



SPICES BOARD

(Ministry of Commerce and Industry
Government of India)

Sugandha Bhavan

N.H. By-pass

P.B. No. 2277

Palarivattom P.O.

Cochin - 682 025, India

स्पाइसेस बोर्ड

(वाणिज्य एवं उद्योग मंत्रालय,

भारत सरकार)

सुगन्ध भवन

एन. एच. बाइपास

पी. बी. नं. 2277

पालारिवट्टम पी.ओ.

कोचिन - 682 025, भारत

TENDER NOTICE FOR PROVIDING THE SERVICE OF IT SUPPORT PERSONNEL IN SPICES BOARD THROUGH OUTSOURCING FROM MANPOWER SUPPLYING AGENCIES

EDP-FMSE/SW/0003/2013-EDP

27-Nov-2014

Online electronic tenders are invited from organizations involved in manpower supply/ staffing to provide the services of IT personnel as per the requirements given in **Annexure-II**.

The online tenders shall be submitted through www.mstcecommerce.com/eprochome/spiceb on or before **10 pm, 15th December 2014**. Tenders submitted through any other medium will be rejected. The guidelines to the bidders are provided in **Annexure-I**. The Board reserves its right to reject all or any quotation without assigning any reason.

SCHEDULE OF TENDER (SOT)

a TENDER NO.	EDP-FMSE/SW/0003/2013-EDP
b. MODE OF TENDER	e-Procurement System (Online Part I - Techno-Commercial Bid and Part II - Price Bid through www.mstcecommerce.com/eprochome/spiceb of MSTC Ltd.
c. E-Tender NO	Spices Board/14-15/ET/1
d. Date of NIT available to parties to download	10 am, 28th November 2014
e. <u>Date of Starting</u> of e-Tender for submission of on line Techno-Commercial Bid and price Bid at www.mstcecommerce.com/eprochome/mstc	2 pm, 28th November 2014
f. <u>Date of closing</u> of e-tender for submission of Techno-Commercial Bid & Price Bid.	5 pm, 15th December 2014

<p>g. <u>Date & time of opening of Part-I</u> (i.e. Techno-Commercial Bid) Part-II Price Bid: Date of opening of Part II i.e. price bid shall be informed separately</p>	<p>11.00 AM on 16th December, 2014 To be communicated separately.</p>
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Deputy Director (EDP)

Important instructions to bidders

This is an e-procurement event of Spices Board, India. The e-procurement service provider is MSTC Ltd., 225C, A.J.C. Bose Road, Kolkata-700 020.

1	MODE OF TENDER: e-Procurement System (Online Part I - Techno-Commercial Bid and Part II - Price Bid through www.mstcecommerce.com/eprochome/spiceb)		
2	<p>Process of E-tender :</p> <p>A) Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Techno-Commercial Bid as well as Price Bid over the internet will be done. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC/Spices Board is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p>SPECIAL NOTE: THE PRICE BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE AT www.mstcecommerce.com/eprochome/spiceb</p> <p>1). Vendors are required to register themselves online with http://www.mstcecommerce.com/eprochome/spiceb → Register as Vendor Filling up details and creating own user id and password→ Submit.</p> <p>2). Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.</p> <p>In case of any bidding related clarification, please contact MSTC, (before the scheduled time of the e- tender).</p> <p>Contact person (MSTC):</p> <table data-bbox="223 1360 1214 1528"><tr><td>1. Mr. J Damodaran Manager MobileNo:9841002253 Email-jdamodaran@mstcindia.co.in</td><td>2) Mr. Ganesh Murty Asst Manager Mobile- 9176616410 Email: vgmoothy@mstcindia.co.in</td></tr></table> <p>Contact person (Spices Board):</p> <p>Dy. Director (EDP) Mobile : 9446086144 Email : jijesh.das@nic.in</p> <p>B) System Requirement:</p> <ol style="list-style-type: none">1. Windows 98 /XP-SP3 & above/Windows 7 Operating System2. IE-7 and above Internet browser.3. Signing type digital signature4. JRE 7 update 9 and above software to be downloaded and installed in the system. <p>To enable ALL active X controls and disable 'use pop up blocker' under Tools→Internet Options→ custom level</p>	1. Mr. J Damodaran Manager MobileNo:9841002253 Email-jdamodaran@mstcindia.co.in	2) Mr. Ganesh Murty Asst Manager Mobile- 9176616410 Email: vgmoothy@mstcindia.co.in
1. Mr. J Damodaran Manager MobileNo:9841002253 Email-jdamodaran@mstcindia.co.in	2) Mr. Ganesh Murty Asst Manager Mobile- 9176616410 Email: vgmoothy@mstcindia.co.in		

3.	<p>A. Part I Techno-Commercial bid will be opened electronically on specified date and time as given in the tender. Bidder(s) can witness electronic opening of bid.</p> <p>B. Part II Price bid will be opened electronically of only those bidder(s) whose Part I Techno-Commercial Bid is found to be Techno-Commercially acceptable by Spices Board. Such bidder(s) will be intimated date of opening of Part II Price bid, through valid email confirmed by them.</p>
4.	<p>All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.</p>
5.	<p><u>Special Note towards Transaction fee:</u> PAYMENT OF Transaction fee BY NEFT/RTGS in favour of MSTC Limited .The Bank details, format etc for sending Transaction fee by NEFT/RTGS to MSTC is detailed below</p> <p>Bank Details : Axis Bank ,Shakespeare Sarani Branch, Kolkata Account Details : Axis Bank A/c.No.005010200057840 IFSC Code No. : UTIB0000005.</p> <p>The vendor may enter the transaction fee details by using the “Transaction Fee entry” Link under “My Menu” in the vendor login. Here the vendor may select the particular tender in which they want to participate by clicking on the tick box at the right and then Clicking on the “Submit” Button at the bottom Of the page. Then the page appears where the vendors are required to fill up the transaction details, namely the UTR No, Date Of Transaction, and the Remitting Bank in the given fields and then click on the “Confirm” Button.</p> <p>NOTE : The bidders should submit the transaction fee well in advance before the last date of submission of tender as they will be activated for bid submission only after receipt of transaction fee by MSTC.</p> <p>Contact Details : Fax No. : 033- 22831002 Email ids: sanjibpoddar@mstcindia.co.in, arindam@mstcindia.co.in, rpradhan@mstcindia.co.in, smukherjee@mstcindia.co.in.</p> <p>Bidders may please note that the transaction fee should be deposited by debiting the account of the bidder only; transaction fee deposited from or by debiting any other party’s account will not be accepted. Transaction fee is non-refundable.</p> <p>In case of failure to make payment towards Transaction fee for any reason, the vendor, in term, will not have the access to online e-tender.</p>
6.	<p>Vendors are instructed to use <i>Upload Documents</i> link in My menu to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 5 MB.</p> <p>Once documents are uploaded in the library, vendors can attach documents through <i>Attach Document</i> link against the particular tender. For further assistance please follow instructions given in vendor guide.</p>
7.	<p>All notices and correspondence to the bidder(s) shall be sent by email only during the process till finalization of tender by Spices Board as well as by MSTC (e-procurement service provider). Hence the bidders are required to ensure that their corporate email I.D. provided is valid and updated at the stage of registration of vendor with MSTC (i.e. Service Provider). Bidders are also requested to ensure validity of their DSC (Digital Signature Certificate).</p>

8	<p>i. Please note that there is no provision to take out the list of parties downloading the tender document from the web site mentioned in the tender document. As such, bidders are requested to see the web site once again before the due date of tender opening to ensure that they have not missed any corrigendum uploaded against the said tender after downloading the tender document. The responsibility of downloading the related corrigendum, if any, will be that of the downloading parties.</p> <p>ii. No separate intimation in respect of corrigendum to this tender document (if any) will be sent to tenderer (s) who have downloaded the documents from web site. Please see website www.mstcecommerce.com/eprochome/spiceb of MSTC Ltd.</p>
9	E-tender cannot be accessed after the due date and time mentioned in the tender document.

Bidding in e-tender

- a) The process involves Electronic Bidding for submission of Techno Commercial Bid as well as Price Bid.
- b) The bidder(s) who have submitted the above fees can only submit their Techno Commercial Bids and Price Bid through internet in MSTC website **www.mstcecommerce.com** → e-procurement →PSU/Gsovt dept→ SPICES BOARD Login →My menu→ Auction Floor Manager→ live event →Selection of the live events.
- c) The bidder should allow to run an application namely enApple by accepting the risk and clicking on run. This exercise has to be done twice immediately after clicking on the Techno-Commercial bid. If this application is not run then the bidder will not be able to save/submit his bid.
- d) After filling the Techno-Commercial Bid, bidder should click 'save' for recording their Techno-Commercial bid. Once the same is done, the Price Bid link becomes active and the same has to filled up and then bidder should click on "save" to record their price bid. Then once both the Techno-Commercial bid & price bid has been saved, the bidder can click on the "Final Submission" button to register their bid. Before Final Submission, both Techno-Commercial bid and Price Bid can be edited and saved as many times as desired by the bidder. However, the Techno- Commercial Bid & Price Bid cannot be revised once the Final Submission button has been clicked by the bidder.
- e) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.
- f) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.
- g) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above unless changed by Spice Board.
- h) All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the Bidder for execution of supply. Such successful tenderer shall be called hereafter **SUPPLIER**.
- i) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.
- j) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.
- k) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the tender.
- l)Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.

11	Any order resulting from this open e-tender shall be governed by the terms and conditions mentioned therein.
12.	No deviation to the technical and commercial terms & conditions are allowed.
13.	After submitting online bid, the bidder cannot access the tender, once it has been submitted with digital signature
14	The online tender should be submitted strictly as per the terms and conditions and procedures laid down in the website www.mstcecommerce.com/eprochome/spiceb of MSTC Ltd.
15.	The bidders must upload all the documents required as per terms of Tender Document. Any other document uploaded which is not required as per the terms of the Tender Document shall not be considered.
16	The bid will be evaluated based on the filled-in technical & commercial formats.
17.	The documents uploaded by bidder(s) will be scrutinized. In case any of the information furnished by the bidder is found to be false during scrutiny, punitive action including suspension and banning of business can also be taken against defaulting bidders.

Annexure- 2

A. Profile of the IT Support Engineers

#	Designation and Code	Qualifications	Mandatory Skills	Key Responsibilities	Experience	Location
1	Software Engineer (SW - Oracle)	B.E / B.Tech in Computer Engineering/Computer Science/Information Technology/Electronics & Communication or Masters Degree in Computer Application/Computer Science/Information Technology from a recognized university	Oracle 10g or above, SQL, PL/SQL, Oracle Forms and reports	<ol style="list-style-type: none"> 1. Development and Maintenance of applications in Oracle (Forms/Reports) 2. Preparation of reports based on SQL 	Minimum 2 Years in (a) Database (c) Software Development/Maintenance using Oracle Forms/reports	Cochin
2	Software Engineer (SW - PHP)	B.E / B.Tech in Computer Engineering/Computer Science/Information Technology/Electronics & Communication or Masters Degree in Computer Application/Computer Science/Information Technology from a recognized university	PHP, SQL, web/application servers and application frameworks	<ol style="list-style-type: none"> 1. Software development in PHP and MYSQL/Oracle 2. Maintenance and development of existing web applications built on PHP 	Minimum 2 Years in (a) Software Development/Maintenance using PHP	Cochin
3	Server and Network Administrator(SNA)	B.E / B.Tech in Computer Engineering/Computer Science/Information Technology/Electronics & Communication or Masters Degree in Computer Application/Computer Science/Information Technology from a recognized university	Network , Linux/Unix	Network Management, Windows Server Management, Linux Management, UTM (Unified Threat Management)	Minimum 2 yearS in Windows/Linux/Network Administration	Cochin

4	System Engineer (SE)	B.E / B.Tech in Computer Engineering/Computer Science/Information Technology/Electronics & Communication from a recognized university	Windows/Linux Operating systems. Hardware maintenance, system installation & networking	<ol style="list-style-type: none"> 1. Support for Desktops, Printers, Scanners and 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 	Minimum 3 YearS in System Support in reputed organizations	Cochin
5	System Support Engineer (SSE)	<p>B.E / B.Tech in Computer Engineering/Computer Science/Information Technology/Electronics & Communication from a recognized university</p> <p>or</p> <p>3 years Diploma in Computer Engineering/Computer Hardware/IT from polytechnics</p>	Windows/Linux Operating systems. Hardware maintenance, system installation & networking	<ol style="list-style-type: none"> 1. Support for Desktops, Printers, Scanners and 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 	Minimum 2 years experience in the relevant field	Cochin / Idukki / Bodinayak anur

B. Eligibility Criteria

1. The Service Provider should have minimum 3 years of experience in their respective field.
2. The Service Provider should be a limited Company registered under the Indian Companies Act
3. The Service Provider should be registered with Income Tax and Service Tax Departments and have its own Bank Account.
4. The Service Provider should be an ISO 9001 certified company for Facility Management Services.
5. The Service Provider should have a minimum Annual turnover of Rs.5 Crore in each of the last three financial years
6. The Service Provider should have executed at least 3 similar contracts, each of value not less than Rs. 2 lakhs per annum during the last 3 financial years
7. The Service Provider should not have been blacklisted by any Government /PSU. Self-certification shall be submitted in this regard.

Copy of relevant documents to prove the above 7 eligibility criteria shall be submitted along with the tender to prove the eligibility criteria as otherwise the tender will be summarily rejected.

C. Price Bid Format(To be filled online)

Table 1: Monthly Charges in Rs. (During First Year of Contract)

Designation and Code	Take home salary (Excluding components in column C,D,E,F)	PF Contribution		ESI Contribution		Service Charges and Administrative Charges (Should not be greater than 25% of column B)	Service Taxes and other charges	Total (B+C+D+E+F)							
									C		D		E	F	G
									Employee	Employer	Employee	Employer			
Software Engineer (SW - Oracle)	21000														
Software Engineer (SW - PHP)	21000														
Server and Network Administrator(SNA)	22000														
System Engineer (SE)	18000														
System Support Engineer (SSE)	15000														

Table 2: Monthly Charges in Rs. (During Second Year of Contract)

Designation and Code	Take home salary (Excluding components in column C,D,E,F)	PF Contribution		ESI Contribution		Service Charges and Administrative Charges (Should not be greater than 25% of column B)	Service Taxes and other charges	Total (B+C+D+E+F)							
									C		D		E	F	G
									Employee	Employer	Employee	Employer			
Software Engineer (SW - Oracle)	22000														
Software Engineer (SW - PHP)	22000														
Server and Network Administrator(SNA)	23000														
System Engineer (SE)	19000														
System Support Engineer (SSE)	16000														

For comparison, sum of both tables will be taken

D. Terms and Conditions

1. The tenders shall be submitted through www.mstcecommerce.com/eprochome/spiceb . Tenders submitted through any other medium will be rejected.
2. Each vendor needs to pay the transaction fee of Rs.2809 directly to MSTC shall be paid to MSTC (Inclusive of Service Tax & other charges @12.36% on Service Charge) as transaction fee. (Refer clause. No. 5 of Annexure -1)
3. **No deductions other than taxes (professional tax, income tax etc) and insurances (if any) are allowed from take home salary (refer column C of table 1 and table 2, section C)**
4. The service provider shall provide service through employees in their own payroll.
5. The minimum amount that the service provider shall pay to their outsourced personnel, towards their monthly salary, shall be according to the amount mentioned in section C (for the first year and second year). Proof of such payment shall be submitted to the Board along with the monthly invoices.
6. IT Support engineers are entitled for 1 leave in every month. If absence is reported more than the allowed leaves, proportionate amount will be deducted from the payment to the service provider
7. The Agency will 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.
8. The company shall remit all the deductions made from the employees to the respective authorities and should not have any dues to the EPF/ESI authorities.
9. The Agency 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 Tax Deduction at Source(T.D.S) shall be deducted as per the provisions of Income Tax Department, as amended from time to time and a certificate to this effect shall be provided to the Agency by the Board.
10. The Contracting Company/Firm/Agency will be bound by the details furnished by him/her to the Board, while submitting the tender or at subsequent stage. In case, any of such documents furnished is found to be false at any stage, it would be deemed to be a break of terms and contract making him/her liable for legal action besides termination of contract.
11. The Service Provider shall ensure that the personnel deployed to the Board conforms to the

prescribed qualification and experience. Screening of candidates based on candidate's qualification and experience shall be conducted by the Service Provider before proposing their names to the Board. Candidates not having the required qualification and experience shall not be sent to Board's Office for Interview. Failure in this regard, will disqualify the contracting Company/Firm/Agency and, in such cases, the Board will have the right to outsource personnel from other agencies. Selection of personnel will be based on interviews conducted by Spices Board

12. The personnel deployed shall be required to work from 9.00 am to 5.30 pm on Monday to Friday, with lunch break. In case of exigency, they have to work even after Office hours and on holidays
13. The Service Provider shall immediately provide a substitute in the event of any personnel deployed, leaving the job due to his/her personal reasons.
14. The contract shall commence from and shall continue for a period of two years, unless it is curtailed or terminated by the Board owing to deficiency of service, sub-standard quality of personnel deployed, breach of contract, reduction or cessation of the requirements of work.
15. The contract shall automatically expire after two years from commencement of the contract unless extended further by the Board.
16. The Contracting Company/Firm/Agency shall not be allowed to transfer, assign, pledge or sub-contract its right and liabilities under this contract to any other agency without the prior written consent of the Board.
17. Spices Board reserves the right to terminate the contract period of any service personnel if the performance is not satisfactory or due to internal reasons by giving a notice period of 1 week.
18. The Contracting Company/Firm/Agency shall provide identity cards to the personnel deployed to the Board carrying the photograph of the personnel and personal information as to name, DOB/Age and identification marks etc.
19. The Board will have no liabilities in transportation, food, medical and any other requirements in respect of the personnel deployed to the Board at any stage.
20. For all intents and purposes, the service providing agency shall be the "Employer" of the personnel deployed.
21. In case of termination of this contract on its expiry or otherwise, the personnel deployed by the Service providing agency 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 Board. The Contractor should make it known to the personnel deployed
22. The rates mentioned in section C, table 2 will be applicable only if the same support personnel who provided support during first year of contract period continues in the second year.

E. Clarifications

You may contact Shri Jijesh T Das, Deputy Director (EDP) for any clarifications at 91-484-2333603 / jijesh.das@nic.in