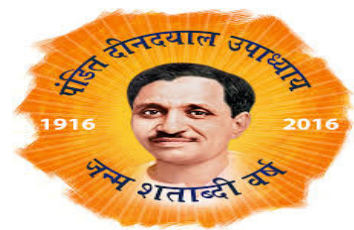




EMPLOYEES' STATE INSURANCE CORPORATION
Regional Office, Panchdeep Bhawan, Nanda Nagar
Indore-452011. PH: 0731-2550485

An ISO Certified office: 9001:2008, (Email: rd-mp@esic.in)
Website : www.esicmp.in , www.esic.nic.in



File No. 18/D/14/14/20/GEN/33 Vol-I

Dated 13.11.2017

Tender Notice

E-TENDER FOR ANNUAL MAINTENANCE CONTRACT (AMC) OF COMPUTERS, PRINTERS, UPSs, VOIPs, LAN, PROJECTION& OTHER ITEMS

Subject: E-Tender notice for Annual Maintenance Contract of Computers and Peripherals for 2017 -18.

- 1) Regional Office, E.S.I. Corporation, Indore invites online tender from eligible, reputed, and bonafide maintenance providers/agencies capable of providing annual maintenance services for COMPUTERS & OTHER PERIPHERALS for onsite maintenance of aforesaid items for its sites in M.P. Region for a period of one Year.
- 2) The tender document can be downloaded from <http://www.esicmp.in>, www.esic.nic.in, Central Public Procurement Portal: <https://eprocure.gov.in> and <https://esictenders.eproc.in> from **13.11.17 to 12.12.17** till 03.00 PM.
- 3) The interested bidders may submit the tender online at <https://esictenders.eproc.in> in a single bid system on the prescribed Performa. Tenders are to be submitted online only through e-procurement portal. All the supported documents required will be submitted physically along with EMD and Tender Fee. Online bids for which all supported documents are not submitted physically will be treated as **invalid**. In other words, online submission of bids along with submission of all the supporting documents **physically** is required for every participating bidder.
- 4) The documents may be submitted by eligible bidders in the document downloaded from the website along with non-refundable tender fee in the form of a Demand Draft / Pay Order for **Rs.5,000/- (Rupees Five Thousand Only)** and **Earnest Money Deposit of Rs.50,000/- (Rupees Fifty Thousand Only)** in favour of "E.S.I. Fund Account No.1" drawn on Indore, in a separate envelope marked "**Tender Fee and EMD for AMC of COMPUTERS, PRINTERS, UPSs, LAN & PROJECTION ITEMS and other Equipment(s)**".
- 5) The Bid processing fee charges of **Rs. 2495/-** (non-refundable) for the E-Tendering agency M/s C1 India Pvt. Ltd. has to be submitted separately as per details given in Appendix-V.
- 6) For all practical purposes, the e-tender shall be considered for evaluation, however in case of any dispute, the physical documents would be scrutinized.

- 7) Tender documents duly completed and supported by requisite documents and the forms, as mentioned in the tender document, should be submitted with covering letter in a sealed envelope duly superscribed with the words **“Tender for AMC of COMPUTERS, PRINTERS, UPSs, VOIPs, LAN& Other ITEMS”**. The Tender should be deposited/dropped in the Tender Box in Room No.12 on 1th Floor, Regional Office, E.S.I. Corporation, Panchdeep Bhawan, Nanda Nagar, Indore - 452011 latest by up to 3.00 PM on **12/12/2017** which will be opened in the Regional Office, ESIC, Indore at 3:30 P.M on the same day. **Financial bids** in respect of technically qualified bidders shall only be considered.
- 8) If any information furnished by the bidder is found to be false at any stage, the bid shall be cancelled forthwith and earnest money will be forfeited. The applicant shall also be liable to be debarred from tender.
- 9) Regional Director, ESIC, Indore reserves the right to reject any or all bids without assigning any reason.
- 10) Only the bids complete in all respect will be considered for evaluation.
- 11) Prospective bidders may contact to EDP Cell, Room No. 5, at Regional Office, ESIC, Panchdeep Bhawan, Nanda Nagar, Indore, Phone No. 0731-2550482 for any clarifications regarding the tender documents, e-bidding etc. on any working day between 09.30 AM to 6.00 PM, Monday to Friday till one day before the last date for submission of the tender.

INDORE

Date :

REGIONAL DIRECTOR

E.S.I.CORPORATION INDORE

Important Dates:-

1	Date and Time for submitting of E-Tender	13.11.2017 12:00 PM
2	Last Date and Time for submitting of E-Tender	12.12.2017 03:00 PM
3	Bid(s) opening Date and Time	12.12.2017 03:30 PM

Fee Details:-

1	Bid Processing Fee charges (Non-refundable) (For the E-Tendering agency payable to M/s C1 India Pvt. Ltd.)	RS. 2495
2	Tender Fee (Non-refundable) (To be paid by Demand Draft / Pay Order / Bankers Cheque) in favour of ESI Fund A/C No. 1, payable at Indore	RS. 5000
3	Earnest Money Deposit (To be paid by Demand Draft / Pay Order / Bankers Cheque) in favour of ESI Fund A/C No. 1, payable at Indore	RS. 50000

GENERAL TERMS AND CONDITIONS OF CONTRACT:

1. Delivery of Tender

The e-tender is required to be filled online on e-procurement portal as per the prescribed format after which the relevant supporting documents, including Forms 'A', 'B', 'C', 'D' of Appendix-IV duly filled in the Appendixes duly completed and signed on each page should be submitted along with A/C payee Demand Drafts of Rs. 5000/- (Rupees Five Thousand only) as non-refundable cost of document and of Rs. 50000/- (Rupees Fifty Thousand Only) towards refundable / adjustable Earnest Money Deposit both in favour of **ESI Fund A/C No. 1** drawn at Indore. The bid documents should be enclosed in sealed cover and addressed to the Regional Director, ESIC, Indore and dropped in the Tender Box kept at Room No.12 on 1th Floor, Regional Office, E.S.I. Corporation, Panchdeep Bhawan, Nanda Nagar, Indore-452011. The top of the envelop should contain the following superscription.

**"Tender for AMC of Computers, Printers, UPSs, VOIPs, LAN & Other Items
To be opened on date 12.12.2017 at 3.30 p.m."**

Incomplete bids are liable to be rejected. ESIC reserves the right to reject any tender without assigning any reason. Only one bid will be enclosed in one envelope.

2. Last Date and Time for Receipt of the Tender

Online Bids must be submitted before 03.00 PM on or before 12/12/2017 and relevant supporting documents should reach this office within the time notified in the Tender Notice. In the event of the said date of opening of the tender being declared a closed holiday for Govt. Office; the date of receipt and opening of the tenders(s) will be the next working day at the same time & place. Tender submitted by hand must be dropped in the Tender Box kept at this office within the due and time stipulated in the schedule to tender. Late tenders will be summarily rejected.

3. Opening of Tender

ESIC will open all eligible bids at **3.30 p.m. on 12.12.2017** in the presence of bidders' or their representatives who are present on 'tender opening' venue at the following location:

Conference Hall on 1th Floor, Regional Office,
E.S.I. Corporation, Panchdeep Bhawan,
Nanda Nagar, Indore - 452011.

The bidders' or their representatives present shall sign the register confirming their attendance. **ESIC shall not be held responsible in any manner whatsoever in case the bidder or his/her representative fails to sign in the register provided for this purpose. A person not signing as above shall be deemed to have chosen not have attended the meeting and shall be dealt with accordingly.**

If the delay have arisen from any cause beyond control such as strikes, lockouts, fire accidents, riots etc. the Regional Director, ESIC, Indore may admit as reasonable ground for grant of further additional time required by circumstances of the case only for extending the opening of tender. **The ESIC may also change or extend the date and time of opening of the tender without assigning any reason whatsoever.**

ESIC reserves the right to accept the whole or any part of the tender without assigning any reason to the bidder.

4. Special Instructions

- 4.1. Bidders are requested to submit their bids online on the e-procurement portal <https://esictenders.eproc.in> and submit the bid documents along with the all other required supporting documents in sealed envelope on firm rate basis, showing separately rates for each item in the documents.
- 4.2. Rates quoted shall be in Indian Currency and should be inclusive of all charges. Taxes, **including Goods and service tax**, Duties etc. as applicable should be shown separately for each item of work and should be marked 'NIL' if not being applicable and charged separately. Any ambiguous quote on these accounts shall render the tender liable to be rejected. Tenders not complete in all respect are liable to be rejected.
- 4.3. The bidder shall, wherever called upon to do so, give full information with reference to the services in hand and shall permit the Regional Director or any other officer nominated by him to inspect the premises of the tenderer/client at all reasonable times and shall give full assistance and information as may be required by him in connection with the contract.
- 4.4. **If a contractor quotes NIL charges /consideration, the bid shall be treated as unresponsive and will not be considered.**

5. Signing of Tender

The tender will be liable to be rejected in case complete information is not given therein. Individuals signing tender or other documents connected with the contract must specify as to whether he is signing as:

- i) 'Sole Proprietor' of the firm or his Attorney.
- ii) 'Registered Active Partner' of the firm or his Attorney.
- iii) For the firm 'Per Procreation'

In case of company registered under the Companies Act (new as well as old) and firms registered under the Indian Partnership Act, the person signing must clearly indicate his capacity in which he is signing (e.g. Secretary, Manager, and Partner etc.). In case it is being signed by an attorney or representative the signatory shall produce and attach a copy of the documents empowering him to sign, if called upon to do so.

6. Key Deliverables:

ESIC intends to obtain the Annual Maintenance services from reputed and experienced services under AMC which includes the following key deliverables:

- a) **Call Management Services**- Receipt, recording and attending of calls related to user complaints.
- b) **Desktops and Peripherals Management Services**- Hardware/Software servicing / maintenance in condition.
- c) **Servers Management Services**- Hardware / Software servicing / maintenance in condition.
- d) **Network Management Services**- Hardware / Software servicing / maintenance in condition.
- e) **Preventive and Proactive Maintenance of Equipment**- Routine checks and maintenance.
- f) **UPS Management Services**- Maintenance and upkeep of all online and offline UPS.
- g) **VOIP (Voice over Internet Protocol) Phone Management Services**- Maintenance of all VOIPs devices and applications present in the premises.
- h) **Video Conferencing and Projection Items Management Services**- Maintenance of all Video Conferencing Equipment's & upkeep of all items viz. Projection(s), Switcher, Multiplier, RF Receiver, Amplifier, Motorized Screen(s) & Mike(s) servicing / maintenance in condition.
- i) Prevention, management and maintenance of existing as well new earthing issue as per requirement.

Routine monthly checks and maintenance by the agency, including preventive dusting/cleaning of all items under AMC as detailed in Appendix-III.

7. Period of validity of bids

Bids shall remain valid for 90 days after the date of tender opening prescribed by the ESIC (Customer); a bid valid for a shorter period would be liable to be rejected by the ESIC (Customer) as non-responsive.

In exceptional circumstances, the ESIC may solicit the bidder consent to an extension of the period of validity. The request the response thereto shall be made in writing (or by cable or telex or fax or email). The EMD provided shall also be suitably extended. A bidder may refuse the request without forfeiting his EMD.

8. Other General / Eligible Conditions of Contract

8.1. In the interpretation of the contract the general / special condition governing it, unless otherwise required:-

- a) The term 'Contract' shall mean the invitation to tender, the instructions to tenderer, the acceptance of the tender, particulars thereafter defined and those general and special conditions as may be added.
- b) The term 'Contractor' shall mean the person, firm or company with whom the order for providing AMC Services is placed and shall be deemed to include the contractor's successors (approved by the customer), representatives, legal heirs, executors and administrators unless excluded by the contract.

- c) 'Contract value' shall mean the sum accepted or the sum calculated in accordance with the rates accepted by or on behalf of the ESIC.
- d) The term Customer or 'Corporation' or 'ESIC' shall mean the Employees' State Insurance Corporation.
- 8.2 Validity of contract: The contract shall be valid for a period of 1(ONE) year from the date of award in accordance with the terms and conditions mentioned herein. The contract may be extended for another term of one or two years on the same terms and conditions with mutual consent of the parties and at the discretion of Regional Director, ESIC, Indore, Madhya Pradesh.**
- 8.3.** Authority of person signing documents: A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warranty that he has authority to bind such other and if, on enquiry, it appears that the person signing so has no authority to do so, the ESIC may, without prejudice to other civil and criminal remedies, cancel the contract and hold the signatory liable for all costs and damages.
- 8.4. Responsibility for executing contract:** The agency will to be entirely responsible for the execution of the contract in all respects in accordance with the terms and conditions as specified in the acceptance of tender.
- 8.5.** The agency shall not sublet, transfer or assign the contract or any part thereof without the written permission of the Regional Director, ESIC. In the event of the contractor contravening this condition, Regional Director, ESIC shall be entitled to place the contract elsewhere on the contractors account at his risk and cost and the agency shall be liable for any loss or damage, which the ESIC may sustain in consequence or arising out of such replacement of the contract, apart from forfeiture of the Security Deposit and / or invoking the Bank Guarantee or other financial instrument given for due performance of the contract, for such breach. **The Regional Director, ESIC or the Competent Authority of the ESIC may grant such permission for substitution subject to any further conditions as it may deem necessary on the existing as well as the proposed contractor and both of them shall be bound to comply with such further condition as may be imposed.**
- 8.6. Earnest Money:** The tenderer shall have to deposit **earnest money of Rs. 50,000/- (Rupees Fifty thousand only)** with the tender failing which the tender is liable to be rejected out rightly. The earnest money is to be paid by **Demand Draft / Pay Order / Bankers Cheque (and in no other form)**. The same should be drawn in favour of **ESI Fund A/C No. 1**, payable **at Indore** and attached with the tender. **Cheque will not be accepted for Earnest Money.** In the event of the withdrawal / revocation of tenders by agency within the valid period of the offer, the earnest money shall be forfeited. The earnest money will however, be returned to the tenderer whose tender is not accepted.
- 8.7. No interest shall be paid on the Earnest Money Deposit and the Performance Security, deposited by the firm.**
- 8.8.** EMD of the unsuccessful bidders shall be returned after award of the contract to the successful bidder. No correspondence/request for withdrawal of the same shall be entertained before the

award of the contract to the successful bidder.

8.9. Performance Security: To ensure due performance of the contract, Performance Security is to be submitted by the successful bidder to the contract. The successful bidder shall within the period specified by ESIC, deposit as performance security, a sum equivalent to 10% of the value of the contract as specified in the bid document of successful bidder. The amount of earnest money may be adjusted towards Performance Security Deposit, for fulfilment of the terms and conditions of the contract. The ESIC shall be entitled to forfeit the Performance Security or any part thereof without prejudice to any other remedies provided in the contract or available under the law for non-performance or failure to satisfactorily perform the contract as per terms and conditions. The Performance Security may be furnished in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, and Bank Guarantee from a Commercial bank in an acceptable form safeguarding the ESIC interest in all respects. The Performance Security should be made in favour of “**ESI fund A/C No. 1**” payable at Indore. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the successful bidder including warranty obligations. No interest shall be payable on Performance Security.

- a) If the contractor is called upon by the office of the ESIC to deposit Performance Security and the contractor fails to provide/deposit the Performance security within the period specified/granted, such failure will constitute a breach of the contract and the office will be entitled to make other arrangements at the risk and expense of the contractor whereby the contract shall be awarded to the next eligible bidder in order and forfeiture of the earnest money shall be effected.
- b) After a period of sixty days from the due date of performance and completion of the contract in all respects, the Performance Security will be refunded to the contractor without any interest after deducting downtime and other charges, having remained unrealized, if the same cannot be realized from the contractor's pending bills.

8.10. Recovery of sums due: Whenever any claim for the payment of a sum of money arises out of or under this contract against the contractor, Regional Director, ESIC, Indore shall be entitled to recover such sum by appropriating, in part or whole the performance security money deposited by the contractor and/or by deduction from the pending bills of the contractor. When there remains a balance of the total sum to be recovered, it shall be deducted from any sum due to them or at any time thereafter may become due under this or any other contract with ESIC. If this sum is not sufficient to cover the full amount recoverable, the contractor shall pay to ESIC the remaining balance due **along with interest at the rate of 24% per annum from the date when the first demand is made till the date of actual payment for each day of delay.**

8.11 Insolvency and breach of contract: The ESIC may at any time, by notice in writing, summarily terminate the contract without compensation to the contractor in any of the following events:-

- i) **If the contractor being an individual or firm, such individual or partner in the contractor's firm as the case may be, is at any time adjudged insolvent or has a receiving order or orders for administration of his estate being made or any proceedings for liquidation or composition under any law of insolvency being or not for the time being in force or has made conveyance or assignment of this effects or enter into any arrangements or compromise with his creditors for suspend payment or if the firm be dissolved under any law which governs it or which is otherwise for the time being in force; or**
- ii) **If the contractor being a company registered under the law for the time being in force, passes a resolution for winding up or the court passes any order for the liquidation of the affairs of the company or that any Liquidator, Receiver or Manager is appointed for the management of the affairs of the company; or**
- iii) **If the contractor commits any breach of the contract or any other direction of the Regional Director, ESIC, Indore issued from time to time not otherwise specifically provided in this contract he/she can terminate the contract without any compensation to the contractor which shall be without prejudice of its right to claim the damages which have been suffered due to such breach of contract or of the direction issued by ESIC.**

8.12. Arbitration: in the event of any question, dispute or difference arising under these conditions or any special conditions of the contract, or in connection with this contract, except as to any matter the decision of which is not specially provided for by these or the special conditions, the same shall be referred to the sole arbitration as per the decision of the Regional Director ESIC, Indore as per Arbitration & Conciliation Act, 1996.

8.13. That no person other than the Regional Director, ESI Corporation, Indore or the person appointed/ approved by him should act as arbitrator.

8.14. Upon every such reference, the assessment of the costs incidental to the reference and award respectively shall be in the discretion of the arbitrator.

8.15. Subject as aforesaid to the Arbitration & Conciliation Act, 1996 and the rules there under the statutory modifications thereof for the time being in force shall be deemed to apply to the arbitration proceedings under this clause. Work under the contract shall, if reasonably possible, continue during the arbitration proceeding so as to ensure continuity of the business of the customer, other than the ones which are subject to arbitration, shall normally be withheld on account of the arbitration proceedings unless it is considered necessary to do so to cover the quantum of amount likely to be recoverable from the bidder.

8.16. The venue of arbitration shall be at Indore only.

8.17. For the purpose of the contract including arbitration proceedings there under, the Regional Director, ESIC, Indore or an officer authorized by him, shall be entitled to exercise all the rights and powers of ESIC.

8.18. Assistance to contractor: The contractor shall not be entitled to assistance either in the procurement of raw materials required for the fulfilment of the contract or in the acquiring of transport facilities which they have to arrange on their own.

8.19. Eligibility Testimonial and records to be furnished: The bidder should enclose the following records, duly self-certified, in support of their bonafide:-

- a) **Testimonials** from not less than **three (3)** Govt. / Semi-Govt. / Public Sector Organisations / Nationalized Banks regarding their satisfactory performance of similar contract for last three financial years. **(In Form 'A')**
- b) Copy of **last three financial years'** audited **balance sheet** and profit and loss account which should have the minimum **annual turnover of Rs. 03 Crore (Rupees Three Crore)** or more in each year and should have been profitable. **(In Form 'B')**
- c) List of Professionally **qualified personnel** (hardware/software/network/ engineering) of the vendor indicating at least **30 qualified personnel** on the rolls of the agency. **(In Form 'C')**
- d) Copy of Certificate of registration/incorporation of the agency. **(In Form 'D')**
- e) Copy of Income Tax Registration Certificate/PAN and GST Registration. **(In Form 'D')**
- f) Copy of Allotment Letter of Code No. of ESIC & EPFO. **(In Form 'D')**
- g) Copy of ISO Certification i.e. ISO 9000 etc. in Services related to IT infrastructure repair and maintenance etc. **if any, (In Form 'D')**

In the absence of any of the aforesaid documents, the bids may not be accepted at the discretion of the Regional Director, ESIC, Indore.

8.20. Business name and constitution of tendering firm: if the firm registered under

- i) The Indian Companies Act, 1956 and amended as on date.
- ii) The Indian Partnership Act, 1932 and amended as on date.
- iii) Any other Act, accepted by the Govt. of India for execution of such contract in India.

9. Addendum to Terms and Conditions.

- 9.1 The contract shall be on a comprehensive maintenance service basis, no extra cost for any general wear and tear/spare parts, etc. shall be borne by ESIC except printer cartridges and papers for printer, burnouts and physical damage. The definition of consumables will be as defined under the relevant provisions of Act during the contract periods. It will be the responsibility of the Company to keep the equipment in perfect working order.
- 9.2 The repair works will have to be carried out at the location of the equipment except in the exceptional circumstances where the equipment or any component may be required to be taken out for repairs in workshop. In such cases, the standby arrangement shall be made by the contractor and in no way the working of computer shall be held up for want of any standby arrangements.
- 9.3 The contractor shall ensure to abide by the copy right, intellectually properly rights and their laws as may be applicable for providing any replacements for any malfunctioning of components/ items/ software under and any violation of any legal requirement by the agency in this regard shall lead to termination of the contract forthwith and forfeiture of performance security money. To insure compliance of all legal requirements, the agency will be responsibility in all respects. Failure to do so would lead to consequences thereon as per relevant provision of Act.
- 9.4 ESIC reserves the right to further add any IT item(s) as and when required under the same AMC with same rates and terms and conditions as mutually agreed between ESIC and the agency, the payment of which shall be made on Pro-rata basis.
- 9.5 ESIC reserves the right to remove any IT item(s) as the same is not repairable under provision of the AMC agreement due to Physical damage or being burnt or any other reasons from the scope of the contract.
- 9.6 For any computer/peripherals etc. found on inspection by the agency, which require pre-CAMC (Comprehensive Annual Maintenance Contract) Repairs, the agency shall submit estimate for approval and such peripherals would be counted for CAMC only after pre-CAMC repairs are done.
- 9.7 All hardware parts and software should be available with all engineers at their base locations.

10. Penalties and Other conditions are as under:

- 10.1 If this office feels that any of the electronic/electrical items, was not properly maintained/ serviced by the Company or does not function for reasonable period after repairs, a suitable deduction from the bills will be made. The decision of the Regional Director as regards to the reasonableness of deduction will be final and binding on the agency.
- 10.2 Regional Director, ESIC, Indore may terminate the contract at any time without assigning any reason thereof, if the work of the successful bidder is found unsatisfactory and he/she will be at liberty to entrust the same to any other agency at the risk and expense of the defaulting agency.

In this connection, the decision of the Regional Director, ESIC, Indore shall be final and binding upon the agency.

- 10.3 In all matters of dispute relating to this contract, the decision of Regional Director, ESIC, Indore will be final and binding upon the agency.
- 10.4 While submitting the quotation, the bidder is deemed to have read, understood and accepted all the terms and conditions stated in the document and no change, whatsoever desired, will be entertained by ESIC.
- 10.5 In the event of the contractor failing to observe or perform any of the conditions of the work as set out herein or execute the work with regard to the material and printing quality to the satisfaction of and by the time fixed by the Regional Director, ESIC, Indore etc. in executing the work, the deposited money will be forfeited by the ESIC and the contract will be terminated immediately. The contractor shall be liable to make good the loss(es), if any, that may be suffered by the ESIC due to his/her action and/or omissions.

Regional Director

Date:

(SIGNATURE) (OFFICIAL SEAL)

Place:

(Please give full name & address)

SPECIAL TERMS & CONDITIONS FOR CONTRACT / SCOPE OF WORK.

1. Key Deliverables / Scope of work:

- 1.1. Provision of minimum 13 number (12 Engineer + 1 Call Co-ordinator) of qualified Service Engineers onsite, at major locations viz Regional Office, Hospitals, etc. as decided by the Regional Director, ESIC Indore. The successful bidder may provide for more number of qualified service engineers at his discretion as per the requirement of the job. The Engineers will be assigned duties at the discretion of Regional Director, ESIC, Indore (M.P.).
- 1.2. Call Management Services
- 1.3. Desktops and peripherals Management Services
- 1.4. Servers Management Services
- 1.5. Network Management Services
- 1.6. Preventives and proactive Maintenance of equipment's, including quarterly cleaning of outer parts / covers with appropriate non-corrosive cleaner and periodical testing of less used /idle / standby systems / peripherals and submit Preventives/proactive Maintenance report month wise or quarter wise in prescribed format provided by Regional Director, ESIC Indore,.
- 1.7. All type of UPS Management and maintenance Services
- 1.8 VOIP management and maintenance services
- 1.9. Video Conferencing Management and maintenance Services
- 1.10. Diagnostic check-up of the items/equipment's which are under warranty, not under the AMC or otherwise.
- 1.11. Prevention, management and maintenance of existing as well new earthing issue as per requirement. Supply of earthing pits and installation, chemical or conventional as per requirement, whenever required and requested by the client.

2. Call Management Services

For online compliant procedure:

- 2.1 Providing a single point contact for escalation.
- 2.2 Maintain an updated on-line help-desk telephone number and E-mail ID where users can log the complaint.
- 2.3 Problem escalation in case service levels are not adhered.

2.4 Identification and resolution of chronic faults and problems.

2.5 Implementation will be done as under:-

- a) Logging of user calls and giving a ticket number immediately to the user and close complaint with proper remark.
- b) Share call report to ESIC on daily basis or whenever required.
- c) Tracking each call for resolution.
- d) Escalation of calls if necessary to get the same resolved.
- e) Monthly analysis of calls received and resolved.
- f) Maintain proper data of PAV (Physical Asset Verification)
- g) For on-site manual complaint procedure: By stationed Service Engineer, as per the formats provided at sites, mapping the above procedure.

3. Desktop and Peripherals Management Services

- a) Support and installation for Windows Vista/7/8/10, Redhat / Suse Linux and MS Office 2007/2010/ 2013 and other software installed thereon.
- b) Installation and upgradation of anti-virus software for version OS and System software. As per ESIC requirement and instruction, installation of any new software, hardware and any specific application/updates.
- c) Asset tagging for all types of listed hardware's installed in the premises by affixing stickers printed for the purpose. The contractor is required to complete the above activity within one month from the date of commencement of agreement. **Non-completion of this activity will attract a penalty of 0.1 percent of the total value of the agreement. In case, the activity is partially completed within the given period, penalty would be imposed proportionally. No AMC charges will be paid for the items not tagged as above.**
- d) Anti-Virus Support.
- e) Printer Management and maintenance.
- f) Maintenance of all related Hardware including display/projection devices.
- g) Management and maintenance of all offline/online UPSs.
- h) Installation, management and maintenance of Aadhar Based verification device and Biometric Attendance System (BAS).

4. Server Management Services

Vender shall perform the following Server-Administration activities for:-

- a) Support of Linux (Redhat/SUSE) / WINDOWS.
- b) Server performance monitoring, fine-tuning and optimization.
- c) Server diagnosing and problem resolution.
- d) Server Applications and Configuration Changes.
- e) Weekly data backup of all servers.
- f) Understand and report performance bottlenecks.
- g) Printer Management.
- h) Anti-virus related to system maintenance.
- i) Desktop LAN connectivity.
- j) Network Security.
- k) Maintenance of all related Hardware including display / projection devices.

5. Network Management Services: LAN Management:-

- I. Management of Network Equipment i.e. Proxy Server, Switches, Hubs, I/O Ports/Boxes and cabling.
- II. Maintenance of Switches, LAN Cables and I/O ports.
- III. Configuration of all type of switches like Layer2/ Layer3 etc.
- IV. Ensure complete connectivity of the computers with respective networks. Network Switch including power spikes of network rack, patch panel, to I/O port and I/O port to desktop/ Printer including LAN Cables.
- V. Activity related to trouble shooting of connectivity related problem including
 - a) Testing and verification related to Network Interface Card (NIC) being bad or out of order.
 - b) Problem related to device drivers of NIC being corrupted.
 - c) Verifying and testing version IP, IRQ and other ID issues related to NIC as and when required.
 - d) Switch configuration backup and network rack dressing quarterly or whenever required.
 - e) In case of site being down/ isolated, such cases will be first diagnosed by the local Resident Engineer.
- VI. Installation of switches, I/O ports and LAN cables for installation of any computer/peripherals or in case of any new/existing site/site shifting as per requirement and quoted rates, the agency shall submit estimate for approval. After providing approval from Regional Director, ESIC, Indore agency shall complete the work within the given time frame.

VII. Identifying and trouble-shooting physical (NIC, UTP etc.) connectivity problems at the desktop (user) as well as at the Hubs / Switches / Router ends i.e. giving point-to-point network connectivity solution, even crimping.

VIII. Identifying, trouble shooting and replacement of defective parts on the Hubs, Switches, patch panel and network racks.

IX. Management, maintenance and ensuring print services for network printers.

6. UPS Management Services:-

- a) Support for all types of listed UPS installed in the premises including guiding the staff for proper upkeep of UPSs including replacement of faulty batteries with minimum backup time of 10 minutes for offline UPS (600VA) and 60 minutes for online UPS (2KVA/3KVA).
- b) Maintenance of all related UPSs including replacement of defective boards, circuits, connectors, batteries and water top up of batteries as per requirement.
- c) Preventive/proactive maintenance of UPSs and batteries including water top-up, monthly cleaning of parts/covers with periodical testing of loss and idle stand by UPSs for its functional condition.

6.1 VOIP Management Services:-

Support and maintenance for all VOIPs installed in the premises.

6.2 Video Conferencing Management Services:-

- a) Support for all types of listed Video Conferencing items installed in the premises including guiding the staff for the proper upkeep of the same.
- b) Maintenance of all related items including replacement of defective boards/circuits and connectors, wired mike, speakers etc.
- c) Preventive/proactive maintenance of the projection items including monthly cleaning of parts/covers with periodical testing of loss and idle stand by UPSs for its functional condition.

7. Report and Review:-

Process Documentation

- a) Call Register
- b) Call Summary
- c) Daily Call pending report
- d) Equipment log
- e) Server information
- f) Engineer attendance report.

- g) PAV (Physical Asset Verification) report.
- h) PM (Preventive Maintenance) report.

Note: If any site is down or online function is hampered for any reason, Resident Engineer will visit concern site immediately, diagnose the issue and make it functional. If on visit and diagnosis, he finds that the issue is beyond the scope of AMC, RE will Report to Regional Office, ESIC, Indore.

8. Other Conditions:-

- 8.1.** The Annual Maintenance Contract includes preventive as well as corrective maintenance of all hardware and software components under AMC.
- 8.2.** The agency shall depute minimum 13 number (12 Engineer + 1 Call Co-ordinator) of well-qualified and experienced Service Engineers with Computer / Hardware Engineering qualification (with minimum one year of experience in the field) technical person for each working day for attending the routine maintenance related complaints. The agency may depute more number of service engineers at its discretion besides, the agency shall provide any other expert Engineer from time to time as may be required, for assistance to on site hardware Engineers, in case the latter are not able to intervene and solve any complaint. No extra charge will be payable for such extra personnel provided by the agency.
 - 8.2.1. Regional Director, ESIC, Indore is at the full discretion to pre-informed visit(s) to vendor's premises to check the capabilities of the vendor before and/or after award of tender
 - 8.2.2. Regional Director or an officer authorized by him is at the full discretion to interview the person(s) deputed as Service Engineers to assess the capabilities w.r.t. tender awarded.
 - 8.2.3 Escalation Matrix, (Name/Designation/Contact Number/ E-mail ID of persons if matter is not solved at the level of Resident Engineer to whom the matter may be forwarded by Engineer himself or ESIC), in accordance with clause 2.5(C) of Special Terms & Conditions for contract / scope of work of this contract.
- 8.3** Maintain and keep the record of all engineers posted at all base location and if any engineer going on leave agency should arrange backup engineer for the leave period and inform in advance to the reporting person of ESIC.
- 8.4.** AMC shall cover each and every part including plastic body and parts, replacement of any part necessary for keeping the computer systems active and free from any defects/disturbance; any unscheduled call for corrective and/or preventive maintenance services; taking appropriate measures/steps in time to set right the malfunctioning of the computer system. The replacement of all spares including plastic parts and body is included in the AMC.

The replacement of all defective parts with good quality and Original Equipment Manufacturer of the same brand will be done by the service provider without any extra cost. Used/repaired parts of any other brand from any other source are not acceptable.

- 8.5. In case of need to replace any item/component, the agency shall provide original make genuine parts/components of similar or higher configurations.
- 8.6. The agency shall produce the Cash Memo's/Certificate/Document in proof of providing genuine components to replace the faulty ones; on demand.
- 8.7. The company shall ensure to abide by the copy right, intellectual property rights and other laws as may be applicable for providing any replacements for any malfunctioning the components/ items/ software under AMC and any violation of any legal requirement by the agency in this regard shall lead to termination of the contract forthwith and forfeiture of performance security. To ensure compliance all the legal requirements, it will be the responsibility of the agency. Failure to do so would lead to consequences aforesaid **and the contractor will keep the corporation/customer indemnified against any liability which may arise on this account.**
- 8.7.1 The successful bidder shall abide by and comply with all the relevant laws and statutory requirements covered under various labour laws such as Minimum Wages Act, Payment of wages Act, Bonus Act, Contract Labour (Regulation and Abolition) Act 1970, EPF Act, ESI Act and various other Acts as applicable from time to time with regard to the personnel engaged by the successful bidder for execution of contract.
- 8.7.2 The antecedents of staff deployed shall be got verified by the successful bidder from local police authorities and an undertaking in this regard will be submitted to this office.
- 8.7.3 The successful bidder will be required to maintain an attendance register for each location in which day to day deployment of personnel will be entered. While raising the bill, the deployment particulars of the personnel engaged during each month, should be shown and signed by the successful bidder with proper seal. It should be duly verified /countersigned by the authorized officials ESIC and or ESIS. The register shall remain available round the clock for inspection by the authorized representatives of the Regional Director, Regional Office, ESI Corporation, Nanda Nagar, Indore.
- 8.7.4 All liabilities arising out of accident or death while on duty, if any, shall be borne by the successful bidder/agency.
- 8.7.5 The successful bidder shall pay the wages of the deputed engineers and staff through ECS/NEFT on or before 7th of the following month and submit a sealed and signed copy from bank for such payment. This payment of wages is not linked to payment/clearance of the bill by the Regional Director, Regional Office, ESI Corporation, Nanda Nagar, Indore.
- 8.7.6 Under no circumstances payments will be made in cash. To ensure this, service providers will get a bank account opened for every engaged worker. If the successful bidder does not make payment to the workers through ECS/NEFT, the contract is liable to be terminated and the Performance Security Deposit shall be forfeited by the ESI Corporation.
- 8.7.7 In order to ensure that such workers get their entitled wages, the billing cycle is to be calendar month. The bill by the successful bidder to be submitted up to 10th of the following month after the end of each quarter along with all the certificates/documents.

- 8.7.8** Copies of Challans of ESI/EPF/Service Tax/Other statutory dues for the last month to be enclosed.
- a.** Employee wise detail of ESI, EPF contribution paid is to be submitted for every month.
 - b.** Undertaking that all statutory labour laws including the provision of Minimum Wages Act are being complied with.
 - c.** Proof of payment of GST (Copy of paid challans to be enclosed).
 - d.** The successful bidder shall compulsorily issue the salary slip to every deputed engineers & supervisors. If it is brought to the knowledge of the ESI Corporation that proper compliance of labour and other applicable laws are not being done by successful bidder, The Regional Director will be free to terminate the agreement by one month's advance notice.
- 8.7.9** Failure to comply with any of the above provision will attract a penalty of Rs. 10000/- in each case which may be recovered from the bills or any other dues payable to the successful bidder. However, payment of such penalty will in no way indemnify the successful bidder from any penal amount imposed by any statutory authority for non-compliance of the above provisions.
- 8.8.** The company shall undertake preventive and actual earthing issues as and when required if the issues are affecting the business continuity of the site. The company shall provide the installation of earthing pit based upon the soil resistance & as per actual requirement on approval of the clients. New earthing pit shall be provided warranty for the period of one year or the last date of the AMC agreement including extension of agreement, whichever is earlier. Management and maintenance of earthing issues means pouring of charcoal and salt solution in existing earth pits and providing backfilling compound or taking any other appropriate measures so as to maintain a constant earth voltage (Neutral to Earth Voltage between 0 to 2 V).
- 8.9.** The vender will make sure that all the earthing pits are in working condition. Material required for maintaining and up keeping of the earthing like charcoal, salt, etc. will be supplied by the vender and cost will be borne by agencies.
- 8.10.** The agency will provide electrical cabling with casing in case of shifting of site as per the requirement of client. In such case reimbursement shall be made as per approved rate which include dismantle and reinstallation. (Cable and Casing should be of standard OEM).
- 8.11.** The agency will provide LAN cabling with casing and IO port in case of shifting of site as per the requirement of client. In such case reimbursement shall be made as per approved rate which include dismantle and reinstallation. (LAN Cable and Casing should be of standard OEM).
- 8.12.** Supply and installation of UPS and batteries for 600VA, 2KVA/3KVA, online & offline whenever required by client and in such case reimbursement shall be made as per approved rate.

9. Scope of work for service Engineer:-

9.1 Desktop/ Application/Network and other peripheral Support

- Install, upgrade, support and troubleshoot Enterprise Applications hosted on Linux Server SUSE® LINUX Enterprise Server 10.
- Install, upgrade, support and troubleshoot Windows Vista/7/8/10 and Microsoft Office 2007 and any other utility desktop applications.
- Install, upgrade, support and troubleshoot of Biometric Attendance system and Aadhar verification devices application.
- Install, upgrade, support and troubleshoot servers, desktop, N-computing device, printers, switches and any other authorized peripheral equipment.
- Diagnose and quickly resolve a wide range of Windows applications and networking problems to help minimize downtime.
- Performs general preventative maintenance tasks on servers, desktop, N-computing device, printers, switches and any other authorized peripheral equipment.
- Performs remedial repairs on servers, desktop, N-computing device, printers, switches and any other authorized peripheral equipment.
- Troubleshooting network connectivity in a LAN/WAN environment.
- Responsible for monitoring, operating, managing, troubleshooting and restoring to service any N-Computing client, personal computers (PC), Printers or switches that has authorized access to the network.
- When the restoration is beyond the scope of the servers, desktop, N-computing device, printers, switches and any other authorized peripheral equipment, the Residence Engineer will escalate the issue/problem to the higher authority.

9.2 Operational Support:

- Dealing with hardware and application support queries and issues reported by the Call Coordinator.
- Provide user data backup of the server on weekly basis or whenever required.
- Use diagnostic tools to troubleshoot problems associated with network connectivity, desktop or N-computing and any other hardware/software issue.
- Provides switch configuration for all switches installed in the premises.
- Responsible for hardware and software inventory/ PAV
- Familiarize end users on basic software, hardware and peripheral device operation
- Take ownership and responsibility of queries, issues and problems reported by user.
- Escalate issues and involve experts wherever required in order to resolve issues as quickly as possible
- Works and coordinate with network team members to resolve network related issue.
- Maintain adequate knowledge of operating systems and application software used to provide a high level of support

9.3 CUSTOMER FOCUS

Ensure that there is satisfactory support and provide friendly customer services to the ESIC users.

9.4 EXPERIENCE/KNOWLEDGE & SKILLS

- Working technical knowledge of current protocols, operating systems and standards.
- Ability to operate tools, components and peripheral accessories.
- Software and Hardware troubleshooting.
- Linux Server SUSE® LINUX Enterprise Server 10 / 11 and Windows 7/8/10 experience.
- Working experience of Network switches and other network devices.
- Microsoft Office 2007/2010/2013 support.
- Knowledge of all software applications used within the organization.
- Self-confidence and interpersonal skills.
- Analytical and problem solving skills.
- Good communication (both verbal and written) skills.
- Planning and organizing skills.
- Good administration management skills.
- Strong listening skills.
- Able to operate effectively in a team environment with both technical and nontechnical team members.
- Able to operate with minimal supervision.
- Able to manage time effectively, set priorities appropriately, schedule calls.
- Able to operate within customer standard operating procedures.

10. Validity:-

10.1 Subject to the general terms and conditions, special terms and conditions as well as other term of the tender, the contract shall be valid for a period of one year from the date of award and it may be extended by another term of two years at the discretion of Regional Director, ESIC, Indore. Regional Director will have exclusive right to terminate the contract at any time by giving three months notice.

10.2 The agency has to give three months notice before cancellation of the contract. Contravention of the same would lead to forfeiture of Performance Security money along with all outstanding dues.

11. Standard of performance and Penalty for failures:-

11.1 The Agency will ensure 90 per cent uptime in respect of desktop PCs, UPSs & printer and 99% uptime in respect of server & Projection Items. In case of **failure of the technical personnel** to attend on any working day, a penalty of **Rs. 300/- per working day** will be levied in addition to down-time penalty for individual Hardware/Software as herein after detailed. The uptime will be computed on calendar month basis in a non-cumulative manner.

11.2 The **down-time penalty charges** if not rectified within 24 hours shall be as follows subject to maximum penalty under this clause as 25% of the quarterly payment:-

No.	Item	Amount (In Rupees) / day
1.	Server Systems (Hardware)	Rs. 400/-
2.	Client (Desktop) Systems (Hardware)	Rs. 250/-
3.	N-computing device	Rs. 250/-
4.	Laser / Deskjet Printer	Rs. 200/-
5.	Mouse	Rs. 50/-
6.	Keyboard	Rs. 50/-
7.	Operating System/Application Software for each server	Rs. 400/-
8.	Operating System/Application Software for each client	Rs. 250/-
9.	Network Switches / Router	Rs. 500/-
10.	Node's Network (each I/O Box)	Rs. 10/-
11.	Plasma Screen	Rs. 500/-
12.	CD/DVD Writer Drive	Rs. 100/-
13.	UPS (500/700/800/1000 VA)	Rs.100/-
14.	UPS 2 KVA/3 KVA/5 KVA	Rs.500/-
15.	VC Device	Rs.1000/-
16.	VOIPs Phones	Rs. 150/-
17.	Any Other IT Equipment/Item	Rs. 250/-

11.3 The **down-time penalty charges due to earthing issues** for the existing earth pits if not rectified within 2 days and for new earth pit installation if not rectified within 7 days after issue of work order shall be Rs. 500/- per day subject to maximum penalty under this clause as 25% of the quarterly payment. In case of failure of the agency to rectify any of the defects within 7 days, Regional Director, ESIC, Indore may get the same rectified at the cost and risk of the agency.

11.4 If the agency repeatedly fails to rectify the faults for a period exceeding 7 days, apart from the repairs of their cost and risk as ibid, Regional Director, ESIC, Indore may terminate the contract of the agency forth with and forfeit the Performance Security.

11.5 The agency shall, in no case, replace any item/component with inferior item and if found doing so, the contract shall stand terminated forthwith and performance security shall be forfeited.

11.6 Regional Director, ESIC, Indore reserves the right to reject any or all the bids and cancel the tender without assigning any reason.

11.7 The calls will be received centrally and shall be provided daily to the concerned Service Engineer and shall be attended immediately on receipt of the same. The firm shall maintain proper service Call sheets / Register which will be duly signed by the Engineer and the User of the equipment and Central Call Register shall be updated accordingly.

11.8 Computer power cables, printer port, chords, printer heads etc. are also covered under AMC.

- 11.9** The service provider shall also be responsible for cleaning and removal of virus of any nature and should intimate in time / recommend licensed copy of latest Anti-virus software with upgrades / updates facilities.
- 11.10** ESIC shall not be responsible for any use of unlicensed antivirus software, if any, used by the service provider. The responsibility shall rest with the service provider for using unlicensed software.
- 11.11** Hard Disk, Logic Cards, SMPS, Mother Boards, Mouse, Keyboard & N Computing devices should not be repaired and shall be replaced with OEM branded parts/products only.
- 11.12** In case of failure in Quarterly Preventive Maintenance (Clause 1.6 above), a penalty by way of 10% of total amount due for that quarter may be levied.

12. Payment Terms:-

- 12.1** The comprehensive maintenance charges shall be payable to the service provider in four equal **quarterly instalments** and paid at the end of each quarter of AMC period after deducting downtime charges / penalties, if any.
- 12.2** Any increase or decrease of taxes, duties or prices of components, imposition of any new taxes etc. will not affect the AMC rates during the entire period of AMC.
- 12.3** No extra remuneration for Resident Engineer or any kind of TA/DA would be admissible and only the mutually agreed sum as per contract would be payable.
- 12.4** Agency should submit all engineers' attendance report duly verified by the reporting officer of ESIC/ESIS with quarterly invoice of AMC.

13. Agreement:-

The successful bidder shall have to sign on standard agreement, on non-judicial stamp paper of appropriate value, containing details of terms and conditions after issue of letter of intent (LOI), to begin AMC. All the terms and conditions of this tender document shall deem to have been part and parcel of the agreement.

14. Commencement:-

1. The AMC shall be commenced by the agency from the effective date of commencement of AMC.
2. **All the systems and peripherals under AMC shall be physically verified by the successful bidder and the ESIC representative jointly before the commencement of AMC Agreement and conditions of the same shall be noted on the date of commencement of AMC. No payment whatsoever will be made for the period of such physical verification. The successful bidder is expected to complete this exercise at the earliest within a maximum period of 15 days. An extension of this period may be granted by the Regional Director only in exceptional and duly justifiable cases only.**

14. Severance:-

At the time of termination of contract and of the contract period including extended period, if any, or otherwise, the agency shall tender back all the systems and peripherals and components under their AMC in good working condition failing which, the same would be got rectified at the agency's cost and risk and sum may be recovered from the unpaid bill or performance security or in case the same being higher as per the terms of the contract entered between the parties.

15. The agency will give a comprehensive report w. r. t. any hardware item along with proper recommendation whenever asked to, for all locations under ARM contract.

INDICATIVE DETAILS OF COMPUTERS, PRINTER, ETC. FOR A.M.C DURING 2017-18

(Number of items may vary marginally on redistribution / un-serviceability, if any and shall be finalised by joint verification by both parties for the purpose of AMC).

The numbers shown below are indicative and may vary. Vendors are requested to visit the site for actual assessment before submitting quotes/bids.

PART I (A)

HARDWARE TYPE	Specification	Quantity (Approx. In No.)	Rate per annum per item (Including all Taxes charges in Rs.)	Total AMC Charges (in Rs.)	Remarks / Verification
Linux host PC	2GB RAM, 160GB HDD, DUALCORE, SUSE® LINUX Enterprise Server 10	154			
Linux Standalone	1GB RAM, 160GB HDD, SUSE® LINUX Enterprise – 11 Desktop	233			
Intel Dual Core Desktops (WINDOWS)	2 GB RAM, 160GB HDD, DUAL CORE, WINDOWS 8.1/ WINDOWS 7	215			
N Computing	N-computing - L Series with 15 TFT monitor, Key Board and mouse	1072			
Printers (Officejet)	HP Officejet Pro 276dw Printer (Monochrome)	420			
Plasma TV	42" Plasma TV/LCD	10			
VOIP Phone	CISCO 7911 IP Phone	570			
Video Conference Device including Eagle Eye Camera, Codec Speaker, mike	POLYCOM VC DEVICE VSX7000	10			
NODES I/O Boxes/Ports		1615			
Network Switch including spikes, patch panels, etc.	CISCO Distribution/ PoE switch (Cisco 2960/Cisco 3750)	128			
600 VA(Small) (UPS)	Small UPS with computer or N-Computing	98			
3KVA/2KVA ONLINE & OFFLINE UPS	EMERSON/NUMERIC/APC/ Accenta UPS with min 60 min backup	25			
Biometric attendance device	STARTEK FM220	29			
Aadhar handheld device	Mantra MFS100	65			
Earthing Pit	All type of Maintenance of Earthing pit	73			
TOTAL		4717			

PART I (B)
Specification of required work of LAN Cabling, Power Cabling and/or Earthing

EARTHING			
S.No.	Material Item	Unit	Rate
1.	supplying and erecting earth pit of minimum bore dia.150mm size , approved make Safe Earthing Electrode consisting Pipe-in-Pipe technology as per IS 3043-1987 made of corrosion free G.I. Pipes with constant ohmic value surrounded by highly conductive compound with high charge dissipation suitable for effective and maintenance free earthing as mentioned below :	No.	
1.1	With 2 mtr. G.I. Pipes having outer pipe dia of 50mm having 80-200 micron galvanizing, Inner pipe dia. of 25mm having 200-250 Micron galvanizing, connection terminal dia. of 12mm in nominal soil with 25 kg (one Bag) Back filling Compound with masonry enclosure in cement mortor, cover plate having locking arrangement on the top etc.		
1.2	Providing Back Filling Compound suitable for safe earthing device.	Kg.	
2.	Providing and laying earth connections from earth electrode with 4.00 mm dia G.I. wire in 15mm dia G.I. Pipe (B class) from earth electrode as required & after completion of earthing work, earthing parameter N-E to be less than 2 V & as per direction of competent authority.	Meter	
LAN CABLING			
1.	Supply and complete installation of CAT-6 LAN cable inside PVC conduit with required accessories (including saddle, flexible pipe, tie, band etc.) standard OEM and as per the direction of competent authority.	Meter	
2.	Supply and fixing of Cat-6 IO boxes with cover for LAN (Gang box, faceplate & IO port) standard OEM. (Numbering tag on each IO box & plastic tag strip on each cable) and as per the direction of competent authority.	Unit	
3	Supply and fixing of Patch Panel -24 port d-link	Nos.	
4	Supply and fixing of Cat-6 Patch chord 3 meter long	Nos.	
5	Supply and fixing of Cat-6 Patch chord 1mtr long	Nos.	
6	Supply and fixing of 9U Data Rack-D-Link	Nos.	
7	Supply and fixing of Power extension (6-Socket) inside rack	Nos.	
8	Supply, fixing & proper configuration of 24 Port LAN Edge Switch - Cisco Catalyst 2960X with PoE & SFP port on ESIC network	Nos.	
9	Supply, fixing & proper configuration of IP Phone - Cisco 7821 on ESIC network	Nos.	
ELECTRICAL WORK			
1.	Supplying & drawing for power plug with 2X4 sq. mm FRLS PVC insulated copper conductor single core cable ISI marked reputed brand in surface/ recessed medium class PVC conduit along with 1 No. 4 sq. mm FRLS PVC insulated copper conductor single core cable for loop earthing as required.	meter	

2.	Supplying and drawing following sizes of FRLS PVC insulated copper conductor, single core cable ISI marked with reputed brand in the existing surface/recessed steel/ PVC conduit as required		
2.1	1 X 1.5 sq. mm.	meter	
2.2	2 X 1.5 sq. mm.	meter	
2.3	3 X 2.5 sq. mm.	meter	
2.4	2 X 4 sq.mm.	meter	
3.	Supplying and fixing of following sizes of medium class PVC conduit ISI marked along with accessories in surface etc. as required.		
3.1	20 mm	meter	
3.2	32 mm	meter	
4.	Supplying and fixing following modular switch/ socket ISI marked on the existing modular plate & switch box including connections but excluding modular plate etc. as required.		
4.1	5/6 A switch	each	
4.2	15/16 A switch	each	
4.3	3 pin 5/6 A socket outlet	each	
4.4	6 pin 15/16 A socket outlet	each	
4.5	Telephone socket outlet	each	
5.	Supplying and fixing suitable size GI box with modular plate and cover in front on surface or in recess, including providing and fixing 6 pin 5/6 A & 15/16 A modular socket outlet and 15/16 A modular switch, connections etc. as required.	each	
6.	Supplying and fixing of approved make modular type metal box with modular frame/ base plate and cover plate including fixing in concealed / surface excluding switch, socket etc. as required for:-.		
6.1	3 module	each	
6.2	4 Module	each	
6.3	6 Module	each	
6.4	8 Module	each	
6.5	12 Module	each	
TOTAL			

GROSS QUOTED RATE (In Rs.)		
1.	Total of Part I(A) Rate	
2.	Total of part I(B) Rate	
GRAND TOTAL		

Remark: - Evaluation of the lowest quoted rate will be done on the basis of gross quoted rate above.

Part II

LIST OF ESIC LOCATIONS IN MADHYA PRADESH WHERE ITEMS ARE INSTALLED

S. No.	Location Type	Address	City
1.	Branch Office	Opp. Orient Paper Mill-- Amlai (Shahdol) M.P., ESIC Branch Office	Amlai
2.	Dispensary	Orient Paper Mill Area-- Amlai (Shahdol) M.P. ESIC Dispensary	Amlai
3.	Dispensary	ESIC Dispensary Malanpur, ESIC Dispensary	Bhind
4.	Sub-Regional Office	Panchadeep Bhawan, Bhopal (To be started)	Bhopal
5.	Branch Office	Panchadeep Bhawan, New Subhash Nagar Bhopal, ESIC Branch Office	Bhopal
6.	Branch Office	ESIC Complex Sonagiri Bhopal, ESIC Branch Office	Bhopal
7.	Dispensary	BHEL Bhopal-ESIC Dispensary	Bhopal
8.	Dispensary	New Subhash Nagar Bhopal, ESIC Dispensary	Bhopal
9.	Dispensary	Etwara Bhopal, ESIC Dispensary	Bhopal
10.	Hospital	ESIC General Hospital Bhopal	Bhopal
11.	Branch Office	ESIC Bhavan Labor Colony LalBagh Burhanpur, ESIC Branch Office	Burhanpur
12.	Dispensary	LalBagh Burhanpur, ESIC Dispensary	Burhanpur
13.	Branch Office	Pradhikaran Market, Ujjain Road Dewas, ESIC Branch Office	Dewas
14.	Branch Office	BO, KalaniBagh, A B Road Dewas, ESIC Branch Office	Dewas
15.	Dispensary	Pradhikaran Market, Ujjain Road Dewas, ESIC Dispensary	Dewas
16.	Dispensary	Shramik Basti, Balgarh, Dewas, ESIC Dispensary	Dewas
17.	Dispensary	Dispensary, Kalani Bagh, A B Road Dewas	Dewas
18.	Hospital	Ujjain Road Dewas	Dewas
19.	Branch Office	Kushwaha Kothi, Hariom Colony, 7 No. Chouraha, Murar, Gwalior. Murar, MP	Gwalior
20.	Branch Office	Near Krisha Mandir, Falke Sab ka Bada, FalkeBazar, ESIC Branch Office	Gwalior
21.	Branch Office	Kansara Bhawan Nagar palika Chouraha AB road bamore near SBI Bank	Gwalior
22.	Dispensary	Birla Nagar No 1 Gwalior, ESIC Dispensary	Gwalior
23.	Dispensary	Dindyal Nagar Gwalior, ESIC Dispensary (Old Name Birlanagar-2)	Gwalior
24.	Dispensary	Phalke Bajar Gwalior, ESIC Dispensary	Gwalior
25.	Dispensary	Gola Ka Mandir Gwalior, ESIC Dispensary	Gwalior
26.	Dispensary	Jawahar Colony Gwalior, ESIC Dispensary	Gwalior
27.	Dispensary	ESIC Dispensary Murar, ESIC Dispensary	Gwalior
28.	Hospital	ESIC Hospital Tansen Road Gwalior	Gwalior
29.	Branch Office	BO, Marimata Chouhara-- Indore, ESIC Branch Office	Indore
30.	Branch Office	BO, Opposite Christian Eminent School, Near Atal Dwar, Nehru Nagar- Indore, ESIC Branch Office	Indore

S. No.	Location Type	Address	City
31.	Branch Office	BO, Mil Area, 15 Yashwant Niwas Road, Opp. Patel Motors-- Indore, ESIC Branch Office	Indore
32.	Central Medical Store	Central Incharge Office, ESI services, Nanda nagar Indore	Indore
33.	Dispensary	Radhaswami, Anand Nagar, Chatawad Road-- Indore, ESIC Dispensary	Indore
34.	Dispensary	Rajmohalla Main Road-- Indore, ESIC Dispensary	Indore
35.	Dispensary	Dispensary, Marimata Chouhara-- Indore, ESIC Dispensary	Indore
36.	Dispensary	Dispensary, Opposite Christian Eminent School, Near Atal Dwar, Nehru Nagar—Indore	Indore
37.	Dispensary	Dispensary, Mil Area, 15 Yashwant Niwas Road, Opp. Patel Motors-- Indore, ESIC Dispensary	Indore
38.	Dispensary	Perdesipura dispensary	Indore
39.	Dispensary	Mangliya dispensary	Indore
40.	Hospital	Adarsh Hospital, Tin Manjila Nanda Nagar Indore	Indore
41.	Hospital	T B Hospital, Nanda Nagar Indore	Indore
42.	Regional Office	Regional Office Nanda Nagar Indore	Indore
43.	State Directorate	Director of Medical Services Nanda Nagar Indore	Indore
44.	Branch Office	Poorbi Ghamapur, Kanch Ghar Colony-- Jabalpur, ESIC Branch Office	Jabalpur
45.	Dispensary	Dispensary, Poorbi Ghamapur, Kanch Ghar Colony-- Jabalpur	Jabalpur
46.	Dispensary	Near Chanchala Bai College, Wright Town-- Jabalpur	Jabalpur
47.	Dispensary	Narmada Nagar, RaddiChouki, Aadhartaal-- Jabalpur, ESIC Dispensary	Jabalpur
48.	Dispensary	Opposite Erabat Complex, Near Housing Board Office, HathiTaal-- Jabalpur ,ESIC Dispensary	Jabalpur
49.	Deputy Director Office	Dy. Director Office, ESI Services, Kanchghar, Jabalpur	Jabalpur
50.	Dispensary	Guman Singh Thakur Ka Makan, Gaytri Nagar-- Katni, ESIC Dispensary	Katni
51.	Branch Office	223 B Indira Nagar Mandideep-ESIC Center Office	Mandideep
52.	Dispensary	Indira Nagar Mandideep, ESIC Dispensary	Mandideep
53.	Dispensary	New Dispensary cum Center office at Mandideep	Mandideep
54.	Dispensary	Satlapur Mandideep, ESIC Dispensary	Mandideep
55.	Branch Office	Puja Housing Colony, NaiAbadi Mandsaur, ESIC Branch Office	Mandsaur
56.	Hospital	Annexe Ward Mandsaur Hospital	Mandsaur
57.	Dispensary	Gayatri Nagar, Bamore, Distt. Morena M.P.,ESIC Dispensary	Morena
58.	Branch Office	BO, Opposite Birla Gram Petrol Pump, Nagda M.P.,ESIC Branch Office	Nagda
59.	Dispensary	Dispensary, Opposite Birla Gram Petrol Pump, Nagda	Nagda
60.	Dispensary	Nagda Mandi, Jawahar Marg-- Nagda, ESIC Dispensary	Nagda

S. No.	Location Type	Address	City
61.	Hospital	ESIC Hospital Nagda	Nagda
62.	Dispensary	Near Railway Station-- Niwar, ESIC Dispensary	Niwar
63.	Branch Office	ESIC BO, Near Rajshree Hotel, Sector-1,Eicher Chouhara, Pithampur	Pithampur
64.	Branch Office	ESIC BO,2 Bhojpuri Colony, Sector 3-4, Nerma Road Pithampur,	Pithampur
65.	Dispensary	Dispensary,2 Bhojpuri Colony, Sector 3-4, Nerma Road Pithampur,	Pithampur
66.	Dispensary	Dispensary, Near Rajshree Hotel, Sector-1 Pithampur ESIC Dispensary	Pithampur
67.	Branch Office	ESIC Bhawan, Polo Ground Ratlam M.P.ESIC Branch Office	Ratlam
68.	Dispensary	Jawahar Nagar-- Ratlam, ESIC Dispensary	Ratlam
69.	Dispensary	Hospital Campus, Polo Ground- Ratlam, ESIC Dispensary	Ratlam
70.	Dispensary	ESIC Dispensary Sagar, IMOJ/C ESIC Services 7 civil line near dubey auto servicing M.P.	Sagar
71.	Hospital	ESIC LWO Central Hospital Sagar (To be started)	Sagar
72.	Branch Office	Birla Nagar-- Satna, ESIC Branch Office	Satna
73.	Dispensary	Dispensary, Birla Nagar-- Satna, ESIC Dispensary	Satna
74.	Branch Office	Patel Nagar, Ankpath Road-- Ujjain M.P.,ESIC Branch Office	Ujjain
75.	Dispensary	Desai Nagar Ujjain, ESIC Dispensary	Ujjain
76.	Dispensary	ESIC Hospital Campus, Ager Road-- Ujjain, ESIC Dispensary	Ujjain
77.	Hospital	ESIC Hospital Desai Nagar Ujjain	Ujjain
78.	Central Store	Central Medical Store, ESI services, Nanda nagar Indore	Indore

N.B. Number of above items is tentative abased on the latest information available and may vary due to operational reasons. These items **shall be jointly verified** and taken on record for AMC. Any item(s) may be added / deleted later on during the period of contract on the basis of functionality and final AMC Value will be calculated accordingly as the quantity mentioned above is an approximate figure.

Bidders are requested to quote all inclusive rates keeping in consideration the provision of Resident Engineers and other actual requirements. The items are likely to be increased, however, a provision for \pm 10% may be taken into account.

Regional Director

Appendix – IV (Forms)

I. FORM 'A' (Experience & Running Contracts)

Sl. No.	Name of Organisation (With Address and Phone Number)	Experience (For 3 years)		Nature of Experience
		From Date	To Date	
1.				
2.				
3.				
4.				
5.				
6.				

Signature of the bidder or his authorized representative

Seal of the Company

II. FORM 'B' (Turnover and Profitability)

Sl No.	Financial / Accounting Year	Profit	Loss	Annual Turnover (from Repairs and Maintenance Services)	Total Turnover
	2015-16				
	2014-15				
	2013-14				

Signature of the bidder or his authorized representative

Seal of the Company

III. FORM 'C' (Number of 30 professionally qualified employees)

		Qualification: (Please put a tick (✓) mark in appropriate column)						
	Name	BE / B.Tech / MCAs / DOEACC' B' Level	M.Sc(IT / Comp) / BCA / DOEACC 'A' Level	B.Sc (IT /Comp) / PGDCA / DOEACC 'O' level	Others (Pl. specify)	Addl. Qualification-1 CCNA, MCSE, MCSA, CNE etc. (Pl. specify)	Addl. Qualification- 2 (Hardware , etc)	Remark s (workin g since)
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								
11.								
12.								
....								
48.								
49.								
50.								

Signature of the bidder or his authorized representative

Seal of the Company

IV. FORM 'D' (Certificate of Registration / Tax /License etc.

Sr. No.	License / Certificate / Code no.	Concern No of Certificate / license / Code no.	Remarks
1	Certificate of Registration / Incorporation of the agency.		
2	Income Tax Registration/TAN and PAN No.		
3	GST Registration		
4	Allotment letter of Code No of ESIC		
5	Allotment letter of Code No of EPFO		
6	ISO 9000 Certification in services related to IT Infrastructure		

NOTE: Self attested copies of above stated certificates / documents must be enclosed.

Signature of the bidder or his authorized representative Seal of the Company

Important Instructions for Bidders regarding Online Payment

All bidders/contractors are required to procure Class-III B Digital Signature Certificate (DSC) with Both DSC Components i.e. Signing & Encryption to participate in the E-Tenders.

Bidders should get registered at <https://esictenders.eproc.in>.

Bidders should add the below mentioned sites under Internet Explorer ->Tools->Internet Options->Security ->Trusted Sites ->Sites of Internet Explorer:

<https://esictenders.eproc.in>
<https://www.tpsl-india.in>
<https://www4.ipg-online.com>

Also, Bidders need to select “Use TLS 1.1 and Use TLS 1.2” under Internet Explorer->Tools->Internet Options-> Advanced Tab-> Security.

Bidder needs to submit Bid Processing Fee charges of Rs. 2495/- (non-refundable) in favour of M/s. C1 India Pvt. Ltd., payable at New Delhi via Online Payment Modes such as Debit Card, Credit Card or Net Banking for participating in the Tender.

Bidders can contact our Helpdesk at <https://esictenders.eproc.in/html/Support.asp>