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Govt. of N.C.T. of Delhi
DEPARTMENT OF INFORMATION TECHNOLOGY
9th Level, B – Wing, Delhi Secretariat,
I.P.Estate, New Delhi – 110002

NoF. 1(44)/2004/IT/ 1645-61

Dated: 17/3/09

CIRCULAR

1. Subject:

Empanelment of agencies for providing data entry services to departments/agencies of Govt. of Delhi (**Annexure-I** contains the list of agencies)

2. Procedure adopted by Department of IT for preparation of panel:

- Applications were invited from large, experienced and financially sound agencies for empanelment through a Public Notice.
- A Technical Evaluation Committee headed by Secretary (IT) was set up to consider the proposals received from various companies/firms/agencies for providing Data Entry services in various departments of Govt. of NCT of Delhi, in response to Tender Notice No.042-2008-00017. TEC evaluated and scrutinized the technical bids submitted by the Vendors. Based upon this, the Committee has empanelled 15 (Fifteen) agencies as per list given at Annexure-I, for providing Data Entry Services on per record basis to all Departments, PSUs, Local and Autonomous Bodies under Govt. of NCT of Delhi. Annexure-I also contains the office addresses and telephone numbers of the empanelled companies/firms/agencies. A copy of draft agreement that may be used by the intending departments for entering into a contract with the selected vendors is available at IT Department's Website (<http://it.delhigovt.nic.in> and at <http://delhi.gov.in>). This draft agreement could be suitably modified /amended by the user department, if considered necessary, however in such cases prior approval of IT and Law Department is required to be taken.

3. Validity of Panel:

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

4. Panel Applicable to:

- All Government Departments under Govt. of Delhi
- All Autonomous Bodies/Local Bodies under Govt. of Delhi
- All PSU's Under Govt. of Delhi



5. Procedure to be adopted by the Department for selecting Vendor for Providing Data Entry Services:

- All Govt. Departments and Institutions under Govt. of Delhi desirous of outsourcing Data Entry services on per record basis are advised to float limited tender for commercial bids through Delhi Government's e-Procurement platform at <https://delhi.govtprocurement.com>. Thus, Departments/Institutions are not to carry any technical evaluation, which have been done by Department of IT.
- A standard form indicating the number of records, place of data entry etc may be incorporated in e-Tender form for inviting commercial bids as per (**Annexure -II**). However, e-Tender form could be suitably modified/ amended by the user department if considered necessary.

5A Procedure to be followed in case of Existing Contracts with vendors not on panel now

- Following Vendors who were on the panel 2008 have not been empanelled on account of complaint received from user Department.
 - M/s. Sybex Computer Systems Pvt. Ltd.

Departments having Data Entry contract with above mentioned firms(s) may take steps to award Data Entry work to one of the vendors empanelled as per this order by following procedure defined above and cancel the Data Entry work contract after giving the firm required Notice.

- Following firms were on the panel of 2008 but have not applied for fresh empanelment however no adverse performance report has been received against them
 - M/s. DPH Software Services Pvt. Ltd
 - M/s. Comat Technologies (P) Ltd.
 - M/s Mass Placement Consultancy Services

Departments having Data Entry Contract with above-mentioned three vendors may continue the contract till its validity and thereafter, new panel may be used for selection of vendor for providing Data Entry Services as per procedure defined in Para 5 above

6. Responsibilities of Vendors:

It is mandatory for all the empanelled companies/firms/agencies to respond to each notice inviting commercial bid issued by the Departments, PSUs, Local and Autonomous Bodies under Govt. 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/firms/agencies.**

The empanelled companies/firms/agencies will register with the DGS&D e-Procurement platform. DGS&D will charge an annual enrollment fee of Rs. 6,000/-,+ applicable service tax from each vendor willing to participate in e-Tender of GNCTD. The vendor will prepare a Banker's Cheque/Draft in favour of DGS&D's ASP and will deposit it at DGS&D's e-procurement help desk at Room No. 129, Ground Floor, in front of Syndicate Bank, Delhi Secretariat. A receipt will be given by DGS&D help desk on behalf of DGS&D. The details of Payment can be obtained from DGS&D Help Desk.

In order to submit the bids electronically, empanelled companies/firms/agencies are required to have Type -II Digital Certificate. Digital Certificate can be obtained from any of the certifying agencies.

7. Responsibility of Department:

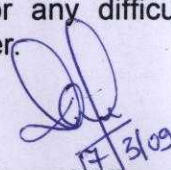
- Department must ensure that all the data should be readily available before Tender Notices are floated through e-Procurement platform.
- After a vendor is selected through bidding from empanelled vendors, Department must sign an agreement with the selected vendor. Draft agreement is available on IT Department website (<http://it.delhigovt.nic.in> and at <http://delhi.gov.in>). If the response/service of any of the empanelled companies/firms/agencies is not satisfactory, the departments are also advised to inform the Department of IT with full details.
- The bids more than Rs 2.00 lacs shall be processed through e-procurement platform.

8. Performance Warranty:

- All the empanelled companies/firms/agencies have deposited performance warranty with Department of IT. In case, agencies do not provide good services, Departments/Institutions are advised to intimate the same to Department of IT so that action for imposing penalty can be initiated.

9. Department of Information Technology may be contacted for any difficulty, clarification or doubt that may arise in implementation of this order.

This issues with the approval of Secretary (IT).


(Deepak Virmani)
Dy. Secretary (IT)

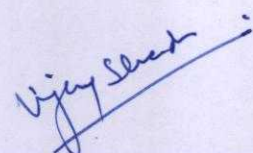
Copy for information to: -

- All Pr. Secretaries/ Secretaries /HODs
- All Chairman /MDs of PSUs
- All Heads of Local Bodies/Autonomous Bodies
- All Secretaries to the Ministers
- OSD to Chief Secretary
- Secretary to L.G.

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ANNEXURE-I

| S.No | Name of the Company | Contact Person | Email ID | Contact No |
|------|--|-------------------------------------|---|--|
| 1 | Bedi & Bedi Associates | A S Bedi | asbedi4u@hotmail.com | 45035706,9811 111489 |
| 2 | Aim Consultants Pvt. Ltd. | Manoj Chaturvedi | aim_con@rediffmail.com | 30955551 ,4656 2151,98101014 74 |
| 3 | Intelligent Communication Systems India Ltd. | Anil Kumar Khanna | tcil_tci@indiatimes.com, tcil_itc@rediffmail.com | 26810348, 0349 |
| 4 | Shell Transource Ltd. | Ashish Halder, Nilanchala Mohapatra | ashish.halder@shelltransource.com,nilachala.mohapatra@shelltransource.com | 09212408901,9 871742287,092 23362432 |
| 5 | Bretton Woods Finlease Ltd. | Brijender Singh Deshwal | gmfl_vwfl@rediffmail.com | 28758001, 9811414181 |
| 6 | G.S. Computer Consultancy Pvt. Ltd. | Sanjay Sharma | gsfcc@bol.net.in | 9891478007 |
| 7 | Capital Business Systems Ltd. | Jitendra | jitendra@cbsl-india.com | 45570066, 25107738 |
| 8 | Doeacc Society, Chandigarh Centre | Deepak Wasan | bodel@rcc.chd.nic.in | 42441235,36 22441655 |
| 9 | Datasoft Computer services Pvt. Ltd. | Sandeep Goel | datasoft@ndf.vsnl.net.in | 22379160, 22374155 |
| 10 | Datamation Consultants Pvt. Ltd. | Ramesh Chand Phiar | ramesh@datamationindia.com | 43038800, 43038803, 22248133 |
| 11 | Mobineers Consultancy Services | M Athar Siddiqui | athar.siddiqui@mobineers.com | 23840387, 9910333722 |
| 12 | GA Digital Web word (P) Ltd | Ms Garima Arora | garima120@hotmail.com | 22373618, 2237 7119,98717749 77,9911923618 |
| 13 | Computer Clinic India Pvt.Ltd. | Rajeev Kr Rath | ccipl@del2.vsnl.net.in | 9811034542 |
| 14 | Talbros Automotive Components Ltd. | Anil Bhal | anilbahl@talbros.com | 9811226736, 2345944 |
| 15 | Shivam Computer Services | G S Bist | shivam_scs@rediffmail.com | 24646640 |

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:
If yes then _____

☐ Yes ☐ No

dpi (Please specify)

Simple transcription:
(Books, Act, Rules)

☐ Yes ☐ No

Whether Printout required:
If yes

☐ Yes ☐ No
☐ Laser ☐ DMP

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Annexure-III

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, for data entry work from the premises(with in same building /outside the building) of any office of the department.

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- 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 the 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 10 % 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

| Sl. 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 Deptt.. The Department will check 5% sample data handed over to the Department.

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6.3 **Penalty**

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

Penalty Amount = No of records with error * Rate of per record entry*2

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 differences 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