

No. 01(122)/2014-CCA  
Government of India  
OFFICE OF CONTROLLER OF CERTIFYING AUTHORITIES  
Ministry of Communication & Information Technology  
Electronics Niketan, 6, CGO Complex, Lodhi Road

New Delhi  
2<sup>nd</sup> April, 2014

LIMITED TENDER ENQUIRY

Subject:- Engagement of Agency to provide Messengers/DEOs. Last date for receiving quotations:  
17.04.2014 by 1600 hours.

Dear sir,

As per the Information Technology Act, 2000 the office of Controller of Certifying Authorities (CCA) has been set up, inter-alia with the objective of licensing, certifying, monitoring and overseeing the activities of Certifying Authorities(CA).

2. Office of CCA has decided to call for quotations from Outsourcing Agencies to provide Messengers and Data Entry Operators.

3(a) The required qualifications and scope of work of Messengers are as under:

1	Qualification	8 <sup>th</sup> Pass
2	Place of deployment	New Delhi
3	No. of Messengers required	7 (which may vary from time to time)
4	Duties to be attended/ scope of work	To provide skilled personnel to work as Messengers as per the requirement of Office of CCA The nature of the work of the personnel to be deployed is to attend/ follow the instructions of the officer with whom attached like delivery of dak/files. Rendering hospitality services such as serving tea/ coffee/lunch/snacks etc. during the meetings, attending outside office work and any other work as per requirement of the officer.

(b) The required qualifications and scope of work of Data Entry Operator are as under:

1	Qualification	i. Graduation/Degree from a recognised University or equivalent; and ii. Should possess a speed of not less than 8000 key depressions per hour for data entry work and working knowledge in MS word, MS Excel and Internet browsing
	Place of Deployment	New Delhi
	No. of DEOs required	1( which may vary from time to time)
	Duties to be attended/ scope of work	To provide skilled personnel to work as Data Entry Operator as per the requirement of Office of CCA. The nature of the work include Data Entry , Typing letters, notes etc. and any other work assigned from time to time.

4. Validity of Contract, Eligibility criteria, Payment, Timing, Security Deposit, and General Terms and Conditions are at **Annexure-I**

5. Quotations should be submitted in two separate sealed covers. First cover indicating **“COVER FOR TECHNICAL BID”** should contain the filled-in proforma (as per **Annexure-II**) along with all relevant documents attached. Also a certificate that the requirement of Office of CCA has been understood and manpower will be provided as per requirement specified in Para 3 (Scope of work). Second cover indicating **“COVER FOR PRICE BID”** should contain **Annexure-III**. Both the covers should be kept in a single sealed bigger cover superscribing “quotation to provide Messengers & DEOs for Office of CCA” and submitted to the undersigned on or before the due date.

Yours faithfully

(Harshprabha Aggarwal)  
Assistant controller (Tech.)  
Ph: 24364186

Sent to As per list enclosed

## **List of Organisations whom Limited Tender Enquiry sent**

- 1) National Informatic s Centre Services Inc  
Hall No. 2-3, 6<sup>th</sup> Floor  
NBCC Tower  
15 Bhikaji Cama Place  
New Delhi-110066  
Ph. No.- 26105054
- 2) M/s Bedi & Bedi Associates  
F-34, First Floor,  
D.B. Gupta Market, Karol Bagh  
New Delhi-110005  
Mr. Kunal, Ph. No.- 9718490787
- 3) Sybex Computer Systems Private Limited  
45,Hari Nagar, Opp. Ashram  
Near Shalimar cinema  
New Delhi-110014  
Mr. V.S. Modi, Ph. No. 9818121232  
26348398
- 4) M/s Vigilant Security Placement & Detective Services Pvt. Ltd.  
P-23, old Double Storey, Lajpat Nagar,  
New Delhi  
Mr. Negi- 26440367, 9873086954, 26440368
- 5) G.A. Digital Webword Ltd  
Plot No. 1, Hargovind Enclave  
Vikas Mrg, Delhi-110092  
Ph. No. 22373618, 2277119, Helpline- 9871774977, 9911923618
- 6) M/s Prowiz, NOIDA  
C-43, Sector-65,  
Noida 201307  
Mr. Saurav Rastogi-9891112996
- 7) M/s S2 Infotech Pvt. Ltd., New Delhi  
209, 2<sup>nd</sup> Floor, 29 Link Road,  
Lajpat Nagar-3  
New Delhi-110024  
Mr. Ankit Gupta-8447741285, 9871334214

- 8) M/s Proactive Search Systems, Gurgaon  
Plot No 16-17, Sector 18 Old Delhi Gurgaon Road  
Behind Dosa Express, Opp Pasco showroom  
Gurgaon, Haryana-122001
  
- 9) M/s Laureate Management solutions Inc. Ghitorni, Delhi  
R-7, M.G. Road, Ghitorni,  
New Delhi - 110030  
Mobile: 9899745460  
Email: [ritu@laureatemanagementsolutions.com](mailto:ritu@laureatemanagementsolutions.com)
  
- 10) M/s Creation softech Technologies (CST) Gurgaon  
Plot No 240 P, First Floor, Part VI, Sector-5,  
Sheetla Mata Mandir road, Gurgaon -122001, Haryana, India  
Mobile-+91 8750404343ss
  
- 11) M/s Network Bulls Eye, Faridabad.  
SU 96, Sector-16, Faridabad, Haryana-122001
  
- 12) M/s Alpha Security Allied Services, New Delhi  
K-3-D Khirkhi Extension Near Sai Krishna temple,  
Main Road, Malviya Nagar, New Delh-17
  
- 13) M/s Sai Enterprises, New Delhi  
F-57, Ground Floor, B.K. Dutt Colony  
New Delhi-110003

## ANNEXURE-I

### **I. VALIDITY OF THE CONTRACT**

Contract, once awarded, shall remain valid for a period of two years. The contract can be extended further with mutual consent.

### **II ELIGIBILITY CRITERIA**

- (i) The bidder should have been in the business of providing placement services for more than 5 years.
- (ii) A list of clients being served or served in the past by the party must be provided with the Technical Bid. Certificates from at least two current clients (with contract value not less than Rs. 5 lakhs per annum,) confirming satisfactory services by the party must also be submitted by the party with the technical Bid.
- (iii) The vendor should be registered under Companies/societies Registration Act or any other Law (Certified copy to be attached)
- (iv) The vendor should have registered with ESIC (Certified copy to be attached)
- (v) The vendor should have registered under Service Tax Registration (Certified copy to be attached)
- (vi) The vendor should have registration with Employees Provident Fund office or any corresponding Provident Fund Authority to process EPF in respect of its employees.

### **III PAYMENTS:**

- (i) Payments shall be released on a monthly basis against the receipted bills received from the vendor after ascertaining that the quality of the services rendered by the Contractor were satisfactory.
- (ii) The payment to be made to each employee shall be decided by O/o CCA. Social securities shall be paid by O/o CCA, thus, the vendor should quote for their overheads in terms of percentage.
- (iii) No increase in the rates of Service charges during the contract period shall be entertained for whatsoever reasons. The increase in minimum wages of the manpower will be revised as per the rates prescribed by the Government of NCT of Delhi.
- (iv) The contractor has to ensure and furnish a Certificate along with the monthly bill that payments to the personnel deployed at Office of CCA premises have been made in strict compliance of the provisions of the minimum wages act and that necessary payments on account of statutory provisions, for a e.g. ESI (4.75%)/PF (13.61%)/Gratuity, etc., have been deposited with the concerned authorities, failing which the contract shall not only be terminated and security deposits forfeited but any other action, as deemed fit by Office of CCA shall be taken.
- (v) Final bill shall be paid after 30 days from the completion/ termination of the contract.

### **IV TIMINGS**

The employees of the contractors deployed at the premises of Office of CCA shall report for duty at 9: 00 AM and shall remain on duty till 6:00 PM on all working days and from

10:00 AM to 5:00 PM on Saturdays. The employees shall be eligible for a break of ½ hour.

V **SECURITY DEPOSITS**

Successful bidder will have to provide a security Deposit in the form of Bank Guarantee of nationalized/ scheduled bank of an amount of Rs. 1,25,000/-. The instrument furnished as Bank Guarantee should be valid for a period of twenty-six months from the date of award of the contract. The Security Deposit will be forfeited in case the contractor falls to meet its obligations under this contract. The bank guarantee must provide appropriate provisions for the same.

VI **GENERAL TERMS AND CONDITIONS**

- (i) The successful bidder in all circumstances shall be liable to pay the wages to deployed Messengers/DEOs by 7<sup>th</sup> of every successive month failing which the agreement is liable to be terminated & the deposit/ security amount shall be forfeited.
- (ii) Messengers and DEOs will be paid as per the minimum wages Act of Delhi Government and they will be paid full payment and any service charge in this regard will be taken from the O/o CCA and not from the individual employed.
- (iii) The contract can be terminated at any time without assigning any reason by giving a notice of two months by either party.
- (iv) Office of CCA reserves the right to accept or reject any bid without assigning any reason whatsoever.
- (v) Incomplete bids are liable to be rejected
- (vi) Late bids shall not be entertained.
- (vii) The decision of the Controller of Certifying Authorities on any dispute, arising out of or relating to the contract including the interpretation of a part or full of this document, shall be final and binding on the parties.
- (viii) Any overwriting/fluiding/corrections in the offer submitted by the vendor should be authenticated by the signatures of the authority signing the bid. Failure on this account may lead to cancellation of the bid.
- (ix) If any column in the Proforma at **Annexure II or Annexure III** submitted to Office of CCA remains blank or filled with inappropriate/incomplete information, the bid would be treated as incomplete and hence, rejected.
- (x) A copy of this document with each page signed (by the signatory signing the bid) in token of acceptance of the terms and conditions stipulated herein must be submitted with the Technical Bid. The Technical Bid not accompanied by a duly signed copy of this document shall be treated as incomplete and shall be rejected.
- (xi) The Contract shall be governed by Jurisdiction of Delhi Courts
- (xii) The persons who would be deployed by the agency would not have any claim for employment or payment of wages or any other claim whatsoever against Office of CCA. The persons hired/engaged from agency would not have any claim for

- compensation or any damages against Office of CCA in any event whatsoever and Agency would be responsible or answerable for any such claim.
- (xiii) The Agency shall be responsible for suitability, medical fitness and police verification of the character and antecedents of the manpower sponsored by it for deployment in Office of CCA.
  - (xiv) The manpower deployed shall remain under the control and supervision of the Agency and the agency shall be liable for payment of their wages and all other dues payable under various labour regulations and other statutory provisions.
  - (xv) That the deduction of income tax from the bills of the Agency will be made at source as per provision of the Income Tax Act and that the Service Tax will be paid to the Agency on total monthly bill amount as per Govt. Norms.
  - (xvi) That in case any of the persons so deployed by the Agency does not come up to the mark in terms of general discipline or does not perform his/ her duties properly or indulges in any unlawful activity including riots or disorderly conduct, the Agency on the order of Office of CCA shall immediately withdraw such person(s) from the premises of Office of CCA.

#### **VII PROCEDURE FOR SUBMISSION OF THE BIDS**

- (i) The envelopes should be marked **“Quotation to Provide Messengers & DEOs for Office of CCA”**. The Bid should be submitted in two parts i.e. technical Bid and Price Bid in Proforma given in **Annexure-II and III respectively**. The two proformae, duly filled in, with all relevant documents attached, should be sealed in separate covers with each cover being superscribed with the title “Technical Bid” or “Price Bid”, as the case may be. Both these covers should then be sealed in a bigger cover and submitted at Office of CCA, on or before the prescribed cut-off date. The Bigger envelope containing the above two envelopes addressed to the Assistant Controller (Tech.), Office of Controller of Certifying Authorities, Department of Electronics & Information Technology, Electronics Niketan, 6, CGO Complex, New Delhi-110003 and superscribed with the statement **“Quotation to provide Messengers & DEOs for Office of CCA”** must reach at the given address **on or before the closing date indicated on top of this document**.
- (ii) Each page in both the Bids must be page numbered on the top
- (iii) The Bids not conforming to the above provisions would not be considered.
- (iv) Price Bid of only those tenderers whose Technical bid are found in order and complete in all respects and hence, acceptable shall be opened by the duly constituted Committee in this office on notified time, date, place in presence of qualified bidders or their duly tenderers who do not qualify as per conditions of the Technical Bid shall not be opened. Intimation for opening of Price Bids would be sent through e-mail or telephone only.
- (v) No price should be mentioned in Technical Bid.

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ANNEXURE-II

#### **PROFORMA OF TECHNICAL BID**





where no P.A.N. has been issued in the name of the organization (Attach Copy)

13. Whether the vendor adheres to the provisions of relevant rules and laws related to payment of minimum wages & social securities. (Please note adherence to these orders/rules is compulsory)

14.	Details of three prominent organizations served/being served with similar services. (with annual contract value of Rs. 5 Lakhs and above)	Name & Address	Annual Cost of Contract
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**DECLARATION:**

- a) It is certified that the information furnished above is correct
- b) We have gone through the terms and conditions stipulated in the Tender Document and confirm to abide by the same. Disagreement and solution proposed has been listed in a separate sheet and being attached with this Bid. A copy of the Tender Document with its each page signed, in token of acceptance of the Terms and conditions, is enclosed
- c) We understand that the decision of the O/o CCA to accept/reject would be final and binding.
- d) The signatory to this bid is authorized to sign such bids on behalf of the organization.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Seal of the Company: \_\_\_\_\_

Date: \_\_\_\_\_

**PROFORMA OF PRICE BID**

1. Name, Address and Telephone :  
No. of the organization
2. Name of the C.E.O./Proprietor :

Sl. No.	Description	Rate per month (Rs.)
1	Service charges inclusive of company's overheads, profits etc. to be charged (kindly quote in terms of percentage of employee's salary+ other statutory charges).	

**DECLARATION:**

1. We understand that :
  - (i) The payment to the employees will be made as per rates prescribed by Govt. of NCT of Delhi from time to time under Minimum Wages Act and applicable statutory payments on account of Provident Fund, Gratuity, ESI and Bonus.
  - (ii) O/o CCA reserves the right to cancel this tender in case no satisfactory bid is received. In that case, it can re-tender the requirement.
  - (iii) O/o CCA can accept or reject any offer without assigning any reason whatsoever.
  - (iv) The vendor awarded the contract shall not be allowed to withdraw or transfer the contract in the name of some other company or its principal.
2. It is certified that the information furnished above is correct.
3. We have gone through the terms and conditions stipulated in the Tender Document and confirm to abide by the same. A copy of the Tender Document with its each page signed, in token of acceptance of the terms and conditions, is enclosed.
4. It is confirmed that the signatory to this document is authorized to sign the contract on behalf of the applicant organization and the commitments made herein are binding on them.

Signature\_\_\_\_\_

Name\_\_\_\_\_

Designation\_\_\_\_\_

Seal of the Company\_\_\_\_\_

Place:\_\_\_\_\_

Date:\_\_\_\_\_

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New Delhi  
2<sup>nd</sup> April, 2014

**LIMITED TENDER ENQUIRY-Extension of Date**

**Subject:- Extension of Date-Engagement of Agency to provide Messengers/DEOs. Last date for receiving quotations: 17.04.2014 by 1600 hours.**

Dear sir,

Reference letter of even No. dated 10<sup>th</sup> March, 2014 calling limited tender for engagement of Messenger & DEO. The competent Authority has approved the extension of submission of date from 26.03.2014 to 17.04.2014- 1600 hours.

You are requested to take note of extension of date and accordingly submit your tender by 17.04.2014- 1600 hours.

Yours faithfully

(Harshprabha Aggarwal)  
Assistant controller (Tech.)  
Ph: 24364186

Sent to As per list enclosed

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Though we have received your bid, you are requested to take note of extension of date and accordingly be present on 17.04.2014 at 1600 hours.

Yours faithfully

(Harshprabha Aggarwal)  
Assistant controller (Tech.)  
Ph: 24364186

M/s Bedi & Bedi Associates  
F-34, First Floor,  
D.B. Gupta Market, Karol Bagh  
New Delhi-110005  
Mr. Kunal, Ph. No.- 9718490787