



**OFFICE OF THE COMMISSIONER OF CUSTOMS  
(IMPORT & GENERAL) NEW CUSTOM HOUSE, NEAR I.G.I.  
AIRPORT, NEW DELHI -110037**

**TENDER NOTICE No. 01/2014**

Sealed Quotations are invited from experienced and eligible contractors for outsourcing of 17 data entry operators' contract basis for the office of the Commissioner of Customs,(Import & General ), New Customs House, Near IGI Airport, New Delhi. Delhi for the period 01.07.2014 to 31.06.2015. The details of the area where services are required:-

<b>Requirement</b>	<b>Skilled Worker/Data Entry operator</b>
Nature of Work	Typing of letters, assistance to officers in miscellaneous data work, downloading of circulars, notifications, trade notices etc.
Qualification	Intermediate
Skills	Computer proficiency, good knowledge of MS word, MS Excel & Internet and knowledge of typing with a speed of 30 words in a minute
Age	Not below 20 years
Experience	Experience Minimum 2 Years

2. The Notice Inviting Tender with its Annexure can be obtained either from the office of Commissioner of Customs, I&G, New Delhi or can be downloaded from the official **website: [www.cbec.gov.in](http://www.cbec.gov.in) & [www.delhicustoms.gov.in](http://www.delhicustoms.gov.in)**

3. While submitting quotations, the bidders must submit Technical Bid comprising of Annexure-III duly signed in token of having accepted the General Terms and Conditions as mentioned in Annexure-II complete in all respects, in one envelop and Financial Bid (Annexure-IV) in another envelope. Both the sealed envelopes should be placed in another sealed cover super scribing it "**Quotation for supply of Data Entry Operators (Skilled workers)**" and shall be addressed to The Commissioner of Customs, I&G, NCH, New Delhi.

4. The sealed Quotations should reach this office **on or before 1500 hrs. on 30.05.2014** and they will be **opened at 1600hrs on 30.05.2014**. The office of the Commissioner of Customs, I&G, NCH, New Delhi shall not be responsible for any postal delay, which may lead to non-receipt / non-delivery of bid documents. The parties who wish to be present at the time of opening of Tender may present themselves or authorize their representative's with authority letter.

5. The Financial Bids of only those contractors / Agencies will be opened who fulfill the General terms and conditions and Technical bids as mentioned in Annexure-II & III.

6. Office of the Commissioner of Customs, I&G, NCH, New Delhi reserves the right to postpone / and /or extend the date of receipt / opening of quotations or to withdraw the same, without assigning any reason thereof...

C.NO. II | NCH | Admn. | CWS | DEO | I & G | 3 | 06 | Pt-I / 14538  
Copy to:- Assistant Commissioner (Admn.)  
08-05-2014

1. Website manager of cbec for placing the tender notice on cbec.gov.in.
2. ✓ The Systems Manager, Import & General for placing the tender notice on department website.
3. The Superintendent (Hqrs), Import & General, NCH , New Delhi for information & necessary action.
4. Notice Board.

  
Assistant Commissioner (Admn.)  
08/05

## Annexure-I

### **ELIGIBILITY CRITERIA FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF SKILLED WORKERS**

1. The Company/firm/enterprise intending to submit the Tender shall be a reputed organization in the field or Supply for the skilled workers for the last 3 years.

2. The Company should have undertaken Supply for the skilled workers in at least three Central Government Department/Public Sector Unit (PSU), in any of the previous three years.

3. The Company's contract should not have been terminated before the expiry of the full term, in any of the previous years or current year.

The bidders should give the proof or above criteria (1) and (2). The bidder should also give an undertaking regarding (3) above.

Addresses where Supply for the skilled workers are required:

1. OFFICE OF THE COMMISSIONER OF CUSTOMS, I&G, NCH, New Delhi.
2. Phone-25654156
3. Fax -25652547

Annexure-II

GENERAL TERMS AND CONDITION FOR THE TENDER

1. Rates/Quotations duly filed in will be received up to the dates and time mentioned in the letter.
2. Commissioner of Customs (I&G,NCH, New Delhi) reserve the right to postpone and/or extend the dates of receipt / opening of rates/quotations or to withdraw the same, without assigning any reason thereof.
3. The Contractors are required to submit the complete rates/Quotations only after satisfying each and every condition laid down in the annexure II.
4. Rates/Quotation should be submitted and signed by the firm with its current business address.
5. The contractors should satisfy themselves before submission of the Rates/Quotations in Annexure IV that they meet the qualifying criteria as laid down in the Annexure III
6. Notwithstanding anything contained herein I&G,NCH, New Delhi also reserves the right to terminate the contract, by giving 15 days notice in writing without assigning any reason and without incurring liability whatsoever to the contractor.
7. The Contractor shall in no case lease/transfer/subject/appoint caretaker of the service.
8. Within the premises of the Commissionerate the Contractor's personnel shall not do any private work, other than their normal duties.
9. Contractor shall be directly responsible for any /all dispute arising between him and his personnel and keep the Commissionerate indemnified against all action, losses, damages, expenses and claims whatsoever arising thereof.
10. Contractor shall be solely responsible for payment of minimum wages and other benefits order of the Govt. Commissionerate 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, Orders etc.
11. The skilled workers should be good in their work otherwise I&G, NCH, New Delhi reserves the right to terminate the contract workers.
12. Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.

**We agree to the above terms and conditions.**

Signature with date.....

Name of the firm.....

Seal.....

Annexure-III

Technical requirements for awarding of Comprehensive Annual Supply Contract of supply of Skilled Workers (Data entry operators)

(Technical Bid)

1.	Name of Firm/Company (in block letters)	
2	Year of incorporation / establishment of the Firm / Company	
3	Full Postal Address: Telephone/Fax No./E-mail:	
4	Name & residential address of the proprietor/partners/Directors ( with Mobile Numbers)	
5	Details of experience for providing similar service in large and reputed organizations ( like Govt & PSU)	
6	Permanent Account Number (PAN). (Please attach attested copies)	
7	Income Tax Return Details for last three years ( please attach attested copies)	
8	Service Tax Registration Details (Please attach attested copies)	
9	Details of Firm / Company Registration (with date) obtained from various concerned authorities.	
10	Details of E.S.I.C. Registration with Date (Please attach attested copies)	
11	Details of E.P.F. Registration with Date (please attach attested copies)	

Signature of Authorized Signatory with date -----

Name of the Firm -----

Seal -----