# Government of India Central Pension Accounting Office Trikoot-2, Bhikaji Cama Place New Delhi

(Visit us at www.cpao.nic.in)

No. CPAO/Admn./DEO/2018-19/69\_4

16/11/2018

#### Tender Document

For providing of Data Entry Operators in the O/o CPAO (Department of Expenditure) for a period of one year by reputed service provider.

Date of issue / uploading of Tender Document

: 19-11-2018

Last Date and Time and for Submission

: upto 03:00 PM on 07-12-2018

of Tender Document

Pre-bid meeting

03-12-2018 at 03:00 PM

Date and time for opening of Tender Document

Technical Bids

: 10-12-2018 at 03:00 PM

Financial Bids of eligible Tenders

: 17-12-2018 at 03:00 PM

# Government of India Central Pension Accounting Office Trikoot-2, Bhikaji Cama Place New Delhi

No. CPAO/Admn./DEO/2018-19/624

Dated: 16-11-18

#### e- Tender Notice

Subject: For providing of 60 Data Entry Operators for Central Pension Accounting Office

E-Tenders are invited by the Central Pension Accounting Office, Department of Expenditure, Ministry of Finance under two bid systems i.e. Part-I: Technical Bid and part-II: Financial Bid from reputed, experienced and financially sound service providers for providing 60 Data Entry operators in the Central Pension Accounting Office, Trikoot-2, Bhikaji Cama place, New Delhi. The contract will be initially for a period of one year. However, the contract may be extended subsequently, on mutual consent, for a period of not more than one year. The quantum of requirement of Data Entry Operators is as under; which may vary as per the requirements of the Department at a particular point of time:

SI.No.	Name	Number
1.	Data Entry Operator	60
	Total	60

- a. The tender documents can be downloaded from the website of http://eprocure.gov.in/eprocure/app & www.cpao.nic.in from 19-11-2018 to 07-12-2018 up to 03:00 PM.
- b. The interested service providers may submit the tenders online at http://eprocure.gov.in/eprocure/app in two bids systems i.e. (i) Technical Bid and (ii) Financial Bid in the prescribed proforma. Tenders are to be submitted only online through the e-procurement portal http://eprocure.gov.in/eprocure/app. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the Tender Documents. Tenders sent by any other mode will not be accepted. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances whatsoever.

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- The Earnest Money Deposit (EMD) of Rs. 3,00,000/- (Rupees Three Lakh only) in the form of Account payee Demand Draft/Banker,s Cheque drawn in favour of PAO, Central Pension Accounting Office, Trikoot-2, Bhikaji Cama place, New Delhi has to be submitted in the Tender Box at Reception, CPAO, Trikoot-II between 19-11-2018 to 07-12-2018 up to 03:00 PM. Bids shall not be considered in case the EMD is not submitted by 03:00 PM on 07-12-2018. Late receipt of EMD viz., after closure of online bidding time, will make the bidder disqualified and that bid will not be considered. If the bid is received without EMD, it would not be considered and would be rejected summarily.
- d. The Technical Bids will be opened online on 10-12-2018 at 03:00 PM by a committee of 3 officers in CPAO. At the first instance the Technical Bids will be evaluated by the Tender Evaluation committee (TEC) constituted for the purpose by CPAO. At the second stage, the Financial Bids of only those bidders, who qualify in the Technical Bid will be opened on 17-12-2018 at 03:00 PM by the Committee Members. The Tender evaluation committee (TEC), after evaluation of the Technical and Financial Bids, will give its specific recommendation (s) regarding the lowest responsive bid, which is to be selected along with a comparative statement duly signed by the members of the TEC.
- e. The successful tenderer will have to deposit Performance Security Deposit (PSD), a sum equal amount to 10% of the accepted contract value in the form of Fixed Deposit Receipt (FDR) made in the name of the Agency and hypothecated to the Sr. AO (Admn.), CPAO, Trikoot-II, Bhikaji Cama Place, New Delhi covering the entire period of the contract. The Performance Security Deposit shall remain valid for a period of ninety days, beyond the stipulated date for completion of the contract for initial one year. In case, the contract is further extended beyond the initial period, the performance Security Deposit will have to be accordingly renewed by the successful tenderer.
- f. The competent authority in the CPAO, Department of Expenditure, Ministry of Finance reserves the right to cancel the tender at any time or amend /withdraw any of the terms and conditions contained in the Tender Document, without assigning any reason, thereof.
- g. The pre-bid meeting will be held on 03-12-2018 at 03:00 PM in the Conference Room, Second Floor, CPAO, Triloot-II, Bhikaji Cama place, New Delhi. The prospective bidders are requested to attend the aforesaid meeting for any clarifications etc.

Sr. Accounts Officer (Admn.)

All Ministries/Departments of Government of India located at New Delhi/Delhi. It is requested that this letter may be brought to the notice of contractors/service providers engaged by them for responding to this Department, in case they are interested. 15/11/2018

### A. The general terms and conditions for the contract are as under:-

- (i) The firm/contractor will be responsible for the conduct and behavior of the persons deployed by them in the CPAO (Department of Expenditure).
- (a) The minimum qualification for the post is mentioned as under:

No.	Name of the post for which services are proposed to be hired	Educational Qualifrcation	Technical qualification	Experience/Remarks
1.	Data Entry Operator (Skilled)	12th Pass from a recognized Board or University	Certificate from any reputed Institute/ recognized Deptts	The persons should be proficient in MS Word, Excel and Power Point applications with speed of 30 w.p.m

(b) The brief description of duties of DEO are as follows:

No.	Name of the Post for which services are proposed to be hired	Brief description of duties
1.	Data Entry Operator (Skilled)	1.Feeding of Data 2.Generation of PPOs
	the basic of the polyne day of the second of	3.Attending General Dak of Pensioners 4.Generation of various
	A SHORE WEST AND THE SECOND STREET, SAN THE S	reports/statements 5.Any other official functions demanded by officers in charge

- (ii) The firm should have an experience of at least three years in providing the services of DEO in the Ministries/Departments/PSUs. The firm/contractor must have a total turnover of Rs. 1 .5 crore per year for last three financial years.
- (iii) The firm/contractor shall furnish a list of the workers deployed along with their full names, father's/husband's name, date of birth, full residential addresses (present and permanent), contact Tel. No. etc. The firm/contractor shall be responsible to get the character and antecedents of the persons verified by the Police before deploying them in the CPAO (Department of Expenditure). The authenticated copies of the Police verification certificate/documents of the persons, who are to be deployed in the Department, shall be submitted by the firm to the Department. THIS DEPARTMENT RESERVES THE RIGHT TO CONDUCT THE TEST, AS MAY BE DEEMED FIT TO ADJUDGE THE SUITABILITY OF THE PERSONS

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- PROVIDED BY THE CONTRACTOR. This Department also reserves the right to get the persons' character and antecedents verified by the police, if deemed necessary.
- (iv) The firm will also ensure that the persons deployed in the Department are medically fit and will keep record of their medical fitness. The company shall withdraw such persons, who are not found suitable by the Department for any reasons, immediately on receipt of such request from the Department. The copies of medical fitness certificate of the persons, who are to be deployed in the Department, shall be submitted by the successful bidder to this Department.
- (v) There shall be no representation of any kind, implied or otherwise, of any automatic absorption, regularization, continued engagement or concession or preference in employment or employment security for the persons engaged by the service provider/contractor for any engagement, service or employment in any capacity, in any office or establishment of the Government. A copy of each of the agreement entered into by the firm with the person, deployed in the department is required to be submitted to Sr. A.O. (Admn.), CPAO, Trikoot-II, Bhikaji Cama Place, New Delhi within a fortnight of deployment.
- (vi) The contract does not amount to employment with the Government nor confer any right on the contractor/firm or the workers engaged by the contractor/firm, nor any representation by the Government as to the possibility or preference in employment at any time in future in respect of security and other personnel of the contractor/firm in any office/establishment of the Government.
- (vii) The firm/contractor shall appoint a coordinator, who would be responsible for immediate interaction with the CPAO and the firm/contractor, so that optimal services are available without disruption.
- (viii) The persons deployed shall be required to report for duty at 9:00 AM on the working day to the concerned Section incharge of CPAO and to work until 05:30 PM or more as per instructions of Sr. A.O. (Adrnn.) and A.A.O (Admn).
- (ix) The persons engaged will observe office discipline and decorum and shall not misbehave with any official.

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- (X) If at any point of time, any person absents himself/herself, a substitute shall be provided immediately.
- (xi) In case, any person is absent on particular day and substitute is not provided, daily rate/pro rata shall be deducted from the bill for the month. In case, the Agency is asked to provide a substitute and fails in doing so within 3 (three) days, then a penalty equal to 10% of the daily wages of the worker will be imposed on the agency, besides deduction of daily wages.
- (xii) The firm/contractor shall be directly responsible for settlement of any dispute or grievance of the 'persons' relating to his/her deployment in the CPAO and any other matters that may arise in this regard and this Department, in no way, be responsible for settlement of such issues/dispute.
- (xiii) Any liability regarding payments of wages to the 'persons' arising due to noncompliance with any of provisions of the Labour Laws or due to any human loss/injury during the course of work will be the sole and personal responsibility of the contractor. The successful firm/contractor shall submit, a notarized affidavit on a stamp paper of appropriate value to the effect that the firm undertake to pay Minimum Rates of Wages to the persons engaged as per applicable orders of Govt. of NCT, Delhi and to enhance the rates, as and when it is revised as well as all the statutory due w.r.t. ESI, EPF etc. to this Department. The contractor will submit the copies of the EPF statement/Pass Book, ESI Card and Service Tax Challans along with monthly bill, without which the payment to the contracting firm will not be released.
- (xiv) The successful bidder will submit an undertaking in form of duly executed affidavit to deposit EPF contribution of the Employer and Employee in the EPF Account of the persons every month.
- (xv) The successful bidder will also submit an undertaking in form of duly executed affidavit to the effect that if the contractor does not provide copies of depositing Employer and Employees share in the EPF Account of the employee, he will not be entitled for these payments.
- (xvi) The successful bidders will also submit an undertaking in the form of duly executed affidavit to comply with the instruction relating to payment of EPF in respect of those employees who are not in excluded category as per instruction issued by the Government on the subject.

15/11/2018

- (xvii) The employer's share of EPF will not be paid to the contractor for those persons, who are in the excluded category of EPF contribution as per latest guidelines issued by Ministry of Labour & Employment in this regard. The employer's share of EPF will be paid to the Contractor on production of documentary evidence of depositing the share in the individual employee's EPF account opened for the employee in his/her name.
- (xviii) The firm/contractor shall undertake to provide the services for the entire duration regularly failing which the Performance Security Deposits and such other amount that may be due from this Department to the firm shall stand forfeited.
- (xix) If, at any point of time, the services being provided by the firm/contractor are found to be unsatisfactory in any manner, the CPAO will have full authority to discontinue the services of the firm/contractor by giving notice of 15 days. The decision of the CPAO in this regard shall be final and binding on the contractor.
- (xx) The working days shall be as per Section 23 under minimum wages rules. This Act states that for an employee for whom minimum wages have been fixed under the Act, shall be allowed a day of rest every week which shall ordinarily be Sunday. The persons shall have to sign the attendance both at the time of arrival and departure.
- (xxi) In emergent situations the services of the persons may be required on Sundays/Holidays also.
- (xxii) If, any persons arrives late or leaves early, a deduction of the daily rate shall be made on halfday basis.
- (xxiii) At present, total 60 Data Entry Operator (skilled) are required, which may increase or decrease depending on the requirement.
- (xxiv) The deployment will be for a maximum period of one year, which may vary depending upon performance of the service provider and the requirement of the Department at a particular point of time.
- (xxv) If, at any point of time, the services of any person provided by the firm/contractor are found to be unsatisfactory or not of the expected level in any manner, the firm/ contractor shall change the worker immediately.
- (xxvi) The persons shall not be entitled for any financial benefits that are admissible to regular employees of the CPAO. However, the contractor is required to pay wages to the persons engaged strictly as per the Minimum Wages Act modified from time to time including EPF, ESI and other social security schemes of the Government of NCT of Delhi and Ministry of Labour & Employment. The wages to persons would be dynamic. The weekly rest etc. should also be allowed to persons as per statutory provisions. This is required to be quoted by all bidders at the

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time of submitting bids, which would be increased as and when increased by the Government authorities. All the statutory requirements such as obtaining valid Labour License on the basis of contract letter and compliance of all the provisions of social security legislations in general and provisions of the Contract Layout (Regulation & Abolition) Act, 1970 and the Contract Labour (R&A) Rules, 1971 in particular are required to be complied with by the contactor. The contractor should quote their Service Charge for providing services of persons for this Department over and above the statutory payments to be made to each worker, so deployed. Except the Administrative Service Charge quoted by the service provider, no other amount is to be retained by the service provider out of the minimum wages. EPF. ESI etc. as mandated by the statutory provisions on the subject. The proof of depositing the services tax with the appropriate authorities has to be submitted to this Department periodically.

- (xxvii) The Administrative Service Charges per worker quoted by the firm in the financial bid shall be commensurate with the administrative and supervisory effort required for executing the contract.
- (xxviii) The rates of wages and the consequential revision in the statutory contribution on person's wages will be revised by the Department from the date of statutory revision in minimum wages of the persons and in case revision in the rate of contribution on person's wage (i.e EPF, ESI etc.) by the Delhi Government/Central Government, whatsoever may be the case. However, there will be no increase in the administrative Service Charge quoted by the firm/contractor.
- (xxix) Complementary service by any firm is not acceptable. If any firm quotes the Administrative Service Charges as zerolnil, it shall be treated as an invalid quote and shall result in summarily dismissal of the financial bid even though the firm otherwise technically qualifies.
- (xxx) The firm should be registered with ESI, PF, Service Tax, Work Contract Tax, and Labour License & PAN with the concerned authorities.
- (xxxi) The contractor shall comply with all relevant Laws and the Rules made there under viz. Income Tax, ESI Act, PF Act, Factories Act, ID Act and Contract Labour (Regulation & Abolition) Act, private Security Agencies (Regulation) Act, 2005 and Private Security Agencies Central Model Rules, 2006. Payment shall be conditional on fulfillment of the provisions of the Acts and the rules framed thereunder.
- (xxxii) The contractor must be registered under Contract Labour Act and must have the valid labour license for at least 150 workers from the competent Licensing Officer under the provisions of the Contract labour (Regulation & Abolition) Act, 1970 and the Contract Labour (Regulation & Abolition) Central Rules, 1971.

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- (xxxiii) The payment of wages to the persons have to be made by the contractor in accordance with the provision of Section 21 of the contract Labour (Regulation & Abolition) Act, 1970. The provisions of the said section are given as:
  - Section 21. Responsibility for payment of wages: (1) A contractor shall be responsible for payment of wages to each person employed by him as contract labor and such wages shall be paid before the expiry of such period as may be prescribed.
  - (2) Every principal employer shall nominate a representative duly authorized by him to be present at the time of disbursement of wages by the contractor and it shall be the duty of such representative to certify the amounts paid as wages in such manner as may be prescribed.
  - (3) It shall be the duty of the contractor to ensure the disbursement of wages in the presence of the authorized representative of the principal employer.
  - (4) In case the contractor fails to make payment of wages within the prescribe period or makes short payment, then the principal employer shall be liable to make payment of wages in full or the unpaid balance due, as the case may be, to the contract labour employed by the contractor and recover the amount so paid from the contractor either by deduction from and amount payable to the contractor under any contract or as a debt payable by the contractor.
  - (5) The performance guarantee will be released to the contractor only after labour clearance certificate issued by the Labour Commissioner is received from the contractor.
- (xxxiv) The firm/contractor will make payment of wages to the persons provided by 7th of every Month for the work performed in the preceding month.
- (xxxv) In case of failure to make payment of wages to the workers within the prescribed period or making short payment by the firm/contractor, the Performance Security Deposit amount deposited by the firm contractor with the Department will be forfeited. The firm will also be blacklisted.
- (xxxvi) The contract can be renewed at the appropriate time depending upon the requirement of the Department and performance of the contracting firm during the contract period.
- (xxxvii) All the relevant/supporting documents may be scanned in PDF format and submitted along with the Technical bid.
- (xxxviii) CPAO (Department of Expenditure) reserves the right to reject any or all offers without assigning any reason thereof.

Sr. Accounts Officers (Admn.)

#### B. TECHNICAL BID QUALIFICATION CRITERIA

The Tendering Agency/Firm must fulfill the following technical specifications in order to be eligible for clearing the technical evaluation of the bid:

- (a) The office of the service providers should be located either in Delhi/new Delhi. The Proof of address is to be scanned and uploaded with bid documents.
- (b) In case of partnership firms, a copy of the partnership agreement, or General Power of Attorney (GPA) duly attested by a Notary Public, should be furnished on stamped paper duly sworn in and affirmed by all the partners admitting execution of the partnership agreement or the GPA. The attested copy of the certificate of registration of firm should also be furnished along with the tender. The said documents are to be scanned and uploaded with bid documents.
- (c) The firm should have an Experience of at least three years in providing the services of supply of Data Entry Operators in the Ministries/Departments/PSUs of the Government of India or State Government. A complete list of clients served during the last 3 years (year-wise) shall be provided along with the value of contracts executed. The said documents are to be scanned and uploaded with bid documents.
- (d) The Total turnover of the firm for providing the services of DEOs for each of the years during the preceding 3 (three) financial year should not be less than Rs. 1.50 Crore (Rupees One Crore and Fifty Lakh only) each year. Copies of turn over statements duly certified by the Chartered Accountant are to be furnished with the technical bid and copies of income tax Returns for the last two years, i.e. 2016-17 and 2017-18 should also be submitted. The said documents are to be scanned and uploaded with bid documents.
- (e) The service providers should have their own Bank Accounts. The certified copy of the account maintained for the last one year issue by the Bank shall be scanned and uploaded with the bid documents.
- (f) The interested firms/bidders should also be registered with ESI, PF, Service Tax, Labour and Income Tax Authorities. Certified copies of the registration shall be scanned and uploaded with the bid documents.
- (g) Self attested copy of the PAN card of the bidding firms shall be scanned and uploaded with the bid documents.
- (h) The firms/bidders should not have been blacklisted by any Ministry/Department of the Government of India. The tendering firms/bidders shall have to give a notarized affidavit on a Stamp paper of appropriate value to the effect that they have not been blacklisted or their business dealings with the Government Ministries/Department have not been banned. The affidavit should be scanned and uploaded with bid documents.
- (i) The organization must undertake to provide clearance from police authorities in respect of the workers. The undertaking should be scanned and uploaded with bid documents.

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- (j) The firm/bidder must undertake to pay Minimum Rates of Wages to the workers engaged as per applicable orders of Govt. of NCT, Delhi and to enhance the rates, as and when it is revised. The tendering firms/bidders shall have to give a notarized affidavit on a stamp paper of appropriate value to the effect that the firm undertake to pay Minimum Rates of Wages to the persons engaged as per applicable orders of Govt. of NCT, Delhi and to enhance the rates, as and when it is revised as well as all the statutory dues w.r.t. ESI, EPF etc. The affidavit should be scanned and uploaded with bid documents.
- (k) A copy of the tender document should be duly signed and stamped by the bidder in all pages thereby conveying his/her acceptance of all the terms and conditions mentioned therein, and submit it with the technical bid document.
- (I) If it is found that the information/certificates furnished by the participating firm is incorrect/wrong or bogus, the firm shall be blacklisted, its bids will be ignored and EMD/Performances security will be forfeited.

#### . PROFORMA FOR TECHNICAL BID

# PROFORMA FOR PROVIDING THE SERVICES OF DATA ENTRY OPERATOR TO THE CPAO, DEPARTMENT OF EXPENDITURE, MINISTRY OF FINANCE

S.No.	Criteria	
1.	Name of the Agency	enter and to you'ld also
2.	Nature of Agency (i.e. Sole Proprietor or Partnership firm or a company or a Government Department or a Public Sector Organization)	STATE OF THE STATE
3.	Full Address of Reg. Office Telephone No. Fax no. E-mail Address	
4.	Full address of Operating/Branch office in Delhi (i) Telephone No. (ii) Fax No. (iii) E-mail address	
5.	Banker of Agency with full address (Attach Bankers certificate of account maintenance for the last two years) Telephone No. of Banker	
6.	Registration No. of the Agency/Firm	
7.	PAN of the Firm	
8.	(a) Whether the firm/company is registered with Labour Department of State Government/UT Administration.  (b) Whether the firm/company is registered under the Employees' State Insurance Act, 1948  (c) Whether the firm/company is registered under the Employees' Provident Fund & Miscellaneous Provision Act, 1952.	
9.	ESI, PF, Service Tax, Labour registration No. [The relevant documents(duly attested) are to be scanned and uploaded with technical bid documents.]	(i) (ii) (iii) (iv)

10/11/2018

10.	Goods & Service Tax paid during Financial years 2016- 17 and 2017-18.	
11.	Financial turnover of the last two financial years and IT Return of the Agency for <u>financial years 2016-17 and 2017-18.</u>	Undamio Japin
12.	Documents supporting the experience of the firm (for last 3 years)	graziones resulta i S
13.	Certificate of satisfactory performance from the organization to whom the service was provided	
14.	Affidavit by the firms to pay Minimum Rates of Wages to the workers engaged as per applicable orders of Govt. of NCT, Delhi and enhance the rates, as and when it is revised	della mader and solor dest and to so gradulosia
15.	Undertaking by the Firm to provide clearance from police authorities in respect of the workers.	AND SUB-AUTOMO
16.	Affidavit by the firm that it is not blacklisted etc.	

Signature of authorised signatory

Name:

Seal of firm/company:

Date: Place:

Note: All the supporting documents should be scanned in PDF format and uploaded with Bid documents.

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	<u>Declaration</u>
1.	S/oProprietor/Director of the
	Firm/Company, Mentioned above, is competent to sign this declaration and execute thi tender.
2.	I have carefully read and understood all the terms and conditions, as mentioned in the tender documents, and undertaken to abide by them.
3.	The information/documents furnished along with the above application are true and authentic to best of my knowledge and belief. I/We am/are well aware of the fact that furnishing of any false information/document would lead to rejection of my/our tender besides liabilities for prosecution under appropriate law.
Ful	I Name & Signature of Authorized signatory
(Se	al of Firm/Company)
Pla	ce:
Da	te:
	wheeled the same and the bank and the same and a same and the same and
	the relevant/supporting documents may be scanned in PDF format and submitted along
wit	h the technical bid.)

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# D. GUIDELINES FOR FILLINGS FINANCIAL BID

- (i) Complementary service by any firm is not acceptable. If any firm quotes the administrative Service Charges as zero/nil, it shall not be treated as a valid quote and shall result in summarily dismissal of the financial bid even though the firm is otherwise technically qualified.
- (ii) The Administrative Service Charges per worker per month quoted by the firm in the financial bid shall be commensurate with the administrative and supervisory efforts required for executing the contract.
- (iii) The bids shall quote monthly wages rate per Data Entry Operator, which should not be less than the minimum wages prescribed by the Govt. of NCT of Delhi under Minimum Wages Act, 1948.
- (iv) The Department shall make payment not less than the minimum wages prescribed by the Govt. of NCT of Delhi under Minimum Wages Act, 1948 and the statutory contributions on worker's wages to the bidder.
- (v) The financial bid will be evaluated and L1 will be decided on the basis of the firm's "Total Value of the Contract" quoted by the firm.
- (vi) The experience and performance of the bidder for providing services of supply of "Data Entry Operator" in the Central Government Ministries/Departments/PSUs shall be considered, if necessary, at the time of evaluation of financial bid.
- (vii) The Department shall correct (increase or decrease) the rates of statutory payments on minimum wages if there is variation found in the rates quoted by bidder and those notified by the Government.

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## PROFORMA FOR FINANCIAL BID

With reference to your letter No. CPAO/Admn./DEO/2018-19/	dated	
on the above cited subject. I/we quote the rate for above mentioned work as und	der:-	

S.No.	Item Head	Data Entry Operators (Skilled)	
1. The tyle of the control of the co	Rate of wages per person per month. (Monthly wage rate must not be less than the minimum wages prescribed by the Govt. of NCT of Delhi under Minimum Wages Act, 1948.)	as the party operators (skined)	
2.	Statutory contributions on person's wage (per person per month)		
	(i) EPF + Admn. Charges (13.61%) if applicable		
	(ii) ESI (4.75%)		
3.	Firm's Administrative Service charges per person per month	to create with	
4.	Total per person per month	25 a 498 1770 a	

<sup>\*</sup>Charges (including all taxes and levies except Service Tax)

I/We accept all the terms and conditions of your letter referred to above.

(Yours faithfully)

(Name/Seal of Firm/Company)

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<sup>\*\*</sup> Administrative Charges should not be less than 1% of the total wages.