



MSME-TOOL ROOM, HYDERABAD  
CENTRAL INSTITUTE OF TOOL DESIGN  
(Ministry of MSME- A Govt. of India Society)  
Balanagar, Hyderabad – 500 037



**Date: 08.01.2021**

**E - PROCUREMENT NOTICE**

**TENDER FOR PROVIDING IT PROFESSIONAL OUTSOURCING SERVICES – OPERATIONS AND SUPPORT, SYSTEM ADMINISTRATOR ON RATE CONTRACT**

Sealed tenders are invited from Government registered firms fulfilling all terms and conditions for providing **IT PROFESSIONAL OUTSOURCING SERVICES – OPERATIONS AND SUPPORT, SYSTEM ADMINISTRATOR ON RATE CONTRACT** at '**CENTRAL INSTITUTE OF TOOL DESIGN**

3. Any other works with the approval of concerned HOD and as per their requirement and time to time.

Sl. No.	Tender search by Organisation	Description	Tender Fee Rs.	EMD	Due date for submission of tender	Opening of tender
1.	Development Commissioner MSME  Central Institute of Tool Design, Hyderabad	IT PROFESSIONAL OUTSOURCING SERVICES – OPERATIONS AND SUPPORT, SYSTEM ADMINISTRATOR	2,500/- for each Tender (Online /Offline)	Submission of Bid securing declaration <b>(Annexure- II)</b>	<b>29.01.2021</b>	<b>01.02.2021</b>

The detail specification along with General Terms and Conditions may be downloaded from website by logging on to e-procurement portal <http://eprocure.gov.in/eprocure/app> on payment of Tender schedule cost as mentioned above. The bidders are advised to enroll/register on the e-procurement website. In order to submit the bids, the bidders are required to have Digital Signature Certificates issued by any of the Certifying authority of India. The Bidders shall be solely responsible for checking the website for any addendum/corrigendum issued in this regard and take into consideration the same during submitting the bids. The bids are to be submitted on online through CPP portal <http://eprocure.gov.in/eprocure/app>.



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**TENDER FOR PROVIDING IT PROFESSIONAL OUTSOURCING SERVICES – OPERATIONS AND SUPPORT, SYSTEM ADMINISTRATOR**

**Ref: CITD/ADMIN/3/IT/20-21**

**Date: 08.01.2021**

CITD invites **on-line bids** from Licensed Contractors for providing **IT PROFESSIONAL OUTSOURCING SERVICES – OPERATIONS AND SUPPORT, SYSTEM ADMINISTRATOR ON RATE CONTRACT** at 'CENTRAL INSTITUTE OF TOOL DESIGN' as per defined specification Terms & Conditions mentioned below.

Prospective Bidders may download the Tender Document from [www.citdindia.org](http://www.citdindia.org) / <https://eprocure.gov.in/eprocure/app>. Bidders are advised to go through instructions provided at "Instructions for online Bid Submission" and submit duly filled bids online on the website <https://eprocure.gov.in/eprocure/app> as per the schedule given in the Tender Document.

Sl.No	Specifications
1.	<p align="center"><b><u>TENDER FOR PROVIDING IT PROFESSIONAL OUTSOURCING SERVICES – OPERATIONS AND SUPPORT, SYSTEM ADMINISTRATOR</u></b></p> <p align="center"><b><u>SCOPE OF WORK - Annexure -I</u></b></p>

**Detailed specifications should be provided along with supporting technical literature if any, quotations with inadequate information will not be considered.**

**Terms & Conditions:**

**Eligibility Criteria:**

- 1.Tender Fee shall be transferred through NEFT/RTGS/DD and Soft copy of the Transaction ID shall be uploaded in CPP Portal along with Technical Specifications.  
**Beneficiary details: Name: Central Institute of Tool Design, A/c No: 52065280065, Bank Name-State Bank of India, Branch, Balanagar, IFS Code: SBHY0020085.**

**EMD:- Bid Securing Declaration Form shall be submitted along with Tender Documents.**

3. Documents of Technical specifications must be submitted in **PDF format** only.

4. **The Institute will not be responsible for any postal delays.** Detailed specifications, terms and conditions can be obtained through **CPP Portal** & CITD website [www.citdindia.org](http://www.citdindia.org) from **Dt. 08.01.2021**

DUE DATE FOR SUBMISSION OF TENDER: **Dt. 29.01.2021**

OPENING OF TECHNICAL BIDS: **Dt.1.02.2021**

OPENING OF COMMERCIAL BIDS (TECHNICALLY QUALIFIED PARTIES): **Dt.08.02.2021**

**VENUE OF THE TENDER OPENING:-CITD, HYDERABAD**

5. The Institute reserves the right to increase or decrease the quantity, postpone / cancel Reject any or all the tenders without assigning any reason.

**VALIDITY:**

Offer terms and conditions should be clearly mentioned, taxes if any should be exclusive Bids should be valid for 90 days.

**SIGNING OF CONTRACT**

The selected bidder(s) shall be required to enter into a contract with CITD within 7 (seven) days of the award of the contract or within such extended time period as may be specified. The contract will be for a period of 11 (eleven) months which will be in force **w. e. f. 1st March 2021**. The contract may be extended for further periods depending upon the requirement and performance of the agency/service provider and same will be purely on discretion of the competent authority of CITD.

**PENALTY FOR NON-PERFORMANCE OF THE CONTRACT**

There will be a levy of an appropriate penalty upon the agency/service provider for non-performance of the contract and violation of any terms & conditions of the contract. The extent and amount of penalty will be decided by the competent authority of CITD which will be binding upon the bidder.

**PAYMENT TERMS**

The agency/service provider will raise invoice in triplicate in respect of a particular month in the subsequent month and it should be addressed to **The Principal Director, CITD , Balanagar, Hyderabad – 500 037**. The payment will normally be released within 10 (ten) days from the date of receipt of invoice after necessary deduction at source. On the basis of duly certified attendance sheets by CITD the agency/service provider will first release salary of their deployed staff and then raise the invoice for payment.

**SUBMISSION OF BIDS:**

**Two bid On-line System:**

**Two bid system** will be followed for this tender. In this system bidder must submit their offer on-line as explained below

"Technical bid" shall contain (pdf format –online) &

"Commercial Bid" shall contain: (in Excel format i.e in BOQ format only through online only.)

- a. Duly filled Technical & commercial Bid with proper Office seal and signature of authorized person with name, designation & contact no. The bid should be uploaded through online only.
- b. Authorization letter issued by the competent authority of bidder authorizing the Signatory to sign on behalf of the bidder.
- c. Other documents necessary in support of eligibility criteria, brochures etc.other than mandatory documents.

**Note:** CITD reserves the right to reject the bid if any of the above listed documents is not submitted. **All the documents shall be signed, stamped and numbered**  
The techno-commercial bid should addressed to:

**Principal Director,  
Central Institute of Tool Design,  
Balanagar, Hyderabad - 500 037.  
Email: [administration@citdindia.org](mailto:administration@citdindia.org)**

Any clarifications / information can be contacted Shri.S.Ramakrishna, Asstt.Dir (A&A)through email: [administration@citdindia.org](mailto:administration@citdindia.org) or over telephone No. 040-23776168.

Tender Reference No.: **CITD/ADMIN/3/IT/20-21** , shall be mentioned in the Bid.  
For all other further correspondence addressed to **Principal Director, Central Institute of Tool Design, Balanagar, Hyderabad-500037.**

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**Tender No . CITD/ADMIN/3/IT/20-21****ANNEXURE-I****SCOPE OF WORK FOR PROVIDING IT PROFESSIONAL OUTSOURCING SERVICES – OPERATIONS AND SUPPORT, SYSTEM ADMINISTRATOR ON RATE CONTRACT :**

- Managing IT assets (both Hardware & software) and resolving IT issues.

<b>Description</b>	<b>Quantity (No.)</b>
Software	38 + Tally
Hardware	775 Systems
Other IT tools & equipments	2 VC + 45 Printers + 20 Projectors+ 3 Biometric Devices+ 28 N/W Switches+ 7 wifi routers + Rack Servers – 4 (IBM & HP)

- Setting up new users and giving them access to the intranet
- Managing and maintaining the file servers
- Monitoring the internet connection for security risks
- Employing the latest security protocols
- Monitoring the local area network (LAN) for threats or errors
- Sound knowledge in Video conferencing setup installation, connection and maintenance.
- Design new computer systems system and server performance
- Run reports on system performance for team and wider organization
- Troubleshoot technical issues
- Coordinate and provide support for Firewall and network system
- Ensure systems are secure and protected from breach or viruses
- Risk mitigation planning & User administration (setup and maintaining account)
- Maintaining system & Verify that peripherals are working properly
- Quickly arrange repair for hardware in occasion of hardware failure
- Monitor system performance & Install software
- Create a backup and recover policy
- Update system as soon as new version of OS and application software comes out
- Implement the policies for the use of the computer system and network
- Setup security policies for users. A sys admin must have a strong grasp of computer security (e.g. firewalls and intrusion detection systems)
- Password and identity management

- Responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, and virtualization
- Install and upgrade computer components and software, manage virtual servers, and integrate automation processes
- Installation RHEL (Red hat enterprises linux) any version & Installation of Window OS
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues
- Perform or delegate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures
- Lead desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions
- Responsible for capacity, storage planning, and database performance
- A proven track record of developing and implementing IT strategy and plans
- Having knowledge in shell scripting & VPN Access configuration
- Having knowledge in RHEL administration commands & Data handling capacity by using GPU.
- Able to coordinate Assets / Resources n Networking
- Good Expertise in the survellaiance (CCTV) Data handling for retrieve / store/ coordinate.
- Periodic data backup for key projects executions in server & Biometric monitoring for data
- AMC of software's ( CAD/CAM/CAE, Electronics.. etc ) & Installation of latest version.
- Online Exams Co-ordination
- Able to coordinate IT infrastructure peripherals (Projector, printers etc..)
- Any other work assigned related to IT dept.

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**Put company's address stamp**

**(Technical bid) Company Profile**  
**Tender No . CITD/ADMIN/3/IT/20-21**

**RATE CONTRACT OF IT PROFESSIONAL OUTSOURCING SERVICES -**  
**OPERATIONS AND SUPPORT, SYSTEM ADMINISTRATOR at 'CENTRAL INSTITUTE**  
**OF TOOL DESIGN**

DETAILS OF THE FIRM & EXPERIENCE Etc.:

<b>Sl No</b>	<b>Description / particulars</b>	<b>Information</b>
01.	Name of the Firm, Authorized person and address & Telephone No.	
02.	No. of years experience in the field	
03.	<u>No. of Contracts on hand(As on Date)</u> a) Govt. Departments..... b) Pub. Sector Undertakings..... c) Private Contract.....	
04.	<u>Total No. of Employees on Role:</u> Relevant Manpower as per our Scope of work.	
05.	<u>Statutory Fulfillment details:</u> 1. Valid Labour Contract Licence No. & Validity up to: 2. ESI Code No. 3. P.F.Code No. 4. GST Tax No. 5. PAN No.	
06.	Encl: 1. List of Govt. Clients(at least 2 during 5 years) 2. List of other Clients	
07.	No. of Deployment of Manpower	
08.	Audited Statement of A/Cs for the last financial year	
09.	I.T>Returns for last financial year	
10.	GST Tax Returns for last financial year	
12.	Whether any proceedings initiated/pending against your firm/your employee by any Statutory/legal/Police authorities.	Yes/ No
13.	Submission of Bid Securing Form (Rs.2,00,000/- (Two lakhs Only) to be deposit with CITD on receipt of rate contract agreement).	Yes/No
14.	Any other information	

Signature of Authorised Person:

Designation & Seal of the Firm

The Principal Director  
Central Institute of Tool Design  
Balanagar, Hyderabad — 500 037

**Tender No . CITD/ADMIN/3/IT/20-21**

DECLARATION OF THE TENDERER

I / We do hereby distinctly and expressly declare and acknowledge that before submission of my/our tender, I/We carefully followed the Instructions in the tender notice and have read the conditions, specifications and the relevant clauses of all the labour statutes.

I/We have made such examination in the Tender documents and specifications etc., and the location where the said work is to be done and such investigation of the work required to be done and in regard to the manpower required to be furnished so as to enable me /us thoroughly to understand the intention of the same and the requirements, agreements, stipulations etc., containing in the contract and in the said specifications and distinctly agree that I/We will not hereafter make any claim or payment upon the Institute based upon or arising out of alleged misunderstandings and misconception on my/our part of the said requirements, agreements, stipulations, restrictions and conditions etc.

I /We also declare and undertake payment of statutory contribution to PF, ESI & GST by way of separate challans in respect of our employees placed at the Institute and produce the proof of payment along with monthly bill for processing the payment.

I/We .....enclosed the documents as required in the Tender Notice.

SIGNATURE OF CONTRACTOR

FIRM SEAL



**MSME TOOL ROOM – HYDERABAD  
CENTRAL INSTITUTE OF TOOL DESIGN  
BALANAGAR, HYDERABAD – 500 037**

**Tender No . CITD/ADMIN/3/IT/20-21**

**THE FOLLOWING DOCUMENTS ARE MANDATORY TO QUALIFY TECHNICALLY AND  
ALSO FOR PROVIDING TENDER FOR PROVIDING IT PROFESSIONAL  
OUTSOURCING SERVICES – OPERATIONS AND SUPPORT, SYSTEM  
ADMINISTRATOR**

1. In order to qualify technically, all the Licensed & Registered Contractors should produce the following valid documents failing which those bids will be declined summarily.
  - Labour contract License
  - Firm registration
  - Income Tax Number
  - ESI Registration
  - PF Registration
  - GST Registration & No.
  - PAN No.
  
2. Contractor should quote their Service charges on total lump sum rate offered Per month for the total engaged employees.
  
3. Monthly bills will be released on submission of proof of statutory payment of ESI , PF & GST by the Contractor.
  
4. Contractor shall be responsible for strict compliance of statutory liabilities of PF ESI, Minimum wages & GST.
  
6. Interested contractors may visit the campus to access the required strength of employees on your own, before submitting your optimum and lump sum offer **per month** inclusive of all the statutory payments & deductions.

**General Terms and Conditions of Contract**

1. **Sub-Contracting:** Sub-Contracting of the job will not be allowed at any cost.
  
2. All services shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria indicated for each category.
  
3. The persons supplied by the agency/service provider should not have any police records/criminal cases pending against them. The agency/service provider should make adequate enquires about the character and antecedents of the person whom they are recommending. The agency/service provider should also ensure that the personnel deployed are medically fit & Certificate of their medical fitness is to be provided when called for.
  
4. The agency/service provider shall withdraw/replace such employees who are not found suitable by the office for any reasons immediately, if such request is made.

5. The agency/service provider shall engage such number of required employees as required from time to time. The said employees engaged by the agency/service provider shall be the employees of the agency/service provider and it shall be agency/service provider's duty to pay salary and other dues as applicable every month. There is no master & servant relationship and further that the said person of the service provider shall not have any claim for absorption in CITD.
6. The employees to be provided by the agency/service provider may have to work at anywhere within CITD Main / Sub Centres/ Extension Centres.
7. The agency/service provider's personnel shall not claim any benefit/compensation/absorption/regularization of services under the provision of the Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970.
8. The agency/service provider's personnel shall not divulge or disclose to any person, any details of office, operational processes, technical know-how, security arrangements and administrative/organizational matters as most are of confidential/ secret nature.
9. The agency/service provider's personnel working should be polite, cordial, positive and efficient, while handling the assigned work so that their actions promote goodwill and enhance the image of office.
10. The agency/service provider shall ensure proper conduct of his personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
11. The agency/service provider shall be responsible for any act of indiscipline on the part of persons deployed by it.
12. That the persons deputed shall not be below the age of 18 (eighteen) years.
13. The agency/service provider has to provide photo identity cards to the persons employed by it for carrying out the works under Rule 76 of the Contract Labour (Regulation & Abolition) Act 1970.
14. The transportation, food, medical and other statutory requirements in respect of each personnel of the service provider shall be the sole responsibility of the agency/service provider.
15. Working hours would be normally 8.5 hours per day (including lunch break) for 1<sup>st</sup> / 2<sup>nd</sup> / 3<sup>rd</sup> shift from Monday to Saturday or as notified from time to time . The personnel will be required to follow holidays of CITD.
16. That the agency/service provider will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of the statutory obligation under all related legislations as applicable to it from time to time including Minimum Wages Act, Employment Provident Fund, ESI Act etc. and we will not incur any liability for any expenditure whatsoever on the persons employed by the agency on account of the obligation. The agency will be required to provide particulars of EPF, ESI of its employees engaged under it.

17. That the agency/service provider must ensure that the wages of their deployed staff are released within 10 (Ten) days of the following month, irrespective of receipt of payment from CITD.
18. The agency/service provider shall pay wages and follow as per Minimum wages act 1948 from time to time to all deployed staff depending on their performance and experience. The agency/service provider shall issue salary slip to all deployed staff on monthly basis accordingly.
19. No wage/remuneration will be paid to any staff for the days of absence from duty. This applies when there is no leave balance in account of the employee.
20. In case of leave of the employees of agency/service provider, their applications should firstly be forwarded by the agency/service provider (either by written letter or by e-mail or by FAX or SMS) and then it will be considered suitably by the competent authority of CITD.
21. **CITD** will not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the agency/service provider.
22. That the agency/service provider on its part and through its own resources shall ensure that the goods, materials and equipments etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff. If CITD suffer any loss or damage on account of negligence, default or theft on the part of the employees/agents of the agency, then the agency/service provider shall be liable to compensate for the same. The agency/service provider shall keep fully indemnified against any such loss or damage.
23. CITD will maintain an attendance register in respect of the staff deployed by the agency/service provider on the basis of which wages/remuneration will be decided in respect of the outsourced staff at the approved rates.
24. No part of the contract nor any share or interest therein shall in any manner or degree be transferred, assigned or sublet by the agency/service provider directly or indirectly to any person, firm or whosoever.
25. Either party can terminate the agreement by giving 1 (one) month notice in advance. If the agency fails to give 1 (one) month notice in writing for termination of the agreement, then Performance Bank Guarantee (PBG) will be forfeited.
26. That on the expiry of the agreement, unless extended formally, the agency will withdraw all its personnel and clear their accounts by paying them all their legal dues.
27. In the event of any dispute arising touching any of the clauses of the agreement, the matter will be referred to the competent authority of CITD, whose decision shall be binding on both the parties.
28. The personnel of the agency/service provider shall not join any labour union or resort to strikes or demonstrations or any other agitation of this nature. The personnel shall neither directly or indirectly join nor assist any commotion of civil nature and they will render their sincere services during any kind of natural calamities to their best extent. The personnel must not in any way act against interest of CITD.

29. Any or all disputes arising out of these presents shall be settled by arbitration at Hyderabad jurisdiction under The Arbitration & Conciliation Act by a single Arbitrator to be appointed by the Principal Director, CITD, Hyderabad .
30. The Contract shall be interpreted and have effect in accordance with the law of India and any suit or other proceeding relating to this contract lies within the jurisdiction of High Court of Telangana.
31. Successful firm /Agency/ contractor shall execute an agreement in the prescribed format on stamp paper of appropriate value.
32. The Firm/ agency/Contractor shall submit **Bid Securing Declaration Form along with Tender Documents.**
33. On receipt of Rate contract the Security agency should deposit Rs. 2,00,000/-(Two Lakhs Only)with CITD towards Security deposit through NEFT/RTGS or Bank Guarantee drawn in favour of Principal Director, Hyderabad from any Nationalized Bank with one year validity from the date of issue of award.
- 34. Interest will not be paid on Security Deposit.**

**PRINCIPAL DIRECTOR**

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**Tender No . CITD/ADMIN/3/IT/20-21****PART-B: COMMERCIAL BID****QUOTATION FOR PROVIDING IT PROFESSIONAL OUTSOURCING SERVICES –  
OPERATIONS AND SUPPORT, SYSTEM ADMINISTRATOR ON RATE CONTRACT  
BASIS**

S.NO.	LOCATION	<b>Lumpsum (amount in Rs.) offer per Month</b> (Inclusive of all statutory payment & deductions)	No. of Manpower to be provided per Month
1	HYDERABAD CAMPUS & its Sub Centres / Extension Centres Vijayawada,Vizag, Chennai, Kolar.		

**Note: Interested agencies are advised to visit the CITD Campuses and may assess the required no. of persons before submitting your Techno Commercial Bid.**

Please note that all the agencies are advised to quote their lump sum per month inclusive all statutory payments & deductions.

Do not forget to sign & put the agency seal on your commercial Bid document, failing which the Bid will be rejected summarily.

Commercial bid should be uploaded in the prescribed BOQ format only.

Signature

Name of the Proprietor/Managing Director

Name & seal of the Agency

**Tender No . CITD/ADMIN/3/IT/20-21**

**ANNEXURE - II**

**Bid Securing Declaration Form**

Date: ----- Tender No. -----

To (insert complete name and address of the purchaser)

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am/We are in a breach of any obligation under the bid conditions, because I/We

- a) Have withdrawn /modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid, or
- b) Having been notified of the acceptance of our Bid, by the purchaser during the period of bid validity (i)fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if Iam /We are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder, or (ii) thirty days after the expiration of the validity of my/our Bid.

**Signed:(insert signature of the person whose name and capacity are shown) In the capacity of (insert legal capacity of person signing the Bid Securing Declaration)**

Name: (insert complete name of person signing he Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on ----- day of ----- (insert date of signing)

Corporate Seal (where appropriate)

(Note: In case of a joint venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)