



**DIRECTORATE GENERAL OF GOODS AND SERVICES TAX INTELLIGENCE,  
RAJKOT REGIONAL UNIT**

AMRUTA ESTATE, Ground Floor, Nr. Girnar Cinema, M.G. Road, RAJKOT-360001  
Ph. 0281-2457147, FAX-0281-2457148  
Email : rajkotru@gmail.com

F.No. DGCEI/RRU/D-1414/2015-16

Date : 08.05.2018

**E-TENDER NOTICE**

**Sub: Notice for Inviting of Tender for hiring of two Data Entry Operators for the Office of the Directorate General, Goods and Services Tax Intelligence, Regional Unit, Rajkot.**

1. E-Tenders (in prescribed format) are invited from the Data Entry Operator services providers through E-procurement portal for hiring of two Data Entry Operators on outsource basis for data entry work for requirement mentioned below in the schedule for the office of the Directorate General, DG GST Intelligence, Regional Unit, "Amruta Estate", Near Girnar Cinema, M.G.Road,Rajkot for the period of one year from the date of execution of the agreement. **The contract shall be awarded for period of one year.**

2. The complete tender document containing general terms & conditions, pre-qualification requirements etc. are available on <http://eprocure.gov.in/procure/app> & [www.cbec.gov.in](http://www.cbec.gov.in) and can be downloaded free of cost.

**Tender Critical Date Sheet**

Tender Publishing Date & Time	<b>08.05.2018 at 05:00</b>
Bid Submission Start Date & Time	<b>09.05.2018 at 11:00</b>
Bid Submission Closing Date & Time	<b>29.05.2018 at 06:00</b>
Technical Bid Opening Date & Time	<b>30.05.2018 at 11:00</b>
Financial/Price Bid Opening (BoQ) Date & Time	<b>31.05.2018 at 11:00</b>

3. Interested bidders/Service Providers/ reputed firms providing such services on all India basis may submit their bids in the prescribed format with all the necessary documents online with **digital signature** at <http://eprocure.gov.in/eprocure/app> on or **before bid submission closing date & time.**

**(Amitkumar Nikalje)**  
**Deputy Director**

Encl: As above.

**Copy to:**

1. Notice Board, DG GSTI, Zonal Unit, Ahmadabad.
2. Web Master CBEC for uploading.

**OFFICE OF THE DIRECTORATE GENERAL  
DGGI, REGIONAL UNIT, RAJKOT**

Phone No. (0281) 2457147

Fax No. (0281) 2457148

**Notice inviting e -tender for Hiring of Data Entry Operators services through e-procurement**

1. Directorate General, DGGI, Regional Unit, Rajkot, invites a Tender under Two bid System Enquiry from reputed agencies for **Hiring of Data Entry Operators services** on outsource basis for the data entry work for the period of one year from the date of agreement.
2. The bidders need to quote their rates only on monthly per person basis.
3. The bidders shall submit their bids online only at CPP Portal website: <https://eprocure.gov.in/eprocure/app> to follow the terms and conditions provided in the **Annexure-I, II, A, B, C** and Instructions to Bidder for Online Bid Submission provided in the **Annexure- III** for online submission of bids.
4. Bidder 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 template in any manner. In case if the same is found to be tampered/ modified in any manner, tender will be completely rejected and tenderer is liable to be banned.
5. Intending bidders are advised to visit CPPP website <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.
6. Technical Bid and Financial/Price Bids will be opened as per date/ time as mentioned in the Tender Critical Date Sheet.
7. **Submission of Tender:-**
  - (a) The tender shall be submitted online in two part, viz., Technical Bid & Price Bid (BoQ).
  - (b) All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.
  - (c) The offers submitted by Telegram/Fax/email/post shall not be considered. No correspondence will be entertained in this matter.

## ANNEXURE-I

### TERMS AND CONDITIONS

The interested parties must be capable of providing Data Entry Operator on their own on the following terms and conditions: -

1. The deduction towards PF and ESI etc. be factored in rates being quoted on per month basis and the same would not be payable over and above the rates thus quoted.
2. Office of the Directorate General of Goods and Services Tax Intelligence, Regional Unit, Rajkot reserves the right to accept or reject any or all the quotations or to withdraw the same without assigning any reason whatsoever.
3. The contractors are required to submit the complete rates/quotations only after satisfying each and every condition laid down in the annexure enclosed.
4. All the rates must be written both in figures and in words. Corrections, if any, are to be made by crossing out, initialing, dating and rewriting. In case of discrepancy between the words and figures, the rates indicated in figures shall prevail. All overwriting/cutting, insertions shall be authenticated and attested.
5. Rates/quotations should be submitted and signed by the firm with its current business address.
6. The rates shall be valid for a period of at least one year from the date of opening or till the stipulated period of the end of the contract, whichever is later.
7. The contractors should satisfy themselves before submission of the Rates/Quotations to DGGI, RU, Rajkot that they meet the qualifying criteria and capability as laid down in the annexure.
8. The Contractor must comply with the rates/quotations, specification and all terms and conditions of contract. No deviation in the terms and conditions of the contract shall be entertained unless specifically mentioned by the contractor in the rates/quotations and accepted by DGGI, RU, Rajkot.
9. If a firm quotes "Nil" charges/ consideration the bid shall be treated as unresponsive and will not be considered.
10. In case of any default by the contractor in any of the terms & conditions (whether General or Special), DGGI, RU, Rajkot may without prejudice to any other right/remedy which shall have accrued or shall accrue thereafter, terminates the contract, in whole or part, by giving 15 days' notice in writing to the contractor.
11. Notwithstanding anything contained herein, DGGI, RU, Rajkot also 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 contractor.
12. The contractor shall take insurance cover protecting the agency against all claims applicable under the Workmen's compensation Act, 1948. The

contractor shall arrange necessary insurance cover for any persons deployed by him even for short duration. The DGGI, RU, Rajkot shall not entertain any claim arising out of mishap, if any, which may take place. In the event of any liability/claim falling on this DGGI, RU, Rajkot, the same shall be reimbursed/indemnified by the contractor.

13. No other persons except contractor's authorized representative shall be allowed to enter in the DGGI, RU, Rajkot.
14. Within the premises of DGGI, RU, Rajkot, the contractor's personnel shall not do any private work other than their normal duties.
15. Contractor shall be directly responsible for any/all disputes arising between him and his personnel and keep the DGGI, RU, Rajkot indemnified against all actions, losses, damages, expenses and claims whatsoever arising thereof.
16. Contractor shall at least pay minimum wages to his employees as prescribed by the Central/State government. If during the tenure of the contract such minimum wages are enhanced it will be the sole responsibility of the contractor to pay such /additional differential wages, other benefits and allowances. DGGI, RU, Rajkot shall have no liability whatsoever in this regard and the Contractor shall indemnify this DGGI, RU, Rajkot against any/all claims which may arise under the provisions of various Acts, Govt.'s orders etc.
17. It is made clear that the engagement of the service provider does not in any way confer any right to the service provider or the persons that may be deployed by him in this office for claiming any regular or part time employment in this office or any other Govt. Office.
18. The service provider shall ensure availability of adequate persons on working hours of DGGI, RU, Rajkot, on all working days for performing the services.
19. Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
20. The Contractor shall employ those persons who are approved by the DGGI, Regional Unit, Rajkot and shall not remove them without express approval of the DGGI, Regional Unit, Rajkot.
21. After the award of Contract, the Contractor shall be on trial for two months, subject to fortnightly review or performance, and the continuance of the contract for the remaining period shall be subject to satisfactory performance during the trial period.

We agree to the above terms and conditions.

Signature and Name with Date \_\_\_\_\_

Name of the Firm \_\_\_\_\_

## ANNEXURE-II

### **SPECIAL TERMS & CONDITIONS FOR SERVICES OF DATA ENTRY OPERATORS**

1. The minimum qualification for the Data Entry Operators should be 10+2 passed with English and Hindi as subjects and they should have work experience of 2 Years.
2. The candidates should have computer skills and be conversant with MS-Office-Word, Excel, Access, Power-Point presentation, simple data analysis, and internet/e-mail. They should be proficient in English Language.
3. The service provider shall ensure availability of the persons deployed on all the working days for providing the Services.
4. Normal working days would be 5(Five) days for a week from 09.30AM to 6.00 PM Monday to Friday.
5. If the contract is terminated in the middle of a month the amount payable to vendor will be calculated on pro-rata basis.
6. It will be obligatory on the part of the service provider for the safe upkeep and proper handling of the office equipments. If any damage is caused to the office equipment on account of negligence of the person deployed, the service provider will be liable for action under law and the loss/damages so caused will be paid by/recovered from the service provider.
7. The payment shall be made at the end of the calendar month and for any absence, prorata wages will be deducted.
8. The service provider shall not assign, transfer, pledge or sub contract the performance of the contracted services.
9. The persons from the Service Provider shall not claim any benefit / compensation/absorption; regularization of services with office under the provision of Industrial Disputes Act,1947 or Contract Labour (Regulation and abolition) Act,1970.
- 10 The persons engaged by the service provider shall be the employee of the service provider and shall remain under the control and supervision of the Service Provider and the Service Provider shall be liable for the wages and any other claim of the person so engaged. The Service Provider is to observe all the relevant laws relating to employment of person assigned to this office (such as those relating to payment of minimum wages, employment of child labour, etc.). There is no "Master & Servant" relationship between the employees of the service provider and the Hirer of the service (This Centre) and the said person(s) of the service provider shall not claim any benefit whatsoever from this Centre.
- 11 The vendor shall comply with all applicable laws of the Central Government/State Government and any other law for the time being in force including the Income Tax/Service Tax Law etc. This office shall not be responsible for any dispute that may arise in connection with the subject

service, between the vendor and any State or Central Government Department e.g. authorities dealing with the Minimum wages, E.P.F., E.S.I., Labour Laws, Service Tax and Income Tax etc., or any local body.

- 12 The Service provider shall maintain all statutory registers under the applicable laws. The agency shall procedure the same, on demand, to this office or any other authority under law.
- 13 The Tax Deducted at Source (TDS) shall be deducted as per the provisions of Income Tax Law, as amended from time to time and a certificate to this effect shall be provided to the Agency by this office.
- 14 The Service Provider shall also be liable for depositing all taxes, levies, cess etc., on account of Service rendered by it to this office to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
- 15 The person to be deployed for service should be of a good moral character, should not have been convicted for any offence in the past under the law and Service provider should ensure proper conduct of its personnel in office premises, and enforce prohibition of consumption of alcoholic drink, paan, smoking, loitering without work etc. The character of antecedents of each personnel of the Service provider will be verified by the Service Provider before their deployment and certificate of verification of antecedents of persons by local police authority will be submitted to the office along with their recent passport size photographs. The Service provider should also furnish full details regarding residential address, age, qualification, percentage etc. of the person so deployed.
- 16 The Service provider shall be responsible for any unlawful/disorderly conduct or acts of the employee deployed and for the preservations of peace and protection of persons and property.
- 17 The Service provider shall be responsible for fulfilling all the obligations under any law towards the person deployed in this office.
- 18 The Service provider shall ensure that any details of office, operational process, technical know-how, security arrangements, and administrative/organizational matters are not divulged or disclosed to any person by its personnel deployed in this office.
- 19 The Service provider shall provide identity cards to the personnel deployed in the office carrying the photograph of the personnel and personal information as to name, date of birth, designation and identification mark etc.
- 20 The vendor shall be paid the amount payable on monthly basis as per the terms of the contract on submissions of the bills for the aforesaid service subject to satisfactory performance of the service rendered. No payment shall be made to the vendor over and above this amount on any count including taxes that may be leviable. The vendor shall submit bills for individual months on completion of each month, in triplicate.

21 This office 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.

22 Notwithstanding anything contained herein, this office reserves the right to terminate the contract, by giving 15 days notice in writing without assigning any reason and without incurring any liability whatsoever to the service provider.

23 The contract will be valid for a period of one year from the date agreement.

24 The Service Provider shall in no case lease/transfer/sublet/this outsourced work to any other Service Provider.

25 In case of any dispute of any kind and in any respect whatsoever, the decision of Deputy Director, DGGI, RRU, Rajkot shall be final and binding on Service Provider.

26 If any of the terms & conditions (1) to (25) above is not found fulfilled during the period of agreement, DGGI, Rajkot reserve the right to discontinue the contract without assigning any reasons thereof.

We agree to the above terms and conditions.

Signature and Name with Date \_\_\_\_\_

Name of the Firm \_\_\_\_\_

### **Annexure-III**

#### **Summary of Documents to be submitted**

##### **A. Technical Bid:-**

The following documents are to be furnished by the Service Provider along with Technical Bid as per the tender document:

- i) Signed and Scanned Copy of Technical data sheet (In format as per Annexure-A)
  
- ii) Signed and Scanned Copy of Tender Acceptance Letter (As per Annexure-B) & Letter of authorization to submit bid.
  
- iii) An undertaking (self-certificate) that the agency hasn't been blacklisted by a Central/State/UT Government institution and there has been no litigation with any government department.
  
- iv) Signed and Scanned copy Certificates like GST Registration, PAN No., SHOPS & ESTABLISHMENTS, and experience if any etc.

##### **B. Price Bid:-**

- (a) Price bid undertaking (As per Annexure-C).
  
- (b) Schedule of price bid under Bid of Quantity (BoQ).



**ANNEXURE - 'A'**

TECHNICAL/QUALIFYING BID FORM FOR TENDER OF Hiring of Two Data Entry Operators at the office premises of the Directorate General, DGGI, Regional Unit, Rajkot

1	Name of the organization/firm	
2	Name(s) of the proprietors/directors	
3	Register address	
4	Telephone No. and Fax No.	
5	Whether firm is registered and license holder under contract Labour (Regulation & Abolition) Act	
6	Registration No. of the firm (copy to be enclosed)	
7	Permanent Account No. of the firm(PAN)	
8	Copy of the Income Tax Clearance Certificate (ITCC) to be attached	
9	Provident Fund Number allotted by Regional Provident Fund Office	
10	ESI Registration No.	
11	Total staff/worker of the firm	
12	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)	

Signature with date \_\_\_\_\_

Name of the firm \_\_\_\_\_

**DECLARATION**

I/We hereby certify that information furnished above is true and correct to the best of my/our knowledge. I/We understand that if any deviation is of and in above statement at any state I/We shall be blacklisted and will not have any dealing with the department in future.

I hereby confirm that I am authorized to sign the Tender Document.

Signature

Name of the Authorized signatory

Seal / Stamp.

**ANNEXURE-B**

**TENDER ACCEPTANCE LETTER**  
(To be given on Company Letter Head)

Date:

To,

\_\_\_\_\_

\_\_\_\_\_

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: \_\_\_\_\_

Name of Tender / Work: -

\_\_\_\_\_

\_\_\_\_\_

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

\_\_\_\_\_

as 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 (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement 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/ organization to 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 our Firm has not been blacklisted/ debarred by any Govt. Department/ Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/ untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy.

Yours Faithfully,

(Signature of the Bidder, with  
Official Seal)

**Annexure-C**

**PRICE BID UNDERTAKING**

Date:

From: (Full name and address of the Bidder)

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To,  
O/o The Directorate General,  
DG GST Intelligence, Regional Unit,  
Amruta Estate, Near Girnar Cinema,  
M.G.Road, Rajkot -360001

Sir/ Madam,

1. I submit the Price Bid for \_\_\_\_\_ and related activities as envisaged in the Bid document.
2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
3. I offer to work at the rates as indicated in the price Bid, under BoQ inclusive of all applicable taxes except GST.

Yours Faithfully,

Signature:-

Name of Representative

E-Mail:-

Phone:-

Office Address:-

## **ANNEXURE- IV**

### **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: <https://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 Enrolment" 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) 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) 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 PDF 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 PDF file.
- 5) 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.
- 6) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) 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 in of DG GSTI, Regional Unit, Rajkot.
- 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.

**ANNEXURE-IV**

Sr.No.	Name of Office & Address	No of Person Proposed to be engaged	Administrative charges	Taxes, if any	Total Amount per Month
01	Directorate General of Central Excise Intelligence, Rajkot Regional Unit, Amruta Estate, Ground Floor, Nr. Girnar Cinema, M.G. Road, Rajkot-360001, Ph-0281-2457147				

Note-the deduction towards PF and ESI etc. be factored in rates being quoted per square feet per month basis and the same would not be payable over and above the rate thus quoted.

Signature with date \_\_\_\_\_

Name of the firm \_\_\_\_\_

Seal \_\_\_\_\_

**All Columns must be filled**

