



भारत सरकार / GOVERNMENT OF INDIA
पोत परिवहन मंत्रालय / MINISTRY OF SHIPPING
नौवहन महानिदेशालय / DIRECTORATE GENERAL OF SHIPPING
बिटा बिल्डिंग, 9वीं मंजिल / Beta Building, 9th floor
आई थिंक टेक्नो कैंपस / I-Think Techno Campus
कांजूर मार्ग (पूर्व) / Kanjur Marg (East)
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F. No.45-Admn (1)/2015-II

Date: - 20.11.2015

Subject: - Quotations for providing of services for engagement of contractual staff on various post viz. Office Assistant, Executive Assistant, Receptionist-cum-Data Entry Operator, etc. in the Directorate General of Shipping, Mumbai through outsourcing.

Sealed quotations from leading service providers are invited for Office Assistant, Executive Assistant, Receptionist-cum-Data Entry Operator, for office of the Director General of Shipping, Mumbai, as under, initially for a period of 12 months which may be further extended.

2. The scope of work is tabulated below-

Name of the post	Category in terms of minimum wages	No. of Staff required	Qualification	Scope of work
Office Assistant.	Skilled	10-12	Should; 1. Be a Graduate 2. Have Experience of minimum two years 3. Be proficient in English. 4. Have Good communication skills. 5. Knowledge of Ms Word, Excel, Power Point presentation is must. 6. Good typing skills (Qualifications are relaxable in case of a retired Government employee)	Assisting the Officials in feeding of data, generation of statements, preparation of reports, processing of office files, maintenance/updating of registers/other record.

Office Assistant in Finance & Account	Skilled	1	Should possess; 1. A degree in commerce [Graduate or Post-Graduate] 2. Proficiency in English 3. Experience in accounting. 4. Knowledge of Ms Word, Excel, Power Point presentation is must. 5. Good typing skills. (Qualifications are relaxable in case of a retired Government employee)	Preparation of account statement, budgeting, preparation of financial reports, assisting the regular staff in processing of files.
Office Assistant (legal)	Skilled	3	Should possess; 1. A degree in Law [Graduation or Post Graduation] 2. Proficiency in English with experience in legal drafting. 3. Knowledge of M.S. Word, Excel, Power point. 4. Good typing skills (Qualifications are relaxable in case of a retired Government employee)	Drafting of parawise comments, other legal documents, preparing of notes, reports, updating of records
Executive Assistant	Skilled	10-12	Should possess; 1. Educational qualification of 12 th standard 2. Proficiency in English. 3. Typing speed of 45 WPM. 4. Knowledge of MS Word, Excel, Power Point. 5. Stenography/shorthand 6. Minimum two years experience. (Qualifications are relaxable in case of a retired Government employee)	Dictation, typing and personal assistant to officers.
Receptionist cum data entry operator	Skilled	3	Should possess; 1. 12 th standard 2. Proficiency in English, Hindi, Marathi. 3. Good / polite communication skills. 4. Good typing skills (Should have a pleasant personality, good habits & cool mind as required at the reception, for receiving visitors at DGS)	Receptionist. /diarist/dispatch Attending of telephones. Making entry of the visitors.
Office Assistant [E-governance]	Skilled	2	Should possess: 1. Master's Degree in Computer Applications from a recognized university 2. Have experience of minimum one year 3. Be proficient in English 4. Have a good communication skills	Assisting the officials in the preparation of process flow charts for computer programmers, writing software module, MIS, assist in Business Process re-engineering.
Data Entry Operator [E-governance]	Skilled	2	Should possess; 1. Be a Graduate 2. Have Experience of minimum two years 3. Be proficient in English.	Assisting the Officials in feeding of data, generation of statements, preparation of reports, processing of office files.

			4. Have Good communication skills. 5. Knowledge of Ms Word, Excel, Power Point presentation is must. 6. Good typing skills	maintenance/updating of registers/other record.
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3. Terms and Conditions-

The bidders may bid for any of the seven or all seven categories of employees.

- a) The work will be awarded to lowest of the eligible bidder for each category of employees.
- b) No change in the rates would be allowed in event of the increase or decrease in the number of personnel to be deployed.
- c) All the taxes would be borne by the service provider. There will be no increase in the charges on account of increase in rates of taxes or any other statutory liability.
- d) The contract shall be terminated at any time, in case, the services are not found satisfactory.
- e) The payment will be made on monthly basis only on satisfactory performance of the work. No interest would be payable on account of delayed payment.
- f) The successful bidder shall provide the requisite manpower within two weeks of the awarding of contract failing which the award can be cancelled and the EMD be forfeited. Such bidder would be black listed by the Directorate General of Shipping.
- g) The successful bidder will have to enter into an agreement with DGS on a non judicial stamp paper of Rs. 100/-.
- h) The service provider will ensure that the personnel provided by it, meets the required eligibility criteria and the same will be cross verified by the DGS before deploying him/her.
- i) The payment to the employees will be through banking channels and proof of the payment will be submitted to Directorate every month.
- j) The service provider have to maintain the proper payment account and submit the proof of all statutory payment etc in respect of their staff engaged in this Directorate, on every month while submitting the monthly bill. The bidder would have to make the required payment of **ESIC or better Group Health Insurance Scheme** and **PF on Basic + DA** (Both employees and employers contribution) and submit the proof every month. 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/s whole of the bill amount shall be held up till such proof is furnished, **every month**, at the discretion of this office.

- k) The security money shall liable to be forfeited or appropriated in the event of unsatisfactory performance of the contractor and/or loss/damage, if any, sustained by the Office of Directorate on account of failure or negligence of the workers deployed by him or in the event of breach of the agreement by the Contractor.
- l) 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 Department besides annulment of the contract.
- m) Within 5 days of approval of tender, bidder has to provide the list of the candidates for interview to check their proficiency as stipulated.
- n) The contracting Company/Firm/Agency shall furnish the following documents in respect of the individual contract staff who will be deployed by it in this Department before the commencement of work.
 - i) List of persons deployed;
 - ii) Bio-Data of the persons;
 - iii) Attested copy of educational qualification including date of birth
 - iv) Character Certificate from Group 'A' or Class-I Officers of the Central/ State Government or Notary Public.
- o) 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 five working days shall attract a pre-estimated agreed liquidated damages @ Rs. 200/- per day on the service-providing agency.
- p) 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 any relaxation for absorption in the regular/otherwise capacity in the Department.
- q) The Director General of shipping reserves the right to accept or reject the quotation in full or part without assigning any reason thereof. The decision of the Directorate in this regard shall be final and binding on the firm.
- r) The successful bidder will have to submit an interest free performance security deposit in form of Bank Guarantee valid for a period of fourteen months from the award of contract, of an amount equivalent to 10% of contracted work as an interest-free 'Security Deposit' with

the DGS, which will be refundable after completion of contract period. On completion, the contractor should furnish an undertaking on a non-judicial Stamp Paper of Rs. 100/- that he has settled all statutory dues of his workers. In case of unsettled payments / claims, if any, the contractor will indemnify the DGS against any claim that might be lodged by the workers against the contractor, whether in the Industrial / Labour Tribunal or with the office of the Commissioner of Labour. In the event of any breach or violation of the terms and conditions of this contract, the Security Deposit paid by the contractor shall stand forfeited either in part or full at the sole discretion of the Directorate.

4. Instruction to the Bidders-

Two Bid System : This is a Two Bid System Tender. The interested eligible entities who accept the above terms and conditions may submit their quotation in two separate envelopes, namely Technical Bid and Financial bid. These two envelopes should be super scribed as 'Technical Bid' and 'Financial Bid'. These two envelopes should be properly sealed and should be placed in a bigger envelop with the words **"Providing services of 'Office Assistant, Executive Assistant, Receptionist-cum-Data Entry Operator etc.'** The quotation shall be submitted along-with a demand draft of Rs. 10,000/- in favour of 'Directorate General of Shipping, Mumbai' as an earnest money deposit. There would be a single EMD per bidder, irrespective of number of categories, it has bid for. The same will be returned to the bidders after successful completion of tender process.

A) The Technical Bid must contain the following:

1. Service provider should submit their profile in respect of providing staff to other organizations/companies etc along with their contact details.
2. A certificate/s of satisfactory performance of work (providing of manpower) from its previous clients which must include at least two such work orders from the previous organizations contributing to turnover, in the FY 2013-14 & 2014-15
3. Provident Fund Registration A/c. No.
4. ESIC Certificate Registration No.
5. PAN No.
6. Service tax registration number
7. A names, address, contact number of the proprietor/partners/ shareholders of the bidding concern.

8. The bidder must have an annual turnover of rupees sixty lakhs or more for the each of financial years 2013-14 & 2014-15. The audit profit and loss account must be submitted along with the copy of Returns of Income for the AY 2013-14 and AY 2014-15.
9. The bidder must be registered with Labour Commissioner of Central Govt/ State Govt and must produce the registration certificate to that effect.
10. Demand Draft of Rs 10,000/- as EMD

B) The Financial bid

1. The Financial bid should be submitted in a separate, sealed envelope, failing which the bid would be treated as invalid. Financial bid must contain the Rate per person deployed, which should be inclusive of and should clearly spell out the, as per specimen in Annexure-A
2. **Keeping in view the provisions of Minimum Wages , the amount to be paid in hand to the employee after deducting the employee's contribution to PF and ESIC from such Basic and DA, as per Rules, paid to him, should not be less than those published by Government of Maharashtra, from time to time.**
3. In case only one bidder is found technically eligible, no financial bid will be opened for lack of competition.
4. From the bidders found technically eligible, if it is found that the bidders possess the same address or the responsible person of the bidding organization found to be the same or the responsible persons are found to be in relation with each other, then no financial bid of such bidders will be opened.
5. The quotations may be sent to "Assistant Director General of Shipping [Administration], Beta Building, I-Think Techno Campus, Kanjur Marg, Mumbai – 400 042." In a sealed cover super scribed **"Quotations for "Providing services of 'Office Assistant, Executive Assistant, Receptionist-cum-Data Entry Operator etc,' through outsourcing"** latest by **17.00 Hrs, on 10.12.2015**. The Quotations received after the stipulated date/time shall not be entertained. The technical bids will be opened first **on 11.12.2015 at 1500 hrs.** in the office of the Directorate General of Shipping, Kanjur Marg, Mumbai. The financial bid of only those firms will be opened which meets the minimum eligibility conditions in technical bids. The date & time for opening the financial bids will be intimated separately to the bidders who qualify the technical bids. The tender will be awarded to the firm which meets the eligibility criteria and quotes the lowest rate.

6. The interested firms who have submitted quotations may present themselves or through their authorized representative at the time of opening of quotations, if so desired. Over writing must be avoided and if done should be countersigned by the authorized person.



[Mahesh Yadav]
Asstt. Director General of Shipping

Copy to:

The DDG[e-governance] , Directorate General of Shipping, with a request to upload the above said Tender enquiry on this Directorate's website for wider circulation.

ANNEXURE-I

<u>Min.Wages Applicable for 8 Hrs. 6 Days working</u>	<u>Post/s</u>
BASIC	
VDA	
Other allowances	
TOTAL BASIC + ALLOWANCES (A)	
<u>DEDUCTIONS</u>	
PROVIDENT FUND- @ 12% on Basic +DA	
ESIC @ 1.75%	
Any other deduction[s]	
Professional Tax	
TOTAL DEDUCTIONS (B)	
TAKE HOME PAY (A-B)	
<u>CONTRIBUTIONS OF EMPLOYERS</u>	
PROVIDENT FUND @ 13.61% on Basic + DA	
ESIC @ 4.75% (on total salary except washing)	
Bonus	
Any other contribution[s]	
TOTAL CONTRIBUTION (C)	
TOTAL (A+C)	
Service Charge	
Total	
Service Tax @14%	
Grand Total	
TAKE HOME PAY (A-B)	