

U.T Administration of
Dadra & Nagar Haveli and Daman and Diu
Daman & Diu e-Governance Society
Daman – 396210 Tel No. 0260-2230003
E-Mail: ddegds-dd@nic.in

No. 01/IT/DDeGS/file no.146 /20-21/ 152

Date: 25/09/2020

E-Tender (Online) Invitation Notice

Tender for Facility Management Services to be provided at UT Bhavan, New Delhi for Member Secretary, Daman & Diu e-Governance Society, Daman

The Member Secretary, Daman & Diu e-Governance Society, Daman, invites bids from reputed Facility Management Agencies for online tender on

Sr. No.	Particulars	Estimated Cost	EMD (Earnest Money Deposit)	Tender Fees (Non-Refundable)	e-Tender ID No.
II.	Data Entry Operator		66000.00		

The below stated qualities of outsourced work to be provided by tenderer.

Eligibility Criteria				
Sr. No.	Particulars	Education qualification required	Minimum salary to be paid per person per month in hand	No. of staff
1	Data Entry Operator	Essential:- 1. Any Graduate 2. English typing w. p . m.35 3. Details knowledge of M.S windows, M.S word, Excel and PPT and other general programme	As per applicable	11

Bid document downloading Start Date	26/09/2020 09.00 am
Bid document downloading End Date	16/09/2020 03.00 pm
Last Date & Time for receipt of Bid	16/10/2020 04.00 pm
Preliminary Stage Bid Opening Date	19/10/2020 04.30 pm
Financial Bid Opening Date	20/10/2020 11.00 am

Bidders have to submit price bid in Electronic format only, on <https://ddtenders.gov.in> website till the last date and time for submission. **Financial and Price Bid in Physical format shall not be accepted in any circumstances.**

Bid consists of 1) Technical 2) Financial. 1 & 2 should be submitted separately, i.e **no financial details should be furnished in the technical bid.** The Financial bids of only those bidders will be opened whose technical bids are satisfied based on the given criteria.

Bidder can also submit district wise bid separate for Daman & Diu and Dadra & Nagar Haveli.

Only EMD should be submitted in original during bid opening. However, the scanned copy of the EMD shall be attached along with the preliminary bid.

1. The EMD should not be forwarded by cash.
2. The EMD will be accepted in form of FDR / Demand Draft from any nationalized/commercial banks in an acceptable form payable at Daman in favor of "Daman & Diu e-Governance Society" and the EMD should be valid for the period of three months.

The tender inviting authority reserves the right to accept or reject any or all the tender to be received without assigning any reasons thereof. Tender can be downloaded from <https://ddtenders.gov.in>

In case bidder needs any clarification on the process of bidding for participating in online tender for further details, correspondence can be made on E-mail: ddeggs-dd@nic.in Tel No. 0260-2230003


Director (IT),
DDeGS, Daman & Diu
Tel No. 0260-2230003
E-mail ID – ddeggs-dd@nic.in

Copy to:-

1. All Heads of Office, Daman & Diu for information
2. Liaison Officer, UT Bhavan, New Delhi

**TERMS AND CONDITIONS FOR OUTSOURCING OF DATA ENTRY OPERATORS
UNDER FACILITY MANAGEMENT SERVICES FOR DEPARTMENT OF
INFORMATION TECHNOLOGY/DAMAN & DIU E-GOVERNANCE SOCIETY, DAMAN**

Instructions to Bidders:-

1. All Tender Documents can be downloaded free from the Website
2. All bids should be submitted <https://ddtenders.gov.in>
3. The user can get a copy of instructions for online participation from the website <https://ddtenders.gov.in>
4. The suppliers should register on the website through the "New Supplier" link provided at the home page, the registration on the site should not be taken as registration or any other form of registration with the tendering authority
5. Digital Signature Certificate is required for participating in the tender.
6. For all queries regarding tender specifications and any other clauses included in the tender document should be addressed to personnel in tendering office address provided below: -

Daman & Diu e-Governance Society,
Office of the Director (IT)
Moti Daman-396210
(Tel. 0260-2230003)
Email id : ddegss-dd@gov.in

Only the EMD should be enclosed in the BID.

PREPARATION OF BID

1. The rate should be quoted online in the financial bid in the prescribed form given by the department; **the rate should be valid for the period of one year from the date of tenderization and the contract will be valid for the period of one Year and further extendable for two years with one year extension at a time on depending upon performance of the tenderer. The rate should be not less than minimum wages prescribed by the Government of India. The rate hike shall be equivalent to the rate hike in minimum wages from the 2nd year onwards.**
2. Initially the contract will be of one year and it may be extended further for two years with one year extension at a time, if the work allotted found satisfactory.
3. All Taxes/Duties shall be payable by the Service provider.

Earnest Money Deposit (EMD) Rs. 66000/-

1. The decision of the Tender Inviting Officer for acceptance/rejection shall be final.
2. **Bid security also known as Earnest Money Deposit (EMD) Rs66000/-**

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3. All tender must be accompanied by EMD as specified in schedule otherwise tender will be rejected.

4. EMD can be paid in either of the form of following: -

(i) Fixed Deposit Receipts

(ii) Bank Guarantee

In favour of "Daman & Diu e-Governance Society" from any Nationalized Banks or Scheduled Bank authorized by RBI to undertake Government Business be rejected.

5. EMD should be valid up to 03 (three) Months from the date of its issuance.

6. EMD in any other forms will not be accepted.

7. EMD /Security Deposit shall be liable to be forfeited in following circumstances.

Eligibility Criteria

1. Priority shall be given to the Agency/Firm which have previous minimum two (02) years of experience of providing **Manpower Services (preferably Call Takers)** in any Government Utilities / Board / Government undertaking / Distribution Company / Private corporate office. The agency/firm should produce satisfactory performance certificate/s from minimum one of the previous/ existing employers

Other Terms and Conditions

1. The right to accept or reject any tender partly or fully without assigning any reason thereof is reserved with the Tender Inviting Officer and his decision(s) on all matters relating to acceptance or rejection of the tender in whole or in part will be final and binding to all.
2. No applications/clarifications shall be accepted from the tenderers once tenders are received by the Department.
3. The bidder who has quoted the least total proposal price shall be ranked as L1 bidder and similarly other bidders shall be ranked.
4. The successful tendered will have to pay within 10 days from the date of demand, an amount equal to 10% of the total value of Order, as the amount of security deposit/Bank Guarantee which should be valid upto 1 year.
5. Non receipt of the Security Deposit within stipulated time will result in automatic cancellation of the order for supply without any intimation.

DURATION OF CONTRACT:-

1. The rate shall be **valid and operative for one year of for the extended period** and no enhancement shall be granted in the rate once approved during this period. Conditional tender shall be rejected summarily



Conditions of Contract:- (Payments Related)

1. No advance payment will be made in any circumstances.
2. The agency shall have responsibility of compliance of all applicable labour law
3. The department shall not be responsible for any type of payment to the staff.
4. As per Minimum Wage Act the copy of Provident Fund challan paid should be attached with monthly bill submitted to the department.
5. All the applicable taxes and other levies enforced by Govt. from time to time shall be deducted at source from the running bills of the agency.
6. The agency shall release wages to be paid as per minimum wages act/ salaries to the personals deployed under this contract within seven days after expiry of the month.
7. The payment shall be released by the DEPARTMENT, Daman & Diu on monthly basis for the deployment of personnel as per contract/ instructions of authorized representative of the department.

The agency shall submit monthly bills, complete in all respects, within five days after expiry of the month, to the respective department for the due amount along with the certificate regarding

- a) Actual deployment of personnel and their attendance,
 - b) Proof of payment by the agency to the personnel for the previous month.
 - c) The department shall release due amount after effecting recoveries, if any, through crossed account payee cheque / Demand Draft /RTGS to the agency, within fifteen (15) days from the receipt of complete bills(s) after due certificate from respective officers of the department
 - d) However, for the first month certificates mentioned at (b) & (c) shall not be applicable.
 - e) The agency shall release wages to be paid as per minimum wages act/ salaries to the personals deployed under this contract within seven days after expiry of the month.
8. Income tax as per Income Tax Act and GST on TDS shall be deducted at source from the running bills of the agency
 9. The every monthly bill should be verified by the Liaison Officer, UT Bhavan, New Delhi.

Documents Requisite

1. The bidder should have a valid License from Labor & Enforcement Officer, New Delhi. (If bidder has license from other state/UTs then he/she should give undertaking latter to provide the license of New Delhi within three months.)



2. The tenderer shall have to upload supporting documents like List of work executed in various Govt./ Semi Govt/ organizations/School/ College/ University//Municipalities/ corporate with proof.
3. The tenderer should attach copies of (1) **License from Labor & Enforcement Officer, New Delhi** (2) **Experience Certificate** (3) **PAN Card No.** (4) **Service Tax No.** (5) **GST registration certificate** (6) **Terms and Conditions duly stamped and signed** and (7) **ANNEXURE-I & III duly stamped and signed.**

DEPLOYMENT OF MANPOWER:

1. The successful tenderer shall have to engage staff/employees required for the operation of the Facility Management services in sufficient number required for this job.
2. In case of any accident with staff/employee of contractors/bidders during the Course of execution of the agreement/work, and/or the damage done by the Contractor or his staff to the property of the Department, the department shall not be responsible for any kind of accident with labors engaged for this job. The cost of damage of property shall be recovered from the tenderer.
3. The Liaison Officer, UT Bhavan, New Delhi shall oversee the operation of works carried out by the tenderer shall be bound to obey all the instructions of the superior authority. The agency shall have to provide the services of healthy personnel's with sound physical condition, in age around of **18 to 35 Years**. Their names, passport size photographs, nationality, address, identity cards, self attested copies of their marksheets, etc. have to be provided to the Member Secretary, DDeGS, Daman for records.

Scope of Work

1. The manpower should be provided for 24 hrs x 7 days throughout the year.
2. The manpower should be able to do confidential work of various ministries.
3. The manpower should have to report to the Liaison Officer, UT Bhavan, New Delhi

OBSERVANCE OF LABOR LAWS & CONTRACTORS'S LIABILITY:

1. The contractor shall have to obey strictly the provision of Minimum Wage Act Child Labour Act any other relevant Act/Rules. The responsibilities on violation of these acts shall be of the contractors. The Administration shall not be responsible for any litigation in this regard.
2. The agency shall also comply with all rules / regulations of the local authorities during the currency of the contract. For any violation, in this regard, the agency shall be solely responsible without any liability of Department, Dadra & Nagar Haveli and Daman and Diu
3. The agreement for providing personnel's shall be valid for two years at the prevailing rates.

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4. The personnel's deployed by the agency found not obeying, dishonest, unhealthy, non co – operative in such cases the instructions of the Member Secretary (DDeGS), Daman immediate replacement or transfer shall be binding to the agency and will do so without any pretext.
5. The Government employees who were either dismissed or removed from the Government job cannot be appointed by the agency for the above said work.
6. The agency shall have to maintain muster roll, payment sheet, identity cards etc. and same shall have to be produced before the Member Secretary (DDeGS), Daman when it is demanded.

PENALTIES FOR ABSENTEES AND FAILURE OF PERFORMANCE:-

1. The contractor at his own risk and cost shall have to grant benefit of leave plus pay emoluments to the employees as per the law in force. In case of any loss to the Department authority due to the breach of any conditions of the labor license/act on the part of the contractors, such losses shall be recovered from the contractors
2. The successful tenderer shall have to take all care to avoid any accident during the course of work/operation for which all required precautions/steps are to be taken upon works site at the cost of the contractor himself. It shall be the duty of the contractor to handle such cases at his/her own cost and pay the damages/compensation payable if the Court or any other competent authorities may decide/order. The Department authority shall not be responsible for such cases/incidents or for payment of any damages/compensation which may occur on such incidents.
3. In case the successful tenderer stop the work/operation either partly or fully during the agreement period, the Department authority reserves the right to get such works/operation executed through any other sources at the risk and cost of the defaulted contractor. The EMD of the defaulted contractor shall be forfeited. Any additional payment which has to be paid to execute the work under such circumstance for such works/operation of the said amount shall be recovered from the pending bills/deposit/any other works of the defaulter contractors and/or shall be as on arrears of land revenue

TERMINATION OF CONTRACT

1. In case of breach of any of the conditions of the contract by the contractor or if the work of the contractor is found unsatisfactory by the Department, such contract shall be terminated by the Departmental authority. **The Member Secretary, DDeGS, Daman** shall be the authority for arbitration and the decision of the final and binding to all.

CONTRACTOR'S DEFAULT



1. If the employee of the bidder is found to execute any offensive work/activities not covered in the contract agreement/conditions, instructions, the proportionate amount of such works shall be recovered as penalty from the running bill payable to the contractor.
2. The successful tenderer has to start the works/operation as per the tender terms & conditions and scope within 15 days on receipt of the work order.
3. Any dispute of civil or criminal nature shall be within the jurisdiction of the local Court of Dadra & Nagar Haveli and Daman & Diu (U.T.)
4. The contractor shall have to offer unconditional bid/tender in the tender form itself. Any bid/tender with condition/s shall be summarily rejected.
5. If any change in the administrative procedure/rules by Department Authority time to time which is suitable to the Department for smooth operation of works shall have be binding to the contractor/s and for that the contractor shall have to give his willingness in writing.
6. In case of any dispute in terms of interpretations of agreement/contractor, the decision of the Member Secretary, DDeGS, Daman in such cases shall be final and binding to all.
7. The contractors shall have to produce all required evidence in respect of individual proprietor, partnership deed in case of partnership/firm and copy of the Memorandum and Article of Association in case of registered company.
8. **The rate should be quoted per resource per month (Considering the Minimum Wages Act and Payment of Wages Act etc.)**

Signature & Rubber Stamp of the Agency

Director (IT),
DDeGS, Daman & Diu
Tel No. 0260-2230003
E-mail ID – ddeggs-dd@nic.in

The above terms, conditions and specification are accepted by me.

ANNEXURE – I (To be submitted along with Technical bid)

Sr. No.	Particulars	Uploaded and Enclosed (Yes/No)
The bidders have to attach the following documents		
1.	License from Labor & Enforcement Officer, New Delhi	Yes/No
2.	The tenderer shall have to upload supporting documents like List of work executed in various Govt., Semi Govt. Organizations, School, Hospitals, College, University, Municipalities, Corporate with proof.	Yes/No
3.	PAN Card No.	Yes/No
4.	GST registration no.	Yes/No
5.	Terms and Condition documents duly stamped and signed	Yes/No
6.	ANNEXURE- I, & III duly stamped and signed	Yes/No

Signature & Rubber Stamp of the Agency



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Tel No. 0260-2230003
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ANNEXURE – II (To be submitted online only with Financial bid as format given below)

Sr. No.	Particulars	Education qualification required	Minimum salary to be paid per person per month in hand	No. of staff
1	Data Entry Operator	Essential:- 1. Any Graduate. 2. English typing w.p.m 35 3. Detail knowledge of M.S windows, M.S word, Excel and PPT and other general programme		11

Note: Minimum salary per month proposed above is excluding all taxes & Service Charges. The tenderers should give a detailed breakup of the minimum salary, taxes and charges with deductions and contributions to be levied by the agency for the posts mentioned as per the breakup chart given.

Breakup Chart	Data Entry Operator Amount (in Rs.) (A)
Bill rate per month	
All taxes	
Gross amount	

Note :- 1) Rate quoted should be in Gross (i.e. Inclusive of all Taxes).

2) Not to be submitted with technical bid.


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ANNEXURE – III(To be submitted along with Technical bid)

Schedule for Requirement of Staff under Facility Management Services for Daman & Diu e-Governance Society, Daman

Sr. No.	Name of Post	No. of Staff Required
1.	Data Entry Operator	11

Signature & Rubber Stamp of the Agency



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