



कर्मचारीराज्यबीमानिगम  
(श्रमएवंरोजगारमंत्रालय, भारतसरकार)

EMPLOYEES' STATE INSURANCE CORPORATION  
(Ministry of Labour & Employment, Govt of India)



क्षेत्रीयकार्यालय

पंचदीपभवन, हाउसिंग बोर्ड फेस I, साईरोड,  
बददी, हिमाचल प्रदेश-173205

REGIONAL OFFICE

PANCHDEEP BHAWAN, HOUSING BOARD PHASE I, SAI  
ROAD, BADDI, HIMACHAL PRADESH-173205  
Phone: 01795-245961 Email: rd-hp@esic.gov.in  
Website: www.esic.gov.in

## ई - निविदा आमंत्रण सूचना NOTICE INVITING E-TENDER

हिमाचल प्रदेश क्षेत्र में ईएसआईसी/ईएसआईएसस्थानों में आई.टी अवसंरचना के लिए एआईओ कंप्यूटर सिस्टम, नेटवर्क उपकरण, स्विच, बहु-कार्यात्मक प्रिंटर, यूपीएस आदि के व्यापक वार्षिक रखरखाव अनुबंध (सीएमसी) के लिए ई निविदा।

E Tender for Comprehensive Annual Maintenance Contract (CAMC) of AIO Computers systems, Network Equipment, Switches, Multi-functional Printers, UPS etc. for IT infrastructure in ESIC/ESIS locations in Himachal Pradesh Region.

कर्मचारी राज्य बीमा निगम (ईएसआईसी), क्षेत्रीय कार्यालय, बददी एआईओ कंप्यूटर, नेटवर्क उपकरण, स्विच, मल्टी-फंक्शनल प्रिंटर, यूपीएस आदि के लिए हिमाचल प्रदेश राज्य में स्थित क्षेत्रीय कार्यालय बददी, ईएसआईएस अस्पताल परवाणू, डीसीबीओ मण्डी, एमईयूडी पंजहेरा, स्वास्थ्य सुरक्षा और विनियमन निदेशालय, शिमला और क.रा.बी. योजना औषधालयों और क.रा.बी. निगम शाखा कार्यालयों में आईटी बुनियादी ढांचे के लिए ऑनसाइट व्यापक वार्षिक रखरखाव सेवा प्रदान करने के लिए सरकारी मंत्रालयों/विभागों, अर्ध सरकारी संगठनों/पीएसयू/स्वायत्त संस्था/ अनुसूचित बैंक में समान प्रकृति का कार्य करने वाली अनुभवी और पात्र फर्मों से दो बोली प्रणाली अर्थात् तकनीकी और वित्तीय बोली में ऑनलाइन निविदा आमंत्रित करता है और इस निविदा दस्तावेज में सभी नियमों और शर्तों को अनुबंध शुरू होने की तारीख से 01 वर्ष की अवधि के लिए पूरा करता है। संतोषजनक सेवाओं, आपसी सहमति और समान नियमों और शर्तों के आधार पर अनुबंध को 01(एक) और वर्ष के लिए बढ़ाया जा सकता है।

Employees' State Insurance Corporation (ESIC), Regional Office, Baddi invites online tender in two bid system i.e. Technical and Financial bid from experienced and eligible firms who have executed similar nature of work in Government Ministries / Departments, Semi Government Organizations / PSU / Autonomous Body / Scheduled Banks for providing onsite Comprehensive Annual Maintenance Service for AIO computers, Network Equipment, Switches, Multi-Functional Printers, UPS etc. for IT infrastructure in Regional Office Baddi, ESIS Hospital Parwanoo, DCBO Mandi, MEUD Panjhera, Directorate of Health Safety & Regulation Shimla and ESIS Dispensaries and ESIC Branch Offices located all over the state of Himachal Pradesh and satisfying all the terms and conditions in this tender document for the period of 1(one) year from the date of commencement of contract. The contract may be extended for 1(one) more year depending on the satisfactory services, mutual consent and same terms & conditions.

निविदाकर्ता को जेम पोर्टल के माध्यम से निविदा प्रस्तुत करनी होगी। निविदा दस्तावेज [www.esic.gov.in](http://www.esic.gov.in) पर भी देखे जा सकते हैं। इच्छुक बोलीदाताओं को ऑनलाइन फॉर्म भरना होगा और सभी प्रासंगिक प्रमाणपत्रों, दस्तावेजों,

Rahul  
06/06/2015

*[Signature]*

*[Signature]*

बोली सुरक्षा घोषणा, आदि की स्कैन की गई प्रतियों के साथ तकनीकी और वित्तीय बोलियों को अपलोड करना होगा , जैसा कि जेम पोर्टल पर इस निविदा दस्तावेज के अनुलग्नक 'घ' में उल्लिखित है, जिस पर मुहर के साथ अधिकृत हस्ताक्षरकर्ता द्वारा विधिवत हस्ताक्षर किया गया है।

The bidder has to submit the Tender through GeM portal. The tender document can also be seen at [www.esic.gov.in](http://www.esic.gov.in). Interested bidders should fill the online forms and upload the technical & financial bids along with scanned copies of all relevant certificates, documents etc as mentioned in Annexure 'D' of this tender document, duly signed by authorised signatory with seal on the GeM portal.

बोलीदाता को 14275 / - रुपये की ईएमडी राशि, बद्दी (हि.प्र.) में देय "ईएसआईसी फंड खाता संख्या -1" के पक्ष में खाता प्राप्तकर्ता डिमांड ड्राफ्ट (डीडी) के साथ जैम के अनुसार निर्दिष्ट ईएमडी जमा करनी होगी।

Bidder should submit the EMD amounting to Rs.14275/- through Account Payee Demand Draft (DD) in favor of "ESIC FUND ACCOUNT NO.-1", payable at Baddi (H.P.).

बोलीदाता को डिमांड ड्राफ्ट की स्कैन प्रति बोली के साथ अपलोड करनी होगी और डिमांड ड्राफ्ट (मूल प्रति) बंद लिफाफे में डालकर लिफाफा के ऊपर "EMD for Comprehensive Annual Maintenance Contract (CAMC)" लिखकर, क.रा.बी. निगम, क्षेत्रीय कार्यालय, पंचदीप भवन, हाउसिंग बोर्ड, फेज -1, साई रोड बद्दी, हिमाचल प्रदेश के स्वागत कक्ष में रखे गए ई.एम.डी बॉक्स में डालना है या वैकल्पिक तौर पर उपर दिए गए पते पर पंजीकृत डाक द्वारा भेजा जा सकता है। ई.एम.डी. राशि, निविदा की अंतिम तारीख व समय से पहले प्राप्त होनी चाहिए, देरी से प्राप्त ई.एम.डी. राशि मंजूर नहीं की जाएगी।

Bidder has to upload scanned copy of the Demand Draft and submit it (Original Demand Draft) in physical form by writing on envelope "EMD for Comprehensive Annual Maintenance Contract (CAMC))" in Tender Box placed at reception of the ESIC, Regional Office, Panchdeep Bhawan, Housing Board, Phase-1, Sai Road Baddi, Himachal Pradesh or alternatively can be sent through registered post at above given address. The bidder must ensure that the EMD should reach this office on or before last date & time of bid submission. EMD received after the bid closing time and date will not be accepted.

Kahul



Name of Work/कार्य का नाम :	E Tender for Comprehensive Annual Maintenance Contract (CAMC) of AIO Computers systems, Network Equipment, Switches, Multi-functional printers, UPS etc. for IT infrastructure in ESIC/ESIS locations in Himachal Pradesh Region./ हिमाचल प्रदेश क्षेत्र में ईएसआईसी / ईएसआईएस स्थानों में आईटी बुनियादी ढांचे के लिए एआईओ कंप्यूटर सिस्टम, नेटवर्क उपकरण, स्विच, बहु-कार्यात्मक प्रिंटर, यूपीएस आदि के व्यापक वार्षिक रखरखाव अनुबंध (सीएएमसी) के लिए ई निविदा।
Estimated cost of tender/निविदा की अनुमानित लागत	7,13,740/-
Last date and time for online bid submission/ऑनलाइन बोली जमा करने की अंतिम तिथि और समय	As per GeM
Pre Bid Meeting/प्री बिड मीटिंग	
Bid opening date and time/बोली खोलने की तारीख और समय	As per GeM
Earnest Money Deposit (EMD) (2% of Estimated cost of tender)/ बयाना राशि जमा (ईएमडी) (निविदा की अनुमानित लागत का 2%)	Rs.14275/-
E-Performance Bank Guarantee (ePBG) (5% of Estimated cost of tender)/ ई-प्रदर्शन बैंक गारंटी (ePBG) (निविदा की अनुमानित लागत का 5%)	अनुबंध राशि का 5%

निर्देश, ई-निविदा की अनुसूची, ई-निविदा के नियम और शर्तें, अनुबंध के नियम और शर्तें, कार्य का दायरा, आदि का उल्लेख निविदा दस्तावेज के अनुलग्नक 'क' से अनुलग्नक 'ट' में किया गया है।

Instructions, Schedule of the E-tender, terms and conditions of E-tender, terms and conditions of contract, scope of work, etc. are mentioned at Annexure 'A' to Annexure 'K' of the tender document.

क.रा.बी निगम, क्षेत्रीय कार्यालय, बददी, बिना कोई कारण बताए किसी भी या सभी बोलियों को अस्वीकार करने का अधिकार सुरक्षित रखता है। मूल्यांकन के लिए सभी प्रकार से पूर्ण बोलियों पर ही विचार किया जाएगा।

ESI Corporation, Regional office, Baddi, reserves the right to reject any or all bids without assigning any reason whatsoever. Only bids complete in all respect will be considered for evaluation.

क्षेत्रीय निदेशक, क.रा.बी. निगम, बददी सबसे कम या किसी भी कोटेशन को स्वीकार करने का वचन नहीं देता है और पूरे या किसी भी हिस्से को कोटेशन, भाग, मात्रा को स्वीकार करने का अधिकार सुरक्षित रखता है और इसे बोलीदाताओं द्वारा उद्धृत दरों पर आपूर्ति की जाएगी। दरें निविदा खुलने की तिथि से कम से कम 180 दिनों की अवधि के लिए मान्य होंगी।

The Regional Director, ESIC Regional Office, Baddi does not pledge to accept lowest or any quotations and reserves the right for accepting the whole or any part of the quotation, portion, quantity offered and the same shall be supplied at the rates quoted by the bidders. The rates shall be valid for the minimum period of 180 days from the date of opening of tender.

*Rahul*

*[Signature]*

*[Signature]*

निम्नलिखित अनुबंध और प्रपत्र इस निविदा दस्तावेज का हिस्सा हैं: -

Following Annexures & Forms are part of this tender document: -

क्रमांक Sr. No	विवरण/Description	अनुलग्नक Annexure	पृष्ठसंख्या Page No
1	बोलीदाताओं के लिए महत्वपूर्ण निर्देश Important Instructions for Bidders	अनुलग्नक-क' Annexure-'A'	5
2	ई-निविदा की अनुसूची -'बी' Schedule of E-Tender	अनुलग्नक-ख' Annexure-'B'	6
3	पात्रता मानदंड अनुलग्नक-सी' Eligibility Criteria	अनुलग्नक-ग' Annexure-'C'	7
4	दस्तावेज/प्रमाण पत्र ऑनलाइन जमा करने होंगे Documents / Certificates to be submitted online	अनुलग्नक-घ' Annexure-'D'	9
5	निविदा के सामान्य नियम और शर्तें General Terms and Conditions of Tender	अनुलग्नक-ङ' Annexure-'E'	11
6	अनुबंध सामान्य शर्तें General Conditions of Contract	अनुलग्नक-च' Annexure-'F'	15
7	कार्य का दायरा Scope of Work	अनुलग्नक-छ' Annexure-'G'	21
8	के दायरे के लिए विशेष नियम और शर्तें Special Terms and Conditions for Scope of Work	अनुलग्नक-ज' Annexure-'H'	29
9	सीएएमसी (इन्वेंटरी की गणना) के तहत कवर की जाने वाली वस्तुओं की सांकेतिक सूची INDICATIVE LIST OF ITEMS TO BE COVERED UNDER CAMC (Count of Inventory)	अनुलग्नक-झ' Annexure-'I'	35
10	विभिन्न कार्यालयों, अस्पतालों और औषधालयों के स्थान Locations of various offices, hospitals and dispensaries	अनुलग्नक-ञ' Annexure-'J'	37
11	हिमाचल प्रदेश क्षेत्र में ईएसआईसी/ईएसआईएस स्थानों में आईटी अवसंरचना के लिए व्यापक वार्षिक रखरखाव अनुबंध (सीएएमसी) के लिए तकनीकी निविदा मूल्यांकन शीट Technical Tender Evaluation sheet for Comprehensive Annual Maintenance Contract(CAMC) for IT infrastructure in ESIC/ESIS locations in, Himachal Pradesh Region	अनुलग्नक-ट' Annexure-'K'	40

नोट:- इस ई-निविदा में कोई संशोधन/शुद्धिपत्र केवल वेबसाइट [www.esic.gov.in](http://www.esic.gov.in) और जेमपोर्टल पर प्रकाशित किया जाएगा  
न कि प्रिंट मीडिया में। बोलीदाताओं को स्वयं को अद्यतन रखने के लिए नियमित रूप से इस वेबसाइट को देखना चाहिए।

Note: - Any amendment / corrigendum to this E-tender will be published on the website [www.esic.gov.in](http://www.esic.gov.in) & GeM portal  
only and not in print media. Bidders should regularly visit this website to keep themselves updated.

ह/- Sd/-

दिनांक /Date:

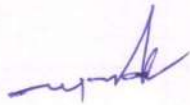
क्षेत्रीय निदेशक, कर्मचारी राज्य बीमा निगम बद्दी

स्थान/Place: Baddi

Regional Director ESIC, Baddi

1. **IMPORTANT INSTRUCTIONS FOR BIDDERS**

- 1.1 Bidder should get registered at GeM portal.
- 1.2 Bidders are requested to mention the GeM ID of Tender in the subject while e-mailing any issue along with the contact details.
- 1.3 For any Issues / clarifications relating to the published tender(s), kindly contact the respective Tender Inviting Authority (Regional Director, ESIC, RO Baddi, Himachal Pradesh).

A handwritten signature in blue ink, appearing to be 'Kahul'.A handwritten signature in blue ink, appearing to be 'Rajendra'.A handwritten signature in blue ink, appearing to be 'Rajendra'.



Annexure-'B'

**2. SCHEDULE OF E-TENDER**

Sr No	Description	
1	Date & Time of issue of E Tender	As per GeM
2	Pre-Bid Meeting	As per GeM
3	Last date & Time of receipt of E Tenders	As per GeM
4	Date & Time of Opening of "Technical Bid"	As per GeM
5	Date & Time of Opening of "Financial Bid" of technically qualified bidders	Shall be informed to Technically Qualified Bidders through Email
6	Place of Pre-Bid Meeting and Opening of Tender	Regional Office. ESI Corporation, Housing Board Phase -1 Sai Road Baddi, HP-173205
7	Bid Validity period	180 Days from the date of opening of tender, Regional Director ESIC reserves the right to extend the validity period, if so required.

2.1 If the date of opening of tender is declared a public holiday, the tender shall be opened on the next working day.

2.2 Bidders are requested to check further notifications / updates / corrigendum / addendum if any issued by ESIC RO, Baddi that will be uploaded only on ESIC website [www.esic.gov.in](http://www.esic.gov.in) & on GeM Portal.



3. **ELIGIBILITY CRITERIA (As per the GeM bid document)**

3.1 The bidder should have not less than 03(three) years' experience with Govt./Semi-Govt./Public Sector Organizations/Autonomous Body/Scheduled Banks of similar contract during last 3 financial years i.e 2022-23,2023-24,2024-25.

3.2 The bidder must have an average annual turnover of Rs.10 lakhs or above and should be profit making for the financial year 2021-22, 2022-23,2023-24 duly certified by Chartered Accountant/ Cost Accountant.

3.3 Documentary evidence in the form of work order/successful completion certificate from 03(three) Govt./Semi-Govt./Public Sector Organizations/Autonomous Body/Scheduled Banks with clear cut indication of the amount of CAMC each year of similar contract in the last three financial years i.e 2022-2023,2023-2024,2024-2025.

3.4 The bidder should have atleast completed/ executed the following work in last 3 years: -

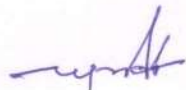
- (a) One similar nature of work (providing IT manpower services) of value not less than 5.70 Lakhs (equals to 80% of the estimated value of work to be executed),  
**OR**
- (b) Two similar nature of work (providing IT manpower services) of value not less than 3.56 Lakhs (equals to 50% of the estimated value of work to be executed),  
**OR**
- (c) Three similar nature of work (providing IT manpower services) of value not less than 2.85 Lakhs (equals to 40% of the estimated value of work to be executed).

3.5 Bidder should have office in Distt Solan (H.P) or Tricity (Chandigarh, Mohali & Panchkula) . If not, an undertaking stating if the contract is awarded to them, they are ready to open offices in Distt Solan (H.P) or Tricity (Chandigarh, Mohali & Panchkula) wherever necessary within 30 days from the award of the contract.

3.6 Bidder should have at least 20 professionally qualified personnel (hardware/software/ network engineers) on direct pay rolls of the agency having minimum 1 year experience in related field.

3.7 Escalation Matrix, (Name/Designation of persons if matter is not resolved at Resident Cum Field Engineer's Level from whom the matter may be forwarded by Engineer himself or ESIC)

3.8 Should possess:



7



- (a) Certificate of Registration / Incorporation of the Agency/Firm/Company
- (b) PAN Card
- (c) GST Registration
- (d) ESIC & EPFO Registration.
- (e) Latest ISO certification in services related to IT infrastructure repair & maintenance only i.e., 9001:2015, 20000-1:2018 & 27001:2013.

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

- (a) The Indian Companies Act, 2013
- (b) The Indian Partnership Act, 1932
- (c) Any other Act.

(Please give full name & address)

3.10 Bank Details

- (a) Bank name & Address
- (b) Name of Account
- (c) Type of Account
- (d) IFSC Code
- (e) MICR Code

3.11 The firm/bidder should not be black listed by any organization, should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidders have to upload undertaking to this effect with bid.

3.12 Note:

- (a) The bids shall be evaluated technically on the basis of the information mentioned above.
- (b) Documentary proof /certificates in support of the eligibility criteria should be uploaded as mentioned in this tender document.
- (c) Only bids of those bidders who qualify in the technical round shall be considered for opening of financial bid.
- (d) The decision of the Competent Authority of ESIC shall be binding in all respect in connection with the tender.



**4. DOCUMENTS / CERTIFICATES TO BE SUBMITTED.**

4.1 The bidder should upload scanned copies of the following documents/certificates duly self-certified with seal and signature on GeM portal: -

(a) Documentary evidence in the form of work order/Successful completion certificate from Govt/Semi-Govt./Public Sector Organizations/ Autonomous Body/ Scheduled Banks with clear cut indication of the amount of CAMC each year of similar contract in the last 3 financial years i.e 2022-23,2023-24,2024-25.

(b) Copy of Audited Balance Sheets with Profit and Loss Account/ Turnover Certificate for the Financial Years i.e 2021-22,2022-23,2023-24 duly certified by Chartered Accountant/ Cost Accountant.

(c) Copy of Ownership/Rental Agreement of Offices/Head Office in Distt Solan (H.P) or Tricity (Chandigarh, Mohali & Panchkula) / undertaking to open office in in Distt Solan (H.P) or Tricity (Chandigarh, Mohali & Panchkula) within 30 days of awarding of Contract.

(d) List of Professionally **qualified personnel** (hardware/software/network/ engineering) of the vendor indicating at least **20 qualified personnel** on the rolls of the agency having minimum 1 year experience in related field.

(e) Escalation Matrix, (Name/Designation of persons if matter is not solved at Resident Cum Field Engineer's Level to whom the matter may be forwarded by Engineer himself or ESIC).

(f) Copy of Certificate of Registration/ Incorporation of the Agency/Firm/Company.

(g) Copy of PAN, GST Registration.

(h) Copy of allotment Letter of Code Nos of ESIC & EPFO Registration.

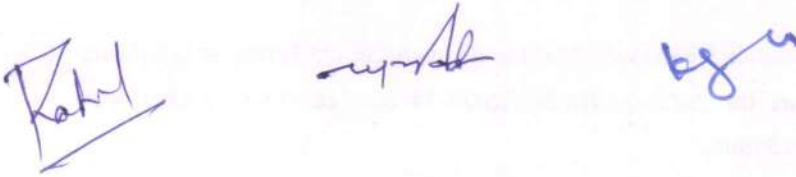
(i) Copy of valid ISO certification in services related to IT infrastructure repair & maintenance only i.e., 9001:2015, 20000-1:2018 & 27001:2013 Certification.

(j) Self-declaration on firm's letter head that the firm/bidder is not black listed by any organization, and is not under liquidation, court receivership or similar proceedings, nor bankrupt. Bidder to upload undertaking to this effect with bid.

(k) Scanned copy of EMD/exemption related documents to be uploaded online and the original to be submitted to this office within 5 days of Bid end date/ Bid opening date.

(l) Copy of tender document (all pages) with seal and sign on each page of the authorised signatory.

4.2 Note: In the absence of any of the aforesaid bid supportive documents/certificates, the bids may not be accepted at the sole discretion of ESIC

Three handwritten signatures in blue ink are visible. The first signature on the left is stylized and appears to be 'Rahul'. The middle signature is more fluid and cursive. The third signature on the right is also cursive and appears to be 'B. G. N.'.



**5. GENERAL TERMS AND CONDITIONS OF TENDER**

**5.1 Submission of E- Tender on GeM only.**

- (a) The Tender document is available online on GeM. The tender document can also be seen at [www.esic.gov.in](http://www.esic.gov.in).
- (b) The Tender to be submitted online on GeM only within the due date and time as stipulated in the Tender schedule at Annexure 'B' of this tender document.
- (c) Interested bidders should upload the Technical Bid along with self attested scanned copies of all relevant certificates, documents, EMD etc as mentioned at Annexure 'D' of this tender document, duly signed by authorised signatory with seal. The Financial bid (as per format) also to be filled online on GeM.

5.2 It will be the sole responsibility of the bidder to upload clear and legible scanned documents as necessary for assessment, failing which the e- tender is liable to be rejected.

5.3 The tender document should be submitted on GeM Portal only details of the same can be seen on [www.esic.gov.in](http://www.esic.gov.in). Bidder must upload all supported documents as mentioned in Annexure 'D' duly signed each page by authorised signatory with seal with the tender document.

**5.4 Signing of Tender Document**

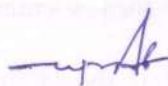
(a) Each page of the tender document and other supporting documents must contain the seal and sign of the authorized signatory before submitting it online on GeM portal.

(b) The individual signing the documents connected with the tender 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'

(c) 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 the documents empowering him to sign, along with tender document.







5.6

**Pre-bid Meeting:**

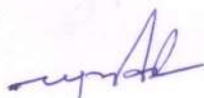
- (a) A Pre bid meeting will be held at Regional Office, E.S.I. Corporation, Panchdeep Bhawan, Sai Road, Baddi, H.P 173205, on date and time of which is mentioned in GeM bid. In the event of the said date being declared a closed holiday for Govt. Offices/ESIC, the pre-bid meeting will be held on the next working day at the same time & place.
- (b) All interested bidders are requested to submit their query if any for clarification regarding the tender document and terms and conditions, specifying the para heading, clause no and page no of the tender document by email to rd-hp@esic.gov.in.
- (c) The representative authorized (with authorization letter) by the bidder shall be present and sign the register evidencing their attendance in pre bid meeting.
- (d) Clarification if any will be uploaded only on ESIC website [www.esic.gov.in](http://www.esic.gov.in) and GeM Portal.
- (e) Bidders are requested to check further notifications / updates / corrigendum / addendum if any issued by ESIC on the above website.

**5.7 Date and Time for Receipt and Opening of the Tender**

- (a) Refer Annexure 'B' Schedule of E-Tender for details.
- (b) Financial bids of only successful bidders found successful in technical evaluation by the committee, will be opened thereafter online on date as decided by ESIC.

**5.8 Earnest Money Deposit (EMD)**

- (a) The eligible bidder should submit Earnest Money Deposit (EMD) of **Rs.14275/- (Fourteen thousand two hundred seventy five only)**. The EMD should be submitted by the way of Demand Draft drawn in favour of ESIC Fund Account No. 1 payable at Baddi. Scanned copy of EMD to be uploaded online and the original to be submitted to this office.
- (b) The tender is liable to be rejected outrightly on non-submission of EMD.
- (c) In the event of the withdrawal/revocation of the tenders by the bidders within the valid period of the bid, the EMD shall be forfeited.
- (d) The EMD of unsuccessful bidders will be returned after award of the contract to the successful bidder and shall carry no interest whatsoever. No correspondence/request for withdrawal of the EMD shall be entertained before award of contract.
- (e) Agencies /Firms exempted from submission of EMD should submit relevant certificate.





- (f) No interest will be paid on EMD amount by ESIC.

5.9 **Validity of Bids**

(a) Bids shall remain valid for **180 days** after the date of tender opening prescribed by ESIC. A bid valid for shorter period would be rejected by the ESIC as non-responsive.

(b) In exceptional circumstances, ESIC may solicit the bidders' consent to an extension of the period of validity. The EMD provided shall also be suitably extended. A bidder may refuse the request without forfeiting his EMD.

5.10 Rates quoted in financial bid should be in Indian currency only and inclusive of all charges. (Including taxes, duties, GST, etc as applicable). Items not quoted should be marked 'NIL'. Any ambiguous quote on these accounts shall make the tender liable to be rejected.

5.11. If a contractor quotes NIL charges /consideration, the bid shall be treated as unresponsive and will not be considered.

5.12. 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 any of the client of the bidder at all reasonable times and shall give full assistance and information as may be required by him in connection with the contract.

5.13. **Key Deliverables**

(a) ESI Corporation, Regional office, Baddi intends to obtain the Comprehensive Annual Maintenance services from reputed and experienced Service Provider to keep all the IT Infrastructure listed in this tender document up and running at all times in ESIC Regional office, Branch Offices, DCBO Mandi, MEUD Panjhera, Directorate of Health Safety & Regulations, Shimla & ESIS Hospital and Dispensaries located all over the state of Himachal Pradesh.

(b) The agency shall provide Resident Cum Field Engineers (RCFEs) with Computer/Hardware/software/Networking Engineering qualification (with minimum one year of experience in the field) for attending the routine maintenance related complaints. Besides, the agency shall provide any other expert Engineer (fees inclusive in CAMC Charges) 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 the complaints.

(c) **Corrective Maintenance:** The Firm/agency has to provide the repairs / replacement of defective parts of various machines within the Comprehensive Annual Maintenance charges including Plasma TV, Big/Small UPS, Network Switch,

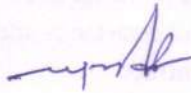
Hard Disk, Fuser Assembly, Printer paper tray, Mother Board, DVD, RAM, Power adapter, AIO Display Screen, Mouse, Keyboard, I/O Ports including LAN Cable and its connection etc. whichever applicable and other parts which are bound to go bad due to what so ever reason including technical, electrical, burn out, wear and tear etc.

(d) Safeguarding the User's data before performing any operation on the computer.

(e) Setting up an "IT Help Desk (Telephone No. and e-mail)" for complaint registration and the response time should not be more than 2 to 3 minutes for complaint call registration. Toll free Telephone Number is not mandatory. However, if telephone setup is required for complaint mechanism will be maintained at the cost of vendor.

(f) Maintaining item wise record of replacement / repair activities carried out on each equipment. The ESIC may seek these details as and when required.

5.14 Elaborate description of work of CAMC is given in Annexure-'G' (Scope of Work) and Annexure-'H' (Special Terms and Conditions for Scope of Work).





## **6. GENERAL CONDITIONS OF CONTRACT**

6.1 In the interpretation of the contract and the general and / or 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, tenderer/bidder, firm, vendor, agency or company with whom the order for providing CAMC Services is placed by ESIC shall deem to include the contractor's successors (approved by the customer), representatives, heirs, executors and administrators unless excluded by the contract.

(c) The term Client, Customer or 'Corporation' or 'ESIC' shall mean the Employees' State Insurance Corporation, Regional office, Baddi.

(d) 'Contract value' shall mean the sum accepted or the sum calculated in accordance with the rates accepted by or on behalf of the ESIC.

### **6.2. Validity of contract:**

(a) The contract shall be valid for a period of 1(ONE) year from the date of award of contract in accordance with the terms and conditions mentioned herein.

(b) The contract may be extended for a further period of 1 (one) more year with mutual consent and on satisfactory services during contract period on the same terms, conditions and rates.

(c) The agency has to give 3 months prior notice before cancellation of the contract. Contravention of the same would lead to forfeiture of performance guarantee/Security money along with all outstanding dues.

(d) In case of poor performance/non-performance, the contract may be cancelled / terminated at any stage of the contract period by ESIC with a notice period of one month. Performance assessment will be done on quarterly basis.

(e) The contract can also be terminated by ESIC with one month notice period, if any revised policy decision by Head Quarters, ESIC demands the same.

(f) **Before the commencement of contract, the successful bidder will have to complete site survey of the respective sites allocated and submit the survey report along with details of inventory /IT Equipment found whether it is working / non-working condition while indicating so in the report in respect of all sites as mentioned in 'Annexure-J' within 10 days from the date of award of contract.**

6.3 Any increase or decrease of taxes, duties or prices of components, etc, will not affect the rates during the entire period of CAMC.

**6.4 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 so signing 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.

**6.5 Responsibility for executing contract:** The agency is 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.

6.6 The agency shall not sublet transfer or assign the contract or any part thereof to any third party without the written permission of the Regional Director ESIC, Baddi. In the event of the contractor contravening this condition, The Regional Director 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 / Performance Guarantee given for due performance of the contract, for such breach.

6.7 The Regional Director 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.

6.8 In all matters of dispute relating to this contract, the decision of Regional Director Regional Office Baddi, will be final and binding upon the agency.

6.9 While submitting the bids, the bidder is deemed to have read, understood and accepted all the terms and conditions stated in the tender document and no change, whatsoever desired, will be entertained by ESIC.

**6.10 Assistance to contractor:**

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



6.11 **Contract Agreement:**

- (a) The selected vendor shall have to sign a contract agreement, on nonjudicial stamp paper of appropriate value on own cost, containing the details of all the terms and conditions, scope of work, special terms and conditions of the tender document after issue of work order and before commencement of CAMC.
- (b) The original agreement document will be retained by ESIC.
- (c) In case the contract is extended beyond the initial period, a fresh agreement is to be made at the own cost of the vendor for the extended period.

6.12 **Performance Guarantee/Security Deposit:**

- (a) On acceptance of the work order, the Bidder/contractor shall within the period specified by ESIC, deposit as Performance Guarantee/ Security Deposit, on the site as mentioned in GeM document.
- (b) **The security deposit shall be in the form of Demand Draft in favour of "ESI Fund Account No. 1" payable at Baddi or in the form of bank guarantee from any nationalized bank in favour of Regional Director, ESI Corporation, Baddi.**
- (c) The performance security guarantee shall be valid for a period of 2 months beyond the date of completion of all contractual obligation of the tender.
- (d) If the contract is extended beyond the initial period, the performance security guarantee shall be suitably extended for further period.
- (e) No interest shall be payable on Performance guarantee/ Security Deposit amount.
- (f) The ESIC shall be entitled to forfeit the performance guarantee/ security deposit 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.
- (g) If the contractor is called upon by the office of the ESIC to deposit performance guarantee/ security amount and the contractor fails to provide the security deposit amount within the period specified/granted, such failure will constitute a breach of the contract and the office shall 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 EMD shall be effected.
- (h) On due performance and completion of the contract in all respects, the performance guarantee/ security deposit amount 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.

6.13 **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, the ESIC shall be entitled to recover such sum from Performance Guarantee/Security Deposit during warranty or annual maintenance charges, as the case may be. When there remains a balance of the total sum to be recovered, it shall be deducted from any sum due to them or which at any time thereafter may become due under this or any other contract with the ESIC. Should this sum not be sufficient to cover the full amount recoverable, the contractor shall pay to the customer on demand the remaining balance due along with interest at the rate of 12% p.a. from the date when the first demand is made till the date of actual payment for each day of delay.

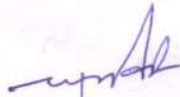
6.14 **Insolvency and breach of contract:** The ESIC may at any time by notice in writing summarily terminate the contract without compensation to the contractor in any of the following events, that is to say:-

- (a) If the contractor being an individual or firm, such individual or any 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 his 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
- (b) If the contractor being a company registered under any 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
- (c) If the contractor commits any breach of this contract or any other direction of the customer issued from time to time not otherwise specifically provided in this contract, the customer can terminate the contract without compensation to the contractor which shall be without prejudice of its right to claim the damages which it may have suffered due to such breach of contract or of the direction issued by the customer.

6.15 **Code of Integrity:**

1. No official of a procuring entity or a bidder shall act in contravention of the codes which includes: Prohibition of :

a) Making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process;





b) Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided;

c) Any collusion, bid rigging or anti-competitive behavior that may impair the transparency, fairness and the progress of the procurement process;

d) Improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain;

e) Any financial or business transaction between the bidder and any official of the procuring entity related to tender or execution process of contract; which can affect decision of the procuring entity directly or indirectly.

f) Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process;

g) Obstruction of any investigation or auditing of a procurement process;

h) Making false declaration or providing false information for participation in a tender process or to secure a contract;

i) Disclosure of conflict of interest;

j) Disclosure by the bidder of any previous transgressions made in respect of the provision of subclause (i) with any entity in any country during the last three years or of being debarred by any other procuring entity.

2. The procuring entity, after giving a reasonable opportunity of being heard, concludes that a bidder or prospective bidder, as the case may be, has contravened the code of integrity, may take appropriate measures.

#### **6.16 Arbitration**

- (a) 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 as per Arbitration & Conciliation Act, 1996.
- (b) That no person other than the Regional Director, ESI Corporation or the person appointed/approved by him should act as arbitrator.
- (c) Upon every such reference, the assessment of the cost's incidental to the reference and award respectively shall be in the discretion of the arbitrator.
- (d) Subject as aforesaid to the Arbitration & Conciliation Act, 1996 and the rules there under, any 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 Tenderer.

- (e) The venue of arbitration shall be at Baddi (Himachal Pradesh).
- (f) For the purpose of the contract including arbitration proceedings there under, the Regional Director, ESIC or an officer authorized by him, shall be entitled to exercise all the rights and powers of the customer.

6.17 ESIC is at full discretion to pre-informed visit(s) to vendor's premises to check the capabilities of the vendor before and/or after award of contract.

6.18. **Commencement of CAMC:**

- (a) The CAMC shall be commenced by the selected agency from the effective date of commencement of contract. All the systems and peripherals under CAMC shall be jointly verified by the contractor and the ESIC representative and conditions of the same shall be noted on the date of commencement of CAMC.
- (b) **In case any system/ peripheral / component is found malfunctioning the same shall be identified in the joint verification by the contractor and ESIC Representative for rectification and the incumbent agency shall submit estimate for their pre-CAMC repairs and approval may be granted to the incumbent agency for carrying out repairs of such items on cost basis as per estimate. Such items shall come under CAMC forthwith after such repairs. However, Regional Director ESIC Baddi shall have the liberty to carry out such repairs from other than the contractor depending on the price reasonability / GFR / Govt of India & HQ instructions time to time.**
- (c) If any item/IT asset mentioned in Annexure 'I' becomes obsolete/End of Life, the quoted price for that asset shall be reduced proportionately.

6.18 **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 CAMC in good working condition which would be verified jointly by the contractor and ESIC representative 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 security deposit in case the same being higher as per the terms of the contract entered between the parties.





## 7. SCOPE OF WORK

### 7.1 Scope of Work and Key Deliverables

(a) **Resident cum Field Engineers (RCFEs)** : The agency shall provide well qualified and experienced Service Engineers with Computer / Hardware Engineering qualification (with minimum one year of experience in the field) for technical support at locations viz ESIC Regional office, Branch offices, ESIS Hospitals and Dispensaries, DCBO Mandi/MEUD Panjhera, Directorate of Health Safety & Regulations Shimla and as decided by ESIC.

(b) Provision of 2 number of qualified Service Engineers onsite.

Details of Engineers:

Sr. No	Particulars	Total Nos.
1	Hardware Cum Network Engineer	02

(c) The Resident Cum Field engineers (RCFEs) are to be provided at the following locations:

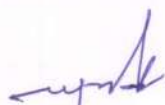
List of Locations for Engineers		
S. No	Location	Total Number of Engineers
1	RO Baddi	1
2	ESIS Hospital Parwanoo	1
Total Engineers		2

(d) The RCFEs shall work under the supervision/guidance/directions of the IT Officer/ IT Managers/IT Assistants or any other personnel authorized by ESIC and they will be assigned duties at the discretion of the, Regional Director Regional office ESIC Baddi.

(e) Prior consent of ESIC is to be taken before modifying deployment and/or replacing any of the RCFE's.

(f) The working hours of the RCFEs shall be that of the ESIC/ESIS Office hours. The Resident Cum Field Engineers should be available on all the working days at the respective sites.

(g) In addition to the trouble shooting of the complaints raised by the users, they will also do such work assigned by the aforementioned personnel of ESIC relating to the general maintenance/ up keeping or enhancement of the equipment/devices under AMC including intra-location transits.


(h) **The Resident Cum Field Engineers is to be made available on holidays (on call basis) in case of urgent need without any additional cost. In the absence of RCFEs for more than 1 day at any locations, substitute RCFEs shall be provided by the agency, failing which penalty will be levied.**

(i) Agency will not use the name of ESIC in recruiting staff for the above purpose. Besides, the agency shall provide any other expert Engineer from time to time as may be required, for assistance to onsite hardware & Network Engineers, in case the latter are not able to intervene and solve any complaints.

(j) ESIC is at the full discretion to interview the person(s) deputed as Service Engineers to assess the capabilities with reference to tender awarded.

(k) **No extra remuneration for Resident Engineer or any kind of TA/DA would be admissible.**

(l) Engineers deputed under CAMC should be provided with company identity cards signed by the authorised signatory within 15 days of start of CAMC and they should wear at all time during their duty hours.

(m) Details of the Residential Cum Field Engineer's including qualifications, mobile no., address etc. will be furnished by the vendor at the start of the CAMC. Copy of any Govt. issued photo ID card (Vote Card/ Aadhaar Card/PAN Card) shall also be submitted in r/o each RE. Vendor shall check the identity, antecedent etc of these personnel before deployment. Frequent change of REs is to be avoided.

(n) ESIC may at any time ask the vendor to replace any resident engineer if they do not meet the requirements properly or do not perform to the satisfaction of ESIC or due to no adherence of duty hours, impolite/unprofessional approach or any other dereliction of duty. Vendor must provide suitable replacement in such cases within 7 working days.

(o) In case of absence of resident engineer immediate replacement should be provided. No leave on any short notice will be given to the engineer and in case of absence, vendor must provide suitable substitute. The Regional Director may impose penalty in case of deviation from the above stipulation.

(p) It is recommended to keep a backup manpower pool to address such issues. Residential Cum Field Engineers are to be deployed exclusively for ESIC CAMC duty and in no circumstances should be diverted to any other work.

(q) The antecedents of engineers 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.



(r) The Residential Cum Field Engineer's will be required to punch biometric attendance online and bidder has 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 (signed on completion of every month). It should be duly verified /counter signed by the authorized officials ESIC and or ESIS.

(s) The register shall remain available round the clock for inspection by the authorized representatives of the Regional Director, Regional Office, ESI Corporation, Baddi.

(t) 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, Maternity Benefit Act, 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.

(u) Regional Director, ESIC, Baddi reserves the right to increase or decrease the number of engineers as and when required under the same CAMC with same rates and terms and conditions as mutually agreed between ESIC and the vendor, the payment for which shall be made on Pro-rata basis.

#### 7.2 Scope of work for Service Engineer:

- (a) AIO Computers/ Application/Network and other peripheral Support.
- (b) Install, upgrade, support and troubleshoot all Windows versions like 10/11etc.... and all versions of Microsoft Office like 2019 or above etc... and Antivirus along with any other utility desktop applications.
- (c) Install, upgrade, support and troubleshoot of Biometric Attendance system and Aadhar verification devices application.
- (d) Install, upgrade, support and troubleshoot, printers, Network switches and any other authorized peripheral equipments.
- (e) Diagnose and quickly resolve a wide range of Windows applications and networking problems to help minimize downtime.
- (f) Performs general preventative maintenance tasks on AIO, printers, Network switches and any other authorized peripheral equipment.
- (g) Performs remedial repairs on AIO Computer Systems, printers, Network switches and any other authorized peripheral equipments.
- (h) Troubleshooting network connectivity in a LAN/WAN environment, provide network diagram of all sites whenever required by ESIC.
- (i) Responsible for monitoring, operating, managing, troubleshooting and restoring to service any AIO computers, Printers, Network switches that has authorized access to the network.

- (j) When the restoration is beyond the scope of the AIO Computers, printers, switches and any other authorized peripheral equipment, the Residence Engineer will escalate the issue/problem to the higher authority.
- (k) All RE are responsible for up keep of any ISP (i.e., BSNL, ESTO & Airtel, etc.) with raising ticket and same will be shared with respective IT Manager/Assistant.
- (l) During the call log of network issue RE is responsible for troubleshooting like restarting of SDWAN Device, Jack in, Jack out of ISP/uplink patch cable or further as per any guidance by respective IT Manager/Assistant.
- (m) Big and Small UPS/Battery – installation, upgradation, support, trouble shooting and shifting.
- (n) Ticket to be logged with the: -
  - i) IT Helpdesk (7001) for SD-Wan/ ERP Or Application related Issue/ Network Related issue
  - ii) ISP Customer Support/care (i.e. BSNL, and other private vendor.)
  - iii) And call log in customer support/care of AIO Computer System /UPS/Printer or any item which is covered under warranty.
  - iv) and continuous follow up to be taken until the resolution is provided.
- (o) Any other work relating to hardware, Software and networking issues and matters incidental or ancillary thereto as may be entrusted by Dy. Director (Incharge) or any other officers of ESIC RO Baddi looking after IT branch for the being.

### 7.3 Items under warranty:

The agency shall ensure the following for items under warranty

- (a) Any hardware issues with the items under warranty should be taken up with the supplier/OEM by raising a complaint.
- (b) Follow up action to be taken after raising the complaint.
- (c) Only software support, network configuration, printer configuration is required for items under warranty.

- 7.4 On the first visit by the Vendor to the ESI Field units, the IT Assets in the locations are to be tagged with unique IDs (sticker/bar code with contract information) and the list of assets with unique IDs is to be shared to ESIC. This list will be taken for Comprehensive maintenance of IT Assets. ESIC reserves the right to add any further 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 Vendor, the payment for which shall be made on Pro-rata basis.

- 7.5 All devices including network rack should be properly checked during Physical Asset Verification (PAV) activity. Any issue's fault or damage not reported in PAV will not be accepted for pre CAMC repair cost.

7.6 **Call Management Services:**

- (a) Providing a single point contact for escalation.
- (b) Obtain and maintain on-line help-desk telephone number with minimum 1 lines for complaint registration and the response time should not be more than 2-3 minutes for complaint registration.
- (c) Problem escalation in case of service levels not adhered to.
- (d) Identification and resolution of chronic faults and problems.
- (e) Logging of user calls and giving a ticket number.
- (f) Tracking each call to resolution.
- (g) Escalation of calls if necessary to get the same resolved.
- (h) Daily analysis of calls received and resolved - to be shared with ESIC.
- (i) Liaison with ESIC IT Helpdesk for resolution of issues in the scope of network service providers for upkeep of network links.
- (k) Service providers sticker with contact information and preventive maintenance date to be pasted on each IT assets.
- (l) The details of existing assets (IT & Hardware) pertaining to each location should be pre-fed into the ticket management tool/portal by the contractor post verification of assets within max one month post commencement of contract with site names uniquely mentioned.

7.7 **AIO Computers and Peripherals:**

- (a) Support for windows all editions like Windows 10/11, MS Office 2019 or above and time to time upgraded versions and other software installed thereon.
- (b) Installation and up gradation of anti-virus software for version OS and System software.
- (c) Anti-Virus Support.
- (d) AIO Computers LAN connectivity.
- (e) Preventative maintenance to be carried out quarterly.
- (f) Replacement/upgrade of all hardware of AIO PC including Display Screen, Motherboard, RAM, HDD, Power adapter, keyboard, mouse, etc. Upgradation of RAM to higher capacity in AIO.
- (g) Diagnostic check-up of the items/equipment's which are under warranty, not under the AMC or otherwise.
- (h) Diagnose and report performance bottlenecks.

#### **7.8 Printer Management:**

- (a) Configuration of Network printers.
- (b) Repair and maintenance of all types of printers.
- (c) Preventive maintenance to be carried out quarterly.
- (d) Installation of printer software and driver's upgradation if required in AIO.
- (e) Replacement/upgrade of print head, fuser unit, paper tray, USB cable, power cable or any parts of the printer except cartridges.
- (f) In case of malfunction of printers, replacement printer to be provided immediately.

#### **7.9 Network Management Services:**

- (a) Management of SDWAN, Network Switches, I/O Boxes and LAN cabling.
- (b) In case of malfunction of network switches, replacement network switch to be provided immediately of equivalent or higher Model.
- (c) Ensure complete connectivity of the computers and printers with respective networks.
- (d) Activity related to trouble shooting of connectivity related problem including:
  - (i) Testing and verification related to Network Interface Card (NIC) being bad.
  - (ii) Configuration of switches and other networking related devices.
  - (iii) Problem related to device drivers of NIC being corrupted.
  - (iv) Verifying and testing version IP, IRQ and other ID issues related to NIC as and when required.
- (e) Identifying and trouble-shooting physical (NIC, UTP etc.) connectivity problems at the desktop (user) as well as at the Hubs / Switches / Router/ SD-WAN ends, i.e., giving point-to-point network connectivity solution.
- (f) Identifying and troubleshooting of defective parts on the Hubs / Switches / SD-WAN Router.
- (g) Ensuring print services for network printers.
- (h) Maintenance of LAN cables & network nodes including replacement of defective I/O ports, Connectors, Cat 6 cables, Crimping of end-to-end connectors, spike buster, patch panel etc.
- (i) Installation and maintenance of Network Devices / server racks.
- (j) Routing/Laying of CAT 6 cables from clients to switches/Routers.
- (k) Ensure complete connectivity of the computers with respective networks.

#### **7.10 UPS Management Services:**

- (a) In respect of UPS Batteries, all activities of Repair and Maintenance will be part of AMC and no extra charges are payable. In the cases where the Batteries are to be replaced beyond their expected period of life, the batteries will be procured separately by ESIC. However, for the need of replacement of batteries, the decision of ESIC will be final and binding on the AMC agency.



- (b) Support for all types of listed UPS installed in the premises including guiding the staff for proper upkeep of UPS. Material like charcoal, salt etc will be supplied by the agency and cost will be borne by agency.
- (c) Maintenance of all related UPS including replacement of defective boards/circuits and connectors, etc.
- (d) Preventive/proactive maintenance of UPS and battery's including monthly cleaning of parts/covers with periodical testing of loss and idle stand by UPSs for its functional condition.
- (e) Refilling of distilled water periodically in batteries and to keep them at the optimum level.
- (f) Periodic checking of input voltage and output voltage.
- (g) Monthly report of all UPS conditions of all locations to be submitted to this office.

**7.11 System Maintenance Task (Preventative Maintenance Task):**

Quarterly preventative maintenance of all IT equipment's of all locations. Reports for having executed the same duly signed by respective location heads shall be submitted.

In addition to the preventive maintenance, ESIC intended to carry out the following tasks:

- (a) **Cleaning of the hardware-** Internal and External parts (AIO, Keyboard, Mouse, Printer, Switch)
- (b) **Disk Cleaning:** Defragmentation, Clearing of Cache Memory, Clearing of Temporary and prefetching Files, improve the RAM Usage and the performance of CPU.
- (c) **Software Maintenance:** Clearing of Browser history, Updating of Antivirus, removal of unwanted softwares. Creation of Bookmarks for ESI Related portals as suggested by the ESI Officials. Clearing of unwanted files in the desktop.
- (d) **Network Maintenance:** Cleaning of Rack, Cable dressing (crimping, punching if needed), First Level Trouble shooting for SDWAN, Modem, Network switches. Check and assure the functioning of the existing I/O ports.

**7.12 Biometric Aadhaar Enabled Attendance System**

- (a) Repair/Maintenance/Installation/Configuration of finger print Scanner and biometric attendance system in all locations.

**7.13 Report and Review: Process Documentation**

- (a) Call Register
- (b) Call Summary
- (c) Daily Call pending report

- (d) Equipment log
- (e) Engineer attendance report.
- (f) Maintaining item wise record of replacement of parts / repair activities carried out on each equipment.
- (g) Maintaining reports of Quarterly preventive maintenance.

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## **8. SPECIAL TERMS AND CONDITIONS FOR SCOPE OF WORK**

8.1. The Comprehensive Annual Maintenance Contract (CAMC) includes safeguard of user data before any preventive as well as corrective maintenance and repair/maintenance of all IT hardware, software components and electrical installations under the CAMC.

8.2 The Contract will be comprehensive covering all the IT systems, its peripherals, earthing and electrical support including UPS, batteries, circuit boards, inverters, etc. During the contract period it will be the responsibility of the Agency to keep the entire IT infrastructure in perfect working order.

8.3 The agency shall depute minimum 2(two) Hardware Network Engineer experienced with Computer/Hardware/Network Engineering qualification (with minimum one year of experience in the field).

8.4 Besides, the agency shall provide any other expert IT Engineer from time to time as may be required, for assistance to onsite hardware, in case the latter are not able to intervene and solve any complaints.

8.5 ESIC may interview the person(s) deputed as Service Engineers to assess their capabilities before the tender is awarded. If found unqualified or having lack of knowledge, the person/s should be immediately replaced.

8.6 Engineers deputed under CAMC should be provided with company identity cards signed by the authorized signatory. The ID cards should be carried when attending to faults.

**8.7 The contract shall be on a comprehensive maintenance service basis, and no extra charge for any general wear and tear/ replacement of spare parts, etc due to any reason shall be made by ESIC. During the contract period it will be the responsibility of the Agency to keep the entire IT infrastructure in perfect working order.**

8.8 The CAMC shall cover each and every part including plastic body and parts, replacement of any part necessary for keeping the computer systems and other peripherals 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 and other peripherals. The replacement of all spares including plastic parts and body is included in the CAMC except consumables like batteries, printer toners/ cartridges. The replacement of all defective parts should be of good quality and OEM branded parts. Used and repaired parts of any brand from any source will not be acceptable.

8.9 Necessary and critical spare parts i.e., motherboards, power adapter, HDD, Print Head, paper tray, RAM, keyboards, mouse, Network Switch etc should be available in major sites in sufficient stock to avoid downtime of IT equipments.

8.10 All hardware parts and software should be available with all engineers at their base locations. They shall all be equipped with maintenance kits comprising tool box, multimeter, diagnostic software and external DVD/combo drive/DVD drive/external Hard disk etc. including device driver, software CD/DVD and any other tools & tackles required for carrying out such services.

8.11 System Maintenance Task to be done for the specified assets in the ESI Field Units as per the work order issued by the ESI officials authorized in this regard. If the vendor fails to carry out the Such System Maintenance Task (SMT) within the specified period, the task shall be done by the IT Manager/IT Assistant stationed at the nearby location and the Conveyance charges claimed shall be deducted from the AMC payment in that quarter.

8.12 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 have to be made by the company and in no way the working of computers, printers, Network, peripherals etc shall be held up for want of any standby arrangements.

8.13 In case of need to replace any item/component, the agency shall provide original make genuine parts/components of similar or higher configurations of the same manufacturer or superior.

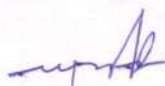
8.14 The agency shall in no case replace an item/component with inferior item or repaired parts and if found doing so, necessary penalty deduction will be made from the bills/security deposit.

8.15. Hard Disk, Motherboards, Logic cards, Display Screen of AIO, RAM, Keyboards, Mouse, fuser unit and printer, Network switch, cables if not repaired and then same shall be replaced with OEM branded parts/products only of same or superior brand and quality.

8.16 The agency shall produce the Cash Memo's/Certificate/Document in proof of providing genuine components to replace the faulty ones, on demand.

8.17 The contractor shall ensure to abide by the copyright, intellectual property rights and other laws as maybe applicable for providing any replacements for any malfunctioning of 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 security money. Ensuring compliance to all legal requirements 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.

8.19 The agency will maintain a report in excel (pivot table) or similar for all sites in Himachal Pradesh with details of issues and Network Status UP/DOWN details of all the Sites. The report of all sites is to be submitted to the ESIC on weekly basis or as and when required by ESIC.





8.20 The agency should depute their engineers to visit all ESIS dispensaries at all locations if any fault exists or not and submit a report signed by the engineer and the IMO regarding the status of the IT infrastructure on quarterly basis. The aim shall be to keep the entire IT infrastructure in working conditions at all time in each site.

8.21 Special attention is to be given to ESIS Hospitals, ESIS dispensaries, and DCBO. If any fault is reported from the sites, the same should be rectified immediately without escalating the matter which may cause delay.

8.22 **Assistance to contractor:** The contractor shall not be entitled to any assistance either in the procurement of raw materials required for the fulfillment of the contract or in the securing of transport facilities/conveyance of engineers to sites which they have to arrange on their own.

8.23 For any AIO computer/peripherals etc found on joint inspection by ESIC and the contractor which require pre CAMC repairs, the agency shall submit estimate for repair/replacement of parts for approval and such computer/peripherals would be counted for AMC only after pre-CAMC repairs are done.

8.24 ESIC reserves the right to further add IT items(s) as and when required under the same CAMC with same rates and terms and conditions as per the contract and mutually agreed between ESIC and the Contractor, the payment for which shall be made on Pro-rata basis as per the approved rates.

8.25 **Dismantling / Re-installation:** In case IT equipment's are required to be shifted from one place to another within same office or in same premises, its dismantling from old location and re-installation at new location shall be done by the vendor. For other locations outside the building / campus transportation cost will be borne by the ESIC.

8.26 **LAN Cabling Work / Rack Mounting & UPS/ Batteries Connections:** Whether relocating an existing office or setting up a new office, ESIC will supply all necessary hardware items / material required for LAN cabling and UPS/Batteries Connection. However, the AMC agency shall be responsible for the complete LAN connectivity and UPS/Batteries Connection work at no additional cost which includes:

- Routing LAN cables through PVC conduit pipes,
- Punching of I/O ports at both ends,
- Rack mounting,
- Establishing Complete LAN connectivity and
- UPS/Batteries Connection to Server Rack

8.27 **Payment Terms:** The comprehensive maintenance charges shall be payable to the service provider.

- (a) The comprehensive maintenance service charges shall be payable to the service provider in **four equal quarterly installments** and paid at the end of each quarter of CAMC period after deducting downtime charges / penalties, if any.
- (b) Invoice should be submitted in triplicate along with all required documents/ reports.

(c) Following documents are to be submitted with the quarterly invoice:

- (i) Copy of Monthly payment challans of ESI, EPF (with names of the engineers deputed for CAMC in ESIC), GST paid challan copies (with bifurcation of paid GST amount).
- (ii) Attendance including biometric attendance certificate of the Engineers verified by the respective branch manager/IT Assistant/IT Manager/Office Superintendent/head of office where they are deployed.
- (iii) Extract of wages register of each month.
- (iv) Bank statement showing credit of salary of engineers of each month.
- (v) Call log data of each month with all the information along with service report of each call.
- (vi) List of spares replaced of IT equipment of all locations.
- (vii) Quarterly preventative maintenance report of all locations:
  - Bidder is liable to complete the Preventative maintenance of the equipment installed at each location once during the quarter and report of the same should be submitted along with the bill as to be raised with reference to quarter.
- (viii) Copy of invoices for purchase of spares (If called for).

8.28 The engineers deployed by the contracting agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular/confirmed employees of the ESIC during the contract or after expiry of the contract.

8.29 The successful bidder shall pay the wages of the deputed engineers and staff through ECS/NEFT on or before 7<sup>th</sup> of the following month and submit a sealed and signed copy from bank for credit of such payment. This payment of wages should not be linked to payment/clearance of the bill of vendor by the Regional Director, Regional Office, ESI Corporation, Baddi.

8.30 Under no circumstance's 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.

8.31 The bill by the successful bidder should be complete in all aspects and to be submitted up to 15<sup>th</sup> of the following month after the end of each quarter along with all the certificates/documents. In case of failure of submission of the bill along with the



supporting documents mentioned in 8.26 by stipulated date the same will attract a penalty of Rs 2000/- per day.

8.32 The successful bidder shall compulsorily issue the salary slip to every deputed Engineer. If it is brought to the knowledge of the ESI Corporation that proper compliance of labour and other applicable laws is not being done by the agency, The Competent Authority of ESIC, HP will be free to terminate the agreement by one month's advance notice.

8.33 No extra remuneration for Resident Engineer or any kind of TA/DA or conveyance charges would be admissible.

8.34 Any increase or decrease of taxes, duties or prices of components, etc, will not affect the rates during the entire period of CAMC.

8.35 The agency should satisfy all Government regulation including minimum wages, ESI, EPF Act, etc. All the personnel deputed / assigned for work under this contract must be on the rolls of the successful contractor only.

8.36 While submitting the quotation, the bidder is deemed to have read, understood and accepted all the terms and conditions stated in this document and no change, what so ever desired, will be entertained by ESIC.

8.37 **Standard of performance and Penalty for failures:** The Agency will ensure 90 % uptime in respect of AIO computers/desktop PCs, UPSs & printer and 99% uptime in respect of Networking 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 hereinafter detailed. The uptime will be computed on calendar month basis in a non-cumulative manner.

8.38 The down-time penalty charges if not rectified within 72 hours shall be as follows: -

Sr. No	Item Description	Amount (In Rupees) / day
1.	AIO Computer	Rs. 250/-
2.	MF LaserJet/ Inkjet Printer	Rs. 150/-
3.	Mouse / Keyboard	Rs. 20/-
4.	Operating System/Application Software for each AIO Computer	Rs. 250/-
5.	Network Switches	Rs. 500/-
6.	Node's Network (each I/O Box)	Rs. 50/-

7.	Plasma TV	Rs. 500/-
8.	UPS (600 VA)	Rs.100/-
9.	First Level Trouble Shooting (Network)	Rs. 250/-
10.	Engineer absents more than three consecutive days (Per day for one engineer)	Rs. 350/-
11.	BAS System	Rs. 100/-
12.	Failure to complete Preventive maintenance per location every quarter	Rs. 500/-
13.	Any Other IT Equipment/Items not covered in above list	Rs. 250/-

In case of failure of the agency to rectify any of the defects within 7 days, ESI Corporation may get the same rectified at the cost and risk of the agency.

8.39 If the agency repeatedly fails to rectify the faults for a period exceeding 7 days, apart from the repair at their own cost and risk as mentioned in bid, ESIC may terminate the contract of the agency forth with and may forfeit the security deposit.

8.40 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 security deposit / bank guarantee shall be forfeited.

8.41 All RCFEs are responsible for up keep of any ISP (i.e., BSNL, ESTO, Netplus, Airtel etc.) with raising ticket and same will be shared with respective IT Manager/Assistant.

8.42 During the call log of network issue RCFE's is responsible for troubleshooting like restarting of SDWAN Device, Jack in, Jack out of ISP/uplink patch cable or further as per any guidance by respective IT Manager/Assistant.

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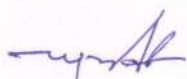
### 9. INDICATIVE LIST OF ITEMS TO BE COVERED UNDER CAMC (Count of Inventory)

The items/numbers shown below are indicative and may vary. Any item(s) can be added/deleted (and/or their period of AMC may also vary) later on during the period of contract on the basis of functionality and final AMC Value will be calculated accordingly as per the items actually used and services actually provided during the contract period.

#### 9.1 List of items to be included in AMC

Sr No.	Item Particular	SPECIFICATIONS	Quantity (Approx. in No.)
1	All in One (AIO) Computers	HP 200 G3 (i5, 4GB RAM, 1 TB HDD)	200
2	Network Switches	Cisco Catalyst 24 Port 3750 L3	3
		Cisco catalyst WS-C2960-24PC-L POE L2	37
		Cisco WS-C2960-24TC-L NON-POE	10
3	Nodes I/O Boxes / Ports	All I/O ports including the LAN Cable & its connection	443
4	Plasma TV	Panasonic/Samsung/Sony	5
5	UPS BPE/Zebtronics	Big UPS 3 KVA (BPE)	9
		Small UPS 600 VA (Zebtronics)	200
6	MF Printers	HP Laserjet m329 DW	35
7	Inkjet Printer	HP Officejet 276 DW	34

**Note:** (a) Items as shown in the table above may be added/ Deleted (and/or their period of CAMC may also vary) during the period of the CAMC and the CAMC amount will be increased/Decreased on proportionate basis accordingly.


**9.2 List of items which require FMS Support (Currently these items are in warranty (Under OEM))**

Sr.No.	Item Particular	SPECIFICATIONS	Quantity (Approx. in No.)
9	MF Printers	HP Laserjet 4104 FDW FMS end date (26-12-2027)	2
10	Biometric Fingerprint Scanner	Mantra MFS110 FMS end date (03-11-2026)	25
11	BAS Device	Realtime T503 FMS end date (28-05-2027)	1

**Note: - (a)** The items listed in the above table are currently under warranty and therefore require only Facility Management Service (FMS) support during the warranty period. No additional charges will be applicable for FMS support for these items within the warranty period. The bidder must provide FMS Support for all items specified under warranty as well as for any items that may be added or procured in the future.

**(b) Scope of FMS Support: -** FMS support will cover attending call of such items, primary trouble shooting, software installation if required and any other work to be extended through the manpower deployed only, except replacement of any hardware part(s)

**Note: - For Para 9**

1. Any increase or decrease of taxes, duties or prices of components, etc., will not affect the rates during the entire period of CAMC.
2. After evaluation of the Technical Bids online, the financial bids of successful bidders will be evaluated. The Total CAMC value will be considered for deciding the L1.
3. Number of above items may vary due to operational reasons and shall be jointly verified by the contractor and ESIC and taken on record for CAMC. Above is an approximate figure. Bidders are requested to quote all-inclusive rates keeping in consideration the provision of the other actual requirements. The items are likely to be increased/decreased, however, a provision for Addition or Deletion may be considered.

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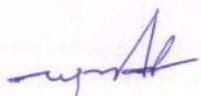
**10. List of Locations:****List of ESIC/ESIS Locations of Himachal State**

S. No	Location Name	Location Type	Address (With PIN code & Landmark)
1	RO Baddi	Regional office	ESIC Regional Office, Housing Board Phase-1, Sai Road, Baddi- 173205
2	BO Baddi	Branch office	ESIC Branch Office Baddi, First Floor, Telephone Exchange Building BSNL, Baddi, Distt. Solan, H.P. , 173205
3	BO Nalagarh	Branch office	ESIC Branch Office Nalagarh, First Floor BSNL Telephone Exchange Building, Nalagarh Distt. Solan - 174101
4	BO Mehatpur	Branch office	ESIC Branch Office Mehatpur Service building near BSNL , Industrial area Mehatpur distt Una-174315
5	BO Poanta Sahib	Branch office	ESIC Branch Office Poanta Sahib, Shubhkhera, Near Bagran Chawk, Poanta Sahib Distt Sirmour H.P-173025
6	BO Kala-Amb	Branch office	ESIC Branch office Kala Amb, Ground Floor ESIC Hospital Kala Amb Vill. Jhiriwala Trilokpur Road Kala amb Distt Sirmour - 173030
7	BO Parwanoo	Branch office	ESIC Branch Office Parwanoo ESI Hospital Complex 2nd Floor Parwanoo H.P- 173220
8	BO Hamirpur	Branch office	ESIC Branch Office Hamirpur, First Floor, BSNL TRA Building, Near Bhota Chowk, Hamirpur, Distt- Hamirpur, 177001
9	BO Keylong	Branch office	ESIC Branch Office Keylong, Second Floor BSNL TE Building, Keylong, Distt- Lahaul-Spiti, 175132
10	BO Kangra	Branch office	ESIC Branch Office Kangra, First Floor BSNL Telephone Exchange Building, Distt- Kangra, 176001
11	BO Chamba	Branch office	ESIC Branch Office Chamba, Ground Floor, BSNL Colony Type 4 Quarter, Mugla, Distt- Chamba, H.P, 176318
12	BO Reckong Peo	Branch office	ESIC Branch Office Reckong Peo , Ground Floor, BSNL Telephone Exchange Building, Reckong-Peo, Distt- Kinnaur, HP, Pin- 172107
13	BO Bilaspur	Branch office	ESIC Branch Office Bilaspur Ground floor BSNL M/W Building Bilaspur - 174001
14	DCBO-Mandi	DCBO	ESIC Dispensary cum Branch office, V.P.O - Nagchalla Tehsil - Balh, District - Mandi, H.P. - 175021
15	DCBO-Manali	DCBO	ESIC Dispensary cum Branch office, Second Floor and Third Floor , Gram Panchayat Building Nasogi , Vikas Khand-Naggat, District-kullu , H.P- 175131

16	Dispensary Surajpur	ESIS Dispensary	ESI Dispensary, Surajpur, Tehsil Poanta sahib Distt Sirmour-173025
17	Dispensary Nalagarh	ESIS Dispensary	ESI Dispensary Nalagarh, near bus stand, Nalagarh, Distt Solan-174101
18	Dispensary Bhud	ESIS Dispensary	ESI Dispensary, near baddi bus stand, bhojia dental college building, Bhud, Distt Solan H.P- 173205
19	Dispensary Chambaghat	ESIS Dispensary	ESI Dispensary, Chambaghat Near PNB Bank, distt Solan H.P -173213
20	Dispensary Kasauli	ESIS Dispensary	ESI Dispensary Kasauli P.O & tehsil Kasauli Distt Solan H.P- 173204
21	Dispensary Gagret	ESIS Dispensary	ESI Dispensary Gagret, Ground Floor, Common Facility Center Building, Shiv Bari, Industrial Area, Opposite MBD Printo Graphics, distt Una, H.P- 177203
22	Dispensary Shoghi	ESIS Dispensary	Esi Dispensary Shoghi, Teh Shimla Distt Shimla, H.P- 171219
23	Dispensary Sansarpur Terrace	ESIS Dispensary	ESI Dispensary sansarpur terrace, tehsil- Jaswan, distt Kangra, H.P- 176501
24	Dispensary Tahliwal	ESIS Dispensary	ESI Dispensary Tahliwal, Ground floor, Dept. of Industries service Building distt- Una H.P- 174507
25	Dispensary Panjgain	ESIS Dispensary	ESI Dispensary Panjgain, Tehsil- Sadar, distt Bilaspur, H.P-174012
26	Dispensary Darlaghat	ESIS Dispensary	ESI Dispensary Darlaghat, tehsil- Arki, Distt Solan, H.P-171102
27	Dispensary Mehatpur	ESIS Dispensary	ESI Dispensary Mehatpur, Service building near BSNL, Industrial area, Mehatpur distt Una-174315
28	Dispensary Gondpur	ESIS Dispensary	ESI Dispensary Gondpur, chamber of commerce, p.o Nihargarh, teh- Paonta Sahib, distt-Sirmour H.P- 173025
29	Dispensary Kala-Amb	ESIS Dispensary	ESI Dispensary Kala-Amb, Near N.G. Polymers, nahan road, Kala-Amb, H.P-173030
30	Dispensary Barotiwala	ESIS Dispensary	ESI Dispensary Barotiwala, export park at Jharmajri, Teh. Baddi, distt- Solan H.P- 173205
31	Dispensary Shimla	ESIS Dispensary	ESI Dispensary Shimla, Red Cross Building, 2nd Floor, Room No- 204, Near DDU Hospital, Shimla H.P-171001
32	Dispensary Jabli	ESIS Dispensary	ESI Dispensary Jabli, P.O Jabli, Teh- Kasauli, Distt- Solan H.P- 173209
33	Hospital Parwanoo	ESIS Hospital	ESIS Hospital Complex, 2nd Floor, Parwanoo H.P- 173220



34	DHSR, Shimla	DHSR	Directorate of Health safety & Regulations Shimla, Red Cross Building, Near raj Bhawan, ChotaShimla,H.P. - 171002
35	MEUD Panjhera	MEUD	ESIC MEUD Panjhera C/o Vinod Kumar S/O Ranjeet Singh, Vill Sovanmajra, Teh Nalagarh, Distt. Solan HP.174101
36	BO Shimla	Branch office	Yet to be opened


**ANNEXURE – K**

**Technical Bid form for Comprehensive Annual Maintenance Contract (CAMC) for IT infrastructure in ESIC/ESIS locations in, Himachal Pradesh Region.**

Sl. No.	Particulars	Details
1	Name of the tenderer/ Bidder	
2	Constitution (Proprietorship/Partnership/Company etc.)	
3	Name of Owner/Partners/Directors	
4	Name of the contact person with contact No.	
5	<b>Full particulars of office</b>	
(a)	Address	
(b)	Telephone No.	
(c)	Fax No.	
(d)	E-mail address	
6	<b>Full particulars of the bank</b>	
(a)	Name of the Bank	
(b)	Address of the Bank	
(c)	Telephone No.	
(d)	Fax No.	
(e)	E-mail address	
(f)	Account type.	
(g)	Account No.	
(h)	IFSC Code	
7	<b>Registration</b>	
(a)	PAN No.	
(b)	Goods and Services Tax(GST) No.	
(c)	Copy of allotment letter of Code No. of E.P.F. Registration No.	
(d)	Copy of allotment letter of Code No. of E.S.I. Registration No.	
(e)	Copy of Certificate of Registration/ Incorporation of the Agency/Firm/Company.	
(f)	Copy of valid ISO certification in services related to IT infrastructure repair & maintenance only i.e., 9001:2015, 20000-1:2018 & 27001:2013 certification.	
8	Documentary evidence in the form of work order/Successful completion certificate from Govt/Semi-Govt./Public Sector Organizations/ Autonomous Body/ Scheduled Banks with clear cut indication of the amount of CAMC each year of	



	similar contract in the last 3 financial years i.e 2022-23,2023-24,2024-25.	
9	Copy of Audited Balance Sheets/ Profit and Loss Account i.e 2021-22, 2022-23,2023-24)/ Turnover Certificate for Last Three Financial Years (2021-22, 2022-23,2023-24) duly certified by Chartered Accountant.	
10	Copy of Ownership/Rental Agreement of Offices/Head Office in Distt Solan (H.P) or Tricity (Chandigarh, Mohali & Panchkula) / undertaking to open office in Distt Solan (H.P) or Tricity (Chandigarh, Mohali & Panchkula) within 30 days of awarding of Contract.	
11	Self-declaration on firm's letter pad that the firm/bidder is not black listed by any organization, and is not under liquidation, court receivership or similar proceedings, nor bankrupt. Bidder to upload undertaking to this effect with bid.	
12	Scanned copy of EMD/exemption related documents to be uploaded online and the original to be submitted to this office.	
13	List of Professionally <b>qualified personnel</b> (hardware/software/network/ engineering) of the vendor indicating at least <b>20 qualified personnel</b> on the rolls of the agency having minimum 1 year experience in related field.	
14	Escalation Matrix, (Name/Designation of persons if matter is not solved at Resident Cum Field Engineer's Level to whom the matter may be forwarded by Engineer himself or ESIC).	
15	Copy of tender document (all pages) with seal and sign on each page of the authorised signatory.	

The above format may be used to provide requisite details.

Signature of Authorised Signatory with  
Stamp/Seal

Date:

Name:

Place:

Seal:

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66/06/2025

*[Handwritten signature]*

*[Handwritten signature]*