

Tender Document for Providing Computer Operators in placement



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GLOSSARY AND DEFINITIONS

	Abbreviations
MCD	Municipal Corporation Durg
EMD	Earnest Money Deposit
EE	Executive Engineer
SP	Service Provider
PO	Placement Order
EPF	Employee Provident Fund
ULB	Urban Local Body
PSU	Public Sector Unit

Definitions:

In this Bid Document, the following terms shall be interpreted:

1. “Bidder” means the Bidder participating and submitting their Bids as per the tender terms & conditions.
2. “Confidential Information” means all information including Project Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, customers, Bidders, products, developments, operations, processes, data, trade secrets, design right, Know-how and personnel in connection with this Bid Documents.
3. “Deliverables” means the service agreed to be delivered by the Bidder in pursuance of the agreement as defined more elaborately in Scope of work.
4. “Bid Document/Tender Document”, means this detailed notification seeking a set of solution(s), services(s) and/or any combination of them.
5. “Service Provider (SP)/Selected Bidder” means the successful Bidder of this Bid.

SECTION 1: 1.1 INTRODUCTIONS

Municipal Corporation Durg is a local urban body working under Administration Development department of C.G. Government. At present it having one main office at Data Center, Durg(C.G.) & 3 Zone offices in Durg area. Various kinds of IT projects are running in MCD. For the proper execution of such kind of projects & daily official work efficiency, we need computer skilled manpower.

1.2 Scope of work:

The scope of work is as follows:

1. Provision of Data Entry Operator (Skilled): The selected bidder shall be required to deploy computer trained manpower at various Departments of the MCD including zone officer. Data Entry Operator should be responsible for doing the works like daily letter typing, creating information at various formats given by c.g. govt, data entry work in various software's developed by C.G. government & MCD (online & offline) & other work.
2. The job description of computer Operator are given below:
 - Working knowledge of operator systems, Ms Office software (Word, Excel, Power point), E-mail, internet browsing, software data entry work etc.
 - Handling of computers, printers, scanner, Internet etc.
 - Maintenance of office records as directed by the data center & concern department.
 - Data entry work, handling of different software and any other similar jobs as assigned from time to time.
 - Management and updating of office records and formats as directed by the data center & concern department.
 - The operator must follow formats decided by the Durg Nagar Nigam to accomplish their job successfully.
 - Monthly Print Record.
 - Monthly attendance cum work satisfaction report.

- Requisition format.
 - Computer Maintenance format.
 - Computer details format.
 - Leave application.
 - E-tender related formats.
 - And some other formats as decided by the data center and concern dept.
 - The operator must follow and obey the rules and regulation decided by the department.
3. Maintenance of System: The data entry operator should be responsible for overall maintaining the computer system.
 - A. Updating of Antivirus & other software.
 - B. Securing computer system with viruses & other mal function.
 - C. For taking data backup time to time.
 - D. Proper functioning of other systems like printer etc.
 4. Providing Progress Report of the work: The data entry operator should be responsible for providing the daily report to the data center at the last of the month.
 5. The data entry operator will have to maintain the confidentiality of the department.

Note: The above activates are indicative. The work may vary as per requirement of the Nigam, Durg.

1.3 Eligibility Criteria :

Following are the essential qualifying criteria for the Agency for Supply of Skilled Manpower:

1. The Bidder should be a Company/Firm/Institute registered (follow Annexure A) since last 2 (two) years. Incorporation /Registration certificate along should be furnished as documentary proof.
2. The Bidder should have earlier experience of providing minimum 30 computer operator in Central/State Government/ Corporation / ULB's, PSU. Copy of Work Orders/PO should be furnished as documentary proof.
3. The bidder should not have been black listed by any State Government, Central Government or any other Public Sector undertaking or a Corporation as on the date of Tender is opening.
4. The bidder should have a local support office in Durg District.

SECTION 2: 2.1 Term & Condition for bidder

GENERAL TERMS AND CONDITION OF THE TENDER :-

1. Tenders are invited from reputed experienced agencies for providing computer operator at Municipal Corporation Durg.
2. The Company/ Firm / Bidder should be registered with Govt Labor Dept. otherwise labor license shall be produced within 2 months from date of work order.
3. The Bidder should be registered with appropriate authorities otherwise EPF number shall be produced within 2 months from date of work order.
4. Performance certificates / work order from the client (Organizations) must be attached.
5. The contract will be valid for a period of one year from the issuance of work order. After completion of tender, bidder should in from MCD in writing well in time and

proper handing over and taking over must be done by Bidder. Time period of 3 month may be extended on mutual consent on the same terms & conditions.

6. In envelope “A” the earnest money deposit (EMD) of Rs 14165.00 (Fourteen Thousand One Hundred Sixty Five Rupees only) in the form of FDR of any nationalized/scheduled bank in favor of “Executive Engineer, Nagar Palik Nigam, Durg” and Tender Processing fees Rs 750/- (DD) of any Scheduled Bank drawn in favor of the “Commissioner , Municipal Corporation Durg, payable at “Durg” at Dated 02/03/2017 Time 5:30 PM. address of Municipal Corporation Durg in front of leb Court Gaurav path, Utai road, Durg(C.G.) Without EMD Financial bids will not be entertained at all. EMD in any other form shall not be accepted and no bidder would be granted exemption from deposition of EMD.
7. The Bidder should enclose all the certificates and EMD in envelope “A”. All the envelopes shall be sealed separately. Financial bid will be opened only after EMD & other documents found correct.
8. The decision of Commissioner Nagar Palik Nigam Durg will be final and binding in case of any dispute.
9. The successful tender has to enter into agreement within a period of 7 days from the date of receipt of the intimation of offer failing which the offer may be withdrawn and the EMD may be forfeited.
10. If the bidder withdraws his tender before the date of completion of tender or the bidder backs out from the work after executing agreement and issue of work order, then his earnest money deposit will be forfeited.
11. No escalation in rate will be allowed and no claim on delayed payment owing to unavoidable reason will be entertained.
12. The right to terminate the contract at any time if the work is not found satisfactory, after giving reasonable opportunity of hearing is reserved.

13. The above act of backing out would automatically debar the Bidder from any further dealing with this Department.
14. A Bidder black listed by any Govt. office / semi govt./ local body will not be eligible to participate in this tender.
15. The lowest total quoted tender will be accepted as the successful tender.
16. Commissioner Municipal Corporation Durg reserves the right to terminate the contract by giving notice of one month without any financial obligation on both sides. In the event of cancellation of contract, the payment for services actually carried out will be made on pro-rate basis for the period during which service was provided.
17. The successful Bidders shall be bind to pay the operator as per directions, order of Urban Administration & Development Department, Raipur issued in Future.
18. The successful Bidder has to submit EPF code registration document from employee provident fund office Raipur within a period of 2 months from work order, failing which the payment shall not be made to Bidder. And contract may be terminated and EMD shall be forfeited.
19. For all intents and purposes, the agency shall be the “Employer” within the meaning of different Labor Legislations in respect of manpower so employed by it and deployed in Municipal Corporation Durg (MCD). The persons deployed by the agency the in MCD shall not be entitled to claim any Master & Servant relationship with MCD.
20. The Agency will exercise supervision and control on all the personnel deployed under this contract.
21. At any time prior the proposal due date MCD for any reason modify the Tender document by the issuance of addenda/ amendment/ corrigendum. Any amendment/Corrigendum shall be posted in the website <http://eproc.cgstate.gov.in>.

SPECIAL TERMS AND CONDITION OF THE TENDER :-

22. Insurance & indemnity to be taken by the Bidder.

- Municipal Corporation Durg undertakes no responsibility in respect of life, accident, travel or any other insurance coverage for the Personnel or for the dependents of any such Personnel.
- The Operator shall indemnify the Municipal Corporation against all claims, accident proceeding, Demands, costs and expenses of whatsoever nature that may arise or accrue by any reasons or reason of infringement or alleged infringement by the Operator of any patent or other protected right during or in connection with the Services.
- All risks of loss of or damage to physical property and of personal injury and death which arise during and in consequence of the performance of the Contract other than the excepted risks are the responsibility of the Operator.

23. The payment which is less than the minimum payment rate and prevailing labour laws declared by the govt. will not be payable to the placed employees, whose all responsibility will be taken the Bidder. This care has to be taken by the bidder at the time of quoting financial bids.

24. The Bidder has to provide documentation evidence like bank statement showing the deduction of salary of operators, EPF details of the operators every month and Bidder must ensure that employee receive their EPF details on time. Timely deposition of EPT amount of each operator in EPF office shall be responsibility of Bidder.

25. The quantity mentioned in the scope of work and financial bid format are indicative only for the purpose of evaluation and determination of rates. MCB will have the rights to increase or decrease in quantity of services specified in the scope of work on same terms and conditions during the contract period/extended contract period. The payment shall be released as per actual deployment of manpower.
26. If Assistant Labour Commissioner Durg increases the minimum wages during the currency of contract, the agency will pay revised minimum wages to its personnel from the date on which such revision comes into force. In such case of upward revision of minimum wages the corporation will pay additional amount in same proportionate of minimum wages increase.
27. The agency shall have to pay to operator minimum wages applicable during the contract period as per prevailing rates.
28. As the operator provided by the Bidder will be deployed to various departments and will have access to the information, it is necessary that the Bidder and the operator maintain strict confidentiality of information. The number of operators may vary as per requirement of work. Nigam authorities shall decide the posting of operators to various departments as per requirement and Bidder shall be bind to obey it.
29. Bidder must maintain a proper database of the all operators and shall provide reports like list of operators deployed per month etc and when required.
30. Before appointing any new operator , bidder must provide a latter to datacenter of MCD about the new operator information like Qualification, experience, Contact no., etc & one standard identification proof of operator. Skill test, speed test, may be taken by the corporation for the operators before deploying in work.
31. Operator's attendance will be captured by the finger print bio matrix machine.

32. Before deploying the operator, Datacenter, MCD will be responsible for taking interview/skill test of new operator. After satisfactory report, the new operator will be deployed.
33. In case of computer operator is not working properly or the operator who does not give satisfied performance to head of department /office of concern or operator has resigned, the Bidder must change the operator within 24 hours.
34. The successful Bidder will provide service with qualified, experienced operators with all working days from 10:15 to 5:30 P.M.
35. Failure of the Bidder in timely deposition of EPF of operators in EPF at Raipur will lead to nonpayment of any bills.
36. The Bidder shall ensure that the Operator will present timely on all working days including Saturday in case of operator going on leave, alternate arrangements should be made well in advance and coordinators given prior intimation. Any failure in sending the operator will attract penalty clause. In case of an emergency, the operator may be required to be deployed in extra hours and on holidays also.
37. The operator should be equipped with mobile phone and should have his own transport facility to ensure their timely availability. An amount of Rs 200/- per day will be deducted from bidder's payment if any operator remains absent/leave without providing substitute.
38. The Bidder must prepare monthly MIS report (list of operator deploy per month) and attendance cum service satisfaction report of each of the operator to be taken under the bidder and this would be submitted to the data center at the end of the every month.
39. The Bidder must consult with datacenter of Nigam Durg before deployment of new operator and for obtaining details about requirements, rules and other information.
40. The operator must have experience of Hindi & English typing & good knowledge about word, excel, power point, scanning, email, internet browsing photocopy

manage all the hardware, networking and all office work related to operator service as directed by the department.

41. The quantity mentioned in the scope of work and Financial bid format are indicative only for the purpose of evaluation and determination of rates. MCD will have the right to increase or decrease in quantity of services specified in the scope of work on same terms and conditions during the contract period/extended contract period. The payment shall be released as per actual deployment of manpower.
42. The qualification and experienced of work of computer operator are given below:
 - Any Degree/Diploma (DCA & PGDCA) or ITI (COPA) in computer application from recognized university/institute.
 - The operator must possess minimum typing speed of 8000 key depression per hour in both language Hindi & English.
 - Operator must have one year experience in similar job.

2.2 Technical Bid

The points mentioned in eligibility criteria should be supported by relevant documents such as Work order scope of work, certificate from client etc:

1. Sealed and Signed copy of Tender Document.
2. Checklist for Bidder as per Annexure A with all attachments needed.
3. Technical bid Form as per Annexure B.
4. Qualification of Bidder as detailed in Annexure C(Company Profile along with documentary evidence of service offered and all relevant enclosures.

5. Any additional information that the bidder may think fit but not including elsewhere in the proposal, which will help the Competent Authority to assess the capabilities of the Agency.

2.3 Financial Bid

Financial Bids of only those bidder, who satisfy all the criteria in Technical Evaluation, will be opened. The Financial Bid of technically qualified bidder shall be opened in the presence of Bidders who choose to attend.

The Financial Bid should be submitted strictly in the format given by MCD as Annexure D of this document and should not have any deviations, restrictive statements, etc. therein else, such bids are liable to be rejected at the sole discretion of MCD.

6. Requirement of Computer Operator

No. of Man Power: 20

Core Responsibilities: As describe in Scope of Work.

Minimum Education Qualification: DCA/PGDCA or ITI (COPA)

Relevant Experience preferred.

Section 3: Annexure A: Checking for Bidder

Check list (Proof to be attached)

1. Experience Certificate in providing computer service is Govt./semi govt./local body organization/PSU.
2. Bidder's registration with govt.
 - a) Labour's Department
 - b) Income Tax Department(PAN)
 - c) Commercial/Service Tax Department

- d) Shops and Establishment (Gomasta)
- 3. Bidder/Company/Firm, Registration with employee provident fund (EPF) office, Raipur(C.G.)
- 4. Bidder's company/Institute Existence document for over 2 year in similar Trade.
- 5. Proof of incorporation/inception of the agency.

Note:-

1) Self Attested photocopies of above documents shall be submitted physically in envelope "A" along with EMD by the Bidder.

2) If the Successful Bidder fails to submit Labor Department Certificate and EPF code registration document at the time of agreement then the Bidder can submit the same within a period of 2 month \s from the date of work order.

**Name & signature of the
Bidder/Agency along with Seal**