



भारत सरकार / GOVERNMENT OF INDIA  
वित्त मंत्रालय, राजस्व विभाग / MINISTRY OF FINANCE, DEPTT. OF REVENUE

**कार्यालय आयुक्त, सीमा शुल्क (निवारक), जोधपुर**  
**O/o. THE COMMISSIONER OF CUSTOMS (PREVENTIVE), JODHPUR**

मुख्यालय : नव केन्द्रीय राजस्व भवन, स्टेच्यू सर्किल, सी-स्कीम, जयपुर . 302005 (राज.)  
HQRS. AT NEW CENTRAL REVENUE BUILDING, STATUE CIRCLE, C-SCHEME, JAIPUR - 302005 (RAJ.)

फा.सं.: 1-22(03)प्रशा./सी.शु./2021

दिनांक: 17.02.2021

**Tender Notice**

**NOTICE FOR INVITING E-TENDER FOR HIRING SERVICES OF CASUAL SKILLED WORKERS  
ABLE TO PERFORM DATA ENTRY WORK IN OFFICE OF COMMISSIONER OF CUSTOMS  
(PREVENTIVE), JODHPUR HQRS. AT JAIPUR**

Online E-tenders are invited for and on behalf of the President of India by the Commissioner of Customs (Preventive), Jodhpur Hqrs. at Jaipur (in short Customs, Jaipur) for procurement for the services of a agency for providing 3 Nos. Casual Skilled Workers able to perform Data Entry Work for its office situated at New Central Revenue Building, Statue Circle, C-Scheme, Jaipur - 302005 (Raj.) for the period of one year from the commencement of date of operation. The following documents, giving full details, are enclosed :-

1	General Terms and Conditions	Annexure-I
2	Special Terms and Conditions for Data Entry Operators	Annexure-II
3	Eligibility Criteria for Comprehensive Annual contract for skilled casual workers able to perform Data Entry work	Annexure-III
4	Pre-qualification requirements for award of Contract for Data Entry Operators (Technical Bid)	Annexure-IV
5	BOQ for quoting rates (Financial Bid)	Annexure-V
6	UNDERTAKING BY THE BIDDER	Annexure-VI
7	TENDER ACCEPTANCE LETTER	Annexure-VII

2. The Tender enquiry documents will be available on official website <http://eprocure.gov.in> and [www.rajasthancustoms.gov.in](http://www.rajasthancustoms.gov.in) from 17.02.2021. Aspiring Bidders who have not enrolled/registered in e-procurement should enroll/register before participating through the website <https://eprocure.gov.in/eprocure/app>. The portal enrolment is free of cost. Any further queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the CPP Portal Helpdesk.

3. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. The tender

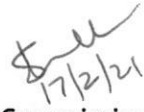
shall be submitted online in two parts viz. technical bid and financial bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Post/Telegram/Fax/email/By hand etc. shall not be considered. No correspondence will be entertained in this matter.

4. The Critical Dates for the Tender Submission and processing are as under:-

**Schedule to Tender**

Sr. No.	Activity Description	Schedule
1	Published Date	17.02.2021
2	Bid Document Download Start Date	17.02.2021
3	Bid submission Start Date	17.02.2021
4	Bid Document Download End Date	11.03.2021
5	Bid Submission End Date	11.03.2021
6	Technical Bid Opening Date	12.03.2021
7	Financial Bid Opening Date	As decided by the e-procurement committee.

5. Interested bidders may submit their bids in the prescribed format with all the necessary documents online with digital signature at <http://eprocure.gov.in/eprocure/app> on or before bid submission closing date & time. The Customs, Jaipur reserves the right to accept or reject any or all the quotations without assigning any reason whatsoever.

  
17/2/21  
**Deputy Commissioner  
Customs, Jaipur**

GENERAL TERMS AND CONDITIONS

1. This invitation for bids is open to all the reputed Manpower Suppliers / firms having sufficient experience for providing Data Entry Operators on outsourcing basis.
2. The tenderer shall examine all instructions, forms, terms & conditions in the tender document. Failure to furnish all information required by the tender document or submission of a tender not substantially responsive to the tendering document in every respect will result in rejection of the tender.
3. The technical bid should include a **Bid Security** of Rs. 20,000/- in the form of a Demand Draft or Banker's Cheque drawn in favour of AO (DDO), Customs Commissionerate, payable at Jaipur valid for at least 3 months.
4. Bid security of the unsuccessful tenderers will be returned without any interest and in case of successful tenderer the same will be returned after the contract is signed and the performance security is executed.
5. The tenderers are asked to quote their rate only on per casual worker/Data Entry Operator per month basis and the total rate. Rates/quotations duly filled-in, will be received up to the date and time mentioned in the letter. The rates quoted should be excluding GST and inclusive of all the statutory dues viz ESI, EPF etc.
6. Customs, Jaipur reserves the right to postpone and/or extend the date of receipt/opening of online tender or to withdraw the same, without assigning any reason thereof.
7. The tenderers are required to submit the complete rates/quotations only after satisfying each and every condition laid down in the Annexures enclosed.
8. All the rates must be written both in figures and in words. Corrections, if any, are to be made by crossing out, initiating, dating and rewriting. In case of discrepancy between the words and figures, the rates indicated in figures shall prevail. All overwriting/cutting, insertions have to be authenticated and attested.
9. Rates/quotations should be submitted and signed by the firm with its current business address.
10. The rates shall be valid for the period of the end of the contract.
11. The contractors should satisfy themselves before submission of the Rates/quotations to Customs, Jaipur that they meet the qualifying criteria and capability as laid down in the Annexure.
12. The tenderers must comply with the rates/quotations, specification and all terms and conditions of contract. No deviation in the terms and conditions of the contract shall be entertained unless specifically mentioned by the contractor in the rates/quotations and accepted by Customs, Jaipur.
13. Tenders not submitted as above or tenders in which the financial bid is indicated in the technical proposal shall be treated as non-responsive and shall be rejected.



14. No alteration should be made in any of the Terms & Conditions of the bid document by scoring out or deleting or erasing. In the submitted bid, no variation in the conditions shall be admissible. Bids not complying with the terms & conditions are liable to be rejected.

15. The Tender Committee appointed by the Customs, Jaipur will open all the Technical Bids in the first instance on the specified date and time. The tenderers or their authorized representatives may require to be present at the time of opening of technical bids. The financial bids of only technically acceptable bids will be opened for further evaluation and ranking before awarding the contract.

16. In case of any default by the contractor in any of the terms & the conditions (whether General or Special), Customs, Jaipur may without prejudice to any other right/remedy which shall have accrued or shall accrue thereafter, terminates the contract, in whole or part, by giving 15 days notice in writing to the contractor.

17. Notwithstanding anything contained herein, Customs, Jaipur also reserves the right to terminate the contract, by giving 15 days notice in writing without assigning any reasons and without incurring any financial liability whatsoever to the contractor.

18. As a part of evaluation of the technical bids, the Customs, Jaipur reserves the right to test and interview the Data Entry Operators whose services are being offered.

19. Tenderers are requested to submitted their Financial bids as per Annexure 'V' to this Tender after taking into consideration minimum wages as has been fixed by Central/State Government, mentioning GST and other statutory levies, if any. If any tenderer quotes 'Nil' charges over and above the minimum wages, the bid shall be treated as unresponsive and will not be considered.

20. The successful tenderer will be required to deposit a Performance Bank Guarantee for an amount of 5% of the value of the contract. Performance Security may be furnished in the form of an Account payee Demand Draft, Fixed Deposit Receipt from a Commercial Bank, Bank Guarantee from a Commercial bank in an acceptable form as security for due fulfillment of the contract and should remain valid for a period of sixty days beyond the date of completion of all contractual obligations. The Bank Guarantee must be submitted at the time of signing of contract. If the successful tenderer fails to sign the contract or provide performance security, his Bid Security will be forfeited and further actions as deemed necessary will be taken against him. This Performance Bank Guarantee will be in addition to the Bid Security. In case the Contract is extended, the successful tenderer will renew the performance bank guarantee before its extension.

21. The successful tenderer will be solely responsible for compliance with all the statutory laws / rules / regulations such as those concerning PF, ESI, Labour laws, Minimum wages, any statutory duty or taxes etc. The Customs, Jaipur will not be liable for any contravention / non-compliance on the part of the tenderer. Any contravention / non-compliance on the part of the tenderer would be construed as a sufficient ground for termination of the contract at the discretion of the Customs, Jaipur. Notwithstanding this, in the event of the Customs, Jaipur being visited with any penalty / fine etc., by any agency / authority due to the non-compliance / contravention on the part of the tenderer to any statutory laws / rules / regulations etc., the Customs, Jaipur reserves the right to recover such fine / penalty etc. from the tenderer by way of recovery from the bills raised by him or by any other means.



22. The successful tenderer will be liable for depositing all taxes, levies, cess etc. to the concerned authorities on account of services rendered by him to the Customs, Jaipur, as per existing rules and regulations and Customs, Jaipur is entitled for call a proof of such payments.

23. The tenderers shall take insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948. The contractor shall arrange necessary insurance cover for any persons deployed by him even for a short duration. The Customs, Jaipur shall not entertain any claim arising out of mishap, if any, which may take place. In the event of any liability/claim falling on this Office, the same shall be reimbursed/indemnified by the contractor.

24. The tenderers shall be directly responsible for any/all disputes arising between him and his personnel and keep the Customs, Jaipur indemnified against all actions, losses, damages, expenses and claim whatsoever arising thereof.

25. The tenderers shall be solely responsible for payment of wages/salaries, other benefits and allowances to his personnel that might become applicable under the Act or Order of the Govt. Customs, Jaipur shall have no liability whatsoever in this regard and the Contractor shall indemnify this Commissionerate against any/all claims which may arise under the provisions of various Acts, Govt.'s orders etc.

26. The Customs, Jaipur in his sole discretion and without incurring any obligation or liability, reserves the right to withdraw, split, modify and / or cancel the tender without assigning any reasons whatsoever.

27. Payment Terms: At the end of every calendar month, the service provider shall submit their monthly bills in duplicate for the services rendered during the month. No intermediate payment shall be made for work which shall be processed and paid after making any statutory deductions as required. No advance payments shall be made.



We agree to the above terms and conditions.

Signature with Date :-----

Name of the Firm :-----

Seal :-----

SPECIAL TERMS AND CONDITIONS

1. The DEOs shall work during the office timings from 9.30 AM to 6 PM on all working days (Mondays to Fridays). They will be required to do typing, data entry, secretarial and any other work assigned to them. If required, they have to work beyond normal working hours on working days and even on holidays.
2. The casual workers deployed for Data Entry work should be well versed with office routine work including data feeding to personal computers, typing of various letters, drafts, notices, legal documents etc. in MS-word. Typing of tabular forms in MS-Excel, Preparing calculation sheets / data sheets and other various documents using graphical interface with MS-Powerpoint, MS-Excel and MS-Word, Internet knowledge and secretarial help with relation to above.
3. The Data Entry Operators should:
  - a. Be at least 18 years old;
  - b. Have at least passed 10+2 examination; Graduates are desirable
  - c. Be prepared to work as required in any of the offices situated at Jaipur;
  - d. Type at speed of at least 40 words per minute;
  - e. Know the use of MS word, EXCEL and Power point;
  - f. Be able to send and receive emails and search for information on the internet.
4. The Contract will be for one year from the date of signing of the agreement, unless it is curtailed or terminated by the owing to deficiency of service and may be extended at the discretion of the Customs, Jaipur on same terms and conditions for a further period not exceeding another 6 months.
5. The "Service Provider" shall:
  - a. Provide identity cards to the DEOs
  - b. Ensure that DEOs report for work on all working days during the office hours;
  - c. Ensure that DEOs deployed for services should attend to their duties with great promptness, care and diligence
  - d. Provide a substitute if any DEO is not able to report for duty for any reason;
  - e. Shall ensure that all DEOs deployed for services should be of good moral character, and should not have been convicted under Indian laws for any offence;
  - f. Be responsible for the conduct and behavior of the DEOs whom they provide;
  - g. Shall ensure that DEOs deployed for services are free from any communicable disease.
  - h. Fulfill all legal obligations under the about and any other laws / regulations for the time being in force.
  - i. Provide police verification of DEOs whose deployed in this office.
6. If the service of the DEOs is not up to the mark, a 7-day written notice will be issued to the "Service Provider" to improve the standard within this period. If the Customs, Jaipur finds no improvement, the contract shall be terminated giving two days notice.
7. There is no liability on the Government towards permanent employment to the personnel engaged by the service provider.

*Shiv*

8. The Customs, Jaipur will not be liable for any compensation, claim or damages etc. due to any accident, injury or harm to any person provided by the tenderer or death due to accident or otherwise, which may arise out of any circumstances related or unrelated with their duties at the Customs, Jaipur.

9. The Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.

10. The Contractor shall in no case lease/transfer/sublet/appoint caretaker for the services.

11. The present requirement is of 3 (three) Casual Skilled Workers capable of doing Data Entry work.

12. No other persons except the Contractor's authorized representative shall be allowed to enter in the Office premises.

13. Within the premises of Customs, Jaipur, the Contractor's personnel's shall not do any private work other than their normal duties.

14. The Contractor will attract a penalty of Rs.150/- (Rs. One hundred and Fifty only) per day, per person in case the person fails to carry out the data entry services due to his absence or any other reason.



We agree to the above terms and conditions.

Signature with Date :-----

Name of the Firm :-----

Seal : .....

**ELIGIBILITY CRITERIA FOR COMPREHENSIVE ANNUAL CONTRACT FOR SKILLED CASUAL WORKERS ABLE TO PERFORM DATA ENTRY WORK**

1. The Company/Firm/Enterprise/Partnership Firm intending to submit the Tender should have been providing skilled worker services for atleast three year.
2. The Company/Firm/Enterprise/Partnership Firm should have undertaken supply for the skilled workers services to at least one Central Government Department/Public Sector Undertaking (PSU)/State Government Department for at least one year continuously in the last five years.
3. The bidder should be registered with the GST Department. The bidder should submit the GST Tax Returns for the last three F.Y.
4. The bidder should submit the proof of turnover of the company for last three F.Y. certified by Chartered Accountant and ISO certificate.
5. The bidder should submit proof of the total (150 minimum) number of employees working in the Firm/Company and also submit the proof of ESIC/EPF accounts of all employees alongwith copies of challans evidencing payment of ESIC, EPF and TDS certificate deposited during the February 2020 to January 2021 (before the tender published date).
6. If the bidder is a company, a copy of the certificate of incorporation issued by the jurisdictional registrar of companies and if the bidder is a partnership firm, a copy of the deed of partnership should be submitted.
7. The bidder should submit the Income Tax Return and copy of Balance Sheet for the last Three F.Y.

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TECHNICAL BID

For providing 3 Nos. of Skilled Workers/Data Entry Operators to the Office of the Commissioner of Customs (Preventive), Jodhpur Hqrs. at New Central Revenue Building, Statue Circle, C-Scheme, Jaipur - 302005 (Raj.)

1	Name of Organization/Firm	
2	Name(s) of Proprietors/ Partners/Directors	
3	Registered Address	
4	Telephone No. Fax No. Mobile No. Email (if any)	
5	Registration No. with the Labour Department (copy to be enclosed)	
6	Trade Licence No. (copy to be enclosed)	
7	Permanent Account No. of the Firm (PAN) (copy to be enclosed)	
8	Provident Fund No. allotted by the Regional Provident Fund Office. (copy to be enclosed)	
9	ESI Registration No. (copy to be enclosed)	
10	Service Tax Registration No. (copy to be enclosed)	
11	Any other statutory documents / certificates etc. (copies to be enclosed)	
12	Total no. of Staff / Worker of the Firm	
13	Name(s) of Public Sector/Govt. Organization to whom similar services have been provided by the firm during last three years	
14	Whether the rate quoted complies with the Minimum Wages Act of Government of India with all statutory provisions?	
15	List of clients indicating quantum of work executed with them	
16	Length of experience in the field	
17	Whether the Company has ISO Certificate (latest document should be submitted)	
18	ESI, PF & Service Tax/ GST Certificate of no case of firm pending in the department (on judicial stamp of Rs. 50 / -)	



Signature of authorized person  
Name & Seal

**DECLARATION**

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case any deviation is found in the above statement at any stage; I/we will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized Signatory with date and seal)

**ANNEXURE-V**

**FINANCIAL BID**

- (A) Price Bid Undertaking
- (B) Schedule of price bid in the form of BOQ\_DEO SERVICE xls
  1. The rates shall be quoted in Indian Rupee only.
  2. The rates will be inclusive of all taxes (except GST), fees, levies, etc. and any revision in the statutory taxes, fees, etc will be the responsibility of the Bidder.
  3. In case of any discrepancy/difference in the amounts indicated in figures and words the amount in words will prevail and will be considered.
  4. The quoted rates shall remain firm throughout the tenure of the contract and no revision is permissible for any reason.



**PRICE BID UNDERTAKING**

From : (Full name and address of the Bidder) - .....

To,  
The Commissioner of Customs,  
Jaipur

Dear Sir,

I submit the Price Bid for ..... and related activities as envisaged in the Bid documents.

I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.

It is certified that wages to be paid shall not be less than the prescribed minimum rate of wages under the Minimum Wages Act, 1948 as revised from time to time and as notified by the Government of India.

I offer to work at the rates as indicated in the Price Bid, Annexure-IV inclusive of all applicable taxes except GST.

Yours faithfully,

Signature of authorized person  
Name & Seal

A handwritten signature in black ink, appearing to read "Shivji", with a horizontal line underneath.

**UNDERTAKING BY THE BIDDER**

1. I \_\_\_\_\_ Son / Daughter / Wife of Shri \_\_\_\_\_ and Proprietor / Director / Authorized signatory of \_\_\_\_\_ am competent to sign this declaration and execute this tender document.

2. I/we \_\_\_\_\_ undertake that my/our firm M/s \_\_\_\_\_ has not been blacklisted by any Government Department/PSU/Autonomous Body.

3. I have read and understood all the terms and conditions of the tender and undertake to abide by them.

4. 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 the furnishing of any false / misleading information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

5. I/we understand that in case any deviation is found in the above statement at any stage, my/our concern firm/company shall be blacklisted and shall not have any dealing with the department in future.



Date:

Place:

Signature of authorized person  
Name & Seal

**TENDER ACCEPTANCE LETTER  
(TO BE GIVEN ON COMPANY LETTER HEAD)**

Date:

To,  
The Commissioner of Customs,  
NCRB, Statue Circle, C-Scheme,  
Jaipur

Subject: Acceptance of Terms and Conditions of Tender

Tender Reference Number :- .....

Name of Tender/Work:-

Dear Sir,

1. I/we have downloaded/obtained the tender documents for the above mentioned Tender from the website(s) namely:

.....

2. I/we hereby certify that I/we have read the entire terms and conditions of the tender documents from page No. .... to ..... (including all documents like Annexure(s), schedules etc.) which form part of the contract agreement and I/we shall abide hereby by the terms/conditions/clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/organization too has also been taken into consideration, while submitting this acceptance letter.



4. I/we hereby unconditionally accept the tender conditions of above mentioned tender documents/corrigendum in its totality/entirely.

5. I/we do hereby declare that our Firm has not been blacklisted/debarred by any Govt. Department/PSU.

6. I/we certify that all information furnished by our Firm is true and correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

Signature of authorized person  
Name & Seale & Seal