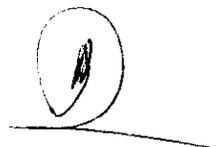
Copy to:

1. Notice Board.
2. NIC-for display in web-sites of DoLR. & Tender website of Govt.
3. All Ministries/Departments

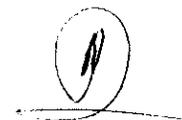
## SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERERS

The Department of Land Resources located at Block No. 'G', NBO Building, Nirman Bhawan, New Delhi requires reputed, well established and financially sound Manpower Companies/Firms/Agencies to provide Data Entry assistance to its officers.

2. The contract will be initially for one year from the date of taking up of supply of manpower. The period of the contract may be further extended provided the requirement of the Department for Data Entry assistance persists at that time, or, may be curtailed/terminated at any time before the normal tenure owing to deficiency in service or substandard quality of manpower deployed by the selected Company/Firm/Agency. The Department however, reserves right to terminate this initial contract at any time after giving **one-week notice** to the selected service providing Company/Firm/Agency.
3. The Department has initial requirement for skilled Data Entry Operators who are well conversant with computers and essentially well trained in MS Word language and also desirably possess knowledge of LAN functioning, MS Excel and MS Power Point package/language. The requirement of the Department may increase or decrease during the initial period of contract also.
4. The interested Companies/Firms/Agencies may submit the tender document completed in all respects along with earnest money deposit (EMD) of Rs. 10,000/- drawing in favour of Pay & Accounts Officer, Department of Land Resources, Ministry of Rural Development, New Delhi and other requisite documents in a sealed cover addressed to the undersigned and delivered in Room No. 3, Block No. 'G', NBO Building, Nirman Bhawan, New Delhi-110011. The last date and time of the receipt of tenders is 3.00 PM on 13.10.2011.
5. The various crucial dates relating to "Tender for Providing Data Entry Operators to Department of Land Resources" are cited as under:
  - a) Date and time for submission of Quotation  
(Technical & Financial) 3.00PM on 13.10.2011.
  - b) Date of Time for opening of Bids 4.00 PM on 13.10.2011.
6. The tenders have been invited under two bid system i.e. Technical Bid and Financial Bid. The interested agencies are advised to submit two separate sealed envelopes super scribing "**Technical Bids for Providing Data Entry Assistance to Department of Land Resources**". Both sealed envelopes should be kept in a third envelope super scribing "**Tender for providing Data Entry Assistance to Department of Land Resources, Ministry of Rural Development, New Delhi.**"



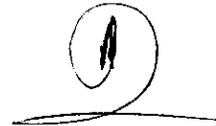
7. The Earnest Money Deposit (EMD) of Rs. 10,000/- (Rupees Ten Thousand Only), refundable (without interest) should be necessarily accompanied with the Technical Bid of the agency in the form of Demand Draft/Pay Order drawn in favour of Pay & Accounts Officer, Department of Land Resources, Ministry of Rural Development, New Delhi, failing which the tender shall be rejected summarily.
8. The successful tenderer will have to deposit a Performance Security Deposit of 10% of total cost of contract in the form of Fixed Deposit Receipt (FDR) made in the name of the Company/Firm/Agency but hypothecated to the Pay & Accounts Officer, Department of Land Resources, Ministry of Rural Development, New Delhi or Demand Draft in favour of Pay & Accounts Officer, Department of Land Resources, Ministry of Rural Development, New Delhi covering the period of contract. In case, the contract is further extended beyond the initial period, the FDR will have to be accordingly renewed by the successful tenderer.
9. The tendering Companies/Firms/Agencies are required to enclose photocopies of the following documents (duly attested by Group 'A' Gazetted Officers of the Government of India or Class-I Officers of the State Government) along with the Technical 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.
    - i) Copy of the IT return filed for the last three financial years.
    - j) Copies of the EPF and ESI certificates.
    - k) Copies of the Service tax registration certificate.
10. The conditional bids shall not be considered and will be out rightly rejected in very first instance.
11. All entries in the tender form should be legible and filed 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 financial Bid Form. In such cases, the tender shall be summarily rejected. However, the cutting, if any, in the Technical Bid Application must be initialed by the person authorized to sign the tender bids.
12. The Bids shall be opened on the scheduled date and time (at 04.00PM on 13.10.2011) in Room No. 3, Block No. 'G', NBO Building, Nirman Bhawan, New Delhi-110011 in the presence of the representatives of the Companies/Firms/Agencies, if any, who are present on the spot at that time.
13. The competent authority DIG(Admn) of the Department of Land Resources reserves the right to annul any or all bids without assigning any reason.



**TECHNICAL REQUIREMENT FOR THE TENDERING COMPANY/FIRM/AGENCY**

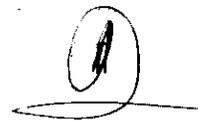
1. The tendering manpower Company/Firm/Agency should fulfill the following technical specifications:-

- a) The Registered Office or one of the Branch Offices of the manpower Company/Firm/Agency should be located either in Delhi/New Delhi or in any of the Satellite towns of Delhi.
- b) The manpower Company/Firm/Agency should be registered with the appropriate registration authority.
- c) The Company/Firm/Agency should have at least three years experience in providing manpower to Private Companies, Public Sector Companies/Banks and Government Department etc.
- d) The Company/Firm/Agency should have its own Bank Account.
- e) The Company/Firm/Agency should be registered with income tax and service tax Department.
- f) The Company/Firm/Agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Act.

A handwritten mark or signature consisting of a circle with a vertical line through it, and a horizontal line extending to the right from the bottom of the circle.

**TECHNICAL REQUIREMENT FOR DATA ENTRY OPERATORS TO BE DEPLOYED BY THE  
SUCCEFUL COMPANY/FIRM/AGENCY IN THE DEPARTMENT OF DISINVESTMENT**

1. He/She should possess essential qualification of 10+2 or equivalent from recognized board.
2. Diploma/Certificate in computer applications from a recognized institute.
3. Proficiency in DATA Entry work/Data entry at a speed not less than 8000 key depressions per hour.
4. Working knowledge of computers, MS Word, MS Excel, MS Access and MS Power point.
5. Knowledge of English Typing with a speed of 30 w.p.m. or more.
6. He/She should have Character certificate from one Group 'A' or Class -I Gazetted Officers of the Central Government/State Government per Notary Public. .
7. His/her antecedents should have <sup>been</sup> got verified by the agency from the local police authorities.

A handwritten mark consisting of a vertical line inside a circle, with a horizontal line extending from the bottom of the circle.

**APPLICATION - TECHNICAL BID**

1. For providing Data Entry Services to Department of Land Resources.
2. Name of Tendering Company/Firm/Agency  
(Attach certificate of registration)
3. Name of Proprietor /Director of Company/Firm/Agency
4. Full address of Registered Office \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
FAX No. \_\_\_\_\_  
E-Mail Address \_\_\_\_\_
5. Full address of Operating Branch \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Telephone Number: \_\_\_\_\_  
FAX No. \_\_\_\_\_  
E-Mail Address \_\_\_\_\_
6. Banker of Company/Firm/Agency \_\_\_\_\_  
(Full Address) \_\_\_\_\_  
(Attach certified copy of statement \_\_\_\_\_  
of A/c for the last three years) \_\_\_\_\_  
Telephone Number of Banker \_\_\_\_\_
7. PAN/GIR No. \_\_\_\_\_  
(Attach attested copy)
8. Service Tax Registration No. \_\_\_\_\_  
(Attach attested copy)
9. E.P.F. registration Number \_\_\_\_\_  
(Attach attested copy)
10. E.S.I. Registration Number \_\_\_\_\_  
(Attach attested copy)



11. Give details of the major similar contracts handled by the tendering Company/Firm/Agency during the last three years if any in the following format:

Sl. No.	Details of client along with address, telephone numbers	Amount of Contract (Rs. Lakh)	Duration of Contract	
			From	To
1.				
2.				
3.				

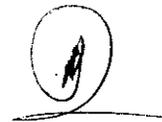
(If the space provided is insufficient, a separate sheet may be attached)

12. Additional information, if any  
(Attach separate sheet, if required)

Signature of authorized person  
Name: \_\_\_\_\_

Seal

Date:  
Place:



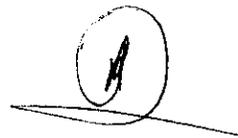
**DECLARATION**

1. \_\_\_\_\_ Son/Daughter/Wife of Shri \_\_\_\_\_  
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 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 person  
Full Name: \_\_\_\_\_

Seal: \_\_\_\_\_

Date:  
Place:



**APPLICATION - FINANCIAL BID**

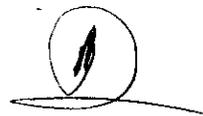
1. For Providing Data Entry Operators to Department of Land Resources, Ministry of Rural Development, New Delhi.
2. Name of tendering Company/Firm/Agency:
3. Details of Earnest Money Deposit: Rs. 10,000/- (Ten Thousand only)  
D.D. No. Date and Drawn on Bank:
4. All the Data Entry Operators Deployed in this Department will be paid their wages on monthly basis **(By Cheque in time)** by the Company/Firm/Agency and the photocopies of disbursed cheque will be submitted in this Department.
5. Rates are to be quoted per person per day and also per person per month.

Signature of authorized person  
Full Name: \_\_\_\_\_  
Seal: \_\_\_\_\_

Date:  
Place:

**Notes:**

1. The rates quoted by the tendering agency should be inclusive of all statutory/taxation liabilities at the time of entering into the contract.
2. The payment shall be made on conclusion of the calendar month only on the basis of number of working days for which duty has been pertained by each manpower.



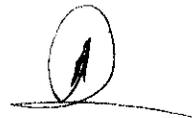
**TERMS AND CONDITIONS**

**General**

1. The contract shall be for one year from the date of commencement unless it is curtailed or terminated by this Department owing to deficiency of services, sub-standard quality of Data Entry Operators deployed, breach of contract, reduction or cessation of the Data Entry requirements etc.
2. The contract may be extended, on the same terms and condition or with some addition/deletion/modification, for a further specific period mutually agreed upon by the successful service providing Company/Firm/Agency and Department of Land Resources.
3. 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.
4. The Department of Land Resources, at present, has requirement of 18 (eighteen) Data Entry Operators on urgent basis. The requirement of the Department may increase or decrease during the period of initial contract also and the tenderer would have to provide additional Data Entry Operators, if required on the same terms and conditions.
5. The tenderer will be bound by the details furnished by him/her to this Department, while submitting the tender or at subsequent stage. In case any of such documents furnished by him/her is found to be false at a stage, it would be deemed to be a breach of terms of Contract marking him/her liable for legal action besides termination of contract.
6. The Department of Land Resources reserves right to terminate the contract during initial period also after giving a week notice to the contracting agency.

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

7. The contracting agency shall ensure that the individual Data Entry Operators deployed in the Department of Land Resources conform to the technical specifications of age, educational and skill qualification prescribed at page No. 5 of the Tender document.
8. The Department of Land Resources is a Central Government Office and has five days working (i.e. Monday to Friday) in a week from 9.00 to 5.30 PM with a lunch break of ½ hrs. from 1.00 PM to 1.30 PM. Besides this the Department observes the Gazetted holidays notified by the Government of India from time to time. **The Data Entry Operators, however, may be required to attend the office as and when required on Saturday/Gazetted holiday (on prior intimation) for which He/she will be not paid any additional wage as per MWA, 1948.**



9. The contracting Company/Firm/Agency shall furnish the following documents in respects of the individual Data Entry Operators who will be deployed by it in this Department before the commencement of work.

- m) List of persons deployed:
- n) Bio-Data of the persons:
- o) Attested copy of matriculation/Intermediate containing date of birth:
- p) Character Certificate from Group 'A' or Class-I Officers of the Central/State Government or Notary Public.
- q) Certification of verification of antecedents of persons by local Police authority.
- r) Identity Cards bearing photograph.

10. In case, the person employed by the successful Company/Firm/Agency commits any act of omission/commission that amounts to misconduct/indiscipline/incompetence, the successful Company/Firm/Agency will be liable to take appropriate disciplinary action against such persons, including their removal from the site of work required by the Department.

11. The tendering Company/Firm/Agency shall replace immediately any of its personnel who is found unacceptable to this Department because of security risks, incompetence, conflict of interest, improper conduct etc. upon receiving a notice from this Department.

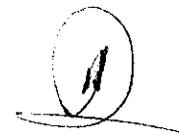
12. The person deployed shall be required to report for duty at 9.00 AM to Under Secretary (Admn.)/Section Officer (Admn.) and would not leave office before 5.30 PM. In case, person deployed is absent on a particular day or come late/leaves early on three occasions, one-day wage shall be deducted.

13. The agency shall depute a coordinator who would be responsible for immediate interaction with the Department of Land Resources so that optimal services of the persons deployed by the agency could be availed without any disruption.

14. The selected agency shall immediately provide a substitute in the event of any person leaving the job due to his/her personal reasons. The delay by the agency in providing a substitute beyond three working days shall attract a pre-estimated agreed liquidated damages @ Rs. 200/- per day on the service-providing agency.

15. 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 by it (Agency) in this Department and Department of Land Resources will have no liability in this regard.

16. For all intents and purpose the service providing agency shall be the "Employer" within the meaning of different Labour Legislations in respect of Data Entry Operators so employed and deployed in this Department. The persons deployed by the agency in the Department shall not have claims of Master and Servant relationship nor have any principal and agent relationship with or against the Department of Land Resources.



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

18.This Department shall not be responsible for any damages, losses. Claims, 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.

19.The person deployed by the service providing agency shall not have any claim or be entitled to pay, perks and other facilities admissible to casual, ad-hoc, regular/confirmed employees of this Department during the currency or after expiry of the contract.

20.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 and will have no claim for any absorption nor for absorption nor for any relaxation for absorption in the regular/otherwise capacity in the Department of Land Resources.

### **LEGAL**

21.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.

22.The tendering agency shall also liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the Department of Land Resources to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

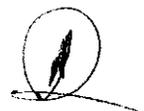
23.The tendering agency shall maintain all statutory registers under the applicable law. The agency shall produce the same, on demand, to the concerned authority of this Department or any other authority under law.

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

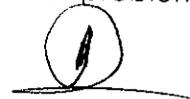
25.In case, the tendering agency fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof the Department is put to any loss/obligation, minority or otherwise, the Department will be entitled to get itself reimbursed out of the outstanding bills or the Performance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

### **FINANCIAL**

26.The Technical bid should be accompanied with Earnest Money Deposit (EMD), refundable, of Rs. 10,000 (Rupees Ten Thousand only) in the form of Demand Draft/Pay Order drawn in favour of Pay & Accounts Officer, Department of Land Resources, Ministry of Rural Development, New Delhi failing which the tender shall be rejected out rightly.



27. The EMD in respect of the agencies which do not qualify the Technical Bid (First Stage)/Financial Bid (Second Stage) shall be returned to them without any interest. However, the EMD in respect of the successful tenderer shall be adjusted towards the Performance Security. Further, if agency fails to deploy required number of Data Entry Operators against the initial requirement within 10 days from the date of placing the order the EMD shall stand forfeited without giving any further notice.
28. The successful tenderer will have to deposit a Performance Security an amount of ~~Rs. 10~~ ten per cent of the value of the contract. Performance Security may be furnished in the form of an Account payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, Bank Guarantee from a Commercial bank in an acceptable form safeguarding the purchaser's interest in all respects.
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 the Department besides annulment of the contract.
30. The agency shall raise the bill, in triplicate, along with attendance sheet (duly verified by Under Secretary (Admn.)/Section Officer (Admn.) in respect of the persons deployed and submit the same to the Section Officer(Admn.) in the first week of the succeeding month. As far as possible the payment will be released by the second week of the succeeding month. The payment to the DEOs should be made through A/c payee cheque.
31. The claims in bills regarding Employees State Insurance, Provident Fund and Service Tax etc. should be necessarily accompanied with the documentary proof pertaining to the concerned month bill. A requisite portion of the bill/whole of the bill amount shall be held up till such proof is furnished, at the discretion of the Department.
32. The amount of pre-estimated agreed liquidated damages calculated @ Rs. 200/- per day on account of delay, if any, in providing a suitable substitute for the period beyond three working days by the agency shall be deducted from the monthly bills of the service providing Agency/Firm/Company in the following month.
33. The Department of Land Resources reserves the right to withdraw/relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.



**(Anoop Kumar)**

Under Secretary to the Government of India  
Tel . 011-23062722

**ORDER FOR ARRANGEMENT OF DOCUMENT WITH THE TECHNICAL BID**

1. Application- Technical Bid.
2. Attested copy of the registration of agency.
3. Attested copy of PAN/GIR Card.
4. Attested copy of the latest IT return filed by the agency.
5. Attested copy of the Service tax registration letter/certificate.
6. Attested copy of the PF registration letter/certificate.
7. Attested copy of the ESI registration letter/certificate.
8. Certified document in support of financial turnover of the agency.
9. Certified documents in support of entries in column 13 of Technical Bid application.
10. Copy of the terms and conditions at pages 11-14 in Tender Document with each page duly signed and sealed by the authorized signatory of the agency in token of their acceptance.

**ORDER FOR ARRANGEMENT OF DOCUMENT BE SUBMITTED BY THE SUCCESSFUL AGENCY BEFORE DEPLOYMENT OF DATA ENTRY OPERATORS.**

List of Data Entry Operators short listed by the agency for deployment in the Department of Land Resources containing full details i.e. date of birth, marital status, address etc.

1. Bio-Data of all persons.
2. Character Certificate from two Group 'A'/Class-I Gazetted Officers of the Central/State Government in respect of all persons.
3. Certificate of verification of antecedents of all persons by local police authority.

