

No.D-33011/01/2010-Gen  
Government of India  
Ministry of Corporate Affairs

5<sup>th</sup> Floor, 'A' Wing, Shastri Bhawan,  
New Delhi 110011,  
Dated: 13.5.2010

To

As per List (attached)

Subject: Quotation for award of contract for providing of services of Stenographer/Office Assistants, Hindi Typists and Data Entry Operators for a period of one year w. e. f. 1.6.2010 to 31.5.2011 - regarding.

Sir,

I am directed to say that this Ministry has decided to outsource the services of Stenographer/Office Assistants, Hindi Typists and Data Entry Operators for a period of one year w. e. f. 1.6.2010 to 31.5.2011 through a suitable placement agency on contract basis for day to day official work.

2. The detailed information for outsourcing the service of aforesaid posts has been given in the Tender Document which may either be downloaded from the website [www.mca.gov.in](http://www.mca.gov.in) or obtained in person from the Section Officer (General), Ministry of Corporate Affairs (Telephone Number 23389391), Room No. 511 'B' Wing, 5<sup>th</sup> Floor, Shastri Bhawan, Dr. Rajendra Prasad Road, New Delhi-110001 on any working day between 11 A.M. to 4 P.M.

3. You are, therefore, requested to submit your bids as per rates, schedule, terms and conditions given in the said Tender Document for the above mentioned posts.

Yours faithfully,

(V. K. Kapoor)  
Deputy Secretary to the Govt. of India.

**GOVERNMENT OF INDIA**

**MINISTRY OF CORPORATE AFFAIRS**

**TENDER DOCUMENT**

**For providing Services of Stenographers, Office Assistants,**

**Hindi Typists and Data Entry Operators**

**to the Ministry of Corporate Affairs by a Private**

**Manpower Service Provider**

- (a) Period of issue of Tender Document : **13.05.2010 to 28.05.2010**
- (b) Date and time for submission of  
Tender Document : **From 10.00 AM to 01.00 PM on all  
working days from 17.05.2010 to  
28.05.2010**
- (c) Date and time for opening of  
(i) Technical Bids : **At 11.30 AM on 31.5.2010**  
(ii) Financial Bids of eligible  
Bidders : **At 4.30 PM on 31.5.2010**
- (d) Likely date for commencement of  
deployment of required manpower : **01.06.2010**

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## SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR BIDDERS

1. The Ministry of Corporate Affairs, located at 5<sup>th</sup> Floor, Shastri Bhawan, Dr R.P.Road, New Delhi, requires the services of reputed, well established and financially sound Manpower Service Providers to provide services of Stenographers, Office Assistants, Hindi Typists, Data Entry Operators on contract basis for day to day official work.
2. The contract for providing the aforesaid manpower is likely to commence from 01.06.2010 and would continue till 31.05.2011. The period of the contract may be further extended beyond 31.05.2011 provided the requirement of the Ministry for manpower persists at that time or may be curtailed/terminated before 31.05.2011 owing to deficiency in service or substandard quality of manpower deployed by the selected Service Provider or because of change in the Ministry's requirements. The Ministry, however, reserves right to terminate this initial contract at any time after giving one week's notice to the selected Service Provider.
3. This Ministry has tentative requirement for 17 English stenographers, 25 Office Assistants, 02 Hindi Typists and 02 Data Entry Operators. The requirements may increase/decrease in any/ all the categories.
4. The interested Manpower Service Providers may submit the tender document complete in all respects along with Earnest Money Deposit (EMD of 25,000/- and other requisite documents by 28.5.2010 upto 1.00 PM at the Facilitation Centre of Ministry of Corporate Affairs, Near Gate No. 3, Shastri Bhawan, Dr R.P.Road, New Delhi-1.
5. The various crucial dates relating to **"Tender for Providing Manpower Services to the Ministry of Corporate Affairs"** are cited as under :
  - (a) Period of issue of Tender Document : 13.5.2010 to 28.5.2010
  - (b) Date and time for submission of Tender Document : From 10.00 AM to 01.00 PM on  
All working days from 17.5.2010 to 28.5.2010
  - (c ) Date and time for opening of
    - (i) 31.5.2010 Technical Bid : At 11.30 AM on
    - (ii) Financial Bids of eligible Tenders and selection : At 4.30 PM on 31.5.2010
  - (d) Likely date for commencement of Deployment of required manpower : 01.06.2010

6. The tender has 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 Bid for Providing Manpower Services to Ministry of Corporate Affairs”** and **“Financial Bid for Providing Manpower Services to Ministry of Corporate Affairs”**. Both sealed envelopes should be kept in a third sealed envelope super scribing **“Tender for Providing Manpower Services to Ministry of Corporate Affairs”**.
7. The Earnest Money Deposit (EMD) of Rs.25,000 (Rupees Twenty Five Thousand only), refundable (without interest), should be necessarily accompanied with the Technical Bid of the service provider in the form of Demand Draft / Pay Order drawn in favour of Pay & Accounts Officer, Ministry of Corporate Affairs, New Delhi, **failing which the tender shall be rejected summarily**.
8. The successful tenderer will have to deposit a Performance Security Deposit of Rs.1,00,000/- (Rupees Seventy Five Thousand Only) in the form of Bank Guarantee from any Nationalised Bank drawn in favour of **the Pay & Accounts Officer, Ministry of Corporate Affairs, New Delhi** covering the period of contract. In case, the contract is further extended beyond the initial period, the Bank Guarantee will have to be accordingly renewed by the successful tenderer.
9. The tendering Manpower Service providers 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 Governments), 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 of the applicant organization;
  - (b) Copy of PAN / GIR card;
  - (c) Copy of the IT return filed for the last three financial years;
  - (d) Copies of EPF and ESI certificates;
  - (e) Copy of the Service Tax registration certificate;
  - (f) Certified extracts of the Bank Account containing transactions during last three years.

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 filled 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 cuttings, if any, in the Technical Bid Application must be initialled by the person authorized to sign the tender bids.
12. The Technical bids shall be opened on the scheduled date and time at 11.30 AM on 31.5.2010), in Room No. 531, 5<sup>th</sup> Floor, Ministry of Corporate Affairs Shastri Bhawan, Dr. R. P. Road, New Delhi in the presence of the representatives of the Manpower Service Providers, if any, who wish to be present on the spot at that time.
13. The Financial Bid of only those tenderers will be opened whose Technical bids are found in order. The Financial bids shall be opened at 4.30 PM on 31.5.2010 in Room No. 531, 5<sup>th</sup> Floor, A-Wing, Ministry of Corporate Affairs, Shastri Bhawan, Dr R.P.Road, New Delhi in the presence of the representatives of the Manpower Service Providers, if any, who wish to be present on the spot at that time.
14. The Competent Authority of the Ministry reserves the right to annul all bids without assigning any reason.

## **TECHNICAL REQUIREMENTS FOR THE TENDERING MANPOWER SERVICE PROVIDER**

1. The tendering manpower service provider should fulfil the following technical specifications:
  - (a) The Registered Office or one of the Branch Offices should be located either in Delhi / New Delhi or in any of the Satellite Towns of Delhi
  - (b) They should be registered with the appropriate registration authority;
  - (c) They should have at least two years' experience in providing manpower to Government Departments, Private Companies, Public Sector Companies/Banks, etc;
  - (d) They should have their own Bank Account;
  - (e) They should be registered with Income Tax and Service Tax departments;
  - (f) They should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts.

## **TECHNICAL REQUIREMENTS FOR MANPOWER TO BE DEPLOYED**

### **BY THE SUCCESSFUL MANPOWER SERVICE PROVIDER IN THE MINISTRY OF CORPORATE AFFAIRS**

1. She/he should be above 18 years of age and not exceeding 30 years.
2. The Minimum Educational Qualification for office Assistant will be graduation in any discipline and for English Stenographers, Hindi Typists & Data Entry Operators it will be 10+2 from any recognized board;
3. The Stenographers should have a stenographic speed of 80 words per minute in English, and should be well conversant with computers and essentially well trained in MS Office and internet.;
4. The Office Assistants should be well conversant with the day to day functioning of an office and should also be well conversant with computers and essentially well trained in MS office and internet;
5. The Hindi Typists should have a typing speed of 25 words per minute and should also be well conversant with computers and essentially well trained in MS Word language and Hindi fonts/ software;
6. The Data Entry Operators should have a speed of 4000 characters per minute in English and should be well conversant with computers and essentially well trained in MS office, internet and LAN function;
7. She / he should have Character certificates from two Gazetted Officers of the Central Government / State Government;
8. His / her antecedents should have been got verified by the agency from the local police authorities.



**APPLICATION - TECHNICAL BID**  
**For Providing Manpower Services to Ministry of Corporate Affairs.**

1. Name of Tendering Manpower : \_\_\_\_\_

Service Provider

2. Details of Earnest Money Deposit : DD No. \_\_\_\_\_ date \_\_\_\_\_

Of Rs. 25,000/- \_\_\_\_\_ drawn on Bank \_\_\_\_\_

3. Name of proprietor / Director : \_\_\_\_\_

4. Full Address of Registered : \_\_\_\_\_

Office

Telephone No. : \_\_\_\_\_

FAX No. : \_\_\_\_\_

E-Mail Address : \_\_\_\_\_

5. Full address of Operating

/ Branch Office : \_\_\_\_\_

Telephone No. : \_\_\_\_\_

FAX No. : \_\_\_\_\_

E-Mail Address : \_\_\_\_\_

6. Banker of the Manpower Service Provider: \_\_\_\_\_  
(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 No. : \_\_\_\_\_  
(Attach attested copy)

10. E.S.I. Registration No. : \_\_\_\_\_  
(Attach attested copy)

11. Financial turnover of the tendering **Manpower Service Provider** for the last 2 Financial  
Years.

<b>Financial Year</b>	<b>Amount (Rs. Lacs)</b>	<b>Remarks, if any</b>
<b>2008-09</b>		
<b>2009-10</b>		

(Attach separate sheet if space provided is insufficient)

12. Give details of the major similar contracts handled by the tendering Manpower Service Provider during the last three years in the following format

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

Sr. No.	Name of client, address, telephone no. & Fax	Manpower services provided		Amount of contract (Rs. Lacs)	Duration of contract	
		Type of manpower provided	No.		From	To

13. Additional information, if any

(Attach separate sheet, if required)

Signature of authorized person

Date:

Name:

Place:

Seal :

## DECLARATION

1. I, \_\_\_\_\_ Son / Daughter / Wife of Shri \_\_\_\_\_ Proprietor / Director/authorized signatory of the Service Provider, mentioned above, am 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 and 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

Date:  
Place:

Full Name:  
Seal :

**APPLICATION – FINANCIAL BID**  
**For Providing Manpower Assistance to Ministry of Corporate Affairs.**

1. Name of tendering Manpower Service Provider :
2. Rate per person per month (8 hours per day excluding ½ hour lunch) inclusive of all statutory liabilities, taxes, levies, cess etc\* :

Sr. No.	Manpower Type	Monthly Rate per person
1.	Stenographer	
2.	Office Assistant	
3.	Hindi Typist	
4.	Data Entry Operator	

\*Rates are to be quoted in accordance with the Minimum Wages Act, 1948 as applicable in the NCT of Delhi.

Signature of authorized person

Date:

Full Name:

Place:

Seal :

**Notes:**

1. The rates quoted by the tendering agency should be inclusive of all statutory/ taxation liabilities in force 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 no. of working days for which duty has been performed by each manpower.

## **TERMS AND CONDITIONS**

### **General**

1. The contract shall commence from 01.6.2010 and shall continue till 31.05.2011 unless it is curtailed or terminated by this Ministry owing to deficiency of service, sub-standard quality of manpower deployed, breach of contract etc or change in requirements of the Ministry.
2. The contract shall automatically expire on 31.05.2011 unless extended further by the mutual consent of contracting agency and this Ministry.
3. The contract may be extended, on the same terms and conditions or with some additions / deletions / modifications, for a further specific period mutually agreed upon by the successful service provider and Ministry of Corporate Affairs.
4. The contracting Service provider 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 Ministry.
5. The Ministry, at present, has tentative requirement of 17 skilled English stenographers, 25 Office Assistants, 02 Hindi Typists and 02 Data Entry Operators on urgent basis. The requirement of the Ministry may further increase or decrease marginally, during the period of initial contract also and the tenderer would have to provide additional manpower services, if required, on the same terms and conditions.
6. The tenderer will be bound by the details furnished by him / her to this Ministry while submitting the tender or at subsequent stage. In case, any of such documents furnished by him / her is found to be false at any stage, it would be deemed to be a breach of terms of contract making him / her liable for legal action besides termination of contract.
7. The Ministry reserves right to terminate the contract during initial period also after giving a week's notice to the contracting agency.

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8. The persons deployed shall be required to report for work at 09.00 hrs. to Under Secretary (Admn.I) and would leave at 17.30 hrs. The person deployed may also be required to work beyond 17.30 hrs. for which he would not be paid any extra remuneration. In case, the person deployed is absent on a particular day or comes late / leaves early on three occasions, proportionate deduction for one day will be made.
9. In case such a person is asked to work beyond 8 PM, he/she shall be entitled to late sitting cum transport compensation of Rs. 100/- per day.
10. The Service Provider shall nominate a coordinator who would be responsible for immediate interaction with the Ministry so that optimal services of the persons deployed by the agency could be availed without any disruption.
11. The entire financial liability in respect of manpower services deployed in this Ministry shall be that of the service provider and this Ministry will in no way be liable.
12. For all intents and purposes, the service provider shall be the "Employer" within the meaning of different Labour Legislations in respect of manpower so employed and deployed in this Ministry. **The persons deployed by the service provider in this Ministry shall not have any claims whatsoever like employer and employee relationship against Ministry of Corporate Affairs.**
13. The service provider shall be solely responsible for the redressal of grievances / resolution of disputes relating to persons deployed. This Ministry shall, in no way, be responsible for settlement of such issues whatsoever.
14. This Ministry shall not be responsible for any financial loss or any injury to any person deployed by service provider in the course of their performing the functions/duties, or for payment towards any compensation.
15. The persons deployed by the service provider shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular / confirmed employees of this Ministry during the currency or after expiry of the contract.

Contd. /....

16. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service provider shall not be entitled to and will have no claim for any absorption in the regular / otherwise capacity in this Ministry.
17. The Service provider's person shall not claim any benefit/compensation/absorption/  
Regularization of services with office under the provision of Industrial Disputes Act., 1947 Or Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the person to this effect will be required to be submitted by the service provider to this Ministry.
18. The agency should be registered with the concerned Govt. Authorities, i.e. Labour Commissioner, Provident Fund Authorities, Employees State Insurance Corporation etc., and a copy of the registration should be submitted. The service provider shall comply with all the legal requirements for obtaining Licence under Contract Labour (Regulations and Abolition) Act, 1970 if any, at his own part and cost. The award of Contract will be subject to the fulfilment of the conditions laid down in Rules 157, 158 and 160 of GFR, 2005 as amended from time to time.
19. The service provider shall provide a substitute well in advance if there is any probability of the person leaving the job due to hi/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider. The service provider shall be responsible for contributions towards Provident Fund and Employees State Insurance, wherever applicable. Any dispute arising out of the contract will be settled within the jurisdiction of Delhi.

#### **LEGAL**

20. The personnel during course of their work shall be privy to certain qualified documents and information which they are not supposed to divulge to third parties. In view of this, they shall be required to take oath of confidentiality and breach of this condition shall make the service provider as well as the person concerned liable for penal action under IPC, Cr.P.C. or any other relevant provision besides, action for breach of contract.
21. The service provider will be responsible for compliance of all statutory provisions relating to Minimum Wages payable to skilled worker under the Minimum wages Act., Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it in this Ministry. The Ministry shall have no liability in this regard.
22. The service provider shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to Ministry of Corporate Affairs to the concerned tax collection authorities from time to time as per extant rules and regulations in the matter.
23. The service provider shall maintain all statutory registers under the Law. The agency shall produce the same, on demand, to the concerned authority of this Ministry or any other authority under Law.
24. The Tax Deduction at Source (T.D.S.) shall be done as per the provisions of Income Tax Act/ Rules, as amended from time to time and a certificate to this effect shall be provided to the agency by this Ministry.

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

## **FINANCIAL**

26 The Technical Bid should be accompanied with an Earnest Money Deposit (EMD), refundable without interest, of Rs.25, 000/- (Rupees Twenty Five Thousand Only) in the form of Demand Draft / Pay Order drawn in favour of Pay & Accounts Officer, Ministry of Corporate Affairs, New Delhi **failing which the tender shall be rejected out rightly.**

27 The Earnest Money Deposit in respect of the agencies which do not qualify the Technical Bid (First Stage) / Financial Bid (Second competitive stage) shall be returned to them without any interest. However, the E.M.D. in respect of the successful tenderer shall be adjusted towards the Performance Security Deposit. **Further, if the agency fails to deploy the required manpower against the initial requirement within 30 days from date of placing the order the EMD shall stand forfeited without giving any further notice.**

28 The successful tenderer will have to deposit a security amount of Rs.100,000 (Rupees One Lakh Only) in the form of Fixed Deposit Receipt (FDR) made in the name of the agency but hypothecated to the Pay & Accounts Officer, Ministry of Corporate Affairs, 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.

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 this Ministry besides annulment of the contract.

Contd. /...

30. The agency shall raise the bill, in triplicate, along with attendance sheet [duly verified by Under Secretary (Admn.I) in respect of the persons deployed and submit the same to Under Secretary (Admn.I) 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.
31. The claims in bills regarding Employees State Insurance, Provident Fund, and Service Tax etc. should be necessarily accompanied with documentary proof pertaining to the concerned bill month. A requisite portion of the bill / whole of the bill amount shall be held up till such proof is furnished, at the discretion of this Ministry.
32. The amount of penalty calculated @ Rs.100 / 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 provider in the following month.
33. The Joint Secretary (Admn.), Ministry of Corporate Affairs reserves the right to withdraw / relax any of the terms and condition mentioned above so as to overcome the problem encountered at a later stage.

**(V. K. Kapoor )**  
**Deputy Secretary to the Government of India**

### **DOCUMENTS TO BE PROVIDED WITH THE TECHNICAL BID**

1. Application – Technical Bid;
2. Attested copy of registration of agency;
3. Certified copy of the statement of bank account of agency for the last three years;
4. Attested copy of PAN / GIR Card;
5. Attested copy of the latest IT return filed by agency;
6. Attested copy of Service Tax registration certificate;
7. Attested copy of the P.F. registration letter / certificate;
8. Attested copy of the E.S.I. registration letter / certificate;
9. Certified documents in support of the Financial turnover of the agency;
10. Certified documents in support of entries in column 13 of Technical Bid application;
11. **Copy of the terms and conditions at pages 12-17 in Tender Document with each page duly signed and sealed by the authorized signatory of the agency in token of their acceptance.**

### **DOCUMENTS TO BE SUBMITTED BY THE SUCCESSFUL AGENCY BEFORE DEPLOYMENT OF MANPOWER**

1. List of Manpower shortlisted by agency for deployment in Ministry of Corporate Affairs containing full details i.e. date of birth, marital status, address, educational etc.
2. Bio-data of all persons.
3. Character certificates from two Group "A" / Class – I Gazetted Officers of the Central / State Government in respect of all persons;
4. Certificate of verification of antecedents of all persons by local police authority.