

EMPLOYEES' STATE INSURANCE CORPORATION
Model Hospital Bapunagar,
Near Hardasnagar Police chowky, Bapunagar,
Ahmedabad-380024



NOTICE INVITING TENDER THROUGH GeM
For IT Manager and IT Assistant

INDEX

Sr. No.	Particulars	Page No.
1	Notice	3
2	Requirement of Resource and Location for Deployment	4
3	Period of the Contract	4
4	Eligibility Criteria	4-5
5	Earnest Money Deposit (EMD) & Performance Security/Security Deposit/Performance Bank Guarantee (e-PBG)	5
6	Qualification, Experience, Job Description and Other details of Contractual IT Personnel: - A- Qualification and Experience B- Job Description of IT Manager/ Team Lead and IT Assistant/ Technical Support Engineer C- Working Hours of IT Personnel D- Dispute Settlement E- Monthly Remuneration	5-7
7	Payment Procedure	7
8	Liquidated Damages and Penalty	7
9	General Terms and Condition of Contract	8-9

NOTICE

TENDER NOTICE (THROUGH GEM PORTAL) FOR ENGAGEMENT OF IT MANPOWER AGENCY FOR OUTSOURCING IT MANAGER AND IT ASSISTANT FOR ESIC MODEL HOSPITAL BAPUNAGAR AHMEDABAD

E-tender (through GeM Portal) is invited from eligible Manpower Service providers for providing IT Manager and IT Assistant for an initial period of Three years. Requirement/eligibility criteria, Terms and Conditions of the contract have been clarified in the Tender Documents. Tender document (including additional documents) is available online at GeM Portal as well as on the website of Employees' State Insurance Corporation i.e. on www.esic.gov.in

Bidders are advised to read tender document carefully (uploaded on website and on GeM portal) and check their eligibility before participating in the bid.

Estimated Tender Value for Three years: Rs 4018796 /- including minimum Service Charge (7%) and GST.

2) REQUIREMENT OF RESOURCE AND LOCATION FOR DEPLOYMENT

Sl. No.	Resources Description	No. of Resources Required	Location where IT Manpower will be deployed	Remark
1	IT Manager	1	ESIC Model Hospital Bapunagar, Near Hardasnagar Police chowky, Bapunagar, Ahmedabad - 380024	
2	IT Assistant	1	ESIC Model Hospital Bapunagar, Near Hardasnagar Police chowky, Bapunagar, Ahmedabad - 380024	

3) PERIOD OF THE CONTRACT

Deployment of the IT Manpower will be for **3 Years** from the date of engagement/award of contract/Confirmation date from ESIC Model Hospital Bapunagar, Ahmedabad. Also, ESIC reserves the right to terminate the contract by serving one month notice in writing, without assigning any reason whatsoever. The contractor has to give 03 month notice in writing if it wants to terminate the contract.

4) ELIGIBILITY CRITERIA:

Tenders are invited from experienced and reputed Companies/Firms/Agencies for providing IT Manpower (IT Manager and IT Assistant) for ESIC Offices of Gujarat Region with the eligibility as below :-

- a. *In Pursuance of ESIC HQ instructions regarding the remuneration for IT staff the following remuneration shall be paid to the IT staff under the bidder:*

Post	Monthly Remuneration				Service Charge (S.C.) @7%	GST @ 18% (Total + S.C.)	Net Amount (Rounded off)	Average monthly remuneration (Incl S.C. and GST)
	1st Year	2nd Year	3rd Year	Total*				
IT Manager	57239	62963	69260	2273544	159148.08	437884.5744	2870577	79738
IT Assistant	22895	25185	27704	909408	63658.56	175151.9808	1148219	31895
Total	80134	88148	96964	3182952	222806.64	613036.5552	4018796	--

- b. The average monthly remuneration is calculated to set minimum price for the bid. The bidder shall pay the remuneration as given above for each year. At any stage if it is found that the wages prescribed above table is not being paid by the contractor, then strict and legal action will be taken against the contractor and he may be blacklisted.
- c. The bidders must be the agencies offering IT support services and supplying computer professionals for at least three years with an average annual cumulative turnover of at least Rs. 40 lakhs during the last 3 years (2019-20,2020-21 and 2021-22). Copies of the balance sheets of last three financial years, duly certified by a Chartered Accountant shall be submitted in support of the requisite turnover. CA certificate should be uploaded.
- d. Agencies providing only Data Entry Operators, HR staffing companies, providers of placement and security personnel services and non-IT firms are not eligible for this tender.
- e. For the quality of IT services, bidder must be CMMI Level – 5 or above company and certificate should be uploaded.
- f. Bidder should have ISO 20000 or ISO 27001 certification in IT related Work /IT Services/Outsourcing of IT Manpower company. Document should be uploaded.
- g. The Bidder should upload **Satisfactory Completion Certificate** of minimum three years during the last seven-year upto the date of issue of this tender, from any Govt./ Semi-Govt./ PSU/Nationalized Banks. Bidder who fail to submit satisfactory completion certificate of the said period, will be technically disqualified. **“Merely attaching award letter will not be**

considered. Satisfactory completion certificate should be obtained for supply of IT Manpower only”.

- h. Bidders should upload all the documents asked in the bid documents, ATC and Corrigendum failing which bidders offer may be rejected at the time of technical evaluation.

5) Earnest Money Deposit (EMD) & Performance Security/Security Deposit/Performance Bank

Guarantee (e-PBG) :- 3% EMD i.e Approx. 1,20,000 and 5% e-PBG of contract to be submitted. Performance bank guaranty to be given for **38 months** from the date of contract. E-PBG shall be submitted within 15 days of start of contract failing which the same will be deducted from initial bills.

Bidders have to deposit the EMD of Rs 1,20,000/- in the form of Demand Draft in favor of “**ESIC Fund Account No.1**” payable at Ahmedabad and it should be uploaded to GeM and forwarded to this office prior to end date of the bid.

6) QUALIFICATION, EXPERIENCE, JOB DISCRIPTION AND OTHER DETAILS OF CONTRACTUAL IT PERSONNEL:-

1. Qualification and Experience

Sr. No.	Resources Description	Qualification	Experience
1	IT Manager/ Team Lead	Master in Computer Applications or equivalent or BE / BTech in computer science/IT or B Tech in Electronics or MSc in IT or equivalent from recognised university	6 - 8 years of experience in incident Management, Service request management, Problem tickets management, Change Request Management, IT Service Desk management, General IT matters management
2	IT Assistant/ Technical Support Engineer	BCA or equivalent OR BSc Computer science networking or equivalent from recognised university OR PGDCA / Diploma in CS or IT or Degree in Electronics or 3 year diploma in computer engineering	2 – 4 years of experience in managing breakdown calls and ensuring closure of tickets within the assigned service parameters of response time by proper allocation of time to achieve customer satisfaction, General IT matters management

2. Job Description of IT Manager and IT Assistant:-

Sr. No.	Resources Description	Job Description
1	IT Manager	<ol style="list-style-type: none">1. Installation, Configuration, test, maintenance of software components.2. Handling day to day basis technical support activities for Application Software.3. Help users in navigation and usage of application software.4. Technical support for computer communication Network and Voice management Network.5. Setup computers and install software for various applications and programs.7. Provide on the job training to newly hired manpower and less experienced staff when needed.9. Maintain proper documentation of customer issues and their resolutions.10. Perform regular evaluation on all incident trends and prepare all preventive maintenance for computer Infra components.11. Provide support in system upgrades, installing workstations and other office tools.12. Escalate complex issues to appropriate teams for resolutions.13. Any other IT related job assigned.14. Prepare report/spreadsheet to track budget/expenditure under the related head.15. Maintaining schedule of meeting/other related events and provide support.
2	IT Assistant	IT Assistants shall perform all the above stated jobs in a more supportive role.

C) WORKING HOURS OF IT PERSONNEL: -

Duty duration of the IT Personnel will be normal working hours i.e. for ESIC Model Hospital Bapunagar are Monday to Friday 09.00 A.M. to 04.00 P.M., and., Saturday 09.00 A.M. to 01.00 P.M. Further, IT Personnel may be instructed to attend the duty on weekly/closing holiday in case of exigency of work. However, exact hours will be determined by the respective Location Head or as per requirement. They may be asked to report on Sunday/Holiday or before scheduled or stay late if situation so demand for which no extra remuneration will be payable by ESIC.

D) Dispute Settlement:-

a) It is mutually agreed that all differences and disputes arising out of or in connection with this Agreement shall be settled by mutual discussions and negotiations. If such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the Sole Arbitrator appointed by the Medical Superintendent, ESIC Model Hospital, Bapunagar whose decision shall be final and binding on both the parties, under Arbitration Act.

b) Any legal dispute will be subject to Ahmedabad Jurisdiction only.

E) MONTHLY REMUNERATION:-

Monthly remunerations (excluding Service charge and other leviabale taxes) payable to IT Personnel will be followed as per the table:-

Post	1st Year	2nd Year	3rd Year
IT Manager	57239	62963	69260
IT Assistant	22895	25185	27704

Note: - IT manpower should not be paid less than wage rate as prescribed for the relevant category as above.

The contractor must pay the monthly remuneration as revised by ESIC HQ from time to time with effect from the date of applicability.

7) PAYMENT PROCEDURE

The Contractor shall submit bill in duplicate by the 7th day of each month for the executed up to end of previous month in a prescribed proforma as approved by ESIC. Bill must be raised based the rate quoted in tender.

1. The bill must be supported with the following documents: - Attendance sheets duly certified by ESIC along with salary certificate, ECS/NEFT etc. details, wages sheets of all the workers and staffs deployed, certified copy of ESI, PF Challan, Professional Tax (as applicable) along with details of deduction of each employees, bank transaction sheet duly stamp & verified by Bank, declaration of employee that he has received the remuneration prescribed in Point no 06(D) and GST Challan.
2. After submission of monthly bill complete in all respect, the bill will be checked, and payment will be made after sanction by the Medical Superintendent, ESIC Model Hospital Bapunagar
3. Bills must be submitted on monthly basis. Previous months bill must be submitted on or before 7th day of succeeding month.

8) LIQUIDATED DAMAGES: -

1. In case of absence of IT Manpower immediate replacement should be provided.
2. The contractor shall be under obligation to provide suitable substitute, otherwise ESIC may impose a penalty Rs 300/- per working day.
3. If the behaviour of any contractual IT Personnel is found harsh/rude and non-cooperative toward attendants/staff a penalty of Rs.100/- per instance shall be deducted from contractor's bill.
4. Any misconduct / misbehaviour on the part of the manpower deployed by the contractor will not be tolerated and such person will have to be replaced by the contractor at his own costs, risk and responsibilities immediately, with written intimation to ESIC.

5. Any damages done by the deployed staff to the equipment of the hospital will be deducted from the next bill of the contractor.

9) GENERAL TERMS AND CONDITION OF CONTRACT:-

- 1) Contractor will have to supply manpower as per GeM contract and/or as communicated by this office. The person deployed by the Contractor should be properly trained, have requisite experience and skills for carrying out the work assigned to him.
- 2) The Contractor must have an office in Gujarat State and Shops And Estt certificate of Gujarat must be submitted along with Bid Documents.
- 3) If two or more technically successful bidder quote same bid value and comes L-1 after evaluation then ESIC shall choose the random selection option (run L-1) on GeM portal to select L-1 bidder or as decided by the committee constituted for the purpose.
- 4) The Contractor should be registered under ESIC & EPFO and upload the copy of same on GeM portal.
- 5) Contractor must issue Identity Cards for IT Manpower.
- 6) The staff shall be in proper uniform for the entire period of contract and with their identity card properly displayed.
- 7) The list of all contract Staff will be submitted by the contractor together with names/address of the employees including those as leave reserve to the ESIC Model Hospital Bapunagar authorities with their bio data, qualification certificates, experience certificate, age certificate, Bank Account Number etc. who are engaged for Gujarat Region.
- 8) Medical facility for employees is not covered under ESIC, it should be provided by the service provider itself.
- 9) Continuity of resources deployed by Contractor: Contractor will ensure continuity of any allocated/ deployed resources with prior consent of the ESIC. Deployed resources cannot be replaced by Contractor without prior approval of ESIC.
- 10) A copy of Appointment Order and other Terms and Conditions issued to the IT Manpower should be shared with the ESIC Model Hospital Bapunagar.
- 11) **Payment of Salaries:** *Contractor is required to pay salaries of contractual staff deployed at hospital first before 7th of every month directly i.e. on their own and claim payment from ESIC by submitting the bill in duplicate complete in all respects, statutory documents like PF, ESIC etc if applicable also need to be attached. The proof for payment of salary of the deployed manpower should be attached along with the Invoice of every month. Salary payment should be made directly into their bank account through RTGS/NEFT. Cash payment shall be treated at par with non-payment of wages. Delay in salary payment to IT Manpower will be liable to charge penalty as per GeM terms and conditions.*
- 12) The Contractor is also required to issue Salary slip to all employees every month.

- 13) The IT Manpower required are to be deployed by the contractor from the date of commencement of the agreement or as specified in the Contract.
- 14) The deployed IT Manpower can apply for maximum 12 casual leaves and 03 gazetted holidays in a calendar year. For more than 12 casual leaves, salary shall be deducted.
- 15) IT Manpower should have good communication skill and knowledge of Gujarati, Hindi and English.
- 16) At the time of the payment TDS, TDS on GST and any other Government levies applicable on bill as per the Govt. of India instructions issued from time to time shall be deducted.
- 17) The Contractor shall not assign or sublet this contract or any part thereof to any third party.
- 18) ESIC May ask the contractor to replace any IT Manpower if they do not meet the requirement properly or do not perform to the satisfaction of the ESIC or due to non-adherence of duty hours/impolite behaviour/unprofessional approach or any other dereliction of the duty.
- 19) IT Manpower are to be deployed for exclusively ESIC and in no circumstances they should be diverted to any other work by contractor.
- 20) The Contractor shall satisfy all Government regulations / Labour Laws including minimum Wages/ESIC/EPF/The Payment of Bonus Act etc..
- 21) If additional IT Manpower is required within the contract period, same will be hired from the agency to whom contract is awarded at the same monthly rate offered by the contractor.
- 22) Contractor has to submit all relevant document of IT Manpower deputed as per the contract and provide the education qualification/experience of the persons deputed. Corporation reserves the right to examine the documents or get the documents verified from any agency.
- 23) During the period of agreement if it is found that the agency is not providing proper services or charging by fraudulent manner or otherwise, the security deposit deposited with ESIC or part thereof shall be forfeited in favor of ESIC and agreement will be terminated immediately.
- 24) It may be noted that The service provider shall ensure the health and safety measures of the employees and service provider will be fully responsible for well-being , safety, security and insurance of their personnel & manpower not covered under ESI Scheme are covered under workman Compensation Act 1923 & Successful bidder has to provide insurance for IT Manager and IT Assistant.
- 25) The Contractor or his agents shall not indulge in corrupt practices like demanding money from their staff and he shall manage affairs with the service charge allowed to him. In case any such practice comes to notice of Competent Authority subsequently his contract will be summarily terminated.
- 26) Competent Authority of ESIC Model Hospital Bapunagar reserves the right to accept or reject the tender at any stage without assigning any reason thereof.
- 27) Other Terms and Conditions of GeM shall prevail in addition to above terms and conditions.
