

**F. No. 11016/1/2009-Admn.II**  
**Government of India**  
**Press Information Bureau**  
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**Shastri Bhawan,**  
**New Delhi**  
**28-10-2009**

**TENDER FOR OUTSOURCING CLERICAL STAFF/DATA ENTRY**  
**OPERATORS/UNSKILLED WORKERS**

Sealed quotations are invited from reputed Manpower agencies/firms for outsourcing about 20-25 Clerical Staff/Data Entry Operators on contract basis for a period of one year and 4-5 Unskilled workers for intermittent periods of total 4-5 months during the year to work in the Press Information Bureau, Ministry of Information and Broadcasting, Shastri Bhawan, New Delhi. Interested agencies/firms may send sealed quotations with separate Technical and Financial Bids to the Deputy Director (A), Press Information Bureau, Room No. 714, 'A' Wing, Shastri Bhawan, New Delhi-110001 latest by 3.00PM on 23<sup>rd</sup> November, 2009. The terms and conditions and other relevant information may be seen at PIB website <http://pib.nic.in>. The Tenders shall be opened on the same day at 3.30 P.M. in the presence of the agencies/firms who wished to be present. The competent authority reserves the right to cancel any or all the quotations without assigning any reason.



(P.K. SRIVASTAVA)  
DEPUTY DIRECTOR (A)  
Ph. 23383648

✓ Copy to : NIC, PIB for advertising in the website

फाइल सं.11016/1/2009-प्रशा.2

भारत सरकार  
पत्र सूचना कार्यालय

शास्त्री भवन,  
नई दिल्ली,  
दिनांक: 28/10/2009

लिपिकों/डाटा एंट्री ऑपरेटर्स/अकुशल कर्मचारियों की आऊटसोर्सिंग के लिए निविदा।

पत्र सूचना कार्यालय, सूचना एवं प्रसारण मंत्रालय, शास्त्री भवन, नई दिल्ली में एक वर्ष के लिए अनुबंध के आधार पर 20-25 लिपिकों/डाटा एंट्री ऑपरेटर्स और वर्ष में 4 से 5 महीनों की विरामी अवधि के लिए कार्य करने के लिए 4-5 अकुशल कर्मचारियों की आऊटसोर्सिंग करने हेतु प्रतिष्ठित मैनपावर एजेंसियों/फर्मों से मोहरबंद निविदाएं आमंत्रित की जाती हैं। इच्छुक एजेंसियाँ/फर्म अलग-अलग तकनीकी और वित्तीय बोलियों सहित अपनी मोहरबंद निविदाएं दिनांक 23 नवंबर, 2009 (अपराह्न 3 बजे) तक उपनिदेशक(प्रशा.), पत्र सूचना कार्यालय, कमरा नं.714, 'ए' विंग, शास्त्री भवन, नई दिल्ली-110001 को भेज सकती हैं। निबंधन और शर्तें तथा अन्य संबंधित सूचनाएं पत्र सूचना कार्यालय की वेबसाइट <http://pib.nic.in> पर देखी जा सकती हैं। निविदाएं उसी दिन अपराह्न 3 बजे उपस्थित एजेंसियों/फर्मों (जो उपस्थित रहने की इच्छुक हैं) के सम्मुख खोली जाएंगी। सक्षम प्राधिकारी के पास बिना कारण बताए किसी या सभी निविदाओं को रद्द करने का अधिकार सुरक्षित है।



(पी.के. श्रीवास्तव)  
उपनिदेशक (प्रशा.)  
दूरभाष नं.23383648

प्रतिलिपि: राष्ट्रीय सूचना केंद्र, पत्र सूचना कार्यालय को वेबसाइट पर प्रदर्शित करने हेतु.

No. 11016/1/2009-Admn.II  
Government of India  
Press Information Bureau

'A' Wing, Shastri Bhawan,  
New Delhi, Dated 28-10-2009

**NOTICE INVITING TENDER**

Sealed tenders are invited from reputed Manpower Agencies for outsourcing of Clerical Staff/Data Entry Operators and unskilled workers on contract basis for work in the Bureau as detailed below:-

1. (A) No. of Clerical Staff/DEOs required : 20-25 (Approximately) for One Year

(B) Unskilled workers : 4 -5 (for intermittent periods of total 4-5 months during the year.)

2. For clerical Staff/DEO eligibility condition is Graduate with good command of English and proficient in working on computers and have typing speed of 40 w.p.m in English or Hindi. Candidates with two years experience would be preferred.

3. Age : 18 years & above

4. Security consideration :

The person supplied by the agency should not have any Police records/criminal cases against them. The agency should make adequate enquiries and certify about the character and antecedents of the persons whom they are recommending.

5. Period within which the manpower is to be supplied : Within 15 days of award of contract.

6. Terms and Conditions : At Annexure - I

7. An earnest money deposit of Rs.20,000/ (Rs. Twenty thousand only) in the form of demand draft drawn in favour of the Section Officer (Cash), Press Information Bureau, Shastri Bhawan, New Delhi, may be submitted along with the technical bid, failing which the bid shall not be considered.

8. The tenders should be submitted in two sealed covers,

(A) The first sealed cover should be superscribed "Technical Bid" and should contain:-

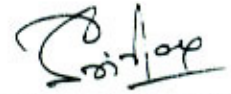
(i) The proforma as at Annexure-II, duly filled in.

- (ii) Agency profile, including previous experience of manpower supply to Government Departments, etc.
- (iii) Acceptance of terms and conditions at Annexure-I.
- (iv) Demand draft for earnest money deposit.
- (v) All other required documents

(B) The second sealed envelope superscribed 'Price Bid' should contain only rates which is to be quoted on monthly basis for normal duty of 8 hours per day per person for five day a week(Annexure-III) inclusive of all Statutory contributions i.e.; EPF and ESI & Bonus.

(C) Both the sealed covers should be placed in the main sealed envelope superscribed 'Tender for supply of Outsourced Staff'. This should be addressed to the Sh. P.K.SRIVASTAVA, Deputy Director, PIB, Shastri Bhawan, New Delhi and sent by post or hand delivered latest by 3.00 PM on 23<sup>rd</sup> November, 2009. The tenders would be opened on the same day at 3.30 P.M. in front of the participating bidders.

10. If the rates/quotations(wages plus the statutory contributions like EPF, ESIC, Bonus.) submitted by any Agency are found to be less than the minimum wages per month notified by the Labour Department, Govt. of NCT of Delhi, the bids of such an Agency will not be considered.



(P.K.SRIVASTAVA)  
Deputy Director

**Terms & Conditions**

- (a) The Bureau may require the service provider to dismiss or remove from the site of work, any person or persons, employed by them, who may be incompetent or misbehave etc; shall forthwith comply with such requirements.
- (b) The service provider has to provide Photo Identity Cards to the persons employed by him/her during the office hours These cards are to be constantly displayed & their loss reported immediately.
- (c) All The identified jobs for Clerical Staff/DEOs shall be performed by persons qualified and skilled in performing such Jobs.
- (d) The service provider shall provide substitute 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 improper conduct upon receiving written notice from office.
- (d) Office shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings equipment or vehicles of the personnel of the service providers.
- (f) The service provider's personnel working should be polite, cordial, positive and efficient, while handling the assigned work and their actions shall promote good will and enhance the image of this office. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him.
- (g) The service provider shall not assign, transfer, pledge or subcontract the performance of services without the prior written consent of this office.
- (h) The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements, administrative/organisational matters as all are of confidential/secret nature.
- (i). The service provider's personnel shall not claim any benefit/compensation /absorption/regularization of service 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 office.
- (j) The person deployed shall not claim any Master & Servant relationship against this office.
- (k) The service provider shall ensure deployment of suitable people from proper background after investigation by the local police, collecting proofs of identity like driving licence, bank account details, previous work experience, proof of residence and recent

photograph and withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request.

(l) The character and antecedents of such personnel of the service provider will be got verified by the service provider before their deployment and a certification to this effect submitted to this Bureau. The service provider shall ensure proper conduct of his person in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.

(m) The service provider shall engage the necessary person as required by our office from time to time. The person engaged by the service provider shall be the employee of the service provider and it shall be the duty of the service provider to pay their salary every month. Further that the said person of the service provider shall not claim any absorption

(n) The transportation, food, medical and other statutory requirements in respect of each personnel of the service provider will be the responsibility of the service provider.

(o) Working hours would be normally 8 ½ hours per day between 9.30 A.M to 6.00 P.M including half hour lunch break Actual amount per hour would be calculated for the personnel deployed on duty.

(p) In case of any theft or loss of property due to negligence or carelessness of the personnel, the service provider will be fully responsible and will have to make good of the losses so incurred to this Bureau, otherwise the same will be deducted from the security deposit of Rs. 50,000/- to be deposited by the service provider

(q) The personnel may be called on Saturday, Sunday and other gazette holidays, if required, they may be paid extra as per the rates approved by the office.

(r) The service provider will submit the bill in triplicate in the first working day of the following month for passing payments.

(s) The service provider will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of the office.

(t) The service provider shall provide substitute well in advance if there is any probability of the person leaving the job due to his/her own personnel reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.

(u) Payments to the service provider would be strictly on certification by the officer with whom he is attached with that his services were satisfactory and attendance as per the bill preferred by the service provider.

(v) The service provider shall be contactable at all times and messages sent by e-mail/Fax/Special Messenger from the Bureau to the service provider shall be acknowledged immediately on receipt on the same day.

(w) The agency should be registered with the concerned Govt. authorities, and a copy of the registration may be submitted.

(x) That the agency shall be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund, ESI Act, etc. and this Department shall not incur any liability for any expenditure whatsoever on the persons employed by the Agency on account of any obligation. The agency will require to provide particulars of EPF, ESI of its employees engaged in this Department and should provide ESI Cards employed by them.

(y) The successful bidder should furnish a security deposit equivalent to Rs. 50,000/- which will be forfeited in case the supply of manpower is delayed beyond the stipulated period indicated at Para 6 above or frequent absence from duty/misconduct on the part of manpower supplied by the agency.

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## ANNEXURE-II

S.No	Particular	To be filled by the tenderer
1.	Name of the Agency	
2	<b>Details of EMD</b>	
	(i) Amount	
	(ii) Draft No.	
	(iii) Date	
	(iv) Issuing Bank	
3	Date of establishment of the agency	
4.	Detailed office address of the Agency with Office Telephone Number, Fax Number and Mobile Number and name of the contact person	
5.	(i) Registration No (Copy to be enclosed)	
	(ii) EPF Code No. (Copy to be enclosed)	
	(iii) ESI code No. (Copy to be enclosed)	
	(iv) Labour Licence (Copy to be enclosed)	
	(v) Vat No. (Copy to be enclosed)	
6.	PAN/TAN Number (copy to be enclosed)	
7.	Service Tax Registration Number (copy to be enclosed)	
8.	Whether the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/partner anywhere in India.	
9.	Length of experience in the field.	
10.	Experience in dealing with Govt. Department (Indicate the names of the Department and attach copies of contracts order placed on the agency)	
11.	Whether a copy of the terms and conditions (Annexure-I), duly signed, in token of	

	acceptance or the same, is attached.	
12.	Whether agency profile is attached	
13.	List of other clients.	

Authorised Signatory

**PROFORMA FOR FINANCIAL BID**

1. Composite Rate (including all statutory contributions mentioned below) : for Clerical staff/ DEO  
EPF :  
ESI :  
Bonus :  
Service Tax :  
per person/month for normal 8 hours duty (For Graduates) :
2. Rate for unskilled workers including Service Tax applicable as on date :

Authorised signatory