

தொழிலாளர் வருங்கால வைப்பு நிதி நிறுவனம்
மண்டல அலுவலகம்
ட்ராக் பெருமாட்டி கல்லூரி சாலை
சொசுகுளம், மதுரை-625002

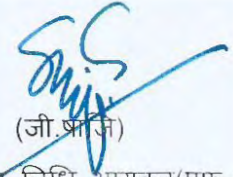


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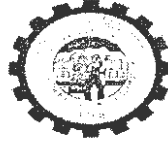
கর্মசாரி ஢விய்ய நிதி சங்கதன,
क्षेत्रीय कार्यालय, भविष्य निधि भवन, लेडी डोक कॉलेज रोड, मदुरै - 625 002
Employees' Provident Fund Organisation
Regional Office, Bhavishya Nidhi Bhavan, Lady Doak College Road, Madurai – 625 002

निविदा सूचना

कर्मसारी भविष्य निधि संगठन, क्षेत्रीय कार्यालय, मदुरै एक साल के लिए आउटसोर्सिंग डॉटा एंट्री आपरेटर के लिए इलेक्ट्रानिक निविदा आमंत्रित करता है । इच्छुक एजेंसियों से अनुरोध है कि वे निविदा इलेक्ट्रानिक प्रपत्र मे भारत सरकार के ईप्रकूरमेंट पोर्टल में (<http://eprocure.gov.in>) दिनांक 30.9.2018 तक अपराह्न 6.00 बजे तक प्रस्तुत करें । इससे संबंधित मानदंड, निबंधन एवं शर्तें, बोलीदाता प्रोफाइल एवं मूल्य बोली प्रारूप इसके साथ संलग्न हैं ।


(जी.प्रसाद)

सहायक भविष्य निधि आयुक्त(एफ एन जी)



Employees' Provident Fund Organisation
(Ministry of Labour & Employment, Govt. India, New Delhi)
Regional Office, Bhavishya Nidhi Bhavan, Chokkikulam, Madurai – 625 002.

NO/TN/RO/MDU/F&G/Tender/Outsource /2018

Date: 18/09/2018

Sub : Tender Notice for outsourcing of Data Entry Operators on Contract Basis

- 1) The Regional Provident Fund Commissioner-I, Employees' Provident Fund Organisation, Regional Office, Madurai invites electronic tenders from well-established and reputed firms/registered service providers for providing secretarial manpower / Data Entry Operators (DEOs) on outsourcing basis. It is proposed to engage **16 (Sixteen)** DEOs presently. However, the number will depend upon the actual requirement of the office from time to time.
- 2) **Criteria for qualification of the Service Providers:**
The following criteria shall be applied for qualification of the service providers:
 - a) Past experience and **SATISFACTORY** performance on similar work done for the Departments of the Govt of India / Statutory Bodies / PSUs /Private Sectors for last three years. (a list of such organizations may be provided). The reputation / track record of the bidder will be verified by this office.
 - b) The service provider should have experience of providing such services on appropriate scale. The agency should have completed at least one such work where it has provided not less than **10 persons** in one organization during the last 2 years. The name(s) of such organizations along with number of persons deployed may be submitted.
 - c) The service provider should have adequate facilities (infrastructure, qualified manpower and expertise) for testing / screening of personnel to ensure that they conform to the given standards of knowledge as given Annexure I / skill and experience before deployment. This aspect is also subject to evaluation / verification by the office.
 - d) The service provider should have a valid license from the competent licensing authority under the provisions of Contract Labour (Regulation and Abolition) Act 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971.
 - e) The provision of training facilities / upgradation of skills of the persons deployed by the service provider, if any may be provided(this will be given weightage).
 - f) The firm should be registered with Central Excise / GST / Department of Revenue.
 - g) The service provider should have an office in Madurai.

- h) Financial worthiness and competence to be substantiated through Income Tax Returns / Certificates. PAN/ST/TIN/GST/EPF/ESI Registration /Annual Report (Balance sheet and Profit & Loss Account) for the last 3 years.
- i) Persons deployed by the service provider shall not be less than 18 years in age.


3) The approximate number of persons required, category wise is as given below:

Sl No	Category	Approximate number
1	Data Entry Operators	16

The qualification and experience required and job description of the categories of the persons to be deployed for secretarial assistance are given at **Annexure - I**

- 4) The terms and conditions of the tender will be as per **Annexure - II**
- 5) Period : The period of contract will be initially for one year or less as per requirement and at the discretion of the Regional P F Commissioner - I, depending upon the requirements as well as the performance of the persons deployed and the service provider, on a periodic review conducted by the office.
- 6) Earnest Money Deposit (EMD) : Rs.20,000/- (Rupees Twenty Thousand Only) in the form of crossed DD / Pay order drawn in favour of The Regional P F Commissioner - I, Madurai and drawn on Nationalized / Scheduled Bank at Madurai must be submitted along with the quotations. **Offer without EMD will not be considered.**
- 7) Refund of EMD : EMD of the unsuccessful bidders / contractors will be returned back as soon as a decision is taken by the office regarding placement of order. **The EMD would be returnable on non-interest-bearing basis.**
- 8) Security Deposit: The successful bidder shall have to furnish a Bank Guarantee valid up to the period of 60 days beyond the period of contract from a Nationalized / Scheduled Bank for an amount @ 10% of the actual contract value for one year, which will be forfeited in case of any violation of the terms & conditions of the contract at the discretion of the office.
- 9) Forfeiture of EMD / Security Deposit : In case of non-submission of the security deposit and / or non-acceptance of the order, the EMD submitted along with offer is liable to be forfeited. Likewise, non-performance of the contract will result in forfeiture of security deposit.
- 10) The office reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.

- 11) Submission of Offer : The offers consisting of Bidders Profile and Price Bid as provided in Annexure III and Annexure IV respectively duly filled shall be compulsorily submitted electronically through the eprocurement portal of Govt. India (<http://eprocure.gov.in>) on or before 30/09/2018 6 pm. The bid format is available in the said site.
- 12) A] Late offer will not be considered and timely submission of tenders is the responsibility of the bidders.
- B] Offers not fulfilling the requirement shall be rejected.
- C] Validity of the offer shall be for a period of minimum 90 days from the date of consideration of the bids. Bids having the validity of less than 90 days would be considered non-responsive and declared invalid.
- 13) In case the service provider's offer deviates from the office requirements and terms and conditions in any matter, these deviations must be clearly indicated in the Tender letter, failing which, the office's requirements and terms and conditions will be binding on the service provider.
- 14) One duly authorized representative of each bidder would be allowed to participate in the opening of the tender. Only those bidders found to meet all the qualifying criteria to the satisfaction of the committee will be considered.


(G Shaji)

ASSISTANT P F COMMISSIONER (F&G)

Qualifications of DEOs outsourced through contract

- | | |
|-------------------------|---|
| A) Qualification of DEO | i) Graduate in any discipline
ii) Typing speed of 80 w.p.m
iii) Ability to operate EDP equipments.
iv) Ability to manage files / project work / cases.
v) Ability to work under pressure and maintain a professional demeanour. |
| B) Experience | i) Minimum 2 years experience of this kind of job
ii) Must have worked at least for one year with any of the office of reputed Private / Public Sector company or Govt. related organization. |
| C) Desirable | i) Diploma / certificate in Office Management.
ii) Diploma / Certificate in Computer Applications
iii) Knowledge of the functioning of the any similar organization. |

Job Description:

The Data Entry Operator will be responsible for the following tasks:

- a) Entering data to update records following the promulgated codes and standards.
- b) Receiving and responding to record inquires in compliance with standards over phone and or over the counter.
- c) Receiving and dispatch of mails and posts.
- d) Accessing files through knowledge of computer terminal and manual file system.
- e) Taking printouts as required.
- f) Performing related duties and any other duties as required by the office.
- g) Providing a variety of secretarial and administrative support.
- h) Performing special projects as necessary.
- i) Field duties including powerpoint presentation, seeding data, etc.
- j) Communicating with various stakeholders through phone, email and other modes.

TERMS AND CONDITIONS

- 1) Payment Terms: The standard terms of payment are within 30 days from the date of submission of bills in triplicate along with work completion certificate certified by the competent authority in THE OFFICE. The payment shall be made through NEFT only.
- 2) Payment of salary by service provider: The service provider shall ensure that the salary to the persons so employed is made by 7th day of the succeeding month not below the minimum wages including the Dearness Allowance, notified by the Government of India from time to time. The payments shall be made to the DEOs by the employer through their individual Bank Account only. Proof of payment of wages to employers to be produced.
- 3) Income Tax : The Income Tax / TDS and other statutory deductions, as applicable will be deducted from the payment made. Tax deduction certificate will be issued to the service provider by the office.
- 4) Penalty Clause: The service provider shall send the requisite number of persons within stipulated time after requisition from the office. In emergent cases such as the person deployed falls sick or is not able to attend the office for the reason beyond his control continuously for more than 2 days, the service provider shall deploy a suitable substitute. If the contractor fails to deploy requisite number of persons due to default on his part or fails to send the substitute, without prejudice to any other right or remedy available under the law to the office on account of such breach, recovery of penalty equal to double the amount payable to the agency on account of the absentee shall be recovered as penalty. In case the service provider fails to provide suitable substitute(s) within 10 days, additional penalty of confiscating service charges will be imposed. The quantum of recovery will be decided by The Regional P F Commissioner - I, Madurai, which will be final and binding on the service provider.
- 5) Termination of the contract; In case of any material violation of any of the terms and conditions by the service provider, the Regional P F Commissioner - I reserves the right to unilaterally terminate the contract. In case of any dispute, the decision of the Regional P F Commissioner - I will be final and binding.
- 6) The service provider should pay fair wages to his employees as per Minimum Wage Act and comply under Bonus Act and leave rules as registration of its establishment. While quoting the rates agency should consider Basic, DA and other statutory dues, uniform charges, etc. as per Minimum Wages Act of Central Government.

- 7) Revision of wages : The service provider will ensure annual rate of revision of wages based on All India Working Class Consumer Price Index (Base 2001=100) to be paid by the service provider to its employees outsourced to this office. If contract is extended beyond one year, such escalation may be quoted in the rates for the above purpose, at the time of extension.
- 8) Statutory obligations: The service provider is required to submit a valid license from the competent licensing authority under the provisions of Contract Labour (Regulation and Abolition) Act, 1970 and Contract Labour (Regulation and Abolition) Central Rules, 1971 with the tender and produce the original within 10 days of the award of the contract for verification. If the service provider fails to deposit the license within the stipulated period of 10 days, the contract shall automatically stand terminated unless condoned by the Regional P F Commissioner - I, Madurai and the office shall be at liberty to recover losses, if any, from the service provider.
- 9) The service provider shall be obliged and solely responsible to comply with all statutory requirements in respect of the manpower engaged by him and the office shall not be a party to any dispute arising out such deployment by the contractor. The Agency should endorse Income Tax Clearance Certificate along with the quotation.
- 10) Security Considerations : The persons deployed by the Agency should not have any adverse Police record / criminal cases against them and they should be deployed after Police verification. The agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending and submit a clearance certificate from the concerned Police Station for all persons deployed to this office.
- 11) Place of Duty working hours and Punctuality :
- a) The Regional Office of EPFO is presently housed in Bhavishya Nidhi Bhavan, LDC road, Chokkikulam, Madurai - 625002. The personnel so deployed shall have to report for duty at the above place. The employees may have to work occasionally in any place under the jurisdictional area of Regional office and elsewhere.
 - b) The working hours of the office will be from 9.15 am to 5.45 pm.
 - c) The personnel deployed shall work for 8 hours from 9.15 am to 5.45 pm on all working days.
 - d) The manpower so deployed shall have to adhere to the punctuality strictly. Late arrivals, early departures and short leaves shall not be permitted.
 - e) If need arises, the Secretarial staff shall have to sit late or come early or attend the office even on Saturday/Sunday/Gazetted Holidays (as per work requirements). For working in the office beyond office hours for period exceeding one hour or on Saturday/Sunday/Gazetted Holidays, payment will be on hourly basis.

- f) Tenders must quote rates for 8 hours duty. (wages on hourly basis shall be 1/8th of the above for extra hours / Holidays)
- 12) The responsibility of statutory compliance like EPF /ESI/ Income Tax / Service Tax etc. will be with the service provider.
 - 13) The service provider will provide to the office a list of all personnel so deployed with permanent and present address along with their photographs. The character verifications of the personnel through local Police should be furnished at the time of deployment.
 - 14) The service provider shall be responsible for all acts of the persons provided by them and omission on the part of the manpower engaged for the purpose. The office shall not be responsible in any manner, whatsoever, in matters of injury / death / accident etc. of the service provider's employees performing duties under the contract
 - 15) It shall be responsibility of the service provider to issue the employment card / photo / identity card to the workers as per the prescribed format and maintain the muster roll, the wage register and other registers as provided in the Contract Labour (Regulation and Abolition) Act.
 - 16) The office has the right to ask to change / replace the personnel at any point of time without assigning any reasons.
 - 17) The agency shall arrange such facilities like EPF and ESI as provided in the Contract Labour (Regulation and Abolition) Act, 1970 for the welfare and health of the workers deployed with the office.
 - 18) The service provider shall replace immediately any of its personnel, if they are unacceptable to the office because of security risk, incompetence, conflict of interest and breach of confidentiality or frequent absence from duty / misconduct on the part of the manpower supplied by the agency or any other reason upon receiving written notice from the office.
 - 19) The service provider shall provide a substitute well in advance if there is any probability of the person leaving the job due to his / her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.
 - 20) The office shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipments or vehicles of the personnel of the service provider.
 - 21) The service provider will be responsible for any damages done to the property of the office by the personnel so employed. The office will be free to recover it from the security deposit given by the agency or from any other dues.

- 22) The service provider's personnel deployed in the office should be polite, cordial, positive and efficient while handling the assigned work and their actions shall promote goodwill and enhance the image of the office. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him.
- 23) The service provider shall ensure proper conduct of his persons in the office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work, etc.
- 24) The service provider's personnel shall not divulge or disclose to any person, any details of the office, operational process, technical know-how, security arrangements, administrative / organizational matters as all are of confidential / secret nature.
- 25) The service provider's personnel shall not have any right to claim any benefit / compensation / absorption / regularization of services with the office under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation and Abolition) Act, 1970. Undertaking from the person to this effect will be required to be submitted by the service provider to this office.
- 26) Any dispute regarding working hours and regarding compensation to be paid to the workers deployed will be the responsibility of the service provider and no representation will be entertained on this issue by the office.
- 27) The transportation, food, medical and other statutory requirement in respect of each personnel of the service provider will be the responsibility of the service provider and the office will not entertain any claim in this regard.
- 28) The service provider shall be contactable at all times and message sent by e-mail/Fax/Mobile Phone/Messenger from this office to the service provider shall be acknowledged immediately on receipt on the same day.
- 29) The service provider will provide a Manager who will be responsible for punctuality, discipline and functioning of outsourced staff deployed in this office and will work as Liaison Officer between this office and the service provider. This arrangement will be at the cost of service provider and no extra payment will be made in this regard by this office.
- 30) The successful agency has to execute an agreement with The Regional P F Commissioner - I, EPFO, RO, Madurai before commencing the work.
- 31) The successful agency should deposit security deposit @ 10% of total value for a year within 7 days from the date of award of the contract in the form of Demand Draft favour in "The Regional P F Commissioner, RO, Madurai" OR Bank Guarantee from Commercial Bank for the above said amount which will remain valid for a period of 60 days beyond the date of completion of the contract.

- 32) Contract shall be terminated at any time by The Regional P F Commissioner , Madurai without issue of notice if the service is found unsatisfactory.
- 33) The agency should read the terms and conditions, scope of work fully before quoting the rates. No additional claim if any will be entertained at later stage.
- 34) The agency shall have to produce evidence of remittance of EPF / ESIC and other statutory dues each month the bill is cleared for payment. Payment of wages to the personnels deployed by the service provider shall be made through the individuals Bank Account and proof of crediting the amount shall be produced for verification.
- 35) The agency shall have to produce a certified copy of letter of code number issued by EPF / ESIC authority. The service provider shall register with PMRPY and the benefit receivable on account of the scheme shall not be paid by the office.
- 36) The competent authority reserves the right to allot any other work pertaining to any section to the DEOs on contract, based on requirement in this office.
- 37) Copy of this Annexure duly signed on all pages by the Authorized Signatory shall be submitted along with the tender for having read understood and accepted the terms and conditions herein.
- 38) If the agency wants to cease the contract, a notice of one month prior to date of ceasing the contract shall be submitted. Penalty as determined by the Regional P F Commissioner - I shall be charged on violation of this clause.
- 39) Any legal disputes shall be under Madurai jurisdiction only.

Annexure III

BIDDER PROFILE

Sl. No	Particulars	Details
1	Name of the Establishment	
2	Address.	
3	Name, Designation and address of Authorized Official	
4	Email id and Mobile no of Authorized official	
5	Legal status of the establishment (Company / Firm/Proprietorship etc.)	
6	Date of setup of the establishment	
7	Annual turnover for last three Financial years	
8	List of Major Principal employers with the bidder associated with	1 2 3
9	PAN no. of the establishment	
10	Labour Registration no of the establishment. and LIN no.	
11	EPF code no	
12	ESIC code no	
13	GST no	
14	Name, address , email and contact no. of the Liaison Officer	
15	Details of EMD paid a) DD no. b) Date: c) Amount: d) Banker name and address	a) b) c) d)

Signature of Authorized Official with seal.

Annexure IV

Price Bid Format
FOR ONE MAN-DAY

Sl No	Wages Structure (for one MAN-DAY)	Quotes in Rs.	Remarks
1	Basic wages		
2	Dearness Allowance (DA)		
3	Other allowances if any		
4	Total wages of Sl. No 1, 2 & 3		
5	EPF on Total wages @ 12% restricted to maximum of Rs.15000/-		
6	EDLI & ADM charges applicable		
7	ESIC / Labour welfare fund as applicable		
8	Total Statutory charges Sl. No. 5, 6 & 7		
9	Total wages & Statutory charges of Sl. no 4 & 8		
10	Service charges (for one MAN-DAY)		
11	Total of Sl. No 9 & 10		
12	Goods and Service Tax as applicable		
13	Grand Total of Sl. 11 & 12		

Signature of Authorized Official with seal.