

Terms of Reference

FOR

**Providing Facility Management of IT
Equipments
for Panchayati Raj Department.**

**Government of Odisha
Panchayati Raj Department
Bhubaneswar.**

- Panchayati Raj Department proposes to undertake providing Facility Management of IT equipment as per the Terms of Reference (TOR).
- The intending bidder/firm should have vast experience in the field of providing Facility Management of IT equipment. The bidder/ firm should have carried out similar work in the major Government offices, Public Sectors Undertakings. The Bidder/ Firm should provide the adequate documentary evidences in support of providing similar services.

1. Eligibility Criteria:-

- The tenderers are to deposit **Rs. 5,000/-** (Rupees Five thousand only) towards cost of tender paper (Non-Refundable) in shape of Bank Draft / Banker's Cheque favoring the DDO, Panchayati Raj Department, Odisha, Bhubaneswar. The tender documents submitted without paper cost shall not be entertained at any stage.
- The Firm should have average annual turnover of Rupees 20 Lakhs in the last three financial years i.e till 31st March 2016 should submit the copy of audited Balance Sheet, Profit & Loss Account statement of the last three financial years. (Copy to be enclosed)
- The Firm should have Valid service tax registration certificate number and copy of the return/ amount deposited in the last year.(Copy of both to be enclosed)
- The Bidder must have successfully completed works of similar completed assignment as per following criteria, in last three financial years i.e till 31st March, 2016 in any Govt. Organization./Public sector Undertaking (*Copies of such work orders to be furnished*)
 - (i) One similar work of Rs. 4 Lakhs or more.
 - OR
 - (ii) Two similar works, each amounting to not less than Rs. 2.5 Lakhs.
 - OR
 - (iii) Three similar works, each amounting to not less than Rs. 2 Lakhs
- VAT Clearance Certificate (Form-612)/612-A
- Copy of PAN.
- The Bidder/ Firm should have his office at Bhubaneswar.(Proof to be enclosed)
- Undertaking that bidder/ firm is not debarred / blacklisted by Government. (To be enclosed)

2(a) Bid Security:-

The bidders/ firms shall furnish bid security (also known as earnest money) amounting to Rs.25,000/- of the approximate estimated value of contract. It is valid for a period of 45 days beyond the final bid validity period. The bid securities of the unsuccessful bidders shall be returned at the earliest after expiry of the final bid validity period and latest by the 30th day after the award of the contract. The bid security should be furnished in the form of A/C payee demand draft in favor of DDO, P.R. Department, Odisha, Bhubaneswar.

2 (b) Bid Price:-

- Corrections, if any, shall be made by crossing out, initialing, dating and rewriting.
- All duties, taxes and other levies payable components shall be excluded in the total price
- The rates quoted by the bidder/ firm shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
- The Prices shall be quoted in Indian Rupees only.

3. Performance Security:-

The successful bidder/ firm shall furnish the Performance Security i.e 10% of contract value as caution money. "Performance Security" means monetary or financial guarantee to be furnished by the successful bidder for due performance of the contract placed on it. Performance Security is also known as Security Deposit. It should be valid for 60 days beyond the date of completion of contract. The bid security of successful bidder shall be refunded after signing of contract and deposit of performance security.

4. Validity of Bid:-

Bid shall remain valid for a period not less than 30 days from the last date of submission of the bid.

5. Evaluation of Tender:-

The evaluation and comparison of the quotations will be determined to be substantially responsive i.e. which

- a. are properly signed ; and
- b. Conform to the terms and conditions, and specifications.
- c. Filled in the Indian Currency

6. Scope of Work:-

- The manpower is required by PR Department for day to day repair and maintenance work of IT Equipment that include Servers, Desktop, Laptop, UPS system, Printers, Scanner, Hubs and switches for LAN Connectivity, Modems, Speakers and such other IT equipment located at Panchayati Raj Department and NREGS cell, Bhubaneswar.
- The Firm shall provide two numbers of System Support Engineers with two support staffs who will work under Joint Director-cum-Joint Secretary in charge of e-Governance Section, Panchayati Raj Department.
- The list of the required manpower is presented below with minimum unit cost for reference.

Sl.No.	Description	Unit	Unit cost per month	Total cost for One year
1	System Support Engineer	2	Rs.16000/-	Rs.3,84,000/-
2	Support Staff	2	Rs.6000/-	Rs.1,44,000/-

- The minimum unit cost of manpower should not be quoted less than the cost mentioned above.
- The System Support Engineers/ Support Staff has to maintain a register and will record IT related complaints received from the officers/ sections of the Department and the System Support Engineer shall attend the call immediately for remedial actions to solve the hardware / software problems.
- The action taken on the call shall also be recorded in the Register.
- In case of requirement of any spares or services, the same should be immediately brought to the notice of the officer/ Section concerned for quick redresal.
- The System Support Engineer shall be responsible for up- keeping of all machines and the equipment and physical shifting of the machines, equipment/articles as and when required.
- The System Support Engineers and support staff have to sign the attendance Register and has to work from 10:00 A.M. to 5:00 P.M. during working days and if required in holidays as will be intimated by the office.
- In case of absence of any Facility Management personnel provided by the firm on any day or failing to attend duty, the remuneration calculated on day basis will be recovered from the firm.
- The successful bidder shall have to provide trained expert immediately as and when required by the office, in case of any fault, which could not be rectified/ difficulties faced by the deputed System Support Engineer.
- Whenever any fault arises on the items under warranty, the System Support Engineer shall sort out the problem in coordination with the respective suppliers/vendor.
- The successful bidder will not be allowed for frequently change the System Support Engineer.
- Any legal complicity arising is subject to Bhubaneswar jurisdiction only.
- The Contract Shall be for one year and it can be extendable up-to three years subject to satisfactory performance and mutual consent of both the parties with the existing rates finalized for the purpose.
- The Facility Management should cover the maintenance of all equipment including software supplied and installed in the system.

- If the software of the system crash during the Facility Management period, the Firm shall have to reinstall the original software. All Softwares will be provided by Panchayati Raj Department with original License. No pirated software will be used.
- Recovery of data in case of hard disk crashes.
- The Firm should maintain the database of asset and provide to the competent authority as and when required.
- Preventive maintenance like cleaning and dusting of all equipment along with the checking of the function of the system and taking necessary action for smooth functioning of the system should be done by facility management staff every day. The attending staff should always endorse his attendance during preventive maintenance and also during attending of any failure from officer in charge of Panchayati Raj Department.
- Any major software/Hardware modification required for corrective maintenance shall be discussed with Joint Director-cum-joint Secretary or his authorized representative with written documents and permission obtained from Panchayati Raj Department before execution.
- For all equipment under warranty, the facility management has to log the call with the respective OEM/ authorized dealers and follow-up with them in case of any failure. They have to maintain a separate register for the same and keep the Officer in charge posted on the status every day.
- The facility management shall be fully responsible for any damage to the man & machine that occurs due to faulty workmanship during the period of the contract.
- Any damage caused for Panchayati Raj Department property OR personnel within Panchayati Raj Department premises by the facility management during the operation of the contract will be accountable and recoverable from the firm.

7. Terms and Conditions:-

The Successful bidder shall have to provide the following personnel for managing the activities mentioned above:-

Positioning of Manpower	No of Manpower	Details of assignment	Essential qualification and experience
System Support Engineers	2 (Two)	<ol style="list-style-type: none"> 1. Support for Desktops, Laptop Printers, Scanners, Internet Connectivity, LCD, Projector, Inverter & IT with other Peripherals. 2. Management of System Data, allocation and support. 3. Coordination with vendors for AMC management. 4. Maintenance of Backups. 5. Troubleshooting Network Related issues. 6. User level support. 7. Help desk management. 8. Other related works as & when required. 	<ul style="list-style-type: none"> • Should be within 21- 40 years. • PGDCA/Diploma in IT/Computer Science(3 years) • Knowledge of Hardware & Networking. • Well trained in Internet and LAN function. • Working experience of minimum 2 Years in the relevant domain.
Support Staffs	2 (Two)	Assist the System Support Engineers	<ul style="list-style-type: none"> • Two years working experience in Hardware and Software

- Sanctions of any advance will not be considered. Full & Final payment will be made on completion of each quarter.
- The rate offered by the firm should be valid for one year from the date of signing of Contract. It can be extendable up-to three years subject to satisfactory performance and mutual consent of both the parties with the existing rates finalized for the purpose.
- The bidders/ firms have to offer the price in their Financial Proposal OR else the tender paper will not be considered. The Tender documents are to be made following two bid

system (technical & financial). The technical bid and the financial bid should be sealed by the bidder in separate covers duly superscribed and both these sealed covers are to be put in a bigger cover which should also be sealed and duly superscribed separately.

- In case of failure to provide these facility management personnel for the intended period, the contract may be cancelled by the Panchayati Raj Department and performance security may be forfeited.
- The Department reserves right to cancel the bid / contract fully or partially at any point of time (before or after awarding the contract) with one month prior notice and without assigning any reason thereof.
- The Bidder/ Firm shall be responsible for compliance of all statutory provisions relating to Minimum Wages, Provident Fund and Employees State Insurance etc. in respect of the persons deployed. Proof of the same with account numbers shall be submitted along the invoices raised.
- The Firm shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered to concerned tax collection authorities from time to time as per extant rules and regulations on the matter. The Firm shall also deposit the Tax Deduction at Source (T.D.S) as per the provisions of Income Tax Department, as amended from time to time and a certificate to that effect shall be provided to the Panchayati Raj Department.
- The Firm shall immediately provide a substitute in the event of any personnel deployed, leaving the job due to his / her personal reasons.
- The contract shall commence from and shall continue for a period of one year, unless it is curtailed or terminated by the Panchayati Raj Department owing to deficiency in service, sub-standard quality of personnel deployed, breach of contract, reduction or cessation of the requirements of work.
- The contract shall automatically expire after one year from commencement of the contract unless extended further by the Panchayati Raj Department.
- The Firm shall not be allowed to transfer, assign, pledge or sub-contract its right and liabilities under this contract to any other Firm/Agency without the prior written consent of the Panchayati Raj Department.
- The Firm shall provide identity cards to the personnel deployed to the Panchayati Raj Department carrying the photograph of the personnel and personal information as to name, DOB/ Age and identification marks etc.
- The Panchayati Raj Department will have no liabilities in transportation, food, medical and any other requirements in respect of the personnel deployed to the Panchayati Raj Department at any stage.
- For all intents and purposes, the Firm shall be the “Employer” of the personnel deployed.
- In case of termination of this contract on its expiry or otherwise, the personnel deployed by the Firm shall not be entitled to and will have no claim for any absorption nor for any relaxation for absorption in the regular / otherwise capacity in the Panchayati Raj Department. The concerned Firm should make it known to the personnel deployed.
- The Successful Bidder will be awarded the Facility Management Support at Panchayati Raj Department (including NREGS Cell and other sections functioning in the premises of SIRD & PR Campus, Unit-VIII, Bhubaneswar).

8. TERMS OF PAYMENT:-

- All payment will be made following the manner as mentioned below:
 - a) The payment term will be in quarterly basis.
 - b) No advance payment will be made to the successful bidder for the purpose.
 - c) An agreement will be made between the parties.
 - d) All payments will be made to the payment to the successful bidder for the purpose in phased manner on completion of each quarter subject to submission of Bill on

monthly basis after end of each month and basing on the satisfactory performances / service.

- e) All the payments shall be made to the successful bidder for the purpose according to the Guideline of Government of Odisha.
- f) All bidders are to furnish information regarding bank details payment of the charges through e-payment.
- g) The payment for the purpose shall be made subject to recoveries, if any.

9. DISPUTE SETTLEMENT:-

It is mutually agreed that all differences and disputes arising out of or in connection with this Agreement shall be settled by mutual discussions and negotiations. If such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the Sole Arbitrator appointed by the Director, Special Projects, and Panchayati Raj Department whose decision shall be final and binding on both the parties.

- 10.** Any future clarification/ amendment/ corrigendum or extension shall be uploaded on the Panchayati Raj Department website only i.e, www.odishapanchayat.gov.in.

ANNEXURE -I
APPLICATION FOR TECHNICAL BID
ORGANIZATION PROFILE

1.	Name of the Firm (in capital Letters)	
2.	Address of the Firm	
3.	Name of authorized signatory (in block letters)	
4.	Specimen signature of authorized signatory	
5.	Telephone / Mobile number of authorized signatory / Firm	Office:- Residence:- Mobile :- Fax No :-
6.	Email Address	
7.	Rs. 5,000/- towards cost of tender paper.	D.D. / B.C. No. _____ Dt. _____ dawn on Bank _____
8.	Date commencement of business	
9.	Is there any court / arbitration / legal cases against the firm: (Yes / No) (If yes, give a brief note of the cases indicating its present status)	
10.	Whether all documents submitted signed by the authorized signatory of the firm (Yes / No)	

1. Turnover of the tendering IT Facility Firm for the last Three Financial Years.

Financial Year	Turn Over Amount (In Rs.)	Remarks, if any
2013-14		
2014-15		
2015-16		

2. Give details of the major similar contracts handled by the tendering IT Facility Agency/Firm during the last three years in the following format:

(Attach separate sheet, if required)

Sl. No.	Name of client, address, telephone & Fax No.	Details of services provided	Amount of contract (In Rs.)	Duration of contract	
				From	To

- N.B.:** 1) Submission of Tender documents without Paper cost shall be rejected.
2) Additional information, if any:
3) To be enclosed in separate sealed envelope.

ANNEXURE-II
FINANCIAL BID

Price Quotation format for System Support Engineer & Support Staff

Category of the Employee	Rate per person Per Month (In Rs.) including all statutory dues and excluding all taxes	Rate per person for 12 months (In Rs.) including all statutory dues and excluding all taxes
System Support Engineer (2 Nos.)		
Support Staff (2 Nos.)		

Total quoted price in ANNEXURE-II Rs. _____ (In Figure)
_____ (In Words)