



എംപ്ലോയീസ് പ്രോവിഡൻ്റ് ഫണ്ട് ഓർഗനൈസേഷൻ

कर्मचारी भविष्य निधि संगठन

EMPLOYEES' PROVIDENT FUND ORGANISATION

(തൊഴിൽ & എംപ്ലോയ്മെൻ്റ് മന്ത്രാലയം, ഭാരത സർക്കാർ)

श्रम एवं रोज़गार मंत्रालय, भारत सरकार

Ministry of Labour & Employment, Govt. of India

മലയാള കാര്യാലയം, തിരുവനന്തപുരം

क्षेत्रीय कार्यालय, തിരുവനന്തപുരം

Regional Office, Thiruvananthapuram

ഭവിയ്യനിധി ഭവൻ, പട്ടം, തിരുവനന്തപുരം 695 004

"भविष्यनिधि भवन", പട്ടം, തിരുവനന്തപുരം - 695004

"Bhavishyanidhi Bhavan", Pattom, Thiruvananthapuram - 695 004

തൂലി/Phone : 0471-2446286, ഇമെയ്/E mail : ro.tvm@epfindia.gov.in



KR/TVM/Adm-II(3)/DEOs for call center/2023-25

Dated: 22.09.2023

TENDER NOTICE

Employees Provident Fund Organisation, Regional Office, Pattom, Thiruvananthapuram invites bids/tenders from Government/Semi Government /Public Sector Undertakings/Agencies or Private Agencies registered in Government E-Market place (GeM) for supply of manpower (**Data Entry Operators – 10**) to be deployed on monthly wage basis for the year 2023-25 subject to terms and conditions approved by GeM . The desirous agencies can contact this office on any working day on telephone number 0471-2446286 or can get the relevant details on Employees Provident Fund Organisation's official website www.epfindia.gov.in or Central Governments website www.eprocure.gov.in. The last date for submission of online bids through GeM portal for manpower (**Data Entry Operators – 10**) as per details below:-

Sl No.	Category	Bid End Date/Time	Bid Opening Date/Time
1.	Data Entry Operators	26/10/2023 09:00:00	26/10/2023 09:30:00

Interested tenderer shall furnish the salary/wages payable to manpower (**Data Entry Operators – 10**) (only for Central Government offices under Central Labour Laws) as well as other fees and statutory (EPF, ESIC etc.) fees and their commission/service charges etc. The successful tenderer, being the employer of the manpower (**Data Entry Operators – 10**) will be solely responsible for any liability. Tenders will be accepted only through GeM portal. The details of the bid made on the GeM portal is attached.

Regional P F Commissioner(Adm)



എം.പ്ലോയീസ് പ്രോവിഡൻ്റ് ഫണ്ട് ഓർഗനൈസേഷൻ

कर्मचारी भविष्य निधि संगठन EMPLOYEES' PROVIDENT FUND ORGANISATION

(തൊഴിൽ & ഏ.പ്ലോയ്മെൻ്റ് മന്ത്രാലയം, ഭാരത സർക്കാർ)

श्रम एवं रोज़गार मंत्रालय, भारत सरकार

Ministry of Labour & Employment, Govt. of India

മലയാള കാര്യാലയം, തിരുവനന്തപുരം

क्षेत्रीय कार्यालय, तिरुवनंतपुरम

Regional Office, Thiruvananthapuram

ബി.ജി.എസ്. റോഡ്, പട്ടം, തിരുവനന്തപുരം 695 004

"भविष्यनिधि भवन", पट्टम, तिरुवनंतपुरम - 695004

"Bhavishyanidhi Bhavan", Pattom, Thiruvananthapuram - 695 004

दूरभाष/Phone : 0471-2446286, ईमेल/E mail : ro.tvn@epfindia.gov.in



क्षेका/तिरु/प्रशा-11(3)/कॉल सेंटर केलिए डीईओ/2023-25

दिनांक:- 22.09.2023

निविदा सूचना

कर्मचारी भविष्य निधि संगठन, क्षेत्रीय कार्यालय, पट्टम, तिरुवनंतपुरम गवर्नमेंट ई-मार्केटप्लेस (GeM) में पंजीकृत सरकारी/अर्ध सरकारी/सार्वजनिक क्षेत्र के उपक्रमों/एजेंसियों या निजी एजेंसियों से वर्ष 2023-25 के लिए मासिक वेतन के आधार पर जनशक्ति (डेटा एंट्री ऑपरेटर(10 स)) की आपूर्ति के लिए GeM द्वारा अनुमोदित नियमों और शर्तों के अधीन बोलियां/निविदाएं आमंत्रित करता है। इच्छुक एजेंसियां किसी भी कार्य दिवस पर इस कार्यालय के दूरभाष संख्या 0471-2446286 पर संपर्क कर सकती हैं या कर्मचारी भविष्य निधि संगठन की आधिकारिक वेबसाइट www.epfindia.gov.in या केंद्र सरकार की वेबसाइट www.eprocure.gov.in पर संबंधित विवरण प्राप्त कर सकती हैं। जनशक्ति डेटा एंट्री ऑपरेटर(10 स) के लिए GeM पोर्टल के माध्यम से ऑनलाइन बोलियां जमा करने से संबंधित विवरण निम्न प्रकार है:-

क्र सं	कैटगरी	बिड बंद होने की तारीख/समय	बिड खुलने की तारीख/समय
1.	डेटा एंट्री ऑपरेटर	26/10/2023 09:00:00	26/10/2023 09:30:00

इच्छुक निविदाकर्ता जनशक्ति डेटा एंट्री ऑपरेटर(10 स) के लिए देय वेतन/मज़दूरी (केवल केंद्रीय श्रम कानूनों के तहत केंद्र सरकार के कार्यालयों के लिए) के साथ-साथ अन्य शुल्क और सांविधिक (ईपीएफ, ईएसआईसी आदि) शुल्क एवं अपना कमीशन/सेवा-शुल्क इत्यादि प्रस्तुत करें। जनशक्ति डेटा एंट्री ऑपरेटर(10 स) कर्मचारी के नियोक्ता होने के नाते सफल निविदाकर्ता ही किसी भी प्रकार के दायित्व के लिए पूरी तरह जिम्मेदार होंगे। निविदाएं केवल GeM पोर्टल के माध्यम से स्वीकार की जाएंगी। GeM पोर्टल पर की गई बोली का विवरण संलग्न है।

क्षेत्रीय भविष्य निधि आयुक्त(प्रशा)

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	26-10-2023 09:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	26-10-2023 09:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Labour And Employment
Department Name/विभाग का नाम	Na
Organisation Name/संगठन का नाम	Employees Provident Fund Organisation (epfo)
Office Name/कार्यालय का नाम	Regional Office Trivandrum
Item Category/मद केटेगरी	Manpower Outsourcing Services - Minimum wage - Skilled; Admin; Data Entry Operator
Contract Period/अनुबंध अवधि	2 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	250 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

Bid Details/बिड विवरण	
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Estimated Bid Value/अनुमानित बिड मूल्य	7000000
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

EMD Detail/ईएमडी विवरण

Required/आवश्यकता	No
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ePBG Detail/ईपीबीजी विवरण

Required/आवश्यकता	No
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Splitting/विभाजन

Bid splitting not applied/बोली विभाजन लागू नहीं किया गया.

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant /

Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

5. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

[OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

6. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

7. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Scope of work & Job description:[1695370320.pdf](#)

Buyer to upload undertaking that Minimum Wages indicated by him during Bid Creation are as per applicable Minimum Wages Act:[1695370360.pdf](#)

Manpower Outsourcing Services - Minimum Wage - Skilled; Admin; Data Entry Operator (10)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Skilled
Type of Function	Admin
List of Profiles	Data Entry Operator
Educational Qualification	Graduate
Specialization	Not required
Post Graduation	Not Required
Specialization for PG	Not Applicable

Specification	Values
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Bindu J S	695004, Employees Provident Fund Organisation, Regional Office, Pattom, Thiruvananthapuram	10	• Minimum daily wage (INR) exclusive of GST : 816 • Bonus (INR per day) : 0 • EDLI (INR per day) : 4.08 • EPF Admin Charge (INR per day) : 4.08 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • ESI (INR per day) : 26.52 • Provident Fund (INR per day) : 97.92 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 24

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

1. Supplier should not be blacklisted by any Government Department/Organisation for last five years. Undertaking in this regard to be uploaded by bidder at the time of submitting GEM bid.
2. Supplier should have a valid labour license for the state of Kerala at the time of submission of bid. A copy of license be uploaded with GEM bid.

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process.
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।

---Thank You/धन्यवाद---