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आयुक्त नाविक भविष्य निधि कार्यालय, मुंबई  
(पोत परिवहन मंत्रालय)

OFFICE OF THE SEAMEN'S PROVIDENT FUND COMMISSIONER  
(UNDER MINISTRY OF SHIPPING)

कृपया सभी पत्र व्यवहार आयुक्त के  
पते पर करें  
All Replies should be  
Addressed to the Commissioner

कृपानिधि, 3रा माला, KRUPANIDHI, 3<sup>rd</sup> floor,  
9, वालचंद हीराचंद मार्ग/9, Walchand Hirachand Marg,  
बैलार्ड इस्टेट, /Ballard Estate,  
मुंबई 400 001/Mumbai-400001

Date:



Ref. No. 987/194 / 2020

To,

CPP

### e- Notice Inviting Tender

**Subject: - Tender Notice for award of contract for carrying out various office work in the Seamen's Provident Fund Organization.**

e- tenders are invited for various work such as Administrative, Clerical, Data entry, Assistants to the senior officers, etc as detailed in enclosed **Annexure-1**. The contract will be initially for a period of 2 years which can be extended further for 2 years, at the discretion of the SPFO. A Pre-Bid meeting shall be held on 14<sup>th</sup> September at 11.00 hrs. Interested firms may attend the same to have better understanding of scope of work and Terms & conditions of contract.

### **2. The scope of work-**

To carry out the office work as described in Annexure-1 by deputing the requisite personnel, which is estimated to cost Rs. 40 lakhs per annum.

### **3. Terms and Conditions-**

a) The work described at **Annexure-1** shall be completed by deputing the necessary personnel of requisite qualification. The desired qualification of the staff shall be as given below :

- I. Preferably a Graduate or having good professional skills & communication knowledge.
- II. Be proficient in English and have good communication skills.
- III. Knowledge of MS office such as Word, Excel, Power Point presentation, etc.
- IV. Good typing skills
- V. Good / polite communication skills.

b) The work will be awarded to the eligible bidder as per norms.



- c) No change in the rates would be allowed in the event of the increase or decrease in the number of personnel deployed. Rates should be quoted in both figures and words. In case of any confusion the rates quoted in words shall prevail.
- d) All the taxes would be borne by the service provider. There will be no increase in the charges on account of increase in any statutory liabilities.
- e) The contract may be terminated by the SPFO at any time, in case, the services are not found satisfactory and the firm may be blacklisted.
- f) The data feeding work i.e. feeding of PF return statement in individual Seafarer account should be completed on the next working day i.e. PF return statement received today should be updated in system on the next day. The same procedure to be adopted for feeding of Declaration and nomination forms. At the end of the month the above work should be completed otherwise payment will not be released for the month. In addition, the work shall be got done by any other source at cost of tenderer and such cost shall be recovered from any amount due or from security deposit. A record of quantum of work carried out on daily basis to be maintained and the same to be enclosed along with the monthly bill for verification & payment purposes.
- g) The payment will be made on monthly basis only on production of bill along with supporting documents such as Attendance of staff, remittance of monthly Salary, EPF & ESIC contribution & on satisfactory performance of the work. No interest would be payable on account of delayed payment. The bill should also be supported with the quantum of work carried out under each category of designated posts in Financial Bid.
- h) The successful bidder shall start the work **within 15 days** of the acceptance of award of contract failing which the award can be cancelled and the EMD be forfeited. Such bidder would be black listed by the SPFO.
- i) The successful bidder will have to enter into an agreement with SPFO on a non judicial stamp paper of Rs. 100/-.
- j) The service provider shall comply with the prevailing minimum wages as prescribed by the State Government and have to maintain the proper statutory payment account and submit an Undertaking in the matter to the SPFO. The details of such accounts be submitted, whenever asked by the SPFO.



- k) The Performance security deposit is 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 SPFO on account of failure or negligence of the workers deployed by him or in the event of breach of the agreement by the Contractor besides annulment of the contract
- l) The contracting Company/Firm/Agency shall furnish the list of contract staff who will be deployed by it in SPFO before the commencement of work.
- m) 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 per personnel on the service-providing agency.
- n) 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.
- o) The Seamen's Provident Fund Organization reserves the right to accept or reject the tender in full or part without assigning any reason thereof. The decision of the SPFO in this regard shall be final and binding on the firm.
- p) A Bidder needs to submit non- refundable bid processing fee charges of Rs. 1,000/- (One thousand only) in favour of "Seamen's Provident Fund Admin Ac." for participating in the Tender via NEFT / RTGS / IMPS online in the below mentioned Account:

Syndicate Bank,  
Mumbai Homiji Street Branch  
Account No. 50772010043035  
IFSC Code: SYNB0005077

- q) After making the payment, Bidder needs to send an e-mail at [spfoac@gmail.com](mailto:spfoac@gmail.com) mentioning about the Payment Details such as UTR No., Company Name, User ID, Payment towards SPFO Bid Processing Fees, Tender ID and Tender Title for Approval. Failure to send remittance detail to the e-mail id may lead to non-consideration of tender.



r) Helpdesk Numbers:

Sl.No.	Name	Telephone No.
1	Mr. Bharat Parab	9969186100

s) Helpdesk numbers are open between 10.00 hrs To 17.00 hrs 1st Monday To Friday (Exclusions: Holidays). Please email your queries at [spfoac@gmail.com](mailto:spfoac@gmail.com) before you call helpdesk.

t) Earnest Money Deposit- The bidders shall deposit Earnest Money Deposit [EMD] of Rs. 2,00,000 [Rupees Two Lac only] through NEFT/ ECS/ RTGS/ CBS in Syndicate Bank, Mumbai, Homji Street Branch, Mumbai-400 001, A/c No.- 50772010043035, IFSC Code- SYNB0005077, MICR 400025017. Account Name- Seamen's Provident Fund Admin AC.

i. After making the payment, Bidder MUST send an e-mail at [spfoac@gmail.com](mailto:spfoac@gmail.com) mentioning about the Payment details such as UTR No., Company Name, User ID, Payment towards SPFO EMD, Tender ID and Tender Title. Failure to send remittance detail to the e-mail ids may lead to non-consideration of tender.

ii. SPFO will refund the EMD to all the unsuccessful applicants upon signing of contract for carrying out various office work. No interest shall be payable on the EMD amount.

iii. SPFO reserves the right to forfeit the Earnest Money Deposit if the applicant fails or refuses to accept the offer from SPFO for carrying out various office work and/or fails to sign Agreement within the stipulated period and/or refuses to accept any of the terms of the Agreement. SPFO may also decide to debar the said applicant from future assignments.

u) The successful bidder will have to submit an interest free performance security deposit in form of Bank Guarantee issued by nationalized bank valid for a period of six months beyond the date of completion of all contractual obligations of the contractor, for the amount equivalent to 20% of the annual value of the contract as an interest-free 'Performance Security Deposit' with the SPFO, which will be refundable after satisfactory completion of contract. 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



SPFO 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 Performance Security Deposit of the contractor shall stand forfeited either in part or full at the sole discretion of the SPFO and the firm will be black listed by SPFO.

v) All the details in tender documents format should invariably be filled properly.

#### **4. Instruction to the Bidders-**

A) **The Technical Bid** must contain the following:

1. Service provider's 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 similar to scope of work in Annexure-I) from its previous clients which must include at least two such work orders from the previous organizations contributing to turnover, in the FY 2017-18 and 2018-19.
3. Provident Fund Registration A/c. No.
4. ESIC Certificate Registration No.
5. PAN No.
6. GST 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 Thirty lakhs or more for the each of financial years 2017-18 and 2018-19. The audited profit and loss account must be submitted along with the copy of Returns of Income for the FY2017-18 and 2018-19.
9. The bidder must be registered with Labour Commissioner of Central Govt/ State Govt and must produce the registration certificate to that effect.
10. Declaration that firm is not blacklisted by any Govt organization.
11. EMD of Rs 2,00,000/- online payment details
12. Tender fee Rs. 1,000/- online payment details



## B) The Financial bid

1. Financial bid must be submitted as per specimen in Annexure- II & III. Both the annexures needs to be filled by the bidder mandatorily.
2. The wages to be paid to the personnel should be as per Rules and prevailing minimum wages as published by Government of Maharashtra, from time to time. The payment to contracted staff has to be in conformity with rates quoted in Financial Bid.
3. 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.
4. The rates quoted by the bidder shall be valid for 180 days for acceptance from the date of opening Financial bid.

5. The last date for online submission of tender is 30.09.2020 upto 11.00 hrs. on e-procure website: <https://eprocure.gov.in/eprocure/app>. The technical bids shall be opened on 01.10.2020 at 11.00 hrs in presence of bidders who wish to be present at the date and time mentioned. The date and time for opening financial bid shall be informed to eligible Technically evaluated bidders.

6. The interested firms who have submitted Tender may present themselves or through their authorized representative at the time of opening of Tender.

  
(Surendra Kumar)  
Commissioner

04/09/2020



Sr. No.	DESCRIPTION & SPECIFICATION OF WORKS	QUANTITY OF WORK PER YEAR
1.	<p><b><u>DATA ENTRY OPERATOR / INWARD CHEQUE</u></b></p> <p>1. <b>To receive cheques from Shipping Companies:</b> Validating correctness of cheques and entering in SPF system. Approximately 20 to 25 cheques are received daily from the Shipping companies.</p> <p>2. Checking whether the accounts of each Seafarer are opened with SPFO. If seamen account not opened with SPFO then inform the Shipping Companies to provide CDC Xerox and if sent by mail then taking print out of CDC Xerox form email. Average 80 entries per day for 23 days.</p> <p>3. Opening new account of Seafarer's: Opening account of Seafarers whose account is not opened with SPFO. Approximately 30 to 35 accounts are to be opened daily.</p> <p>4. Numbering and filing of PF statement</p>	<p>Work Basis</p> <p>7,000</p> <p>25,000</p> <p>5,500</p> <p>31,500</p>
	<p>5. <b>Feeding PF details in the SPFO system as per PF return statement received from the Shipping Companies:</b> The PF return statement received from the shipping companies is fed in the SPFO system i.e. 12 columns to be fed per seaman. (Copy of Return at Annexure-A) [Pending backlog of 50,000 entries]</p> <p>6. <b>PF return statement received from shipping companies is reconciled with the amount fed in system. :</b> If deficit then email to be sent to the company or letter to be issued.</p> <p>7. <b>Checking edit list i.e checking the data fed in system with the PF statement received from shipping companies (13 columns) and correction in SPF system:</b> Checking edit list (CDC No., name, voyage period, PF amount of every seaman and accordingly correction to be done in the system. [Pending backlog of 50,000 entries]</p>	<p>Work Basis</p> <p>1,00,000 entries</p> <p>300 entries to reconcile</p>
	<p>8. <b>Reply towards complaint letters received from Seafarers' regarding change of name, Account statement:</b> Monthly 10 to 15 letters are received from seafarers regarding change of name, account no and account statement. It takes approximately 10 to 15 minutes per case.</p>	<p>Work Basis</p> <p>5000 entries</p>
2.	<p><b><u>Accounts Assistant :</u></b></p> <p>1. Maintaining registers of PF ledger, Interest Suspense, RCH and forfeiture. Monthly reconciliation etc.</p> <p>2. <b>Reply towards letters received from Seafarers regarding merger of two accounts, A-29 cases :</b> Monthly 5 to 10 letters are received from Seafarers regarding merger of two accounts and cases of A-29. It takes approximately 30 minutes per case.</p> <p>3. <b>Letter for cheque returned of shipping companies:</b> Yearly approximately 20 to 25 cheques of shipping companies are returned by bank and accordingly letter is prepared along with noting. It takes 20 to 25 minutes to put up on noting along with letter.</p>	<p>Work Basis</p>



	<p>4. <b>Un-posted clearance:</b> Un-posted means Provident Fund contribution entry which is not credited in appropriate seafarers account due to incomplete information provided by the Shipping Master. After obtaining correct information, the above un-posted entry to be transferred into correct account with the amendments in data.</p> <p>5. <b>Refund to Shipping Companies:</b> Preparation of Letters and reconciliation etc. Total 1440 entries of excess/ deficit.</p>	
3.	<p><b><u>HARDWARE ENGINEER</u></b></p> <ol style="list-style-type: none"> <li>1. Up keeping and maintain of the hardware installed.</li> <li>2. To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.</li> <li>3. Repair to be carried out at the location of the equipment.</li> <li>4. Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.</li> <li>5. Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.</li> <li>6. Coordination with OEMS for troubleshooting of the computer and other peripherals under warranty.</li> <li>7. Any other maintenance work to be undertaken related for the computer/peripherals.</li> <li>8. 26 Nos. computer, 8 Nos. printer, networking hardware etc., However, new equipments purchased from time to time after the expiry of warranty/guarantee period will also have to be serviced/maintained.</li> <li>9. The replacement of any part of the computer/peripherals, whenever required must be carried out by me with genuine parts of same specification and warranty.</li> <li>10. Maintain the equipment as per manufactures guidelines and shall use standard OEM components for replacement. Until and unless order of the SPFO is conveyed, the original specification /characteristics/features shall not be changed.</li> <li>11. SPFO's website content development and editing time to time uploading on NIC cloud.</li> <li>12. Coordination with new software developing team as per offices requirement.</li> <li>13. Online reply like RTI, e-mail, CPGRAM, etc.</li> <li>14. Uploading E-procurement (tendering) works online.</li> <li>15. Server data backup on daily basis and data file transmission to Kolkata Liaison Office from time to time.</li> <li>16. Query raised by Liaison Officer at SPFO Kolkata and remotely troubleshooting and maintaining PC.</li> <li>17. Biometric attendance software installation /maintaining and troubleshooting.</li> <li>18. Drafting and noting file pertaining to computer section.</li> <li>19. Works of admin section as per order.</li> <li>20. Any other work assigned by Superiors.</li> </ol>	Work Basis



### Payment Section

Final Withdrawal / Non Refundable Withdrawal/ Unclaim PF dues/ Declaration Nomination  
Section :-

Sr. No	Description & Specification of Works	Quantity of work per year
1.	<p><b><u>DATA ENTRY OPERATION / VERIFY CLAIM APPLICATIONS</u></b></p> <p>1) To receive Final Withdrawal / Non Refundable Withdrawal applications from seafarers : Verify applications as per check list and sea voyages performed by seafarers from year 1990 to 2019 with CDC book. <b>Approximately 12 applications are received daily from Seafarers and Unions.</b></p> <p><b>2) Scrutiny of applications as per Checklist of Final Withdrawal / Non Refundable Withdrawal</b></p> <p>3) Feeding in Inward No./ Request no. in the SPFO system as per each application received from seafarers and Unions. i.e. 5 columns to be fed.</p> <p>4) Feeding of Bank details of seafarers i.e. 10 columns to be fed.</p> <p>5) Feeding in Examination Sheet for Final Settlement and Non Refundable Withdrawal i.e. 12 columns to be fed.</p> <p>6) Note to be written i.e Application is in order for passing the payment for each application.</p> <p>7) Numbering the papers in each application.</p> <p><b>8) Each case takes different time slot depend on case, an average time for each case is 30 minutes.</b></p> <p>9) Any other work assigned by Superintendent</p>	<p><b>Work Basis</b></p> <p><b>2000</b></p>
2.	<p><b><u>Action against Return Cheques and Unclaim Provident Fund dues :</u></b></p> <p>1) To prepare <b>letter along with noting to 111 Seafarers</b> and their beneficiaries for submit Provident fund claim against return Provident Fund cheques i.e number of 111 cases. In absence of address and contact details of seafarers, same to be call from Unions/SWFS/ Shipping Masters and concerns authority. Accordingly letter has to prepare. <b>It takes 20 to 25 minutes to put up on noting along with letter.</b></p> <p>2) Maintain register of Returned Cheque</p> <p><b><u>Action against Unclaim Provident Fund dues :</u></b></p> <p>3) <b>Prepare letter to approximately 4000 Seafarers</b>, who are attaining the age of 60 years and above for forward Final Withdrawal applications and relevant documents. In absence of address and contact details of seafarers, same to be call from Unions/SWFS/ Shipping Masters and concerns authority . Accordingly letter has to prepare. <b>It takes 20 to 25 minutes to put up on noting along with letter.</b></p> <p>4) Maintain register of Unclaim PF dues</p> <p>5) Any other work assigned by Superiors.</p>	<p><b>Work Basis</b></p> <p><b>111</b></p> <p><b>4000</b></p>



3	<p><b><u>Declaration Nomination Form – I &amp; IV Validating, feeding and filing</u></b></p> <ol style="list-style-type: none"> <li>1) Checking the details filled up in Form, Name, Address, Date of Birth, Name of Nominee, Sign i.e 14 columns to be check and form is validated by checking above details.</li> <li>2) Feed the data in SPFO accounting system received from seafarers and Unions. i.e. 15 columns to be fed as per each form. <b>It takes 15 to 20 minutes to check and enter in the system. Approximately 5500 Declaration and Nomination form are received yearly.</b></li> <li>3) Further, If any discrepancy is noted then letter is prepared along with noting <b>which it takes 15 to 20 Minutes.</b></li> <li>6) Numbering and filling of Declaration Nomination form. Any other work assigned by Superiors.</li> </ol>	<p><b>Work Basis</b> <b>5500</b> <b>Backlog</b></p> <p><b>2400 yearly</b></p>
4	<p><b><u>Final Withdrawal and Non Refundable Withdrawal Correspondence :-</u></b></p> <ol style="list-style-type: none"> <li>1) Reply towards letters received from Seafarers regarding their Settlement of Provident Fund dues and Non Refundable Withdrawals. Letter is prepared along with noting to Seafarers and their beneficiaries for submit require documents for settlement of Provident fund dues i.e Bank details , Sea Voyage proof, Consent in Affidavit format. Accordingly, <b>letter is prepared along with noting It takes approximately 25 minutes per case. Monthly 50 to 60 letters received from seafarers and their beneficiaries.</b></li> <li>2) Letter is prepared along with noting to District Collector for issuance Legal Heirship Report in respect of seafarers , If Declaration Nomination form is not in record. <b>It takes approximately 30 minutes per case.</b></li> <li>3) Reminder letters to be prepared alongwith noting to District collector for issuance Legal Heirship Report in respect of deceased seafarers pertain to old cases and call for fresh bank details or voyages proof from seafarers. <b>It takes approximately 30 minutes per case. Approximately 220 cases</b></li> <li>4) Reply towards letter received from Seafarers regarding merger of two accounts or transfer the Provident Fund amount from one account to another correct Account holder. A- 29 Cases. <b>Monthly 3 to 5 cases are received from seafarers regarding merger of two accounts and transfer amount. It takes approximately 40 minutes per case.</b></li> <li>7) Maintain Correspondence cases year wise and filing properly. Any other work assigned by Superiors.</li> </ol>	<p><b>Work Basis</b> <b>700</b></p> <p><b>220</b></p> <p><b>35</b></p>



### Other Sections

Sr. No	Description & Specification of Works	Quantity of work per year
1.	<b><u>STENO:</u></b> 1) Assist the Commissioner & protocol duties. 2) Taking dictation from officers, making note of minutes & preparation in typed format. 3) Any other work assigned by Superiors.	Work basis/ 23 days per month
2.	<b><u>HINDI TRANSLATOR (Raj Bhasha)</u></b> 1) Experience in Hindi Raj Bhasha work in Central Govt. offices, Translation of English into Hindi (Raj Bhasha) & vice-versa, Hindi Typing etc. 2) Any other work assigned by Superiors.	30 Pages/ 23 days per month
3.	<b><u>MTS:</u></b> <b>Filing PF return statement of Shipping Companies received:</b> On daily basis approximately 20 shipping companies PF return statement is received and has to be filed. It takes at least 20 to 30 minutes to file daily. <b>Making Tea &amp; Coffee to the Staff &amp; visitors, filing office documents, delivery of documents &amp; other outdoor work.</b>	Daily basis/ 23 days per month For Two Persons - 46 days per month
4.	<b><u>Cleaner:</u></b> Experience in Housekeeping & cleaning work of office etc.	Approx. 3500 sq. ft. on Daily basis/ 23 days per month

Note:- Suggested manpower deployment under each category of work are as follows:-

a) Data Entry Operator	07
b) Accounts Assistant	01
c) Hardware Engineer	01
d) Stenographer	01
e) Hindi Translator	01
f) MTS	02
g) Cleaner	01

The above deployment is only suggestive. However, the bidder may decide the required personnel in relation to quantified work under each category.



**ANNEXURE-II****FINANCIAL BID****[I]**

Name of the bidder	
Approximate number of personnel which will be deputed for carrying out the work	
Approximate cost per personnel per month	Rs. _____

**[II]**

Sr. No.	Particulars	Amount in Rupees
1.	Monthly cost including wages, service charges and other expenditure, if any.	Rs.
2.	GST	Rs.
	Total monthly cost	Rs.
	Total annual cost	

**Seal**\_\_\_\_\_  
Name & Signature of the bidder



## Annexure-III

(Amount in Rs.)

	Data Entry Operator	Hardware Engineer	Stenogra pher	Hindi Translator	Multi Tasking Staff (MTS)	Cleaner
<b>Particulars</b>						
BASIC						
VDA						
Other Allowances						
<b>TOTAL [Basic+ Allowances (A)]</b>						
<b><u>DEDUCTIONS</u></b>						
Provident Fund as per EPFO Rule						
ESIC as per ESIC Rules						
Any other deduction(s)						
Professional Tax						
<b>TOTAL DEDUCTIONS (B)</b>						
<b>TAKE HOME PAY (A-B)</b>						
<b><u>CONTRIBUTIONS OF EMPLOYERS</u></b>						
Provident Fund as per EPFO Rule						
ESIC as per ESIC Rules						
Bonus						
Any other contribution(s)						
<b>TOTAL CONTRIBUTION</b>						
<b>TOTAL (A+C)</b>						
Service Charge						
Total						
Service Tax as per rules						
<b>Grand Total</b>						