



प्रधान मुख्य आयकर आयुक्त का कार्यालय, तमिलनाडु  
Office of the Principal Chief Commissioner of Income Tax,  
Tamilnadu

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C.No. 651(1)/Accts/DEO/2020-21

Dated: 18-06-2020

**NOTICE INVITING TENDER FOR PROVIDING DATA ENTRY OPERATORS**

The Income Tax Department, Chennai invites sealed offers from reputed parties engaged in the business of providing manpower services, for outsourcing services of Data Entry Operators, on need basis in various Offices of Income Tax Department, Chennai for the period from 01-08-2020 to 31-07-2021. Tender document can be downloaded from the web sites: [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in) & CPP Portal and the last date for receipt of filled in tender forms is **14-07-2020**.

*R. Ilavarasi*

(R. ILAVARASI)

Addl. Commissioner of Income Tax (H.Qrs)(Admn.)  
For Pr. Chief Commissioner of Income Tax,  
Chennai - 600 034



**GOVERNMENT OF INDIA  
INCOME-TAX DEPARTMENT**

OFFICE OF THE PRINCIPAL CHIEF COMMISSIONER OF INCOME TAX  
121, Mahatma Gandhi Road, Nungambakkam, Chennai - 600 034

**TENDER DOCUMENT**

**OUTSOURCING OF SERVICES OF  
DATA ENTRY OPERATORS FOR OFFICES OF  
INCOME TAX DEPARTMENT, CHENNAI  
121, MAHATMA GANDHI ROAD,  
NUNGAMBAKKAM,  
CHENNAI - 600 034**



**GOVERNMENT OF INDIA  
INCOME TAX DEPARTMENT  
OFFICE OF THE PRINCIPAL CHIEF COMMISSIONER OF INCOME TAX  
121, MAHATMA GANDHI ROAD, NUNGAMBAKKAM, CHENNAI - 600 034**

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**NOTICE INVITING TENDER FOR PROVIDING DATA ENTRY OPERATORS**

The Income Tax Department, Chennai invites sealed offers from reputed PARTIES engaged in the business of providing manpower services, for outsourcing services of Data Entry Operators, approximately 80 Nos. **on need basis** in various Offices of Principal Chief Commissioner of Income Tax, Chennai (including Tambaram, Kancheepuram, Thiruvallur, Vellore, Thiruvannamalai and Kanchipuram) for the period from **01-08-2020 to 31-07-2021**.

**I. TENDER PROCESS**

1. Tender is invited in two parts i.e. (1) **Qualifying bid** and (2) **Financial bid**. The tender form for 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 Additional Commissioner of Income Tax (H.Qrs)(Admn.), O/o Principal Chief Commissioner of Income Tax & CCA, No.121, M.G.Road, Nungambakkam, Chennai - 600 034, by **4.30 PM on 14-July-2020**. Late submission of tenders shall not be accepted. The sealed covers should be super scribed with "**Qualifying Bid - Contract for Providing Data Entry Operator**" and "**Financial Bid - Contract for Providing Data Entry Operator** " respectively. Qualifying Bids will be opened on **17-07-2020** at **3.00 PM** in the presence of bidders at Conference Room, No.117, First floor Main Building, 121, Mahatma Gandhi Road, Nungambakkam, Chennai - 600034. If the date of opening is declared a holiday, the quotations will be opened on next working day. Incomplete bid documents shall be rejected. The valid qualifying bids shall be scrutinized by the Department to short list the eligible bidders. The eligible bidders

will be duly informed. The financial bids of the short listed bidders will be opened at 17-07-2020 at 5.00 pm. In case it is not possible to open on stipulated date due to unavoidable circumstances, the next date of opening will be duly informed.

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. **Earnest Money Deposit:** Earnest Money Deposit of Rs.5,00,000/- (Rupees Five Lakhs only) per application in the form of Demand Draft/Fixed Deposit of Scheduled Bank drawn in favour of **The Administrative Officer, O/o The Principal Chief Commissioner of Income Tax, Chennai-34** shall accompany the qualifying bid. Qualifying bids without Earnest Money Deposit will be rejected. 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 ANNEXURES - I & II are found to be incorrect or false during the tender selection process. No interest shall be paid on the Earnest Money Deposit (EMD) of the successful bidder and same will be returned on furnishing a Performance Guarantee.

4. **Performance Guarantee:** The successful bidder has to submit 5% of the value of the contract as performance guarantee deposit in the form of **Bank Gurantee/Fixed Deposit of a Schedule bank drawn in favour of "The Administrative Officer, O/o The Principal Chief Commissioner of Income Tax, Chennai-34"** before awarding contract. The Performance Guarantee shall be refunded to the selected bidder on successful completion of contract period. No interest shall be paid on the Performance Security placed with the Department by the successful bidder. The Performance Guarantee will be forfeited in the event of withdrawal of contract by the contractor before the expiry of the contract period or in the event of termination of the contract attributable to the unsatisfactory performance of the contract or for violation of any of the terms and conditions of the contract.

5. The tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the

terms and conditions contained herein and submit the same along with the qualifying bid. The tenderer would fill up the information in the ANNEXURE I & II enclosed at the end of this document 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 its authorized signatory.

6. The tender forms shall be rejected if it is not complete in any aspect.
7. The tender documents are not transferable.

## **II. TERMS AND CONDITIONS**

### **1) Conditions to be satisfied in the qualifying bid:**

a) Bidder should have a minimum of 3 years of experience in providing manpower services to various government organizations.

b) The bidder must have ESI Registration, EPF Registration and Service Tax Registration, labour licence from the date of incorporation of the company/office/organisation or from the year on which the bidder has come into the purview of various statutory authorities.

c) The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961.

d) The evidence for filing of returns along with supporting documents based on which the return of income was filed like P & L, Income and Expenditure Account, Balance Sheet, Schedules for past three Assessment years 2017-18, 2018-19, & 2019-20 should be enclosed along with the qualifying bid.

e) The bidder must have gross contractual receipts from providing data entry operator service of Rs.5 Crores and above during the financial year 2019-20. A statement showing list of clients along with evidence for contractual receipts with the date and the date of payment to the statutory dues like PF, ESI, etc and payment of salary to the employees should be enclosed along with the qualifying bid.

f) The bidder should have atleast 50 employees on his pay roll(enclose ESI contribution for proof)

g) During the past 3 years no government organization should have disqualified or black listed the bidder. There should be no disputes involving clients on the basis of the terms of contract with bidder. A self declaration certificate should be enclosed in the technical bid. List of cases with full details where the bidder is involved in disputes with various statutory authorities with year, date and remarks mentioning the nature of dispute .

h) The bidder should have enough funds for payment of salary to the employees in the event of any unforeseen circumstances of non payment of claim by the department to the bidder. Whether department makes payment or not the bidder should make full payment to the employees on the due date of 10<sup>th</sup> of every month.

i) The bidder should have paid all the statutory dues to the PF, ESI, Bonus etc and salary to the employees on the due date for which the payment has been received from the existing clients. A self declaration certificate in this regard should be enclosed along with the technical bid.

j) The bidder should be Chennai based concern. Its registered office/head office/corporate office should be in Chennai.

k) The bidder should attach nationalized banker solvency certificate for Rs.50 lakhs.

l) In the event of the contract being awarded, the contractor should be prepared to deploy the persons w.e.f 01-August-2020.

m) The service charge quoted for the contract should be reasonable to meet the various expenses of the contractor. In case if the amount quoted is unreasonable the bidders tender will be rejected without assigning any reasons.

2. The scope of service includes the following:-

The nature of duties of Data Entry Operator/Typist:

The duties of the Date Entry Operators/Typist 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 work assigned by the authority with whom they are attached.

2. The Data Entry Operator/Typist should have the following qualifications:

- a) The person should have minimum qualification of graduate with English as one 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.

3. Selection of eligible candidates

- i) On the basis of specified qualification the service provider should conduct a skill test before nominating the candidates.
- ii) Preference should be given to person having experience in Income Tax related Data Entry Work.

3. The contractor shall deploy only personnel with good conduct and character. In order to ensure the same, Police Verification Certificates in respect of the personnel deployed shall be submitted to the O/o.PRCCIT, Chennai, at the time of deploying each personnel.

4. The personnel deployed shall work on all days except Sundays and National Holidays.

5. The working hours for persons deployed by the contractor shall be between 09.00 AM to 06.00 PM. The person deployed should invariably reach office before 09.15 AM, every day and perform the duties assigned as per clauses 2 (a) to (h).

6. The contractor shall ensure that its personnel shall have Identity Cards, provided by the contractor which shall be worn in such a way that it is prominently

displayed and visible so that any person representing the contractor can be easily identified.

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 have uniform attire /mask/gloves and wear it without fail, every day.

9. The personnel shall perform all the duties assigned by the respective HODs / Administrative Officers / Officers to whom attached from time to time.

10. The contractor is responsible for payment of salary to the personnel deployed.

11. The contractor shall ensure that the work undertaken by its personnel is carried out efficiently and to the satisfaction of HODs / Administrative Officers / Officers attached.

12. 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.

13. 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 Pr.Chief Commissioner of Income Tax, Chennai may get the work done through a third party contractor, without any written notice to the contractor, the cost of which shall be recovered from the contractor from the monthly payment.

14. In the event O/o The Pr. Chief Commissioner of Income Tax, Chennai deciding to renew this contract on the same terms as embodied or such other modified terms as it may think fit and proper, it shall communicate the decision to the contractor prior to the expiry of this agreement, in which event the parties to this agreement shall be governed by such documents for future or further transactions.



1. Close liaison shall be maintained with our officers-in-charge for smooth and efficient performance of duties of the personnel.
16. The contractor shall indemnify and shall keep the O/o The Pr. Chief Commissioner of Income Tax, Chennai indemnified against acts or omission or negligence, dishonesty or misconduct of the men engaged for the work and O/o The Pr. Chief Commissioner of Income Tax, Chennai shall not be liable to pay for any damages or compensation to such person or to third party.
17. In the event of increase in Service Tax by State/Central Government in future applicable under this contract, the Department shall bear the same.
18. That 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.
19. That 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 Pr. Chief Commissioner of Income Tax, Chennai. O/o The Pr. Chief Commissioner of Income Tax, Chennai shall not be responsible for any claims made by such persons and shall not be liable to pay any amount to any employee/ex-employee of the contractor.  
**The Contractor is fully responsible for disciplined behavior of its employees.**
20. 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.
21. 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.
22. In case the contractor withdraws or O/o The Pr. Chief Commissioner of Income Tax, Chennai terminates the contract for violation of terms and conditions and/or

deficiency in services during the period of contract, the additional expenses in hiring a new contract on temporary arrangement till the time of appointing a regular contractor through a similar tender process, shall be adjusted against payments to be made.

**23. The Department reserves the rights to suspend this tendering process without assigning any reason, whatsoever. The department reserves the right to reject or cancel any or all tenders or to open selected financial bids as approved by the committee without assigning any reason. Only the best of the technical bids as decided by the committee only will be considered for opening of financial bid. Quoting of lowest is not the only eligibility for a successful bid. Technical and financial bid both will be looked into for awarding final contract.**

24. The service charges quoted shall be inclusive of cost of uniform of two sets to each employee per year, issue of identity cards, other administrative expenses relating to maintenance of register, supervisory charges and other charges to be incurred by the contractor to satisfy the terms and conditions of tender.

25. In case, the person deployed by the contractor is absent/leave, suitable replacement should be given immediately with information to the O/o. The Pr.Chief Commissioner of Income Tax, Chennai.

26. 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.

### **III. RATE AND PRICES**

The bidders shall quote their rates excluding GST 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 Central Government. The payment of wages during the contract period shall not be less than the minimum wages fixed by the Central Government from time to time.

## IV. FINAL PAYMENT


The contractor shall submit the bill for every month by the 7<sup>th</sup> day of next month along with the statement showing number of persons deployed for number of days certified by the respective Administrative Officers. No interim bills will be entertained. Payment will be made through RTGS or any online payments 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 Administrative Officers. The payment shall be made either by O/o The Pr.Chief Commissioner of Income Tax, Chennai - 34 or respective Drawing Disbursing Officers (DDOs). The payment is subject to TDS and GST applicable under the Income Tax Act and GST respectively.

The tenderer should ensure that the following documents are part of the Qualifying bid:

- a) ANNEXURE-I (duly filled-in) along with necessary enclosures.
- b) EMD for Rs.5 lakhs Demand Draft / Banker's Cheque drawn in favour of "The Administrative Officer, O/o The Pr. Chief Commissioner of Income Tax, Chennai - 34".
- c) Tender Document (all pages signed)

The Financial Bid:

- a) Duly filled-in ANNEXURE-II

  
(R. ILAVARASI)  
Addl. Commissioner of Income Tax (H.Qrs)(Admn.)  
For Pr.Chief Commissioner of Income Tax  
Chennai - 600 034

Encl.:

1. Qualifying Bid Document (ANNEXURE-I)
2. Financial Bid Document (ANNEXURE-II)

QUALIFYING BID DOCUMENT(TECHNICAL BID)

1. Name of the party :  
(with proof of date of incorporation or  
Registration or any other evidence )
2. Address :  
(with Tel No., Fax No.)
3. Name & Address of the Proprietor / :  
Partners / Directors (authorized signatory)  
(with Mobile No.)
4. Contact Person(s) (with mobile number) :
5. No. of years of experience in providing :  
Manpower Services (attach work orders from govt.  
Organization)
6. List of clients along with evidence for gross :  
contractual receipts for the last 3 years and statement  
for the f.y.19-20(pl.refer para II of (e) )
7. Permanent Account Number (PAN) (The :  
evidence for filing of IT returns along with  
Income and Expenditure Account & Balance  
Sheet along with schedules for last three  
Assessment years to be  
enclosed).(pl.refer para (c))
8. Details of ESI, EPF, labour licence, Registration :  
along with evidence .
9. Details of Service Tax Registration along :  
with evidence
10. Details of EMD :
11. To attach Bankers solvency certificate : yes/No.
12. To attach self declaration certificate that the :  
Bidder has not been black listed or not involved in  
Dispute involving the client organisation (pl.refer  
para II of (g))
13. To attach self declaration certificate :  
for payment of salary, PF, ESI etc.,( pl.refer para (h)(i))
14. To attach self declaration certificate :  
(Pl.refer para (f))

15. To attach proof of office at Chennai(pl.refer II of (j))
16. List of cases with full details where the bidder is involved in disputes with various statutory authorities with year, date and remarks mentioning the nature of dispute .

#### DECLARATION

I/we 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 have any dealing with the Department in future. The EMD/Performance guarantee will not be claimed for giving false declaration as part of the damages caused by me. I also declare and accept that without assigning any reason the bid submitted by me/us may be rejected/not considered for financial bid. Also quoting the lowest will not become eligible for awarding contract and I/we agree to the same.

(Signature of Authorized Signatory with date)

declare and accept that without assigning any reason the bid submitted by me/us may be rejected/not considered for financial bid. Also quoting the lowest will not become eligible for awarding contract and I/we agree to the same.

(Signature of Authorized Signatory with date)