



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/0001/2017-EDP

21-Feb-2017

Sealed quotations are invited from firms involved in manpower supply/staffing to provide the services of multi skilled personnel as per the details provided in Annexure-1. Proposals in sealed cover addressed to Mr. Jijesh T Das, Dy.Director(EDP), Spices Board, Palarivattom. P.O, Kochi- 682025 shall reach EDP department of the Board on or before 3 pm on 8th march 2017.

The cover containing the proposal shall be super-scribed as 'Proposal for multi-skilled personnel due on 8th march , 2017. The quotations will be opened at 3.30 pm on 8th march , 2017'.

Deputy Director (EDP)

Annexure 1 – Tender Details

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 1 Year 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 1 Year in (a) Software Development/Maintenance using PHP	Cochin
3	Senior Software Engineer (SSW - 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 3 Years in (a) Software Development/Maintenance using PHP	Cochin
4	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

5	System Engineer (SE)	<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>	<p>Windows/Linux Operating systems. Hardware maintenance, system installation & networking</p>	<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 	<p>Minimum 4 years in System Support in reputed organizations</p>	<p>Cochin / Idukki / Bodinayakanur</p>
6	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>	<p>Windows/Linux Operating systems. Hardware maintenance, system installation & networking</p>	<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 	<p>Minimum 2 years experience in the relevant field</p>	<p>Cochin / Idukki / Bodinayakanur</p>
7	Data Entry Operator (DE)	<p>Degree from a recognized university</p>		<p>Data entry related work</p>		<p>Cochin</p>

B. Eligibility Criteria

1. The Service Provider should have minimum 3 years of experience in providing facility management services and a total of 10 years of experience in IT industry.
2. The Service Provider should be registered with Income Tax and Service Tax Departments and have its own Bank Account.
3. The Service Provider should be an ISO 9001 certified company for IT related Service(s).
4. The Service Provider should have a minimum Annual turnover of Rs.10 crore in each of the last three financial years
5. The Service Provider should have executed at least 1 contract related to providing FMSE services in software, hardware and/or networking in government sector, of value not less than Rs. 10 lakhs per annum during the last 5 financial years.
6. 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. Format in which the quotation is to be submitted

#	Designation and Code	Minimum Salary of the support personal for the first year Including PF and ESI as applicable (INR)	Service charges, and other charges (INR)	Taxes (INR)	Total (INR)
A	B	C	D	E	F
1	Software Engineer (SW - Oracle)	22,500			
2	Software Engineer (SW - PHP)	22,500			
3	Senior Software Engineer (SSW - PHP)	28,000			
4	Server and Network Administrator(SNA)	22,500			
5	System Engineer (SE)	18,000			
6	System Support Engineer (SSE)	15,000			
7	Data Entry Operator (DE)	10,000			

#	Designation and Code	Minimum Salary of the support personal for the second year Including PF and ESI as applicable (INR)	Service Charges, and other Charges (INR)	Taxes (INR)	Total (INR)
A	B	C	D	E	F
1	Software Engineer (SW - Oracle)	24,000			
2	Software Engineer (SW - PHP)	24,000			
3	Senior Software Engineer (SSW - PHP)	30,000			

4	Server and Network Administrator(SNA)	24,000			
5	System Engineer (SE)	19,500			
6	System Support Engineer (SSE)	16,000			
7	Data Entry Operator (DE)	11,000			

d. Terms and Conditions

1. The Board reserves its right to reject all or any quotation without assigning any reason.
2. 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. Proof of such payment shall be submitted to the Board along with the monthly invoices.
3. 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.
4. 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.
5. The agency shall raise the bill, in triplicate, along with attendance sheet duly verified by Board's Officers and submit the same to the Spices Board in the first week of the succeeding month.
6. 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.
7. 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(TDS) 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.
8. 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.

9. 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
10. 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 emergency, they have to work even after Office hours and on holidays
11. The Service Provider shall immediately provide a substitute in the event of any personnel deployed, leaving the job due to his/her personal reasons.
12. 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.
13. 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.
14. 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.
15. 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.
16. 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.
17. For all intents and purposes, the service providing agency shall be the "Employer" of the personnel deployed.
18. 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 shall make it known to the personnel deployed
19. 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.
20. The Board reserves its right to reject all or any quotation without assigning any reason

E. Clarifications

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