

F. No. D-25012/1/2013-C&G
Government of India
Bureau of Civil Aviation Security

....

TENDER DOCUMENT

For providing Data Entry Operator service to Bureau of Civil Aviation Security,

Manpower Agency

Date & time for submission of Document: 11.00 AM to 5.00 PM on 15.3.2013

Date of time for opening of Tender Documents: 11.00 AM on 18.3.2013

CONTENTS OF TENDER DOCUMENT

S. No.	Description of contents	Page Nos.
1.	Tender Documents	1
2.	Tender Notice dated 11.2.2013	2-4
3.	Technical requirements for tenderer	5
4.	Technical requirement for Data Entry Operator	6
5.	Application for Technical Bid	7-8
6.	Declaration	9
7.	Application for Financial Bid	10
8.	Terms and Conditions	11-14
9.	Documents required for Technical Bid	15

F. No. D-25012/1/2013-C&G
Government of India
Bureau of Civil Aviation Security
A Wing, II Floor, Janpath Bhawan
Janpath, New Delhi.

....

Dated the 7th March, 2013

TENDER NOTICE

1. Sealed tenders on behalf of the President of India, are invited under Two Bid System i.e. Technical Bid and Financial Bid from reputed experienced and financially sound Manpower Companies/Firms/Agencies for providing skilled Data Entry Operators in Bureau of Civil Aviation Security initially for one year from the date of taking up of supply of manpower in pursuance of contract unless extended further by mutual consent of the Bureau and service provider, on the same terms and conditions. The present requirement is for 12 (twelve) persons. However, the number may be increased or decreased on the option of this Bureau.
2. Complete Tender Documents can be downloaded from the website of this Bureau.
3. The Interested Companies/Firms/Agencies may submit the tender documents complete in all respects along with Earnest Money Deposit (EMD) of Rs. 10,000/- drawn in favour of PAO (Sectt.), Ministry of Civil Aviation and other requisite documents in a sealed cover addressed to Shri Shailesh Kumar, Dy. Dir. and delivered in Room No. 215, IInd Floor, A Wing, Janpath Bhawan, Janpath, New Delhi-110001. The last date of submission of tender and time of receipt of Tender is 5.00 PM on the 15th March, 2013. **The tenders shall not be entertained after this deadline under any circumstances whatsoever.**
4. The Bureau of Civil Aviation Security reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Commissioner, Bureau of Civil Aviation Security in this regard shall be final and binding on all.

(Shailesh Kumar)
Dy. Dir.

Copy to:

1. Notice Board.
2. NIC-for display in web-site of BCAS.

SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERERS

1. The Bureau of Civil Aviation Security located at IInd Floor, A Wing, Janpath Bhawan, Janpath, New Delhi-110001 requires reputed, well established and financially sound Manpower Companies/Firms/Agencies to provide Data Entry assistance to its officers.
2. The contract will be initially for one year from the date of taking up of supply of manpower. The period of the contract may be further extended provided the requirement of the Bureau for Data Entry assistance persists at that time, or, may be curtailed/terminated at any time before the normal tenure owing to deficiency in service or substandard quality of manpower deployed by the selected Company/Firm/Agency. The Bureau however, reserves right to terminate this initial contract at any time after giving one-week notice to the selected service providing Company/Firm/Agency.
3. The Bureau has initial requirement for skilled Data Entry Operators who are well conversant with computers and essentially well trained in MS Word language, MS Excel and MS Power Point package/language. The requirement of the Bureau may increase or decrease during the initial period of contract also.
4. The interested Companies/Firms/Agencies may submit the tender document completed in all respects along with earnest money deposit (EMD) of Rs. 10,000/- drawing in favour of PAO (Sectt.), Ministry of Civil Aviation and other requisite documents in a sealed cover addressed to Shri Shailesh Kumar, Dy. Dir. and delivered in Room No. 215, IInd Floor, A Wing, Janpath Bhawan, Janpath, New Delhi-110001. The last date of submission of tender and time of receipt of Tender is 5.00 PM on the 15th March, 2013. **The tenders shall not be entertained after this deadline under any circumstances whatsoever.**
5. The various crucial date relating to “Tender for Providing Data Entry Operators to Bureau of Civil Aviation Security” are cited as under:
 - a) Date and time for submission of Quotation (technical & Financial) 15.03.2013
 - b) Date of Time for opening of Bids 18.03.2013
 - c) Likely date for deployment of required Data Entry Manpower 01.04.2013
6. The tenders have 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 Bids for Providing Data Entry Assistance to Bureau of Civil Aviation Security”. Both sealed envelopes should be kept in a third envelope super scribing “Tender for providing Data Entry Assistance to Bureau of Civil Aviation Security, New Delhi.
7. The Earnest Money Deposit (EMD) of Rs. 10,000/- (Rupees Ten Thousand Only), refundable (without interest) should be necessarily accompanied with the Technical Bid of the agency in the form of Demand Draft/Pay Order drawn in favour of PAO(Sectt)

Ministry of Civil Aviation, 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 Fifty Thousand only) in the form of Fixed Deposit Receipt (FDR) made in the name of the Company/Firm/Agency but hypothecated to the PAO(Sectt) Ministry of Civil Aviation, New Delhi or Demand Draft in favour of PAO(Sectt) Ministry of Civil Aviation, 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.
9. The tendering Companies/Firms/Agencies are required to enclose photocopies of the following documents (duly attested by Group 'A' Gazetted ed Officers of the Government of India or Class-I Officers of the State Government) 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:
 - b) Copy of PAN/GIR card.
 - c) Copy of the IT return filed for the last three financial years.
 - d) Copies of the EPF and ESI certificates.
 - e) Copies of the Service tax registration certificate.
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 filed 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 cutting, if any, in the Technical Bid Application must be initialed by the person authorized to sign the tender bids.
12. The Bids shall be opened on the scheduled date and time (at 11.00AM on 18.03.2013) in Room No. 215 IInd Floor, A Wing, Janpath Bhawan, Janpath, New Delhi-110001 in the presence of the representatives of the Companies/Firms/Agencies, if any, who are present on the spot at that time.
13. The competent authority Commissioner(CA) reserves the right to annul any or all bids without assigning any reason.

TECHNICAL REQUIREMENT FOR THE TENDERING COMPANY/FIRM/AGENCY

1. The tendering manpower Company/Firm/Agency should fulfill the following technical specifications:-

- a) The Registered Office of one of the Branch Offices of the manpower Company/Firm/Agency should be located either in Delhi/New Delhi or in any of the Satellite towns of Delhi.
- b) The manpower Company/Firm/Agency should be registered with the appropriate registration authority.
- c) The Company/Firm/Agency should have at least three years experience in providing manpower to Private Companies, Public Sector Companies/Banks and Government Bureau etc.
- d) The Company/Firm/Agency should have its own Bank Account.
- e) The Company/Firm/Agency should be registered with income tax and service tax Bureau.
- f) The Company/Firm/Agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Act.

TECHNICAL REQUIREMENT FOR DATA ENTRY OPERATORS TO BE DEPLOYED
BY THE SUCCESSFUL COMPANY/FIRM/AGENCY IN THE BUREAU OF CIVIL
AVIATION SECURITY

1. He/She should possess essential qualification of 10+2. Graduation qualification is desirable from a recognised University. Should be between age group of 18 years to 30 years.
2. He/She should have Typing speed of 40 words per minute in English.
3. He/She should be well conversant with the working of the computers and should necessarily have knowledge of Computer Operator.
4. He/She should have Character certificate from one Group 'A' or Class -I Gazetted Officers of the Central Government/state Government per Notary Public. .
5. His/her antecedents should have got verified by the agency from the local police authorities.
6. He/she should have at least 1 year experience of working as Data Entry Operators/stenographer in reputed Public/Private institutions/State Government offices.

APPLICATION – TECHNICAL BID

1. For providing Data Entry Services to Bureau of Civil Aviation Security.
2. Name of Tendering Company/Firm/Agency
(Attach certificate of registration)
3. Name of Proprietor /Director of Company/Firm/Agency
4. Full address of Registered Office _____

Telephone Number: _____
FAX No. _____
E-Mail Address _____
5. Full address of Operating Branch _____

Telephone Number: _____ -
FAX No. _____
E-Mail Address _____
6. Banker of Company/Firm/Agency _____
(Full Address) _____
(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 Number _____
(Attach attested copy)
10. E.S.I. Registration Number _____
(Attach attested copy)
11. Financial turnover of the tendering Company/Firm/Agency for the last 3 financial years.
(Attach separate sheet if space provided is insufficient)

Financial Year	Amount (Rs. Lakh)	Remarks if any
----------------	-------------------	----------------

2009-2010		
2010-11		
2011-12		

12. Give details of the major similar contracts handled by the tendering Company/Firm/Agency during the last three years in the following format:

Sl. No.	Details of client along with address, telephone numbers	Amount of Contract (Rs. Lakh)	Duration of Contract	Duration of Contract
			From	To
1.				
2.				
3.				

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

13. Additional information, if any
(Attach separate sheet, if required)

Signature of authorized person
Name: _____

Seal

Date:
Place:

DECLARATION

1. _____ Son/Daughter/Wife of Shri _____ signatory of the agency/firm mentioned above is 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 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

Full Name: _____

Seal: _____

Date:
Place:

APPLICATION-FINANCIAL BID

1. For Providing Data Entry Operators to Bureau of Civil Aviation Security.
2. Name of tendering Company/Firm/Agency:
3. Details of Earnest Money Deposit: Rs. 10,000/- (Ten Thousand only) D.D/P.O No. Date and Drawn on Bank:
4. All the Data Entry Operators Deployed in this Bureau will be paid their wages on monthly basis (**By Cheque in time**) by the Company/Firm/Agency and the photocopies of disbursed cheque will be submitted in this Bureau.
5. Rates are to be quoted in accordance with the Minimum Wages Act, 1948 as applicable in the NCT of Delhi.
 - a) For Clerical and Non-Technical Supervisory Staff who are Non Graduates and Graduates
 - b) Graduate and above
 Rate per person/per day (* hrs excluding ½ hrs. lunch brake) Rs. _____
 (Rupees _____) inclusive of all statutory liabilities, taxes, levies, cess/edu. cess etc. with following break up:

Sl. No.	Component of Rate	Amount (Rs.) Non Graduate	Amount (Rs.) Graduate
1.	Daily Wage Rate (as per MWA, 1948)		
2.	Employees Provident Fund @ % of 1 above		
3.	Employees State Insurance @ % of 1 above		
4.	Service Tax Liability @ % of		
5.	Any other liability (Pl. indicate)		
6.	Contractors Admn./Service Charge		
	Total Column 1 to 6		

Signature of authorized person
 Full Name: _____
 Seal: _____

Date:
 Place:
Notes:

1. The rates quoted by the tendering agency should be inclusive of all statutory/taxation liabilities at the time of entering into the contract.
2. The payment shall be made an on conclusion of the calendar month only on the basis of number of working days for which duty has been pertained by each manpower.

TERMS AND CONDITIONS

General

1. The contract shall commence from 01.04.2013 and shall continue till 31.03.2014 unless it is curtailed or terminated by this Bureau owing to deficiency of services, sub-standard quality of Data Entry Operators deployed, breach of contract, reduction or cessation of the Data Entry requirements etc.
2. The contract may be extended, on the same terms and condition or with some addition/deletion/modification, for a further specific period mutually agreed upon by the successful service providing Company/Firm/Agency and Bureau of Civil Aviation Security.
3. The contracting Company/Firm/Agency 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 Bureau.
4. The Bureau of Civil Aviation Security, at present, has requirement of 12 (Twelve) Data Entry Operators. The requirement of the Bureau may increase or decrease during the period of initial contract also and the tender would have to provide additional Data Entry Operators, if required on the same terms and conditions.
5. The tenderer will be bound by the details furnished by him/her to this Bureau, while submitting the tender or at subsequent stage. In case any of such documents furnished by him/her is found to be false at an stage, it would be deemed to be a breach of terms of Contract marking him/her liable for legal action besides termination of contract.
6. The Bureau of Civil Aviation Security reserves right to terminate the contract during initial period also after giving a week notice to the contracting agency.

LIABILITIES, CONTROL ETC. OF THE PERSONS DEPLOYED

7. The contracting agency shall ensure that the individual Data Entry Operators deployed in the Bureau of Civil Aviation Security conform to the technical specifications of age, educational and skill qualification prescribed at page No. 10 of the Tender document.
8. The Bureau of Civil Aviation Security is a Central Government Office and has five days working (i.e. Monday to Friday) in a week from 9.00 to 5.30 PM with a lunch break of ½ hrs. from 1.00 PM to 1.30 PM. Besides this the Bureau observes the Gazzetted holidays notified by the Government of India from time to time. **The Data Entry Operators, however, may be required to attend the office as and when required on Saturday/Gazzetted holiday (on prior intimation) for which He/she will be not paid any additional wage as per MWA, 1948.**

9. The contracting Company/Firm/Agency shall furnish the following documents in respects of the individual Data Entry Operators who will be deployed by it in this Bureau before the commencement of work.
 - a) List of persons deployed:
 - b) Bio-Data of the persons:
 - c) Attested copy of matriculation containing date of birth:
 - d) Character Certificate from Group 'A' or Class-I Officers of the Central/State Government or Notary Public.
 - e) Certification of verification of antecedents of persons by local Police authority.
 - f) Identity Cards bearing photograph.
10. In case, the person employed by the successful Company/Firm/Agency commits any act omission/commission that amounts to misconduct/indiscipline/incompetence, the successful Company/Firm/Agency will be liable to take appropriate disciplinary action against such persons, including their removal from the site of work required by the Bureau.
11. The tendering Company/Firm/Agency shall replace immediately any of its personnel who is found unacceptable to this Bureau because of security risks, incompetence, conflict of interest, improper conduct etc. upon receiving a notice from this Bureau.
12. The person deployed shall be required to report for duty at 9.00 AM to /Section Officer (C&G) and would not leave office before 5.30 PM. In case, person deployed is absent on a particular day or come late/leaves early on three occasions, one-day wage shall be deducted.
13. The agency shall depute a coordinator who would be responsible for immediate interaction with the Bureau of Civil Aviation Security so that optimal services of the persons deployed by the agency could be availed without any disruption.
14. The selected agency shall immediately provide a substitute in the event of any person leaving the job due to his/her personal reasons. The delay by the agency in providing a substitute beyond three working days shall attract a pre-estimated agreed liquidated damages @ Rs. 200/- per day on the service-providing agency.
15. It will be the responsibility of the service providing agencies to meet transportation, food, medical and any other requirements in respect of the persons deployed by it (Agency) in this Bureau and Bureau of Civil Aviation Security will have no liability in this regard.
16. For all intents and purpose the service providing agency shall be the "Employer" within the meaning of different Labour Legislations in respect of Data Entry Operators so employed and deployed in this Bureau. The persons deployed by the agency in the Bureau shall not have claims of Master and Servant relationship nor have any principal and agent relationship with or against the Bureau of Civil Aviation Security.

17. The Service providing agency shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed. The Bureau shall, in no way be responsible for settlement of such issues whatsoever.
18. This Bureau 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.
19. The person deployed by the service providing agency shall not have any claim or be entitled to pay, perks and other facilities admissible to casual, ad-hoc, regular/confirmed employees of this Bureau during the currency or after expiry of the contract.
20. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing agency shall not be entitled to and will have no claim for any absorption nor for absorption nor for any relaxation for absorption in the regular/otherwise capacity in the Bureau of Civil Aviation Security.

LEGAL

21. The tendering agency will be responsible for compliance of all statutory provisions relating to minimum wages, Provident Fund and Employees State Insurance etc. in respect of the persons deployed by it in this Bureau.
22. The tendering agency shall also liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the Bureau of Civil Aviation Security to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
23. The tendering agency shall maintain all statutory registers under the applicable law. The agency shall produce the same, on demand, to the concerned authority of this Bureau or any other authority under law.
24. The Tax Deduction at Source (TDS) shall be deducted as per the provisions of the Income Tax Bureau, as amended from time to time and a certificate to this effect shall be provided to the agency by this Bureau.
25. In case, the tendering agency fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof the Bureau is put to any loss/obligation, minority or otherwise, the Bureau will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary terms.

FINANCIAL

26. The Technical bid should be accompanied with Earnest Money Deposit (EMD), refundable, of Rs. 10,000 (Rupees Ten Thousand only) in the form of Demand Draft/Pay Order drawn in favour of DDO, Bureau of Civil Aviation Security, New Delhi failing which the tender shall be rejected out rightly.
27. The EMD in respect of the agencies which do not qualify the Technical Bid (First Stage)/Financial Bid (Second Stage) shall be returned to them without any interest. However, the EMD in respect of the successful tenderer shall be adjusted towards the Performance Security. Further, if agency fails to deploy required number of Data Entry Operators against the initial requirement within 10 days from the 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. 1,00,000/- (Rupees One Lakh only) in the form of Fixed Deposit Receipt (FDR) made in the name of the agency but hypothecated to the PAO(Sectt) Ministry of Civil Aviation, 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 the Bureau besides annulment of the contract.
30. The agency shall raise the bill, in triplicate, along with attendance sheet (duly verified by Section Officer (C&G) in respect of the persons deployed and submit the same to the Section Officer(C&G) 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. The payment to the DEOs should be made through A/c payee cheque.
31. The claims in bills regarding Employees State Insurance, Provident Fund and Service Tax etc. should be necessarily accompanied with the documentary proof pertaining to the concerned month bill. A requisite portion of the bill/whole of the bill amount shall be held up till such proof is furnished, at the discretion of the Bureau.
32. The amount of pre-estimated agreed liquidated damages calculated @ Rs. 200/- per 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 providing Agency/Firm/Company in the following month.
33. The Bureau of Civil Aviation Security reserves the right to withdraw/relax any of the terms and conditions mentioned above so as to overcome the problem encountered by the contracting parties.

(S. S. Modi)
Dy. Director

ORDER FOR ARRANGEMENT OF DOCUMENT WITH THE TECHNICAL BID

1. Application- Technical Bid.
2. Attested copy of the registration of agency.
3. Attested copy of PAN/GIR Card.
4. Attested copy of the latest IT return filed by the agency.
5. Attested copy of the Service tax registration letter/certificate.
6. Attested copy of the PF registration letter/certificate.
7. Attested copy of the ESI registration letter/certificate.
8. Certified document in support of financial turnover of the agency.
9. Certified documents in support of entries in column 13 of Technical Bid application.
10. Copy of the terms and conditions at pages 11-14 in Tender Document with each page duly signed and sealed by the authorized signatory of the agency in token of their acceptance.

ORDER FOR ARRANGEMENT OF DOCUMENT BE SUBMITTED BY THE SUCCESSFUL AGENCY BEFORE DEPLOYMENT OF DATA ENTRY OPERATORS.

List of Data Entry Operators short listed by the agency for deployment in the Bureau of Civil Aviation Security containing full details i.e. date of birth, marital status, address etc.

1. Bio-Data of all persons.
2. Character Certificate from two Group 'A'/Class-I Gazetted Officers of the Central/State Government in respect of all persons.
3. Certificate of verification of antecedents of all persons by local police authority.