



कर्मचारी राज्य बीमा निगम
EMPLOYEES' STATE INSURANCE CORPORATION
REGIONAL OFFICE, NE REGION

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PANCHDEEP BHAVAN, BAMUNIMAIDAN, GUWHAHTI – 781021
ASSAM

No: 43.E.14/11/82-PR (DAVP/ADVT)

Dated: 21.07.2016

TENDER NOTICE
INVITATION OF E-TENDER FOR COMPREHENSIVE AMC OF COMPUTERS,
SWITCHES, LAN, LAN NODES, PRINTERS, VoIP PHONES INCLUDING CABLING, UPS,
INVERTERS, BIOMETRIC PHOTOGRAPHY KIT AND ASSOCIATED PERIPHERALS

LAST DATE FOR RECEIPT OF TENDERS:

04.08/2016 up to 12.00 Noon

- 1) Regional Director, Regional Office, NE Region, Employees State Insurance Corporation, Guwahati, invites online tender from eligible, reputed, and bonafide maintenance providers / agencies capable of providing annual maintenance services for COMPUTERS & OTHER PERIPHERALS for onsite maintenance of aforesaid items installed at Offices of Employees State Insurance Corporation in NE Region and establishments working under the administrative control of the Director, ESI Scheme, Government of Assam, Meghalaya, Nagaland, Tripura and Mizoram.
- 2) The tender document can be downloaded from www.esic.nic.in, www.esicner.in & Central Public Procurement Portal: eprocure.gov.in and <https://esic.eproc.in> from **21.07.16 to 04.08.16** till **12.00 Noon**.
- 3) The interested bidders shall submit the tender online at <https://esic.eproc.in> in 2(two) bid system in the prescribed proforma. Tenders are to be submitted online only through e-procurement portal. All the supported documents shall also be required to be submitted physically along with Earnest Money Deposit (EM D).
- 4) The documents shall be submitted by eligible bidders in the document downloaded from the aforementioned website along with Earnest Money Deposit of RS.60,000/- (Rupees Sixty Thousand Only) in the form of a Demand Draft / Pay Order in favour of "E.S.1. Fund Account No.1" Payable at Guwahati, in a separate envelope marked EMD for AMC of COMPUTERS, PRINTERS, UPSs, LAN & other IT Equipment(s) .
- 5) Bidders are requested to submit all inclusive rates (including all taxes).

- 6) For all practical purposes, the e-tender shall be considered for evaluation, however in case of any dispute, the physical documents would be scrutinized.
- 7) In addition to e Tender which has to be filed on line, the bidders shall be required to submit hard copies of Tender documents duly completed and supported by requisite documents and the forms, as mentioned in the tender document which should be submitted with covering letter in a sealed envelope duly superscribed with the words "COMPREHENSIVE AMC OF COMPUTERS, SWITCHES, LAN, LAN NODES, PRINTERS, VoIP PHONES INCLUDING CABLING, UPS, INVERTERS, BIOMETRIC PHOTOGRAPHY KIT AND ASSOCIATED PERIPHERALS" which will be opened in the, Regional Office, Guwahati at 3.30 P.M on the same day. **Financial bids** in respect of qualified bidders shall only be considered.
- 8) If any information furnished by the applicant is found to be false at any stage, the application shall be cancelled and applicant shall be liable to be debarred from tender.
- 9) Regional Office, E.S.I.C., NE Region, Guwahati reserves the right to reject any or all applications without assigning any reason.
- 10) Only applications complete in all respect will be considered for evaluation.

L JAMIR
REGIONAL DIRECTOR

Important Instructions for Vendors

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

Vendor should get registered at <https://esic.eproc.in> by paying Annual Registration Charges of Rs. 2000/- (non-refundable) in the form of Demand Draft from any scheduled bank, in favour of M/s. Uptron Powertronics Ltd. payable at Ghaziabad.

Vendor also needs to submit Bid Processing Fee charges of Rs. 4500/- (non-refundable) in the form of Demand Draft from any scheduled bank, in favour of M/s. Uptron Powertronics Ltd. payable at Ghaziabad for participating in the Tender.

Vendor needs to submit the Demand Draft of Annual Registration Charges and Bid Processing Fee at the below mentioned Registered Address for approval of Registration and successful submission of Tender, failing which, the vendor will not be able to participate in the e-tender. Along with the Demand Drafts, Vendor needs to send a covering Letter mentioning about the Payment Details, Company Name, Address, Payment towards ESIC Registration Charges (Mention User ID) and ESIC Bid Processing Fees (Mention the Tender ID and Tender Title) at the below mentioned address:

UptronPowertronics Ltd.
S-53 to 58, Site - IV,
Sahibabad, Ghaziabad (V.P.) - 201010

The Vendor also needs to mention his Company Name, Address, User ID, Payment towards ESIC Registration Charges (at the back-side of Demand Draft of Rs. 2000) and ESIC Bid Processing Fees mentioning the Tender ID and Tender Title (at the back-side of Demand Draft of Rs. 4500).

Vendors also need to send the scanned copies of Demand Drafts at ashish.goel@uplauctions.com mentioning their Company Name, Address and User ID for Approval of Registration, and Tender ID and Tender Title for Approval of Bid Processing Fees.

Helpdesk Numbers

Name	E-Mail	Phone Numbers
1. Ms. Anjali Thombare	anjali.thombare@uplauctions.com	+91-022-66865600/10/11
2. Mr. Nimesh Bhardwaj	nimesh.bhardwaj@uplauctions.com	+91-0124-43020351 +91-9310527400
3. Mr. Ashish Goel	ashish.goel@uplauctions.com	+91-0124-43020341 +91-9818820646
4. Mr. Mayank Gupta (For Payment Related Queries only)	mayank@uplauctions.com	+91-9716528440

GENERAL TERMS AND CONDITIONS OF CONTRACT:1. Delivery of Tender

The e-tender to be filled online on e-procurement portal as per prescribed format after which the relevant supporting documents, including Forms 'A', 'B', 'C' of Appendix-IV duly filled in, and the Appendixes duly completed and signed in each page should be submitted along with Rs. 60,000/- (Rupees Sixty Thousand Only) towards refundable / adjustable Earnest Money Deposit both in favour of ESI Fund A/c No. 1 drawn at Guwahati. The bid documents should be enclosed in sealed cover and addressed to the following.

Regional Director,
Regional Office, NE Region,
Employees State Insurance Corporation,
Panchdeep Bhavan, Bamunimaidan, Guwahati - 781021

The following shall be super-scribed on the main envelope.

"OFFER FOR COMPREHENSIVE AMC OF COMPUTERS, PRINTERS, SWITCHES, LAN INCLUDING CABLING, UPS, INVERTERS, BIOMETRIC PHOTOGRAPHY KIT AND ASSOCIATED PERIPHERALS.

The interpolations, insertions, cuttings and corrections, if any, made in the quotation must be duly initialed by the tenderer. Incomplete bids are liable for rejection. ESIC reserves the right to reject any tender without assigning any reason. Only one bid should be enclosed in one envelope.

2. Last Date and Time for Receipt of the Tender

Online Bids must be submitted before 12.00 Noon on or before 04.08.2016 and relevant supporting documents should reach this office within the time notified in the Tender Notice. In the event of the said date of opening of the tender being declared a closed holiday for Govt. Office; the date of receipt and opening of the tenders(s) will be the next working day at the same time & place. Tender submitted by hand delivery, should be deposited in the Tender Box Kept at this office within the due and time stipulated in the schedule to tender. Late tenders will be summarily rejected.

3. Opening of Tender

Regional Office, ESIC, NE Region will open all eligible bids at 3.30 p.m. on 04.08.2016 in the presence of bidders' representatives who may choose to attend the 'tender opening' at Regional Office. The bidders' representatives present shall sign the register evidencing their attendance. ESIC shall not be held responsible in any manner whatsoever in case the bidder or his representative fails to sign in the register provided for this purpose. A person not signing as above shall be deemed to have chosen not have attended the meeting and shall be dealt with accordingly. If the delay shall have arisen from any cause,

such as strikes, lockouts, fire accidents, riots etc , which the ESIC may admit as reasonable ground for further time, it may allow such additional time required by circumstances of the case only for extending the opening. The ESIC may also change or extend the date and time of opening of the tender without assigning any reason whatsoever. ESIC reserves the right for accepting the whole or any part of the tender without assigning any reason to the bidder.

4. Special Instructions

- a) Bidders are requested to submit their bids only in the e-procurement portal and the supporting documents in sealed envelope on firm rate basis, showing separately rates for each item in the documents.
- b) Rates quoted should be in Indian Currency and should be inclusive of all charges. Taxes, including service tax, Duties etc. as applicable should be shown separately for each item of work and should be marked 'NIL' if not being charged separately. Any ambiguous quote on these accounts shall render the tender liable to be rejected. Tenders not complete in all respect are liable to be rejected.
- c) 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 NE Region or any other officer nominated by him to inspect the premises of the tenderer / client at all reasonable times and shall give full assistance and information as may be required by him in connection with the contract.
- d) The bidder shall quote the item-wise unit charges inclusive of Taxes in respect of each type of hardware for the maintenance of the equipment as detailed in Appendix III. However, the Financial Bid shall be evaluated on the basis of overall AMC charges inclusive of taxes for all the items mentioned in Appendix III taken together and not on the basis of the charges quoted for the individual items. The rates should be quoted both in figures and words. The rates quoted shall be net and firm and no change of rates shall be allowed during the contract/extension period for any reason. However, in the event of an increase in taxes/duties, the extra liability incurred by the bidder shall be borne by Regional Office, ESIC, NE Region, Guwahati. Similarly in the event of abolition/reduction of taxes/duties, the savings accruing to the bidder shall be passed on to Regional Office, ESIC, NE Region, Guwahati.
- e) The bidder shall quote the unit rate for supply of Batteries for UPS and Inverters required to be procured during the AMC period as per the Annexure - I. However, rate of batteries shall not be used /included for determining L-1 vendor for awarding AMC Contract. The bidder shall also quote the rates for Per LAN Node end to end LAN cabling in Annexure III of the Tender document. However, rate of LAN cabling shall also not be included for determining L-1 vendor for awarding AMC Contract. In case the rates offered by the successful bidder for supply of batteries or LAN cabling is not found to be the lowest one, the successful bidder shall be required to supply the batteries and perform the LAN cabling on the basis of Lowest Rate offered by the other bidder. However, Regional Office, ESIC, NE Region, Guwahati retains the right to procure batteries or get the LAN cabling done, whenever required , either from AMC Vendor or from any other agency/vendor. The bidders shall also quote their unit rates (Inclusive of all taxes) for supply of original cartridges for HP OfficeJet Pro 276dw Monochrome Printers across all the locations of NE Region. The rates quoted shall be valid for the period of AMC except the changes that may arise due to change in the rates of taxes applicable. The rates for supply of printer cartridges shall be used to determine the L1 Vendor. Further, if the rates quoted by L1 vendor for supply of printer cartridges is not found to be the lowest one, he may be asked to supply the cartridges at the lowest rate offered by the other bidder.
- f) In case of discrepancies, the minimum quoted price shall be considered for evaluation. Arithmetic errors will be rectified on the following basis:-

If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail and the total price shall be corrected unless it is a lower figure. If the contractor does not accept the correction of errors, its bid will be rejected. If there is a discrepancy between words and figures, the amount whichever is lower will prevail.

- g) The hard copies must be sent by Registered *Post/Courier/By hand/Speed Post* sufficiently in advance so as to reach Regional Office, ESIC, NE Region, Guwahati by the scheduled date and time. Any bid received after scheduled date and time will be returned unopened

5 Signing of Tender

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

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

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

6. Key Deliverables:

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

- a) Call Management Services- Receipt, recording and attending of calls.
- b) Desktops and Peripherals Management Services- Hardware/Software servicing maintenance in condition. Servers Management Services- Hardware / Software servicing / maintenance in condition.
- c) Network Management Services- Hardware / Software servicing / maintenance in condition.
- d) Preventive and Proactive Maintenance of Equipments- Routine checks and maintenance.
- e) UPS Management Services- Maintenance and upkeep of all online and offline UPS.
- f) VOIP Management Services- Maintenance of all VOIPs present in the premises.
- g) Projection Items Management Services- Maintenance & upkeep of all items viz. Projection(s), Switcher, Multiplier, RF Receiver, Amplifier, Motorized Screen(s) & Mike(s) servicing / maintenance in condition.

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

7. Period of validity of bids

Bids shall remain valid for 90 days after the date of tender opening prescribed by the ESIC (Customer); a bid valid for a shorter period would be liable to be rejected by the ESIC (Customer) as non-responsive. In exceptional circumstances, the ESIC (Customer) may solicit the bidder consent to an extension of the period of validity. The request the response thereto shall be made in writing (or by cable or telex or fax). The EMD provided shall also be suitably extended. A bidder may refuse the request without forfeiting his EMD.

8. Other General / Eligible Conditions of Contract

- 8.1. In the interpretation of the contract 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' ¹ shall mean the person, firm or company with whom the order for providing AMC Services is placed and shall deem to include the contractor's successors (approved by the customer), representatives, heirs, executors and administrators unless excluded by the contract.
 - c) 'Contract value' ¹ shall mean the sum accepted or the sum calculated in accordance with the rates accepted by or on behalf of the ESIC.
 - d) The term Customer or 'Corporation' or ESIC shall mean the Regional Office, ESIC, NE Region, Employees State Insurance Corporation.
- 8.2. Validity of contract: The contract shall be valid for a period of 1 (ONE) year from the date of award in accordance with the terms and conditions mentioned herein. The contract may be extended for another term of two years on the same terms and conditions with mutual consent of the parties and at the discretion of Employees State Insurance Corporation.
- 8.3. Authority of person signing documents: A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warranty that he has authority to bind such other and if, on enquiry, it appears that the person 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.
- 8.4. 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.
- 8.5. The agency shall not sublet, transfer or assign the contract or any part thereof without the written permission of the Regional Director, NE Region, ESIC. In the event of the contractor contravening this condition, Regional Director, NE Region, ESIC shall be entitled to place the contract elsewhere on the contractors account at his risk and cost and the agency shall be liable for any loss or damage, which the ESIC may sustain in consequence or arising out of such replacement of the contract, apart from forfeiture of the Security Deposit and / or invoking the Bank Guarantee given for due performance of the contract, for such breach. The Regional Director, NE Region, ESIC or the Competent Authority of the ESIC may grant such permission for

substitution subject to any further conditions as it may deem necessary on the existing as well as the proposed contractor and both of them shall be bound to comply with such further condition as may be imposed.

- 8.6. Earnest Money: The tenderer shall have to deposit earnest money of Rs. 60,000/- (Rupees Sixty Thousand Only) with their tender failing which the tender is liable to be rejected out rightly. The earnest money is to be paid by Demand Draft/ Pay Order/ Bankers Cheque (and no other form) the same should be drawn in favour of ESI Fund A/C No.1, payable at Guwahati and attached with the tender. Cheque will not be accepted for Earnest Money. In the event of the withdrawal/revocation of tenders by agency within the valid period of the offer, the earnest money shall be forfeited. The earnest money will however, be returned to the tenderer whose tender is not accepted. The earnest money deposited by the bidders and as well as the contractor shall not carry any interest whatsoever.
- 8.7. No interest shall be paid on the Earnest Money Deposit and the Performance Guarantee, deposited by the firm.
- 8.8. EMD of the unsuccessful bidders shall be returned after award of the contract to the successful bidder. No correspondence/request for withdrawal of the same shall be entertained before the award of the contract to the successful bidder.
- 8.9. Performance Guarantee: On acceptance of the tender, contractor shall within the period specified by ESIC, deposit as performance security, a sum equivalent to 10% of the annual tender value of the contract. The amount of earnest money may be adjusted towards Security Deposit, for fulfillment of the terms and conditions of the contract. The ESIC shall be entitled to forfeit the 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. The security shall be in the form of Demand Drafts / Pay Order payable at Guwahati in favour of "ESI fund A/C No.1". No interest shall be payable on Security Deposit / Performance guarantee.
- a) If the contractor is called upon by the office of the ESIC to deposit Security and the contractor fails to provide the security deposit 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 earnest money shall be effected.
- b) On due performance and completion of the contract in respects, the Security Deposit will be refunded to the contractor without any interest after deducting downtime and other charges, having remained unrealized, if the same cannot be realized from the contractor's pending bills.
- 8.10. Recovery of sums due: Whenever any claim for the payment of a sum of money arises out of or under this contract against the contractor the ESIC shall be entitled to recover such sum by appropriating, in part or whole the security money deposited by the contractor and/ or by deduction from the pending bills of the contractor. When there remains a balance of the total sum to be recovered, it shall be deducted from any sum due to them or 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 24 P A from the date when the first demand is made till the date of actual payment for each day of delay.
- 8.11 Insolvency and breach of contract: The ESIC may at any time, by notice in writing, summarily terminate the contract without compensation to the contractor in any of the following events, that is to say:-

- i) 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
 - ii) 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;
 - iii) 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.
- 8.12. Arbitration: in the event of any question, dispute or difference arising under these conditions or any special conditions of the contract, or in connection with this contract, except as to any matter the decision of which is not specially provided for by these or the special conditions, the same shall be referred to the sole arbitration as per the decision of the Regional Director, NE Region, Guwahati of ESIC, as per Arbitration & Conciliation Act, 1996.
- 8.13. That no person other than the Regional Director, NE Region, ESI Corporation or the person appointed/ approved by him should act as arbitrator.
- 8.14. Upon every such reference, the assessment of the costs incidental to the reference and award respectively shall be in the discretion of the arbitrator.
- 8.15. Subject as aforesaid to the Arbitration & Conciliation Act, 1996 and the rules there under, 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.
- 8.16. The venue of arbitration shall be at Guwahati.
- 8.17. For the purpose of the contract including arbitration proceedings there under, the Regional Director, NE Region, ESIC or an officer authorized by him, shall be entitled to exercise all the rights and powers of the customer.

8.18. 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.

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

a) Testimonials from the not less than two (2) Govt. / Semi-Govt. / Public Sector Organisations / Banks/Private Enterprise regarding their satisfactory performance of similar contract for three years. (In Form 'A')

b) Copy of three years audited balance sheet and profit and loss account which should have annual turnover of Rs 6000000/- (Rupees Sixty Lakh Only) or more in each year and should have been profitable. (In Form 'B')

c) List of Professionally qualified personnel (hardware/software/network/ engineering) of the vendor indicating at least 20 (Twenty) qualified personnel on the rolls of the agency. (In Form 'C')

d) Copy of Certificate of registration/ incorporation of the agency.

e) Copy of Trade license as may be applicable.

f) Copy of Income Tax Registration Certificate/PAN, Service Tax Registration.

g) Copy of Allotment Letter of Code Nos, of. ESIC & EPFO, if applicable.

h) Escalation Matrix, (Name/Designation of persons if matter is not solved at Resident Engineer's Level to whom the matter may be forwarded by Engineer himself or ESIC) , in accordance with clause 2.5(C) of Special Terms & Conditions for contract / scope of work of this contract.

i) Copy of ISO Certification i.e. ISO 20000 etc. in Services related to IT infrastructure repair and maintenance etc, if any,

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

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

i) The Indian Companies Act, 1956

ii) The Indian Partnership Act, 1932

iii) Any other Act.

Date:

Place:

AUTHORISED
SIGNATORY

SPECIAL TERMS & CONDITIONS FOR CONTRACT / SCOPE OF WORK.

1 Introduction to AMC

Employees State Insurance Corporation is an autonomous body created under Section 3 of the ESI, Act 1948 which functions under the overall administrative control of the Ministry of Labour and Employment, Government of India. The Corporation is engaged in delivery of Medical Benefits and Cash Benefits under the ESI Act, 1948 to the Insured person. The Corporation provides the aforementioned benefits through a vast network of Regional Offices, Branch Offices, ESIC Model Hospitals, and ESI Dispensaries / Hospitals managed by concerned State Governments. As a part of modernisation of its operations, ESIC had undertaken an IT Roll Out activity under the Project Panchdeep. The contract for the works related to the Project Panchdeep was awarded to M/s WIPRO which is going to expire on 08-06-2016 and accordingly, as per the Policy decisions taken by ESIC HQ, the maintenance aspect of the IT Hardware installed at various locations in different regions are to be looked after by concerned Regional Offices.

2. INTENT OF THE AMC

2.1 The details of the Offices of ESIC in NE Region Region and ESI Establishments working under the administrative control of Governments of NE Region is as under.

SI	Name of the Office / Establishment	Number
1	Regional Office	1
2	Branch Offices	16
3	ESIC Model Hospital	1
4	ESIS Hospital	1
5	State Directorate	5
6	ESI Dispensaries	32

The details of the addresses of the above mentioned Offices / establishment is given in Schedule-I. As part of the project panchdeep various IT hardware has been installed at the locations shown in Schedule – I mentioned above. In this respect it is intended to select a Computer Equipment Maintenance Services Provider for the award of the Comprehensive Annual Maintenance Contract (AMC) for the following works in the ESIC / ESI Offices / Establishment mentioned above.

- Repair and maintenance of COMPUTERS, SWITCHES, PRINTERS, LAN INCLUDING CABLING, LAN NODES, UPS, INVERTERS, BIOMETRIC PHOTOGRAPHY KIT AND ASSOCIATED PERIPHERALS including removal of virus from PCs, loading of operating Systems if required, MS Office software, any other utility s/w, device drivers etc., and setting up of Call Management Cell at Regional Office, ESIC, NE Region.
- Redressal of complaints related' to hardware, Operating system and Office productivity software (including formatting of hard disks after taking backup as and when required) and virus scanning and cleaning, loading of any additional s/w and device drivers.

- 2.2 All the equipments are of standard make such as WIPRO, HP, Cisco etc. The entity with whom comprehensive AMC is executed shall be required to replace all the defective parts of the equipment with genuine original spare parts, obtained from the Original Equipment Manufacturer during the AMC contract period. However if the original spare parts are not available, the suitable spare parts may be installed with the permission of the Competent Authority.
- 2.3 AMC shall cover each and every part including plastic body and parts, replacement of any part necessary for keeping the computers etc. active and free from any defects/disturbance, any unscheduled call for corrective and/or preventive maintenance services, taking appropriate measures in time to set right the malfunctioning of the computers. The replacement of all spares including plastic parts and body is included in the AMC and the same shall be done without any extra charge. These parts includes Power supply, Cables, key board, Mouse, Mother Board, Hard Disk Drive, Optical Drive, RAM, all components of UPS (600VA as well as 3/4 KVA) and Inverters excluding batteries, all components of VoIP Phones, Lan Nodes, Switches etc. Recovery of Data from crashed Hard Disk shall be covered under AMC. The successful bidder shall provide the original cash memo as and when demanded to verify the genuineness of the Spare Parts replaced by him. The AMC shall cover the replacement of spare Parts arising in normal course of function only and shall not cover the replacement arising due to electrical surge, burn out or causes attributed to the act of God i.e. **force majeure**. The successful bidder shall also execute any addition/deletion/shifting of LAN nodes as per requirement. However, the successful bidder shall perform Preventive Maintenance Activity (such as topping up the distilled water) in relation to batteries of UPS and Inverters to ensure that they are giving proper back up. In case the batteries of UPS and Inverters are required to be changed the same shall be done by the successful bidder at the cost of Regional Office.
- 2.4 Besides what has been stated in above, the comprehensive AMC shall also include the following:
- (i) Loading of latest anti-virus software (to be supplied by REGIONAL OFFICE, ESIC, NE Region, Guwahati) including installation of free updates from the website;
 - (ii) Providing software support such as loading of operating system; loading of generic software like MS office, Open Office, Adobe etc. device drivers of various peripherals;
 - (iii) Reinstallation of OS in case of system failure and loading of MS-Office & all other programmes which were earlier available on that PC/Laptop; and Loading of windows updates/updates of Drivers, utility programmes.
- The successful bidder/contractor will place stickers on each equipment under AMC in the beginning of the contract as well as time to time in future when a new equipment is added under AMC. Every Asset under AMC shall be accorded a unique identification number by the Agency alongwith a detailed record of its Serial Number and Location.
- 2.5 The successful bidder/Contractor shall provide services for the repair and maintenance of the equipment to be maintained including removal of virus etc. during the normal working hours of the concerned Offices / Establishments excluding holidays. However, in special circumstances, the Contractor may be required to provide such services on holidays also .
- 2.6 The Contractor shall set up a Call Management Center at REGIONAL OFFICE, ESIC, NE Region, Guwahati, A Call Coordinator shall be posted by the Contractor who shall receive all the calls from the users and co-ordinate with the resident Engineers of the concerned location for attending the calls. The Contractor shall provide a dedicated email id and a telephone number / Mobile number for the logging and management of all the calls. Report of all calls received and attended on each day shall be submitted to the concerned authorities.

- 2.7 The successful bidder shall be required to depute well trained service engineers for laptops, desktop computers/printers/scanners/switches/wi-fi routers/ UPS/ Inverters as per the requirement mentioned in Schedule-II who shall attend the complaints arising in the Offices under their jurisdictional areas as mentioned in the same schedule. The said personnel shall be well versed in solving day-to-day problems encountered in the hardware and software and shall also be capable of installing the softwares. They shall all be equipped with maintenance kits comprising tool box, multimeter, diagnostic software and external DVD/combo drive/DVD drive/external Harddisk etc. including device driver software CD/DVD and any other tools & tackles required for carrying out such services.
- 2.8 The contractor shall ensure onsite proper cleaning of every computer and accessories covered under the AMC. The Contractor shall ensure onsite external cleaning of every computer, printer installed at the location and other accessories covered under the AMC at least once in 30 days. Also, all the PCs should be Cleaned internally using blower by the AMC vendor once every quarter. As regards cleaning of printers, the AMC vendor is requested to do the cleaning internally on monthly basis. The contractor shall provide the appropriate cleaning material required for the purpose .. The contractor shall also ensure Preventive maintenance Activity especially in respect of UPS and Inverters Installed at Branch Offices and ESI Dispensaries. The concerned Resident engineers deployed at various locations shall keep a close watch on the functioning of the UPS and Inverters installed at the Branch Offices and ensure that they are giving proper back up. They will ensure regular top up of the distill water in the batteries of the inverters and UPS to ensure their functionality at all times.
- 2.9 The Contractor shall intimate the status of complaints pending/rectified on a daily basis. Completion of calls will be certified by the user indicating name and designation and place of posting. The contractor will prepare the service call slip in triplicate. All three will be signed by the user. One copy will be given to the user and second copy will be submitted to the I.T. Branch, Regional Office, Guwahati, for downtime/penalty calculation. Third copy will be retained by the contractor. No other documents will be used to work out downtime or penalty calculation. The contractor has to arrange the printed books at his own cost. The Contractor shall also submit a consolidated report furnishing the details of calls attended, remedial action taken and their status on a daily, weekly and monthly basis.
- 2.10 The Contractor shall provide new and original genuine spare parts, assemblies and sub- assemblies in place of such items, which develop defects /suffer genuine breakdown during the period of AMC.
- 2.11 The Contractor shall attend to and rectify the minor complaints on the same day (if the complaint is lodged by 12.00 Noon) or latest by the next day (forenoon) . Generally, minor complaints would include complaints relating to Operating System corruption, software loading and updation, Network settings, loading of device drivers, printer settings, etc.
- 2.12 In case of major complaints, the equipment shall be set right and restored in working condition within three days from the date of reporting of fault. However, after deciding that it is a major fault, a standby unit shall have to be provided by the Contractor normally on the same day and, in any case, not later than 12.00 noon on the following day, so that the work of the user/Section does not suffer. The provision of standby unit does not absolve the Contractor from the responsibility of repairing the fault early. If the faulty equipment is not rectified and installed within 3 days from reporting the fault, penalty would be levied from the date of complaint, as mentioned in this tender document.. Generally, a major complaint would include a complaint where some component/part/assembly is required to be changed.
- 2.13 The Contractor shall keep sufficient number of spares such as CPUs, Motherboards, Monitors, UPS, Keyboards, Mouse, HDDs L2 switches, wifi Access Points, Combo Drive, DVD Writers, LAN Cables etc. as standby which shall be kept at the place of deployment of Resident Engineers so as to put these in service whenever required. Any cost incurred towards transportation of the faulty/repared as well as standby equipment shall be borne by the Contractor. The contractor shall take adequate measures to prevent corruption of the data stored in the computers while carrying out the maintenance/repair work.

- 2.14 The Contractor shall be required to ensure functionality of all the equipment in working condition at the time of termination of the Contract, otherwise the equipment, found faulty, shall be made good at his risk and cost by arranging its repair from external agencies.
- 2.15 The Contractor shall arrange the requisite documentation and maintain necessary records, etc. as required for processing the quarterly payment during the period of AMC. He shall submit a copy of the documents/maintenance records to REGIONAL OFFICE, ESIC, NE Region, Guwahati, as and when required for reference.
- 2.16 The Contractor shall not post any undesirable personnel at the Call Management Center or in his Service/Maintenance Team. Any such person(s) not acceptable to REGIONAL OFFICE, ESIC, NE Region, Guwahati shall be immediately replaced.
- 2.17 The Contractor shall not transfer the contract or any benefit or liability there under to any person(s) or Enterprise (ies). Regular employees of the contractor shall only execute the contract. If it is found that the contractor has violated these conditions, the contract will be terminated forthwith without prior notice by the competent authority. In such cases, apart from forfeiture of EMD, action as deemed fit can be initiated by the REGIONAL OFFICE, ESIC NE Region, Guwahati.
- 2.18 The Contractor shall get the maintenance of the equipment, including the cleaning thereof, done by his maintenance staff solely at his own risk. REGIONAL OFFICE, ESIC, NE Region, Guwahati shall not, in any way, be liable to make any payment, incur any expenditure or face any law suit in any court of law for any injury or death suffered by the Contractor's maintenance staff during the course of maintenance under this AMC.
- 2.19 The Contractor shall observe all security measures as are applicable to the Offices in respect of which AMC is to be done. REGIONAL OFFICE, ESIC NE Region, Guwahati. reserves the right to cancel the contract in case of breach of security regulations and to take such action as may be considered necessary. Any special precautions required to be observed by the Contractor shall be made known to him by the REGIONAL OFFICE, ESIC NE Region, Guwahati from time to time.
- 2.20 The successful bidder shall be required to depute well trained service engineers for laptops, desktop computers/printers/scanners/switches/wi-fi routers/ UPS/ Inverters as per the requirement mentioned in Appendix-III who shall attend the complaints arising in the Offices under their jurisdictional areas as mentioned in the same schedule. . The successful bidder shall also establish a dedicated Complaint centre at Regional Office which shall maintain a Register of all compaints received and their disposal. The complaint centre would have a dedicated telephone number / mobile number and a separate email id for receiving all the complaints and maintaining a record thereof. The successful bidder shall ensure that payment of salaries /wages to the forementioned service engineers are made as per the Statutory provisions in this regard and a record for the same shall be kept by him. The Regional Office, NE Region, Guwahati may require the successful bidder to make available such records for inspection and verification and the same shall be duly complied by the Successful bidder. In case of non compliance of stautory provisions regarding payment of salaries / wages to the aforementioned service engineers, the Regional Office, ESIC, NE Region, Guwahati may take any appropriate steps in this regard.

3 TERMS OF PAYMENT

- 3.1 No advance payment in any case would be made. The Contractor shall submit bill towards the charges for the annual maintenance services in four quarterly installments after the end of each quarter. The payment for the same shall be made after getting the performance report to be given by the authorized person of REGIONAL OFFICE, ESIC, NE Region, Guwahati and shall also be subject to recoveries, if any, and statutory deductions like TDS etc.

- 3.2 No claim on account of sales tax, service tax, work contract tax or any other taxes and duties presently in force for the material used for execution of the work awarded under the contract. will be entertained by Regional Office, , ESIC, NE Region, Guwahati and all such taxes and duties shall be borne by the Contractor himself.
- 3.3 REGIONAL OFFICE, ESIC NE Region, Guwahati shall deduct such taxes, duties and any other statutory levies imposed by the Government on such charges as may arise from the implementation of the contract agreement.
- 3.4 If any of the equipment remains non-operational/non-functional beyond the agreed upon permissible period as specified in paras above or/and if stand-by equipment is not provided, then deduction of Rs.250/- (Rupees two hundred and fifty only) per item of hardware equipment per working day, from the day the complaint is made, shall be made from the quarterly bill. The penalty on this account shall however, be limited to a maximum amount of Rs.5,000/- (Rs. Five Thousand only) per equipment. If the equipment is not put in working condition within a month, the equipment of same specification or with nearest higher available specification shall be procured and its cost shall be deducted from the AMC charges under the Contract. This will be in addition to the penalty leviable under this para.
- 3.5 A penal deduction at the rate of Rs. 250 - (Rupees two hundred and fifty only) per person per working day shall be made from the bills for the number of days the qualified personnel, as specified under para 6.5, remain absent, done, as the case may be, due to non-attendance of the same by the staff of the Contractor, shall be recovered from the AMC charges under the contract.
- 3.6 Sum of all recoveries levied during the quarter shall, however, be limited to the amount of quarterly bill. Additional deductions, towards procurement of equipment against unrepaired equipment, if any, shall be made from the amount of Bank Guarantee.
- 3.7 Pro-rata recoveries, for withdrawal from AMC of any of the Computer System, associated peripherals and/or UPS system shall be made. Any equipment(s)/location(s) can also be added on pro-rata basis during the period of AMC.
- 3.8 The REGIONAL OFFICE, ESIC, NE Region, Guwahati will review the status of pending complaints with the Contractor from time to time. If it is found that many complaints (10 or more) requiring repair of systems/printers/UPS are pending for over a month, Regional Office reserve the right to withhold the payment of quarterly bills temporarily till all pending complaints are cleared.
- 4. CHANGE OF LOCATION:**
- 4.1 In case any computer equipment(s)/location(s) is required to be shifted from one place to another, its de-installation from old location and reinstallation at new location shall be done by the Contractor without any extra cost. The transportation of such equipment from one location to other location shall be arranged by Regional Office. However if such shifting involves the cost of new LAN cabling, IO Ports etc then it shall be chargeable by the vendor to ESIC with prior approval of the amount.
- 4.2 In case of shifting of the said equipment beyond 50 km from the existing location, the terms and conditions of the AMC shall get extended by mutual consent, to the said equipment at the location to which it is shifted and on such further terms and conditions as are mutually agreed upon between the Contractor and the REGIONAL OFFICE, ESIC, NE Region, Guwahati in writing.
- 5. ARBITRATION:**

In case of any disagreements so as to the interpretation of any clause or otherwise, relating to the AMC, that may arise during or after the execution of the contract, the matter shall be referred to the person(s)

to be appointed or nominated by Regional Director whose decision regarding interpretation shall be final. Also in the event of any dispute, relating to the AMC, that may arise during or after the execution of the contract, the matter shall be referred to the person(s) to be appointed or nominated by the Regional Director for arbitration and the decision of such person(s) would be binding on both the parties. The proceedings of the arbitration shall be carried out only in Guwahati. Jurisdiction of legal disputes, if any, arising during the currency of contract will be settled in Courts of Guwahati.

6. RENEWAL/TERMINATION OF THE CONTRACT

- 6.1 The contract shall be valid for a period of one year from the date of its signing.
- 6.2 The REGIONAL OFFICE, ESIC, NE Region, Guwahati, reserves the right to extend the term of the contract beyond its normal validity period of one year, for a period upto and not exceeding one year, on the same terms and conditions, subject to the consent of the Contractor. Renewal of the AMC should be done two months prior to the expiry of the contract.
- 6.3 The REGIONAL OFFICE, ESIC, NE Region, Guwahati reserves the right to abandon or terminate the contract at any time without assigning any reason, after giving three months notice to the Contractor. In the event of the service/work being found unsatisfactory and/or not according to the specifications and standards laid down in the contract, the contract may be terminated at one month's notice after giving to the Contractor an opportunity to show cause as to why such an action should not be taken. In the event of termination of contract on account of unsatisfactory/substandard services, the REGIONAL OFFICE, ESIC, NE Region, Guwahati shall not accept any responsibility for any loss suffered by the Contractor.
- 6.4 In case of termination of contract on account of unsatisfactory/substandard services, REGIONAL OFFICE, ESIC, NE Region, Guwahati shall be at liberty to get the job completed from alternative sources at the risk and cost of the Contractor and the bank guarantee shall stand forfeited.

7. HANDING OVER

- 7.1 Any equipment not made available in working condition on the last working day of the contract period shall be rectified/ repaired by the Contractor within the next 10 working days failing which the equipment shall be got rectified from alternative sources and the cost thereof shall be deducted from the AMC payment.
- 7.2 The Contractor shall provide services for one month from the date of the expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost. Any equipment which is noted as in non-working condition, till the last hour of the AMC contract period, shall be rectified by the outgoing AMC Contractor without any extra cost to REGIONAL OFFICE, ESIC, NE Region, Guwahati during the said period of one month.

AUTHORISED SIGNATORY

Appendix - III

INDICATIVE DETAILS OF COMPUTERS, PRINTER, ETC. FOR A.M.C DURING 2014-17
(Number of items may vary depending on redistribution / un-serviceability, if any and shall be finalised by joint verification by both parties for the purpose of AMC)

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

SL	PRODUCT	MAKE/MODEL/DISC	QUANTITY	RATE OF AMC PER ANNUM PER ITEM	TOTAL AMC CHARGE (4 X 5)	REMARK
1	2	3	4	5	6	7
A	DESKTOP & PERIPHERALS					
1	DESKTOP HOST PC	Desktop Wipro Model 382xx, Intel Core 2Duo E8400, 2*2GB DDRII 667 RAM Memory or better with 4GB expandibility, 160 GB 7200 rpm SATAII (3Gb/s) Drive	83			
2	DESKTOP STAND ALONE-WINDOWS	Desktop Wipro- 37155, Intel Celeron 430, 1.8Ghz, 512KB, 800MHz FSB or better, 160 Gb 7200 rpm SATAII (3Gb/s) Drive	74			
3	DESKTOP STAND ALONE-LINUX	Model 37155, Intel Celeron 430, 1.8GHz, 512KB, 800MHz FSB or better, 1GB DDRII 667 RAM Memory or better with 4GB expandibility, 160GB 7200 rpm SATAII (3Gb/s) Drive	76			
4	N COMPUTING	Ncomputing-L Series with 15 TFT monitor, Key Board and mouse	346			
5	INKJET PRINTER	HP Officejet pro 276dw Monochrome	154			
6	LM PRINTER	LINE IMPACT DOT MATRIX, 136 COLUMN	4			
7	SCANNER	20 ppm/5000 pages per month	29			
8	UPS	APC	3			
9	VIDEO CONFERENCING EQUIPS		4			
10	PLASMA TV		4			
	TOTAL		778			
B	RACK & POWER BACKUP					
1	UPS SMALL	UNILINE Small UPS for RO/SRO/Hospitals/SD with every node computer including Desktop Host PC/Desktop Standalone-WINDOWS/Linux/N-Computing	13			
2	UPS EMERSON/NUMERIC	BO/DISP(DS) 2 KVA with 30 min backup	203			
3	INVERTER	4KVA with 4 hr backup	0			
4	SUB-BATTERY		4			

5	TUBULAR BATTERY		352			
	TOTAL		572			
C	DISTIBUTION SWITCH					
1	WS-C3750G-24TS-EIU	Catalyst 3750 24 10/100/1000 + 4 SFP + IPS Image; 1RU including connector	2			
2	WS-C2960-24PC-L	Catalyst 2960 24 10/100 PoE + 2 T/SFP LAN Base Image including Power cable and connector	64			
	TOTAL		66			
D	REDUNDENT POWER SUPPLY FOR DIST. SWITCH					
1	PWR-RPS2300	CISCO	1			
E	IP PHONES	Cisco IP Phone 7911G	254			
F	BIOMETRIC KITS					
1	LAPTOP	Windows XP standard edition, Pentium 4 (1.8GHz or higher) processor, Mouse, keyboard, Monitor, 160GB HD, 2GB RAM, 4 USB ports, Extended battery for 9 hour working	23			
2	CAMERA	CANON DSLR camera	23			
3	SLAPSCANNER	Crossmatch LSCAN Guardian, USB Port Slap Scanner Dimensions: 81X76mm	23			
4	MAGNATIC STRIP READER	Tape Standard	21			
	TOTAL		90			

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

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

Authorized Signatory

Appendix - IV (Forms)

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

Sl. No.	Name of organisation (With address and Phone Number)	Experience (for 3 years)		Nature of Experience
		from Date	To Date	
1.				
2.				
3.				
4.				
5.				
6.				

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

II. FORM '8' (Turnover and Profitability)

SI No.	Financial Accounting Year	Profit	Loss	Annual Turnover (from Repairs and Maintenance Services)	Total Turnover
1.	2014-15				
2.	2013-14				

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

I. FORM 'C' (Number of 20 professionally qualified employees)

S. No.	Name	Qualification: (Please put a tick mark in appropriate column)						
		BE / B.Tech / MCAs/ DOEACC' B'Level	M.Sc(IT / Comp) / BCA/ DOEACC 'A'Level	B.Sc (I / Comp) / PGDCA / DOEACC 'O' level	Others (Pl. specify)	Addl. Qualification-1 CCNA, MCSE, MCSA, CNE etc. (Pl. specify]	Addl. Qualification-2 (Hardware, etc)	Remarks (working since)
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								
11.								
12.								
13.								
14.								
15.								
16.								
17.								
18.								
19.								
20.								

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

SCHEDULE-I**List of Offices of Employees State Insurance Corporation located in N E Region and the List of Offices working under the control of Director ESI Scheme, Government of Assam, Meghalaya, Nagaland and Tripura****A List of Offices of Employees State Insurance Corporation located in NE Region**

SI No	Type of Office	Address	Contact Person	Contact Details (Mobile No)
1	Regional Office	Regional Office, ESIC, NE Region Panchdeep Bhavan, Bamunimaidan, Guwahati - 781021	G C HEK Ast. Director (IT)	9874693888
2	Branch Offices			
I.		Branch Office, Guwahati ESI Corporation, Bamunimaidan, Guwahati - 781021	Smt. D Pegu, Branch Manager	9854035392
II.		Branch Office, Amingaon ESI Corporation 2 nd Floor Prabha Adabari Tiniali, Ghy - 781012	Shri N C Sharma Branch Manager	8876602799
III.		Branch Office, Chandrapur ESI Corporation, Narengi, Patharquerry, VIP Road, Ghy – 781026	Smt. R. R. Kalita Branch Manager	9864982674
IV.		Branch Office, Nagaon ESI Corporation, PWD Colony, Khutikutia, Nagaon – 782002	Shri R. R. Phookan Branch Manager	9435742211
V.		Branch Office, Tezpur ESI Corporation, Bishnu Rabha Path, Kamar Chuburi, N T Road, Tezpur - 784001	Shri H. T. John Branch Manager	9678003051
VI.		Branch Office, ESI Corporation, Numaligarh, Vill. No. 1, Ponga Grant Telgram Kanaighat, Golaghat – 785699	Shri M N Haque Branch Manager	
VII.		Branch Office, Bongaigaon ESI Corporation, Chapaguri Road Near R N Motors, Bongaigaon - 783380	Shri B C Sharma Branch Manager	9435561371
VIII.		Branch Office, Dhubri ESI Corporation, , A C Dasgupta Road Tetultola, Dhubri - 783301	Shri B. Goswami Branch Manager	9401252507
IX.		Branch Office, Jorhat, ESICorporation, House No. 392, Ward No. 10, Phukan Ali, Tarajan, Jorhat - 785001	Shri Rajib Das Branch Manager	9854617139
X.		Branch Office, Silchar, ESI Corporation, Deshbandhu Road Silchar - 788005	Shri K. Guite Branch Manager	9435300564

XI		Branch Office, Tinsukia, ESIC, Udyognagar, Sukhan Pukhuri, Tinsukia - 786125	Sri. A K Baruah Branch Manager	9854321392
XII		Branch Office, Byrnihat, ESIC, Amjok Road, Byrnihat, Meghalaya, PIN - 793101	Sri. S. Das Branch Manager	9435048636
XIII		Branch Office, Shillong, ESIC, Temple Road, Lower Lachumiere, Shillong, Meghalaya. PIN – 793001	Sri. P. Thotchuii Branch Manager	9402195176
XIV		Branch Office, Dimapur, ESIC, Mero's Building 2 nd Floor, 4 th Mile, Diphupar, Dimapur, nagaland PIN – 797112	Sri. N. M. Thangeo Branch Manager	03862242723
XV		Branch Office, Agartala, ESIC, Shyamali Bazar, Kunjavan, Agartala, Tripura (West) PIN – 799006	Sri. M. Manihrii Branch manager	9774020088
XVI		Branch Office, Aizawl, ESIC, House No. C-40, I.T.I. Veng, Aizawl Mizoram, Pin-796001	Sri. B. Pegu Branch Manager	9854401054
3	HOSPITAL			
I		ESIC Model Hospital Beltola, Guwahati-781022, Assam	Dr. I.Hussain,M.S	0361- 2361082(Tele/Fax)/ VOIP-40361001/ Email- mh- guwahati@esic.nic.in mh- guwahati@esic.in

SCHEDULE-I**B List of Offices working under the control of Director ESI Scheme, Government of ASSAM, MEGHALAYA, NAGALAND, TRIPURA & MIZORAM**

Sr. No.	Name ESI Dispensary	Address	Telephone No.
1	ESIS Dispensary Amingaon	Opp. Military Camp,P.O-Amingaon, Guwahati-781031	9864277739
2	ESIS Dispensary Noonmati	Government Press Road, Madhuban Hill side, P.O-Bamunimaidam, Guwahati-781020	9435015062
3	ESI Disgnostic Centre	Madhuban, Near Madhuban Namghar, Government Press Road, Bamunimaidam	8486206566
4	ESIS Dispensary Ghy Refinery	,Narengi,Forest Gate Guwahati-26	9864023709
5	ESIS Dispensary Dispur	Usha Nagar , Guwahati-06	9864052996
6	ESIS Dispensary Kalapahar	"Mamata"120,Gopinath Nagar,Guwahati-781016	9435557086
7	ESIS Dispensary Lokhra	Near Boragaon L.P. School, P.O. Gorchuk, Guwahati-781033	9435036361
8	ESIS Dispensary Jalukbari	Opp. Of OMEGA Eye Institute, West Jalukbari-14	9864990967
9	ESIS Dispensary Narengi	P.O-Narengi, Guwahati-781026	9435197878
10	ESIS Dispensary Bongaigaon	P.O. Dhaligaon, Dist. Bongaigaon-783380	9435202672
11	ESIS Dispensary Dhubri	Dhubri Bidyapara, P.O. Dhubri, Dhubri-783301	9435202672
12	ESIS Dispensary Dibrugarh	P.O. C.R.Building, Milannagar F.Lane, Dibrugarh-786125	9435002848
13	ESIS Dispensary Numaligarh	Numaligarh Tiniali,P.O. Kalaighat, P.O. Numaligarh, Dist. Golaghat	8876695568
14	ESIS Dispensary Jorhat	Old Circuit House Road, P.O. Jorhat, Dist. Jorhat-785001	9435353367
15	ESIS Dispensary Jagiroad	Nijorapar,Opp. Lions Club, Jagiroad, Dist. Morigaon	9435149993
16	ESIS Dispensary Nagaon	P.O. Haiborgaon, Lakhinagar, Dist.-Nagaon-782002	9859109867
17	ESIS Dispensary Tezpur	Ushanagar, P.O. Tezpur, Dist. Sonitpur	9435381144
18	ESIS Dispensary Digboi	Digboi Tiniali, P.O. Digboi, Dist. Tinsukia	9859828378
19	ESIS Dispensary Doomdooma,	Rupaisiding, Kakopathar Road, P.o. Rupaisiding, Doomdooma	9706134856
20	ESIS Dispensary Khanapara	8th Mile, Guwahati-781022	9435032813
21	ESIS Dispensary Makum	P.O-Makum, Dist. Tinsukia	9435135421
22	ESIS Dispensary Margherita	P.O. Margherita, Chegunbari Tiniali, Udyog Nagar, Dist. Tinsukia	9435182257

23	Addl. ESIS Hospital & Dispensary Tinsukia	P.O. Sukanpukhuri, Parbotiya, Dist. Tinsukia	9435037160
24	ESIS Dispensary Tinsukia	Bordoloi Nagar, Tinsukia-786125	9435036390
25	ESIS Dispensary Duliajan	C/o-Jiban Borah, Near Agcl Maingate, Indian Bank Complex, P.O-Duliajan, Dist. Dibrugarh	9435035572
26	ESI Dispensary Uzanbazar	Senapati Road, Silpukhuri, Guwahati-781003	9864030908
27	ESIS Dispensary Silchar	Tarapur, Station Road, Silchar-03	9706438613

No.	Name of Dispensary	Address	Telephone No.
MEGHALAYA			
1	ESI Dispensary, Shillong	Lower Lachumiere, Shillong-703001, Meghalaya	03642-225733
2	ESI Dispensary, Byrnihat	Raja Bagan, EPIP, Byrnihat-793101, Meghalaya	-
AGARTALA			
1	ESIS Dispensary Agartala	Shyamali Bazar, Kujavan, Agartala, Tripura(West)-799006	03812354143 M.No-9774020088
NAGALAND			
1	ESIS Dispensary Dimapur	Mero's Building, 2nd Floor, Near Agri Expo Gate, Central Jail Junction, 4th mile, Diphupar, Dimapur-797112	- 038622324767 M.No-9678510140
MIZORAM			
1	ESIS Dispensary Aizawl	H.No- C-40, 1 st Floor, I.T.I Veng, Aizawl, Pin- 796005	-

SCHEDULED-II**REQUIREMENT OF RESIDENT ENGINEERS / SERVICE ENGINEERS TO BE DEPLOYED BY SERVICE PROVIDER**

SL	NAME OF LOCATION	NO OF SERVICE ENGINEERS REQUIRED	JURISDICTION OF SERVICE
1	RO-GUWAHATI	2	CENTRAL ASSAM (KAMRUP RURAL & METRO, MORIGAON, BAKSA, UDALGURI, DARRANG, NAGOAN & SONITPUR) including BYRNIHAT
2	BO-JORHAT	1	UPPER ASSAM including NAGALAND
3	BO-BONGAIGAON	1	LOWER ASSAM all districts to the West of KAMRUP
4	BO-SHILLONG	1	MEGHALAYA including BARAK VALLEY, ASSAM
5	BO-AGARTALA	1	AGARTALA & MIZORAM

The jurisdiction mentioned above is subject to change, as and when the ESI Scheme is extended to new areas change/addition/adjustment will be worked out by ESIC.

Annexure-I**SUPPLY OF BATTERIES FOR UPS AND INVERTERS
BATTERIES**

Type of battery	Model /Make of the battery	Unit Rate (in Rs.) (including of taxes)	Buyback Rate of old Battery.

Please note:

Rate of UPS batteries shall not be calculated (included) for determining L-1 for awarding contract of the AMC and unit rate of the batteries should be valid till the AMC period. REGIONAL OFFICE, ESIC, NER, Guwahati may or may not purchase the batteries from the AMC vendor. It will be at the discretion of the REGIONAL OFFICE, ESIC, NER, Guwahati.

Signature of tenderer

Date:

Name

Place:

Office Seal

Annexure - II

List of service professionals on the Pay roll register of the Enterprise in TRCs

S.No.	Name of Service engineer	Regular Payroll / Temporary	Date of Joining the Enterprise	Educational Technical qualifications	Total No. of experience.
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ANNEXURE-III**Rates offered for LAN Cabling Per Node Per Metre across the Offices of ESIC/ ESI Establishment covered under AMC**

SI No	Description of work	Rate per unit / per metre
1	Input Output Box (I/O Box)	
2	Input Output Port	
3	CAT-6 Cable	
4	PVC Pipe ISI Make	
5	Flexible Pipe	
6	Cabling	
7	Patch Cable	

Note:

The item of the work which is required for LAN cabling but not mentioned above may be included by the bidders on their own and rates for the same may also be given.

Signature of tenderer

Date:

Name

Place:

Office Seal

ANNEXURE-IV

Rates offered for supply of original printer cartridges for HP Officejet pro 276dw Monochrome Printer across all the locations under AMC in NE Region

Printer Model	Unit Rate for supply of cartridges across all the locations in NE Region.
	(Inclusive of all Taxes).

Signature of tenderer

Date:

Name

Place:

Office Seal

Addendum to Terms and Conditions.

1. The contract shall be on a comprehensive maintenance service basis, no extra charge for any general wear and tear/spare parts, etc. shall be made by the ESIC except consumables, burnouts and physical damage. During the contract period it will be the responsibility of the Company to keep the equipment in perfect working order.
2. The repair works will have to be carried out at the location of the equipment except in the exceptional circumstances where the equipment or any component may be required to be taken out for repairs in workshop. In such cases the standby arrangement shall have to be made by the company and in no way the working of computer shall be held up for want of any standby arrangements.
3. The company is required to furnish signed copy of the enclosed terms and conditions of the AMC along with their tender offer. Successful bidders will have to deposit security-cum- performance guarantee, which will be equal to 10 of their bid amount in the form of FDR or Bank Guarantee in favour of "ESI Fund Account No.1" which will be valid for 18 months from the rate of contract.
4. The company shall ensure to abide by the copy right, intellectually Property rights and their laws as may be applicable for providing any replacements for any malfunctioning of components/ items/ software under and any violation of any legal requirement by the agency in this regard shall lead to termination of the contract forthwith and forfeiture of security money. Besides ensuring compliance to all legal requirements will be the responsibility of the agency, failure to do so would lead to consequences aforesaid.
5. For any computer/peripherals etc. found on inspection by the agency, which require pre- AMC repairs, the agency shall submit estimate for approval and such peripherals would be counted for AMC only after pre-AMC repairs are done.
6. ESIC reserves the right to further add any IT item(s)/locations(s) as and when required under the same AMC with same rates and terms and conditions as mutually agreed between ESIC and the Company, the payment for which shall be made on Pro-rata basis.

Penalties and Other conditions are details below:

1. If this office feels that any of the electrical items, was not properly maintained/ serviced by the Company or does not function for reasonable period after repairs, a suitable deduction from the bills will be made. The decision of this Ministry as regards to the reasonableness of deduction will be final and binding on the Company.
2. ESIC may terminate the contract at any time without assigning any reason thereof, if the work of the Company is found to be unsatisfactory and ESIC will be at liberty to entrust the same to any other firm/ company at the risk and expense of the defaulting Company. In this connection, the decision of ESIC shall be final and binding upon the Company.
3. In all matters of dispute relating to this contract, the decision of this office will be final and binding upon the Company.
4. 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, whatsoever desired, will be entertained by ESIC.
5. In the event of the contractor failing to observe or perform any of the conditions of the work as set out herein or execute the work with regard to the material and printing quality to the satisfaction of and by the time fixed by the ESIC etc. in executing the work, the deposited money will be forfeited to the ESIC and the contract will be terminated immediately. The contractor shall be liable to make good the loss(es), if any, that may be suffered by the ESIC due to his/her action and/ or omissions.