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Govt. of NCT of Delhi
DEPARTMENT OF INFORMATION TECHNOLOGY
9th Level 'B' Wing, Delhi Secretariat,
IP Estate, New Delhi-110002

No. F.1(44)/2004/IT/1415-1420

Dated : 17/02/2011

CIRCULAR

1. Subject:

Empanelment of Agencies for providing Data Entry Works and Manpower for Data Entry works in the various Departments of Govt. of NCT Delhi. (the list of Agencies is attached as **Annexure-I**)

2. Procedure adopted by Department of Information Technology, GNCTD for preparation of panel:

- Applications were invited from large, technically experienced and financially sound Companies/Partnership firms/Proprietary for empanelment through Delhi Government e-Procurement platform at <https://delhi.govtprocurement.com> and Public Notice of the same was published in leading News papers.
- Technical Evaluation Committee (TEC) headed by Secretary (IT) and consisting of Director(Planning), SIO(NIC), Dy.Secretary(Finance), representative of AIT and other officers, considered the proposal received from various Companies/Partnership firms/Proprietary for empanelment of Agencies providing Data Entry works and Manpower for Data Entry works in various Departments of Govt. of NCT of Delhi , in response to Tender ID No. 28126.

TEC evaluated and scrutinized the technical bids submitted by the vendors on following parameters:-

- i) Companies registered under Indian Company Act 1956 or Partnership firm registered under Indian Partnership Act or Proprietary concern registered in Delhi and should be atleast three year old.

- ii) Average turnover of the Companies/Partnership firms/Proprietary should be Rs.1 Crore and average turnover from Data Entry works should be atleast 50 lac during the last three consecutive financial years.
 - iii) Companies/Partnership firms/Proprietary must have one office in Delhi
 - iv) Companies/Partnership firms/Proprietary must have atleast 50 numbers of data entry operators working on its roll.
 - v) Companies/Partnership firms/Proprietary must have atleast 25 number of computers for Data Entry work.
 - vi) Companies/Partnership firms/Proprietary must have ESI registration ,EPF registration ,Service Tax No and PAN No etc.
- Based upon this, Committee has empanelled **11 (Eleven) Agencies** as per list given at **Annexure-I**, for empanelment of agencies for providing Data Entry works and Manpower for Data Entry works to all Departments in Govt. of NCT of Delhi.

Annexure-I also contains the office addresses and telephone numbers of the empanelled Companies/Firms/Agencies.

3. **Validity of Panel:**

Validity of this panel is for **one year** from the date of issue of this Circular or till a new Circular is issued, whichever is earlier.

4. **Procedure to be adopted by the Department for selecting Vendor for Providing Data Entry works and Manpower for Data Entry works/ Responsibility of Department:**

- All Govt. Departments under Govt. of NCT of Delhi desirous of outsourcing Data Entry works or Manpower for Data Entry works are advised to float limited tender for inviting commercial bids through Delhi Government's e-Procurement platform at <https://delhi.govtprocurement.com>. **The Departments are not required**

to carry any technical evaluation, which has been done by Department of Information Technology, GNCTD.

- A standard form indicating the number of records, place of data entry, etc. may be incorporated in e-tender form for inviting commercial bids for Data Entry works and Manpower for Data Entry works as per **Annexure-II**. However, **e-tender form could be suitably modified/amended by the user Department, if considered necessary.**
- Department must ensure that all the data should be readily available before Tender Notice are floated through e-Procurement.
- After a vendor is selected through bidding from empanelled vendors, Department must sign an agreement with the selected vendor. A copy of draft agreement that may be used by the intending Departments for entering into a contract with the selected vendors for Data Entry work is available at **Annexure-III**. This draft Agreement could be suitably modified/amended by the user Department, if considered necessary. However in such cases prior approval of Department of Information Technology, GNCTD and Law Department, GNCTD is required to be taken.
- The bids more than Rs 2.00 lac shall be processed through e-procurement platform.

5. Procedure to be followed in case of existing Contracts with vendors not on panel now:-

Following Companies/Partnership firms/Proprietary who were on the panel for the year 2009-10 have not been empanelled, for the year 2011-12, as they did not apply for fresh empanelment or did not comply with the criteria mentioned in terms & conditions of tender. However, no adverse performance report has been received against the following Agencies:-

1. **Shivam computer Services**
2. **Shell Transource Ltd.**
3. **DOEACC Society**
4. **Mobineers Consultancy Services**

5. **Talbro's Automotive Components Ltd**

6. **Capital Business System LTD**

Department having Data Entry Contract with above mentioned six vendors may continue the contract till its validity (in respective Departments), so that the work is not hampered, and thereafter, new panel as per this Circular may be used for selection of vendor for providing Data Entry works & Manpower for Data Entry works as per procedure defined in Para 4 Above.

6. **Responsibility of Vendors :-**

It is mandatory for all the empanelled Companies/Partnership firms/Proprietary to respond to each Notice inviting commercial bid issued by the Departments under Govt. of NCT of Delhi regardless of the volume of work. **Failure to do so, may lead to removal of the name from the list of empanelled Companies/Partnership firms/Proprietary concern .**

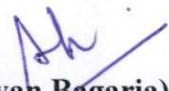
Every empanelled Company/Partnership firm/Proprietary will have to submit a monthly Performance Report to the Department of Information Technology, Govt. of NCT of Delhi. This report should reach the Department of Information Technology by the 7th of next month failing which the Department reserves the right to cancel the empanelment. On the basis of the performance report, Department of Information Technology, GNCTD reserves the right to de-list any Company/Partnership firm/Proprietary from the panel beside the forfeiture of Bank Guarantee.

7. **Performance Guarantee:**

- Department will obtain Performance Guarantee in the form of Bank Guarantee equivalent to 7.5% of the value of contract at the time of awarding work contract from the selected agency.
- The performance Guarantee shall be valid for a period of sixty days beyond the date of completion of all contractual obligations.
- In case, the Company/Partnership firm/Proprietary is not providing satisfactory services, the Departments/Institutions are advised to forfeit Bank Guarantee after fulfilling due process of law.

8. Department of Information Technology may be contacted in case of any difficulty, clarification or doubt that may arise in implementation of this Circular.

This issue with the approval of Chief Secretary, Delhi



(Sravan Bagaria)
Joint Secretary (IT)

Copy to: -

- All Pr. Secretaries / Secretaries / HODs, GNCTD
- Chairman /MDs of PSUs under GNCTD
- All Secretaries to the Hon`ble Ministers
- All Empanelled Vendors

Copy for information to:-

- OSD to Chief Secretary, Delhi
- PS to Pr. Secretary to Hon`ble Chief Minister, Delhi
- PS to Pr. Secretary to Hon`ble L.G., Delhi.


(Sravan Bagaria)
Joint Secretary (IT)

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ANNEXURE-I

S.No.	Name & address of the Bidders	Contact Person	E-mail	Contact No.
1.	Mass Management Services Pvt. Ltd., 320, 3rd Floor, Ansal Chambers-II, 6 Bhikaji Kama Place N.D	Ms Mallika Pant	mallika@massmanagement.in , mallika.mass@gmail.com	26106111, 26185946
2.	AIM Consultants Pvt. Ltd., 5121, (1st Floor) Bhisham Pitamah Marg , Kotla Mubarakpur (Opposite Defence Colony), New Delhi 110003.	Sh Manoj Charutvedi	aim_con@rediffmail.com	30955551, 46562151, 9810101474
3.	Intelligent Communication Systems India Ltd., Administrative Building, above Post Office, Phase -III, Okhla Industrial Area, New Delhi.	Sh Anil Khanna	info@icsil.in	26830347- 0338 9268583861
4.	Bedi & Bedi Associates, F-34, First Floor, Desh Bandhu Gupta Market, Karol Bagh, Delhi 110005	Sh A S Bedi	info.bedi@gmail.com	9811111489
5.	Bretton Woods Finlease Limited, 1681/36 Hari Singh Nalwa Street, Naiwala Karol Bagh, Delhi.	Sh Brijender Singh Deswal	gmf_bwfl@rediffmail.com	9811414181, 28758001- 02-03
6.	Computer Clinic India Pvt. Ltd., 301 A, Sagar Complex, LSC New Rajdhani Enclave, Vikas Marg ND-92.	Sh Rajiv Rathi	cciplg@hotmail.com , ccipl@del2.vsnl.net.in	9811034542, 9811046786
7.	Datamation Consultants Pvt. Ltd. Plot No 3 & 4 Hasanpur, IP Extension Delhi 110092.	Sh Dinesh K	dinesh@datamationindia.com	011- 43038825, 43038820
8.	Datasoft Computer Service Pvt Ltd., 1st Floor, DDA Market, Hargobind Enclave, Karkardoma, ND 92.	Sh Sandeep Goel	sales@datasoftindia.in , dcsgoel@yahoo.co.in	011- 43191600- 649
9.	GA Digital Web Word (P) Ltd. No 1, Hargobind Enclave, Vikas Marg Delhi-92.	Ms Garima Arora	garima120@hotmail.com	9871774977
10.	Nelito Systems Ltd. 818, 8th Floor, Suneja Tower-II, District Tower, Janak puri ND-58.	Sh Dinesh Verma	dineshverma@nelito.com	9958 678 222, 91(11) 25544 703 / 704 / 705
11.	G S Computer Consultancy Pvt. Ltd. E-1, Zhandewalan Extn. Baluja House, Rani Jhansi Road, Delhi	Sh Sanjay Sharma	gsfccc@bol.net.in	9891478007

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Annexure II

Source : File Register Form

Quality: Handwritten Typed

Place of Data Entry: Onsite (Department) Offsite

Working Time: _____
(In case of onsite data entry) _____

Record Size: _____

No. of Records: _____

Sample of Records Yes No

Time Period of Completion _____

Accuracy: _____
 (e.g. 99% etc.)

Format in which data to be entered : Flat File Database Screen

Format in which data to be given : _____
 (e.g. dbf File, Flat File etc.)

Machine will be provided by: Department Vendor

Backup DVD CD
 DAT Any other media

Whether scanning will also be involved: Yes No
If yes then _____ **dpi (Please specify)**

Simple transcription: Yes No
 (Books, Act, Rules)

Whether Printout required: Yes No
If yes Laser DMP

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Draft AGREEMENT

This AGREEMENT is made on this **DATE** BETWEEN the President of India through the **Head of Office, Office Name** Government of National Capital Territory of Delhi (hereinafter called "the Government" which expression shall, unless excluded by or repugnant to the context, be deemed to include his successors and assigns) of the one part AND **M/s Vendor name and address** (hereinafter referred to as "the Company" WHEREAS the Government is desirous of assigning DATA ENTRY, VERIFICATION AND VALIDATION work (hereinafter referred to as "the said work") in the **Office Address**, (hereinafter referred to as "the said office") ;

AND WHEREAS the Government has invited tenders for the said work;

AND WHEREAS the Company, amongst others, had submitted tenders for the said work to the Government;

AND WHEREAS the Government has accepted the tender of the Company for the execution of the said work and the Company is willing to undertake the said work on contract rates and the terms and conditions hereafter appearing.

NOW THEREFORE, THIS AGREEMENT WITNESSES as follows:-

The volume of job and terms & conditions of the contract and financial liabilities are as under :

1. **THE JOB**

To be defined by the Department

2. **PLACE, WORKING HOURS**

To be defined by the Department

3. **The Department's Responsibility**

The Deptt. shall provide all input documents to be entered.

4. **The Tenderer's Responsibility**

- 4.1 Upon being selected the tenderer shall provide trained manpower proportionate to the workload at different points of time.
- 4.2 The firm shall ensure confidentiality and security of data. The Deptt. will have full right to counter check over these activities and would have supervision of the same on regular basis.
- 4.3 Collection and returning of data sheets/input documents/printed performae of any type, of data entry work from the premises (with in same building/outside the building) of any office of the department.

- 4.4 All statutory obligations towards his employees like payment of PF etc, would be fulfilled by the tenderer.
- 4.5 The Deptt. expects 100% accuracy for data entered. Whatever intermediary processing/printing/checking etc. is involved to ensure 100 percent accuracy it will be responsibility of the tenderer. No extra charge will be paid to the tenderer for such work.
- 4.6 The firm will submit a bank guarantee for 7.5% of the agreed total value of work in favour of _____ as performance guarantee for the contract period.

5. CONTRACT PERIOD

- 5.1 The validity of the contract would be till the completion of work or as mutually decided.
- 5.2 The tenderer or the department will have option to extend the contract term by a period depending on work load.
- 5.3 In case of any dispute arising between the parties in respect of the interpretation or performance of any terms and conditions, the same shall be referred to the arbitrator appointed mutually by both parties.

6. PAYMENT TERMS

The rates approved for different works record lengths are as under :

To be filled by the department

S.No	Work	Approved rates per records (Rs.)
1		
2		
3		
4		

- 6.1 The payment will be made on monthly basis to the firm on the basis of submission of bills (in triplicate) pertaining to the work done by the firm in the last month subject to satisfaction of the department. The vendor will submit the bills (in triplicate) pertaining to the work done by the firm subject to satisfaction of the department. Payment will be made only after having satisfied both qualitatively and quantitatively about the correctness of data. The basis of payment would be the no. of records of different sizes entered by the agency during the period.
- 6.2. The firm will ensure 100% accuracy of data entered, verified, validated and a certificate to this effect will be given by the agency after the completion of every job handed over to the Department. The Department will check 5% sample data handed over to the Department.

6.3. **Penalty**

In case data is not error-free penalty at double the proportionate rates will be imposed i.e.

Penalty = (No. of erroneous records in sample data * Amount of the bill * 2)/
No. of sample records tested)

6.4. Besides, the entire lot of such data will have to be corrected by the agency without any additional charge. The payment will be released after deducting the penalty amount, if any.

All disputes and difference arising out of, or in any way touching or concerning this agreement (except those the decision whereof is otherwise hereinbefore provided for) shall be referred to the arbitration of the Lt. Governor of the National Capital Territory of Delhi, or his nominee, or in case his designation is changed or his office is abolished, to the sole arbitration of any person who for the time being, is entrusted, whether or not in addition to other functions with the functions of Lt. Governor of The National Capital Territory of Delhi, by whatever designation such officer may be called or a person nominated by such officer. There will be no objection to any such appointment that the arbitrator so appointed is a Govt. Servant, that he had to deal with the matter to which this agreement relates, and that in the course of his duties as such Govt. Servants he had expressed views on all or any of the matters in dispute or difference. The award of the arbitrator so appointed shall be final and binding on the parties.

IN WITNESS WHEREAS the parties to this agreement have set their respective hands and seals in the presence of the witnesses on date, month and year mentioned hereinabove.

Witnesses :-

1. Signature

Name : Name

Address : Designation :

1. Signature

Name : Name

Address : Designation

Note : All the Bold words needs to be filled by the department.