

**TAMILNADU TOURISM DEVELOPMENT
CORPORATION LIMITED
IT (INFORMATION TECHNOLOGY) DEPARTMENT**

TENDER NOTICE NO. 2241/ IT/2021

**TENDER DOCUMENT FOR OUTSOURCING THE SERVICES
OF IT DEPARTMENT AT TTDC CORPORATE OFFICE LIKE
COMPUTER PROGRAMMING, DTP OPERATIONS,
COMPUTER OPERATIONS, DATA ENTRY OPERATIONS, AND
TALLY OPERATIONS FOR A PERIOD OF THREE YEARS.**

COST OF FORMS: Rs. 200/-including Taxes.
 Rs. 250/- through post
 Free of cost if downloaded from
www.tamilnadutourism.tn.gov.in or
www.tamilnadutourism.org and
www.tenders.tn.gov.in

TENDER NOTICE NO. 2241/IT/2021

**TAMILNADU TOURISM DEVELOPMENT CORPN. LTD.,
CHENNAI-2**

IT DEPARTMENT

BID DOCUMENT

**TENDER DOCUMENT FOR OUTSOURCING THE SERVICES
OF IT DEPARTMENT AT TTDC CORPORATE OFFICE LIKE
COMPUTER PROGRAMMING, DTP OPERATIONS,
COMPUTER OPERATIONS, DATA ENTRY OPERATIONS, AND
TALLY OPERATIONS FOR A PERIOD OF THREE YEARS.**

TECHNICAL BID

Address of the Tender Inviting Authority:

MANAGING DIRECTOR

TAMILNADU TOURISM DEVELOPMENT CORPN. LTD.,

No.2, WALLAJAH SALAI, CHENNAI- 600 002

(THIS TENDER DOCUMENT IS NOT TRANSFERABLE)

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SECTION I

TAMILNADU TOURISM DEVELOPMENT CORPN. LTD., CHENNAI-2.

INVITATION FOR BID (IFB)

TENDER NOTICE NO. 2241/IT/2021

Dt. 20-12-2021

Tamilnadu Tourism Development Corporation Ltd., Chennai invites sealed Competitive Bids in 2 cover system (Technical & Price bids) for outsourcing the services of IT Department at TTDC Corporate Office like Computer Programming, DTP operations, Computer Operations, Data Entry Operations and Tally Operations for a period three years.:

Table 1

Sl. No.	Bid No.	Type of Work	EMD	Eligibility
1)	Tender Notice No. 2241/IT/2021	OUTSOURCING THE SERVICES OF IT DEPARTMENT AT TTDC CORPORATE OFFICE LIKE COMPUTER PROGRAMMING, DTP OPERATIONS, COMPUTER OPERATIONS, DATA ENTRY OPERATIONS AND TALLY OPERATIONS FOR A PERIOD THREE YEARS.	75,000/- (Seventy Five Thousands only)	Reputed manpower outsourcing companies or firms conforming to the eligibility criteria

Table 2

Sl. No.	Last date of issue of Bid Documents	Last date of submission of Bid	Date of Opening of Technical Bid	Cost of Tender form (Rs.)
1.	19.01.2022 till 5.00pm	20.01.2022 till 3.30 pm	20.01.2022 at 4.30 pm	Rs.200/- including tax Rs.250/- through post

- Interested Bidders can procure the Bid documents by payment of a non refundable fee as outlined in the table above in the form of Demand draft drawn in any Nationalised/ Scheduled Bank in favour of the Tamilnadu Tourism Development Corporation, Chennai-2 payable at Chennai, from the Senior Manager (IT), TTDC Ltd., 3rd Floor, Tourism Complex, No.2, Wallajah Salai, Chennai-2, on all working days upto 3.00 pm on or before the date specified in column no.2 of table 2 above. Bid documents can also be obtained by Registered Post or courier by sending a requisition letter addressed to Senior Manager (IT) TTDC Ltd., 3rd Floor, Tourism Complex, No.2, Wallajah Salai, Chennai-2, enclosing a Demand draft of any Nationalised/ Scheduled Bank for the value of Bid documents and an additional payment of Rs 50/- at the risk and responsibility of the prospective Bidder. Bid Documents can also be downloaded from the websites www.tamilnadutourism.tn.gov.in, www.tamilnadutourism.org and www.tn.tenders.gov.in at free of cost. The downloaded Bid documents shall be submitted without modification or insertion in the Bid documents or otherwise Bid will be liable for rejection.

Signature of Bidder

Date:

2. The Bidder shall furnish, as part of the Bid, **Earnest Money Deposit** given in column 'EMD' of table 1. The EMD shall be either in the form of **Demand Draft/ Banker's cheque**, drawn from any Nationalised/Scheduled Bank in favour of Tamilnadu Tourism Development Corporation, Chennai-2. The Earnest Money will be refunded to the unsuccessful bidder on application after intimation is sent of the rejection of the tender or at the expiration of bid validity period. Tenders not accompanied by the EMD will be summarily rejected.
3. **The filled up Bid documents must be delivered in two cover system (Technical bid and Price Bids in separate sealed envelopes and the sealed envelopes shall then be put together in another envelope as detailed in the bidding documents) with Earnest Money Deposit as outlined in Para 2.**
4. The filled up Bid documents will be received up to the last date and time of submission as outlined in the table. Duly filled in Bid documents shall be put in the tender box provided at the Corporate Office of TTDC at the above address.
5. The Bid will be opened at the time and date outlined in the table above at the Corporate Office of TTDC. If in the event of last date of submission of tender being declared a holiday, it will be opened on the next working day at the same time and venue.
6. The filled up Bid documents can also be sent by post or courier to the Senior Manager (IT) TTDC Ltd. No.2, Wallajah Road, (3rd floor) Chennai 600 002 Tel: 044-25333850-54 extn. 221. The TTDC shall not be responsible for any delay in transit.

Signature of Bidder
Date:

MANAGING DIRECTOR
TTDC LTD. CHENNAI-2

Check- list for Guidance in Tender submission

1. Signed every page : Yes / No
 - (i) Terms & Conditions documents : Yes / No
 - (ii) Undertaking : Yes / No
 - (iii) Price Bid. : Yes / No

2. Technical Bid in separate, sealed cover superscripted as "TECHNICAL BID for outsourcing the services of IT Department at TTDC Corporate Office like Computer Programming, DTP operations, Computer Operations, Data Entry Operations and Tally Operations for a period three years. : Yes / No

3. Technical Bid must only have:-
 - (i) Terms and Conditions document signed and dated. : Yes / No
 - (ii) Undertaking signed and dated. : Yes / No
 - (iii) E.M.D of Rs. 75,000 /- (Rupees seventy Five Thousand Only) Bank draft or Bankers Cheque. : Yes / No
 - (iv) Following Documents:-
 - a) Experience Certificate : Yes / No
 - b) Annual Turnover Certificate for 3 years. : Yes / No
 - c) Registration Certificate for the company/Firm. : Yes / No
 - d) Proof of having deployed a minimum of 20 IT Staff in two companies/organizations either in Govt./private : Yes / No
 - e) Code Number of EPF, ESI and Proof of remittance. : Yes / No
 - f) If the Tenderer is a firm or company , certificate of incorporation. : Yes / No
 - g) Income tax returns for A.Y 2017-18, 2018-19 & 2019-20: Yes / No

4. Price Bid in separate, sealed cover superscripted as "PRICE BID for outsourcing the services of IT Department at TTDC Corporate Office like Computer Programming, DTP operations, Computer Operations, Data Entry Operations and Tally Operations for a period three years in the prescribed format (Several sheets may be used). : Yes / No

Signature of Bidder

Date:

Section II

INSTRUCTIONS TO BIDDERS (ITB)

1. Scope of Bid

- a) Outsourcing the services of IT Department at TTDC Corporate Office like Computer Programming, DTP operations, Computer Operations, Data Entry Operations and Tally Operations for a period three years as detailed in **Annexure VI** in TTDC – Corporate Office.
- b) The required service should be provided to Corporate office as specified in the tender document as per **Annexure V**.
- c) The manpower provided for this service, shall possess the qualification and experience prescribed in the tender documents as per **Annexure IV**.
- d) The works should be discharged effectively at regular intervals as specified in “Mandatory Duties” of the tenderer in Annexure III

Eligible Bidders

1. The Companies /Firms with proven track record for providing of Information Technology (IT) Professional in Govt Organization. They should conform to the eligible criteria prescribed in the qualification of bidders below.

2. Qualification of Bidders .

The bidders should have following qualifications:

- a) Should have ISO 9001 - 2008 or equivalent certificate with scope on IT (Information Technology) facility Management. (Copy of the ISO Certificate should be attached)
- b) Should have achieved a minimum Annual Turnover of Rs 300 lakhs per annum during the last three financial years (viz 2017-2018, 2018-2019, 2019-2020) (Copy of Audited Balance Sheet and P& L A/c to be attached as documentary proof).
- c) Should have deployed, a minimum of 20 IT Professional in two companies/organization either in Govt./Private organization (copy of work order should be enclosed as documentary proof). The complete References of employers with Name, designation, address and contact phone number shall be furnished.
- d) Should have registered with Employee Provident Fund Organisation and Employees State Insurance. (Documentary Proof to be attached)
- e) Should have GST registration in the tenderer's name. (Documentary Proof to be attached)
- f) Should submit the Registration Certificate of Firm / Company along with the tender documents in the technical bid. (Documentary Proof to be attached)

Signature of Bidder

Date:

- g) Should have remitted EPF and ESI for its employees current month. (Documentary Proof to be attached)
- h) Should have minimum 5 years experience in the field of IT industry(Documentary Proof to be enclosed)
- i) Should have remittance challan of EPF and ESI for its employee, at least for six months from June 2021. (Documentary Proof to be enclosed)
- j) The tenderer should have their own Corporate office or atleast branch office in Chennai. (Documentary proof to be attached)
- k) Any firm/company currently black listed by State/Central Government/Undertaking should not participate in the tender. If any such firm/company participate in the tender concealing the fact and if it is known later tender /supply order shall be cancelled at any time. Their EMD shall be forfeited and payments if any to them shall be withheld. Similarly any company/Firm/proprietary concern whose services have been terminated by TTDC for breach of contract etc within a period of past three years shall not be considered.

Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of his Bid, and the TTDC will in no case be responsible or liable for those costs.

3. Amendment of Bidding Documents

At any time after the issue of the Bid documents and before the opening of the Bid, the Bid inviting authority may make any changes, modifications or amendments to the Bid documents and shall send intimation of such change to all those who have purchased the original Bid documents or shall be uploaded in the website. Prospective bidders shall promptly acknowledge the receipt thereof by e-Mail or fax to the Bidding authority. The Bid shall be furnished taking into account the addendum/amendments, if any, issued as mentioned above and any failure in doing so will lead to consequences including rejection of Bid.

Preparation of Bids

4. Language of Bid

All documents relating to the Bid shall be in English

If such documents are in other languages (copies of Invoice/performance certificates), it is the responsibility of the bidder to attach attested translated versions in English along with the copies of such documents.

Signature of Bidder

Date:

The attestation should be done by an officer not below the rank of General Manager of the bidders' organization or any notary public.

The authenticity and genuineness shall be the responsibility of the bidder.

If in future, it is proved that such documents are found to be non-genuine, or fraudulent, then corporation shall resort to cancellation of the contract; with hold any payments including security deposit and also take legal action besides blacklisting the bidder.

This is applicable to all facts, figures, relevant documents submitted by the bidder relevant to this tender.

5. **Documents Comprising the Bid**

The Technical Bid (Cover-A) submitted by the Bidder shall comprise the following:

- a) The EMD should be furnished
- b) Should have ISO 9001 - 2008 or equivalent certificate with scope on IT(Information Technology) facility Management. (Copy of the ISO Certificate should be attached)
- c) Should have achieved a minimum Annual Turnover of Rs 300 lakhs per annum during the last three financial years (viz 2017-2018, 2018-2019, 2019-2020) (Copy of Audited Balance Sheet and P& L A/c to be attached as documentary proof)
- d) Should have deployed, a minimum of 20 IT Professional in two companies/organizations either in Govt./Private organization (copy of work order shall be enclosed as documentary proof). The complete References of employers with Name, designation, address and contact phone number shall be furnished.
- e) Should have registered with Employee Provident Fund Organisation and Employees State Insurance. (Documentary Proof to be attached)
- f) Should have GST registration in the tenderer's name. (Documentary Proof to be attached)
- g) Should submit the Registration Certificate of Firm / Company along with the tender documents in the technical bid. (Documentary Proof to be attached)
- h) Should have remitted EPF and ESI for its employees current month. (Documentary Proof to be attached)
- i) Should have minimum 5 years experience in the field of IT industry(Documentary Proof to be enclosed)
- j) Should have remittance challan of EPF and ESI for its employee, at least for six months from June 2021. ((Documentary Proof to be enclosed)
- k) Should have their own Corporate office or atleast branch office in Chennai. (Documentary proof to be attached)

Signature of Bidder

Date:

The Financial Bid (Cover-B) submitted by the Bidder shall contain the schedule of rates and quantities duly filled:

- a) The rate per month per man for the services listed including ESI, EPF and other Statutory payments should be furnished.
- b) The prices quoted in the tender shall be in Indian Currency ie Rupee.

6. Bid Prices

- i) The Contract shall be for outsourcing the services of IT Department at TTDC Corporate Office like Computer Programming, DTP operations, Computer Operations, Data Entry Operations and Tally Operations for a period three years.
- ii) It is the responsibility of the Agency to make necessary provision towards the welfare measures as directed by statutory authorities for contract labourers and as prescribed by the applicable Acts and rules.
- iii) The Agency having ESI, EPF Code Nos. should remit the contributions by themselves, the payment towards ESI & EPF for the employees, employers' contributions in his/their code numbers and copy of the remittance challans should be produced. In case, if the contractor fails to remit, he/they should inform wage rates of employees to the principal TTDC and authorize the TTDC to make deductions from the payment of bills. The contribution / premium / tax etc. to any other statutory authorities, the contractor has to remit them directly after registering with the respective department.
- iv) The persons so developed by the successful tenderer/the outsourcing agency, shall not be considered as any full time or permanent employee of the TTDC and they shall not be regarded as Government Servants. They shall continue to be the staff of the outsourcing agency and TTDC shall not be liable for any claims made by the said staff in future. The successful tenderer/outsourcing agency undertakes to indemnify the TTDC against any suit or claim made by the staff deployed under this tender in the future.
- v) The service charges should be quoted not less than Rs.250/- each person per month for all cadres of workforce. The quoted rate without service charges shall not be considered as Genuine and the Bid will be rejected.
- vi) If two or more Firms/Company have quoted equal service charges in all aspects, the successful tenderer shall be selected through extra credentials possessed by the firm such as No.of Govt. Depts/State PSU that they are providing service, Turnover, Length of experience, No. of staff enrolled as per EPF statement during last three months.

7. Earnest Money Deposit

1. The EMD of Rs.75,000 /-(Rupees seventy five thousand only) shall be remitted through Demand Draft or Bankers cheque and shall be enclosed along with the Technical Bid.
2. The Earnest Money will be refunded to the unsuccessful bidder on application after intimation is sent to the unsuccessful Tenderer tender or at the expiration of Bid validity period. Bids not accompanied by the Bid Security will be rejected. The EMD of the successful Bidder will be refunded after execution of agreement and furnishing of performance security and commencement of work.

Signature of Bidder

Date:

3. The EMD will be forfeited:

- (a) If a bidder withdraws his Bid during the period of Bid validity.
- (b) If a successful Bidder fails to:
 - i) Execute the agreement or
 - ii) Furnish the necessary performance security within the specified time limit of 30 days from the date of receipt of work order from TTDC.
- (c) If the Bidder does not accept the correction of the Bid price.

4. The original and all copies of the Bid shall be typed or written in ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder. All pages of the Bid where entries or amendments have been made shall be signed by the person or persons signing the Bid.

5. The Bid shall contain no alterations or additions, except those to comply with instructions issued by the Employer, or as necessary to correct errors made by the Bidder, in which case such corrections shall be signed by the person or persons signing the Bid.

Submission of Bids

8. Sealing and Marking of Bids

1. The tenderers participating are required to follow the procedure as given below while submitting their bids.
2. The Bidder shall be responsible for properly super scribing and sealing the cover in which the Bid is submitted and Bid inviting authority shall not be responsible for accidental/ misplacement/premature opening of the covers that are not properly super scribed and sealed, before the time appointed for Bid opening.
3. The filled up Bid documents shall be submitted up to the last date of submission as given in Bid Data sheet. Duly filled in Bid documents shall be put in the Tender box provided at the Head Office, Tamilnadu Tourism Development Corporation Ltd., Tourism Complex, No.2. Wallajah Road, Chennai. Tenders can also be submitted by Post or Courier. Bid inviting authority shall not be responsible for any delay in transit in such cases.
4. The Bidders should not amend/add/alter any of the Bid conditions, conditions of contract, specifications etc. of his own.
5. The Bidder should submit the Bid documents for the total manpower required for the Corporate Office, TTDC in Chennai.

Deadline for Submission of Bids

1. Bids shall be delivered to the TTDC at the address specified in the invitation of Bids not later than the time and date specified in the tender notice and Instruction to the bidder.
2. The TTDC may extend the deadline for submission of bids by issuing an amendment, in which case all rights and obligations of the TTDC and the Bidders previously subject to the original deadline will then be subject to the new deadline.

Late Bids

No Bid will be received by the TTDC after the deadline prescribed.

Signature of Bidder

Date:

Bid Opening, Evaluation and Award of Contract

Bid Opening

1. The Tenders shall be opened at the time specified in the instructions to bidders or amended thereof in the presence of attending tenderers.
2. Price Bids of Tenderers who do not qualify technically shall be rejected without further consideration. The technically qualified tenderer's price bid will be opened on a date and time which will be intimated later to the technically qualified tenderers. Both the bids will be opened in the presence of tenderers or their authorized representative who choose to be present at that time.
3. To assist in the scrutiny, evaluation and comparison of bids, the TTDC may, at their discretion, request clarifications on the bid from the tenderer.
4. Notwithstanding any Terms and Conditions stipulated in the tender documents, TTDC reserves the right to accept or reject in part or whole any, or all the tenders received at any time prior to the award of Contract, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the Employer's action.

Correction of Errors

- 1 Bids determined to be substantially responsive will be checked by the TTDC for any arithmetic errors. Errors will be corrected by the TTDC where there is a discrepancy between the amounts in figures and in words, the lowest will be taken.
 - i) The amount stated in the Bid will be adjusted by the TTDC in accordance with the above procedure for the correction of errors and shall be considered as binding upon the Bidder. If the Bidder does not accept the corrected amount, the Bid will be rejected, and the EMD may be forfeited.

Validity period of the Bid

The bids will be valid for a period of 120 days from the date of opening of price bid.

Notification of Award and Signing of Agreement

- 1 The Bidder whose Bid has been accepted will be notified of the award by the TTDC prior to expiration of the Bid validity period by e-Mail confirmed by registered letter. This letter (hereinafter and in the Conditions of Contract called the "Letter of Acceptance") will state the sum that the TTDC will pay the Contractor in consideration of the service of manpower for IT Department by the Contractor as prescribed by the Contract (hereinafter and in the Contract called the "Contract Price").
- 2 The notification of award will constitute the formation of the Contract, subject to the Bidder furnishing the Performance Security in accordance signing the Agreement.

Signature of Bidder

Date:

- 3 The bidder shall have to enter into an agreement with the TTDC within 15 days from the date of receipt of letter of acceptance. The form of agreement will have to be stamped at the stamp office at the cost of the bidder.
- 4 Upon the furnishing by the successful Bidder of the Performance Security, the TTDC will promptly notify the other bidders that their bids have been unsuccessful.

Performance Security (Security Deposit)

- 1 The successful tenderer should furnish performance bid security equivalent to 5% of tender value either by DD or by Bank Guarantee from a Nationalised Bank/Scheduled Bank valid for one year within one week from the date of receipt of letter from TTDC intimating the selection of the bidder for award of contract. The successful tenderer shall also execute the agreement in the proforma prescribed by the TTDC within one week from the date of receipt of work order from TTDC. **However it is open to the Managing Director to insist on higher deposit as per rules in force.**
- 2 Failure of the successful Bidder furnish performance security of shall constitute sufficient grounds for cancellation of the award and forfeiture of the Bid Security.

Corrupt or Fraudulent Practices

The bidder shall observe highest standard of ethics during bidding process and execution of the project.

- 1 "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
- 2 'Fraudulent practice' means a misrepresentation of facts in order to influence the selection process or execution of a contract which is detrimental to the TTDC and includes collusive practice among the bidders during selection process, designed to establish prices at artificial, non-competitive levels and to deprive the TTDC of the benefits of free and open competition.
- 3 The TTDC will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 4 Whereas the technical specifications and other tender conditions have been specified to the extent of receiving a good product and service in the interest of corporation, if the bidder suppresses and/or furnishes faulty facts and resorts to any other action with mala fide action with the only intention of bagging the order at any cost or supplying the products which are not of the best quality or in violation of tender specifications, then the corporation or any of its official are in no way responsible for any subsequent loss/damage arising out of such mala fide action.

The bidder alone is solely responsible for all such liabilities arising out of any fraudulent actions.

Signature of Bidder

Date:

Evaluation of bid

- 1 The bid will be evaluated based on the total charges quoted for three years as in schedule of the price bid (cover-B). While evaluating the total cost, the taxes, applicable on the day of quotations shall be taken into consideration. Subsequently, deductions or additions of the taxes will not affect the ranking of the tenders. However, any or all mandatory taxes, levies, duties etc., increase may be considered on submission of proof of the same.
- 2 If the T.T.D.C considers that any tender is unworkably low or very exorbitant indicating that tenderer has not understood the implications in the contract or is attempting either to frustrate the object of the T.T.D.C or exploit the Corporation , it can debar such tenderer permanently or for such period as it may deem fit from entering into any contract with the T.T.D.C. Further TTDC will not consider the tenderer if the price for payable wages per person per month for each category of post is lower than the minimum wage act for each category of post.

Rejection of bid

The tender will be rejected outright if the tenderer

1. Does not attach EMD .
2. Stipulates the validity period less than what is stated in the form of tender
3. Does not disclose the full names and address of all his partners in the case of all partnership concern.
4. Does not fill in and sign the Tender Form Specification for the various categories of man power and their rates completely.
5. Does not submit the Tender in sealed envelope.
6. Does not submit the Original Tender Form duly signed and stamped.
7. Submit the tender without stating the rates either in figures or in words.
8. Does not submit the annexure duly signed and stamped.
9. The Tender will also be rejected if,
 - a) The tenderer does not have ISO 9001 - 2008 or equivalent certificate with scope on IT facility Management.
 - b) The tenderer has not achieved a minimum Annual Turnover of Rs 300 lakhs per annum during the last three financial years (viz 2017-2018, 2018-2019, 2019-2020)
 - c) The tenderer does not submit the copies of the following certificates along with the tender documents in the technical bid.
 - i. Proof of having deployed, a minimum of 20 IT Professional in two companies/organization either in Govt./Private organization (copy of work order shall be enclosed as documentary proof). The complete References of employers with Name, designation, address and contact phone number shall be furnished.
 - ii. Registration Certificate for the Firm/Company incorporation certificate
 - iii. GST registration in the tenderer's name

Signature of Bidder

Date:

- c) The tenderer does not furnish the code numbers for EPF and ESI contribution allotted by Employee Provident Fund Organization and Employees State Insurance. (Documentary Proof to be attached)
- d) Should have remittance challan of EPF and ESI for its employee, at least for six months from June 2021. ((Documentary Proof to be enclosed)
- e) The Tenderer does not furnish documentary proof of remittance EPF and ESI for its employees current month. (Documentary Proof to be attached)
- f) The tenderer does not furnish the proof for having minimum 5 years experience in the field of IT industry. (Documentary Proof to be attached)
- g) The Tenderer does not have their own Corporate office or atleast branch office in Chennai. (Documentary proof to be attached)

Signature of Bidder

Date:

SECTION III

Conditions of Contract- General Conditions

1. The period of contract will be for three years subject to renewal of every year with effect from the date of issue of supply order. The contract may be renewed every year if TTDC finds the performance satisfactory. In case of any dispute on the tender process, the decision of TTDC will be final in this regard.
2. No alteration whatever may be made in the text of the tender form; any remarks or explanations should be set out in a covering letter. The form of agreement is bound up with other documents, so that the tenderers may know what their liabilities and duties are and the entire tender form should be submitted to the Tamilnadu Tourism Development Corporation when submitting the tender.
3. Tenderers must comply with instructions contained in the notice inviting tender. They must also agree to comply with all the conditions and specifications of the contract. Otherwise their tenders are liable for rejection.
4. (a) The rates quoted should be firm and no variation in rates or prices are admissible.
(b) The rates should be quoted in Indian Rupees and payment will also be made only in Indian Rupees.
5. The tenderer shall be solely responsible for the payment of the Central or State govt. Taxes and levies etc. and the rates for the various items of work shall remain unaltered by any change that may be made from time to time in the rate at which such taxes and levies are payable.
6. The tenderers should abide by the terms and conditions prescribed in the Agreement and Work Order.
7. The acceptance of the tender by the T.T.D.C shall be deemed to result in and constitute a valid and concluded contract binding on the tenderer notwithstanding the non-execution of the contract agreement.
8. The contractor shall furnish a list of personnel proposed to be employed by him with their name, educational qualification and experience in years. The contractor shall change anybody from this list with person of equal or higher qualification and experience after obtaining specific approval of the Senior Manager (IT).
9. The successful tenderer shall pay all stamp charges on the contract.

Signature of Bidder

Date:

10. Should the contractor fail to undertake to commence the work within 15 days from the date of order by the T.T.D.C , the security deposit will be forfeited and the contract is liable to be cancelled or terminated and T.T.D.C may thereupon at such terms as it may think fit, arrange through any other person or persons to undertake or perform, provide, execute and do all works, materials or matters and things described in the tender schedule at the risk and cost of the contractor.
11. Tenderers should give full postal address of their office in their tender. The delivery at the above named place or posting in a post box regularly maintained by the postal department or sending by letter registered for acknowledgement of any notice, letter or other communication to the tenderer or contractor shall be deemed sufficient service thereof upon the tenderer or contractor in writing. The address may be changed at any time by an instrument executed by the tenderer or contractor and delivered to TTDC.
12. The tenderer shall not assign, transfer, pledge or subcontract the performance of the services without the prior written consent of this office.

13. EXIT MANAGEMENT PLAN

- a) The tenderer shall provide TTDC with a recommended exit management plan (“ Exit Management Plan”) which shall deal with atleast the following aspects of exit management in relation to the project implementation, the operation and management and scope of work definition.
 - i) A detailed programme of the transfer process that could be used in conjunction with a replacement. Successful Tenderer including details of the means to be used to ensure continuing provisions of the services throughout the transfer process or until the cessation of the services and of the Management structure to be used during the transfer.
 - ii) Plans for the communication with such of the Tenderer, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on the outsourcing of IT staff at Corporate office, TTDC as a result of undertaking the transfer.
 - iii) Plans for provision of contingent support to services and replacement of Tenderer for a reasonable period (minimum three months) after transfer.
- b) The tenderer shall redraft the Exit Management Plan annually thereafter to ensure that it is kept relevant and upto date in case the contract is extended.

Signature of Bidder

Date:

- c) The terms of payment as slated in the terms of payment schedule include the costs of the Tenderer complying with its obligations under this Schedule.
- d) In the event of termination of scope of work, each party shall comply with the exit management plan.
- e) During the exit management period the tenderer shall use his best effort to deliver the services.
- f) The exit management plan shall be furnished in writing to the TTDC with minimum of three months from the receipt of notice of termination or three months prior to the expiry of this Agreement.

14. Breach of Contract

The breach of contract is the violation/non-compliance of any of the conditions of the contract including the failure or refusal to perform any of the conditions of the tender document and or the contract. Any breach of contract by one party to it gives the other party an immediate cause of action and a right to damages as compensation for loss following from the breach of contract. A breach occurs where a party to the contract repudiates or fails to perform one or more of the obligations imposed upon him by the contract. The failure to perform may take place when the time for performance has arrived or even before that. Thus, the “Breach of Contract” mentioned above covers (a) the Anticipatory Breach and (b) the Present Breach.

TTDC may without prejudice to his right against the tenderer in respect of any delay or inferior workmanship or otherwise or to any claims for damage in respect of any breach of the contract and without prejudice to any rights or remedies under any of the provisions of this contract or otherwise and whether the date for completion has or has not elapsed by notice in writing absolutely determine the contract in any of the following cases:

15) Termination

- a. Termination on expiry of the CONTRACT: The Agreement shall be deemed to have been automatically terminated on the expiry of the Contract period unless the Employer has exercised its option to extend the Contract in accordance with the provisions, if any, of the Contract.
- b. Termination on account of insolvency: In the event the Successful Bidder at any time during the term of the Contract becomes insolvent or makes a voluntary assignment of its assets for the benefit of creditors or is adjudged bankrupt, then the Employer shall, by a notice in writing have the right to terminate the Contract and all the Successful Bidder’s rights and privileges hereunder, shall stand terminated forthwith.
- c. Termination breach of contract: A breach by the Successful Bidder of its obligations hereunder and such breach not being rectified by the Successful Bidder within 30 days of receipt of the TTDC’s notice intimating such breach, shall amount to immediate termination of the contract and the successful bidder’s rights and privileges shall stand terminated forthwith and the successful bidder shall not be liable to any compensation whatsoever in respect of any loss occurred to him.

Signature of Bidder

Date:

- d. Termination for delay: Successful Bidder shall be required to perform all activities/services as per this conditions and specifications. If the Successful Bidder fails to do so, the Contract may be terminated by the TTDC by giving 30 days written notice unless the TTDC will extend the period with levy of Liquidated Damages,
- e. If the tenderer fails to replace/provide the IT Professionals, additional staff as required by TTDC on more than 3 occasions within a span of 90 days TTDC will reserve the right to terminate the contract.
- f. TTDC reserves the right to terminate the contract without notice if tenderer is involved in any illegal activities or if the tenderer violates any terms of the contract or if it comes to light that the contract was obtained based on any false information or fraud.
- g. The TTDC may, at any time, at his option cancel and terminate this contract by written notice stating reasons for such cancellation or termination to the Contractor, in which event the Contractor shall be entitled to payment for the work done up to the time of such cancellation.
- h. The TTDC may, at its option, cancel or omit the execution of one or more items of work under this contract, and any part of such item(s) without any compensation whatsoever to the Contractor by giving due notice in writing stating reasons therefore.
- i. If at any time after commencement of the work the TTDC shall for any reason whatsoever not require the whole work or part thereof as specified in the tender to be carried out, the TTDC shall give notice in writing of the fact to the Contractor who shall have no claim to any payment of compensation whatsoever on account of any profit or advantage which he might have derived from the execution of the work in full but which he did not derive in consequent of the full amount of the work not having been carried out.
- j. In case of breach of any of the conditions of the contract by the SERVICE PROVIDER during the contract period, Managing Director, TTDC reserves the right to recover costs/liabilities arising directly due to such breach from the Service Provider. The total liability, however arising, of the Service Provider under the contract is limited to that amount payable to the Service Provider by Managing Director, TTDC under the contract.

16) Disputes

All disputes and differences arising out of or in any way touching or concerning the contract shall be resolved by arbitration before a sole arbitrator to be appointed by the TTDC within 30 days of reference to arbitration by either party and the tenderer shall agree to the appointment of sole arbitrator so made by the TTDC. There will be no objection to any such appointment that the arbitrator so appointed is a Government servant, or that he had to deal with matters to which this tender relates or that in the course of his duties as such Government servant he has expressed views on or any of the matters in dispute or differences. The award of the arbitrator so appointed shall be final and binding on the parties to the agreement. The seat of the Arbitration shall be Chennai and the Courts in Chennai shall have the exclusive jurisdiction to deal with the disputes arising out of the arbitration.

Signature of Bidder

Date:

SECTION IV

Conditions of Contract- Special Conditions

- 1) The tenderers should provide the required manpower as specified in Annexure – VI. The personnel supplied for this service should possess the qualification and experience prescribed in the Annexure III against each category mentioned. Proof of qualifications and experience and age should be made available at the time of induction of work force.
- 2) The tenders should possess valid License to take up the work in accordance with contract labour (R & A) act 1970 & Rules 1971.
- 3) The tenderers shall not deploy anyone below 18 completed years of age. He should also not deploy any one above 40 years of age. Legal or statutory liability for employing anyone below 18 years will be of the tenderer alone.
- 4) The persons supplied by the tenderer should verify and submit if any police / criminal cases against them. The character and antecedents of each personnel of the tenderer will be got verified by the tenderer before their deployment after investigation by the local police, collecting proof of identity like driving licence, bank account details, previous work experience, proof of residence and recent photograph. Certificate to this effect to be submitted by the tenderer to the Senior Manager (IT). The tenderer will also ensure that the personnel deployed are medically fit and will keep in record certificate of their medical fitness.
- 5) The tenderer should strictly adhere to the rules and regulations framed under various Acts such as Employees Provident Fund, Employees State Insurance Scheme and other Central and State Acts.
- 6) The tenderer should replace the manpower when it is found by the Senior Manager (IT) that they are not discharging their duties satisfactorily within 7 days from the date of intimation by the Senior Manager (IT).
- 7) In case of additional requirement of persons for works, it shall be intimated to the tenderer by the Senior Manager (IT). The tenderer should provide the required additional manpower on the days required within 7 days notice.
- 8) If the tenderer fails to replace or provide IT staff / additional staff required within 7 days, TTDC will make its own arrangements and any extra expenditure on this account i.e. difference between rates fixed for man power and the rate at which TTDC replaces or engages additional man power will be debited to the tenderer's account. The same will be deducted from the bill of the contractor payable to him.
- 9) If the tenderer fails to replace or provide IT staff / additional staff, on more than three occasions, within a span of 90 days, TTDC will have the right to CANCEL the contract and initiate steps to replace the tenderer without any notice to the tenderer

Signature of Bidder

Date:

- 10) The tenderer should provide IT professionals with Good Character and Conduct for the above service, as they are to work in hospitality industry. The Tenderer should produce Certificate from the local Police Station of the Normal residence of the workmen to the effect that there are no criminal cases or inquiries pending against the workmen.
- 11) The workers should always be polite with good behavior with the guests. While attending to work there must not be any complaints from guests.
- 12) The tenderer shall ensure proper conduct of his person in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
- 13) The tenderer shall at his own expense take and keep comprehensive insurance for all the IT Professional deployed without limiting any of his obligations or his liabilities where ESI is not covered. The tenderer shall also take out workmen's compensation insurance as required by law and undertake to indemnify and keep indemnified TTDC for and against all claims that may arise.
- 14) TTDC may require the tenderer to dismiss or remove from the site of work, any person or persons, employed by the service provider, who may be incompetent or for his/her/their misconduct and service provider shall forthwith comply with such requirements.
- 15) The tenderer shall replace immediately any of its personnel, if they are unacceptable to the TTDC because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.
- 16) TTDC shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service providers.
- 17) The tenderer's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative / organizational matters as all are of confidential/secret nature that can attract legal action.
- 18) The tenderer's personnel shall not claim any benefit/ compensation/ absorption/ regularization of services in this office under the provision of Industrial Disputes Act, 1947 of Contract Labour (Regulation & Abolition) Act, 1970. Undertaking from the person to this effect will be required to be submitted by the service provider to this office.
- 19) The person deployed shall not claim any Master & Servant relationship against this office.
- 20) The tenderer shall engage the necessary person as required by TTDC from time to time. The said person engaged by the tenderer shall be employee of the tenderer and it shall be the duty of the tenderer to pay their salary every month in time by the contractor. There is no Master & Servant relationship between the employees of the tenderer and TTDC. Further that the said person(s) of the tenderer shall not claim any benefit. The contractor should not stop the payment of salary on account of delays not attributed to the engaged.
- 21) The transportation, food, medical and other statutory requirement under the various Acts/Govt. Regulations in respect of each personnel of the tenderer will be the responsibility of the tenderer. This shall include payment of PF, ESI, and Service Tax etc. However, payments in respect of PF, ESI etc. or any such other statutory requirements to the successful contractor shall be made subject to furnishing of proof of such payments to the concerned authorities indicating the PF No., ESI No. etc. of the outsourced persons every month without fail and before submitting bills for the subsequent months. The bills should be for reimbursement of the actual amount to the service rendered by the contractor.

Signature of Bidder

Date:

22) Working hours will be as follows

Morning shift	:	6.00 A.M to 2.00 P.M
Afternoon shift	:	2.00 P.M to 10.00 P.M
Night Shift	:	10.00 P.M to 6.00 P.M
General shift	:	9.30 A.M to 6.00 P.M

The personnel may be required to discharge their functions beyond these working hours if required for which no over-time wages will be paid. The rate quoted per person per month shall be applied for all the three shifts mentioned above.

23) The tenderer shall provide a substitute well in advanced if there is any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.

24) If for any reason the personnel deployed by the tenderer proceeds on absence, he/she should properly intimate the Controlling Officer and the Concerned Administration before such absence or in case of Medical emergency on the first day of taking such absence either officially or telephonically clearly indicating the number of days he/she will be absent. The tenderer shall provide a substitute in case the absence exceed 5 days or even earlier, if situation so warrants, which shall invite a penalty as specified in Penalty clause in the General conditions of the contract.

25) On the expiry of the agreement with the terms the tenderer will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute on account of the termination of employment or non-employment by the personnel of the agency, it shall be the entire responsibility of the agency to pay and settle the same.

26) The tenderer personnel should co-operate with TTDC in case of any EMERGENCY or CALAMITY or ACCIDENT or FIRE or THEFT, etc., to help investigate and take appropriate action against the culprit. The tenderer should not interfere in any way in the normal discharge of the functioning of the TTDC Officers.

27) In case it is found by the TTDC that a property or any material of the TTDC is lost or put to loss or damage due to the negligence of the manpower supplied by the tenderer, the tenderer will be held fully responsible and he will have to make good the loss or damage so incurred. The decision of the TTDC as to the quantum of loss is final.

28) In case any workmen of the tenderer suffers any injury or meets with any accident during the discharge of duty the entire cost of compensation shall be borne by the tenderer and the TTDC shall not be responsible for any claims damage compensations etc. All legal cost will have to be borne by the tenderer.

Signature of Bidder

Date:

29) Payments

- (i) Payment will be made through crossed cheque and hence, the Tenderer should have Bank Account in the name of his Company / Firm / Organization.
 - (ii) The Tenderer shall pay the amount indicated as wages payable per person per month for the various categories of staff in the price bid as per **Annexure VII**. The Tenderer should submit documentary proof for payment of the stated salary to the Staff every month. The Tenderer shall also submit a certificate along with monthly bills certifying that the personnel employed by them have been the wages as indicated in the price bid and that they have remitted the EPF and ESI dues to the concerned Authorities within the prescribed time schedule. TTDC shall have the right to check the records related to the disbursement of salary and remittance of PF and ESI.
 - (iii) The tenderer must disburse the wages salary to the staff working in TTDC – Corporate office before 7th of the succeeding month and it should be reported to the TTDC with acknowledgements, before 9th of the succeeding month.
 - (iv) The tenderer will present the bills for the services rendered before 5th of succeeding month and the bills will be paid after the concerned Manager gives a satisfactory service certificate for that month.
 - (v) TTDC will initially make the payment of 75% of the bill to the tenderer and the balance will be paid as soon as the tenderer produces the proof of having remitted the EPF, the ESI contribution and the payment to the staff deployed. (Copies of Challan for remittance of EPF, ESI to be furnished).
 - (vi) The Tenderer shall submit bills at office of Senior Manager (IT) for the executed work complete in all respects . The bills will be submitted in DUPLICATE and in the manner and form that may be prescribed by TTDC. Account payee cheque for amounts passed in the bill will be issued only after the tenderer gives a stamped receipt for the amount unless the bills are pre-receipted . Payments will be made only by Account payee cheques. The TTDC will have the right to recover liquidated damages for delay or slow progress of the work from the bills submitted for payment.
 - (vii) The successful tenderer should get the attestation of the concerned Manager every day as to the Number of staff supplied to the Section on each day along with their Attendance records . This should be kept as permanent record in custody of the Senior Manager (IT). It should be presented to the Officers of TTDC whenever demanded for verification. This will form the basis of monthly payment.
 - (viii) TDS as per Income Tax Act and GST Act at the applicable rates of the total bill will be deducted from the tenderer's monthly bills.
- 30) The required number of IT Professionals should be available on all days. Rotational arrangements for Weekly holidays , National and festival holidays, etc. will be the responsibility of the tenderer .
- 31) The responsibility of arranging required number of IT Staff for each day rests with the tenderer only.

Signature of Bidder

Date:

- 32) The tenderer should ensure that the IT Professionals obey and work under the direct supervision of the Senior Manager (IT) and the tenderer should not interfere in the routine discharge of the duties of the IT Professionals in the TTDC's properties unless specifically asked to do so.
- 33) If the tenderer fails to adhere to the terms and conditions of the tender, he shall compensate TTDC for the additional expenditure or loss incurred by TTDC due to the breach of terms and conditions by the tenderer.
- 34) The tenderer will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of the office.
- 35) The person deployed by the tenderer should not leave the designated work place without obtaining permission from the Concerned Manager or Senior Manager (IT).
- 36) The person provided by the tenderer will perform their duties in accordance with the instructions given by the Officer of TTDC from time to time.
- 37) None of the employees of the tenderer shall enter into any kind of private work within or outside the campus of the tendering authority.
- 38) The tenderer should provide 24 x 7 Telephone supports if required. The tenderer should be available on his own direct telephone (Office as well as residence) and also on Mobile phone so as to call in emergency case. All the contact numbers should be invariably given.
- 39) The entire responsibility of the outsourced persons regarding his leave, pay, medical, etc. will be on the tenderer. The tenderer will be solely responsible for the deployment of persons who will be working for an on behalf of the tenderer and would be on the tenderer roll irrespective of their attendance being taken by TTDC. TTDC will not own any responsibility of their employment or otherwise.
- 40) The persons deployed by the tenderer shall not claim any benefit / compensation / absorption / regularization of services from / in TTDC under the provision of Industrial Disputes Act 1947 or Contract Labour (Regulation and Abolition) Act 1970 Undertaking from the persons to this effect shall be required to be submitted by the tenderer to the TTDC.

Signature of Bidder

Date:

PENALTY CLAUSE

The following penalties shall be levied on the tenderer and shall be deducted from their monthly bill for the violation of terms and conditions indicated below :

- ii) For failure to provide service : 5 % of the wages payable per day for the manpower under each category. not provided shall be levied as penalty for every day of default upto one week of default.
- : 10 % of the wages payable per day for the manpower not supplied shall be levied as penalty for every day of default if the default exceeds one week
- iii) Poor quality / Defective : 50 per day shall be levied as penalty for each Service / Work defective work per day of default.

Signature of Bidder

Date:

Contract Data

SECTION V

The name of the Contract	:	Outsourcing the services of IT Department at TTDC Corporate Office like Computer Programming, DTP operations, Computer Operations, Data Entry Operations and Tally Operations for a period three years.
Identification number of the Contract	:	Tender notice No.2241 /IT/2021
Price bid validity	:	120 days from the date of opening the price bid.
Period of Contract	:	<p>The period of contract will be for three years subject to renewal of every year with effect from the date of issue of supply order.</p> <p>The contract may be renewed every year if TTDC finds the performance satisfactory.</p>

Signature of Bidder

Date:

SECTION VI

DECLARATION BY THE BIDDER/TENDERER

I/We _____ hereby declare that I/We am/are not in any way related to any officer who is in charge of IT of TTDC or having control of this work as referred ITB. I/We agree that if, at any stage, it is found that this declaration is untrue, the bid security/performance security paid by me/us will be forfeited and the contract entered will stand cancelled at the risk and cost of contractor. It is understood that the relationship with the officer referred to herein will be restricted to those referred in ITB.

Signature of the bidder

Place:

Date:

Signature of Bidder

Date:

Letter of Bidder

_____ (Location)
_____ (Date)

From
(Name & Address of the Bidder)

To
Dear Sir/Madam,

Sub : Tender for Outsourcing the services of IT Department at TTDC Corporate Office like Computer Programming, DTP operations, Computer Operations, Data Entry Operations and Tally Operations for a period three years.

We, the undersigned, confirm that we meet all the qualification criteria given in the Tender Document

I have carefully gone through the tender document, and all its Annexures, and I have fully understood the conditions and qualifications mentioned therein I hereby undertake to comply with all the conditions and requirements prescribed any where in this tender document. I undertake to submit monthly compliance Statements regarding payment of wages as indicated in the price bid. I also undertake to timely remit the EPF and ESI of contribution for the persons deployed by me. I also undertake to pay the service taxes and any other applicable taxes under the Central or State Acts promptly to the appropriate authority within the prescribed time.

We are submitting this tender for our eligibility for the above assignment.

Our Proposal is binding upon us and subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the Proposal, i.e. [Date_____].

Our attached financial proposal is for the sum of Rs. _____(Amount in words). This amount is inclusive of the all taxes, duties etc.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,
Authorised signatory:
Name and title of Signatory:
Name of Firm:
Address:

Signature of Bidder

Date:

MANDATORY DUTIES OF THE CONTRACTOR

1. Substitute employee should be provided when the any personnel goes on leave.
2. The contractor has to fix leave regulation for the employees and submit a copy to T.T.D.C.
 - i) Whenever an employee of the contractor leaves the job and new person with the same qualification is employed or transferred between stations maintained by the same contractor it should be informed in writing and with the approval of T.T.D.C and also see that the new persons so employed also have insurance cover. If the contractor fails to accommodate IT staff with minimum salaries as per Minimum Wages Act, their tender will be summarily rejected.
 - ii) Following Laws shall be adhered to by the contractor wherever applicable
 - a) Workmen Compensation Act, 1923
 - b) Payment of Wages Act, 1936
 - c) Industrial Disputes Act, 1947
 - d) Minimum Wages Act, 1948
 - e) Factories Act, 1948
 - f) Employees PF and Miscellaneous Act, 1952
 - g) Payment of Bonus Act, 1965
 - h) Payment of Gratuity Act, 1972
 - i) Equal Remuneration Act, 1979
 - j) Maternity Benefit Act 1951
 - k) Contract Labour (Regulation & Abolition) Act 1970

Signature of Bidder

Date:

- l) Industrial Employment (Standing Orders) Act 1946
- m) Trade Unions Act 1926
- n) Child Labour (Prohibition & Regulation) Act 1986
- o) Inter-State Migrant workmen's (Regulation of Employment & Conditions of Service) Act 1979
- p) The Building and Other Construction workers (Regulation of Employment and Conditions of Service) Act 1996 and the Cess Act of 1996
- q) Employee State Insurance Act, 1948
- r) The Tamil Nadu Manual Workers (Regulation of Employment and Conditions of Work) Act, 1982.
- s) The Bonded Labour System (Abolition) Act, 1976
- t) The Employer's Liability Act, 1938.
- v) CGST, SGST & IGST Acts.

II. ELIMINATION OF CHILD LABOUR

1. Attention of all contractor are invited to the Child Labour (Prohibition and Regulations) Act 1986, which prohibits employment of children below 14 years of age in certain occupations and process and provides for regulations of employment of children in all other occupations and progress. Employment of child labour is prohibited in building and construction industry.
2. Hence all the contractors are requested to adhere to the provisions in the above Act and see that engagement of child labour in the operational activities of the Corporation are completely prohibited. Any violation of the provision will lead to penal action and removing of the contractor from the list of registered contractors.

III. SAFETY MEASURES

1. Each and every employee of the contractor should have insurance cover under workmen compensation act.
2. Photo Identify Cards have to be issued to the personnel and one set of these identify cards should be furnished to TTDC for record.
3. The responsibility of the contractor to take insurance policy under Workmen's Compensation Act 1923 for each staff and a copy of insurance policy should be furnished to the TTDC. This policy should be kept alive till completion of the contract period.

Signature of Bidder

Date:

**MINIMUM QUALIFICATION REQUIRED FOR STAFF TO BE PROVIDED BY THE
SUCCESSFUL AGENCY**

1. Computer Programmer/System Engineer

Qualification and experience

BE (Computer Science)/M.Sc. (IT) with more than ten year experience in hotel Management & Travel Management applications software in reputed company (or) B.E. with MBA (System)/MCA with five years experience in hotel Management & Travel Management applications software.

The personnel should be completed the minimum of 30 years age as on 01.08.2021 and should not have completed the maximum of 40 years age as on 01.08.2021

2. Deputy Programmer/Deputy System Engineer

Qualification and experience

BE (Computer Science)/M.Sc. (IT) with five year experience in hotel Management & Travel Management applications software in reputed company (or) B.E. with MBA (System)/MCA with two years experience in hotel Management & Travel Management applications software.

The personnel should be completed the minimum of 30 years age as on 01.08.2021 and should not have completed the maximum of 40 years age as on 01.08.2021

3. Assistant Programmers/Assistant System Engineer

Qualification and experience

BE (Computer Science)/M.Sc. (IT) with three year experience in hotel Management & Travel Management applications software in reputed company (or) B.E. with MBA (System)/MCA having knowledge in hotel Management & Travel Management applications software.

The personnel should be completed the minimum of 25 years age as on 01.08.2021 and should not have completed the maximum of 35 years age as on 01.08.2021

4. Senior DTP Operator

Qualification and experience

Degree/Diploma + certificate course in DTP with five year experience in DTP works in any of reputed company.

The personnel should be completed the minimum of 21 years age as on 01.08.2021 and should not have completed the maximum of 35 years age as on 01.08.2021

Signature of Bidder

Date:

5. DTP Operator

Qualification and experience

10th to any Degree/Diploma + certificate course in DTP with one year experience in DTP works in any of reputed company.

The personnel should be completed the minimum of 21 years age as on 01.08.2021 and should not have completed the maximum of 35 years age as on 01.08.2021

6. Senior Computer Operator cum Technical Assistant

Qualification and experience

Any degree/Diploma in computer application with more than ten year experience in computer operations like Outlook express, Gmail, MS-Word, Ms-excel under Windows or Unix O.S in any of reputed company.

The personnel should be completed the minimum of 30 years age as on 01.08.2021 and should not have completed the maximum of 40 years age as on 01.08.2021

7. Senior Computer Operator cum Typists

Qualification and experience

Any degree/Diploma in computer application with five year experience in computer operations like Outlook express, Gmail, MS-Word, Ms-excel under Windows or Unix O.S in any of reputed company.

The personnel should be completed the minimum of 30 years age as on 01.08.2021 and should not have completed the maximum of 40 years age as on 01.08.2021

8. Computer Operator cum Typists

Qualification and experience

Any degree/Diploma in computer application with one year experience in computer operations like Outlook express, Gmail, MS-Word, Ms-excel under Windows or Unix O.S in any of reputed company.

The personnel should be completed the minimum of 21 years age as on 01.08.2021 and should not have completed the maximum of 35 years age as on 01.08.2021

9. Senior Tally Computer Operators

Qualification and experience

Any degree/Diploma in computer applications with five years experience in accounting and operation of 'Tally' software in reputed company.

The personnel should be completed the minimum of 30 years age as on 01.08.2021 and should not have completed the maximum of 40 years age as on 01.08.2021

10. Tally Computer Operators

Qualification and experience

Any degree/Diploma in computer applications with one year experience in accounting and operation of 'Tally' software in reputed company.

The personnel should be completed the minimum of 21 years age as on 01.08.2021 and should not have completed the maximum of 35 years age as on 01.08.2021

11. Information Provider

Qualification and experience

Any degree/Diploma with one year experience in Hotel/Travel related information in reputed company. Person should have proficient in Tamil, English, Hindi Languages.

The personnel should be completed the minimum of 21 years age as on 01.08.2021 and should not have completed the maximum of 40 years age as on 01.08.2021

12. Data Entry Operator

Qualification and experience

Any degree/Diploma with one year experience in Hotel/Travel related booking in reputed company.

The personnel should be completed the minimum of 21 years age as on 01.08.2021 and should not have completed the maximum of 35 years age as on 01.08.2021

Signature of Bidder

Date:

A. DUTIES AND RESPONSIBILITIES OF COMPUTER PROGRAMMER/ SYSTEM ENGINEER - 1 NO.

1. Overall supervision of application programs (coding) like Hotel Management System (HMS) , Tour Management System (TMS), Centralised Reservation System (CORR), Online Reservation System (ORS), Mobile based Reservation system (MBRS) , Boat House Management System (BHMS) etc
2. Maintenance of database (Oracle) and SQL .
3. Maintenance of other applications – like Payroll, EPF, Accounting, Personnel Information system etc
4. Overall Maintenance of Hardware - Servers, Computers, Laptops, Printers, UPS etc.
5. Overall Maintenance of Networking system connecting to all units of TTDC .
6. Providing training to users for operations of applications.
7. Providing training to Computer Programmers in all aspects like application programming, Databases, Networking etc
8. Overall responsibilities for Data Supervision and Data Backup
9. Any other work assigned by Senior Manager (IT).

B. DUTIES AND RESPONSIBILITIES OF DEPUTY PROGRAMMER/DEPUTY SYSTEM ENGINEER - 2 NO.

1. Maintenance of application programs (coding) and its database (Oracle) for Hotel Management System (HMS)
2. Maintenance of application programs (coding) and its database (Oracle) for Tour Management System (TMS)
3. Maintenance of application programs (coding) and its database (Oracle) for Centralised Reservation System (CORR)
4. Maintenance of application programs (coding) and its database (Oracle) for Online Reservation System (ORS)
5. Maintenance of application programs (coding) and its database (Oracle) for Mobile based Reservation system (MBRS)
6. Maintenance of application programs (coding) and its database (SQL) for Boat House Management System (BHMS)
7. Maintenance of other applications – like Payroll, EPF, Accounting, Personnel Information system etc.
8. Maintenance of Hardware - Servers, Computers, Laptops, Printers, UPS etc.
9. Maintenance of Networking system connecting 22 hotels, Tour division, all sales counters etc
10. Providing training to users for operations of applications.
11. Providing training to Computer Programmers in all aspects like application programming, Databases, Networking etc
12. Overall responsibilities for Data Supervision and Data Backup
13. Any other work assigned by Senior Manager (IT).

Signature of Bidder

Date:

C. DUTIES AND RESPONSIBILITIES OF ASSISTANT PROGRAMMER /ASSISTANT SYSTEM ENGINEER – 1 No

1. Maintenance of application programs (coding) and its database (Oracle) for Hotel Management System (HMS)
2. Maintenance of application programs (coding) and its database (Oracle) for Boat House Management System (BHMS)
3. Maintenance of application programs (coding) and its database (Oracle) for Centralised Reservation System (CORR)
4. Maintenance of other applications – like Payroll, EPF, Accounting, Personnel Information system etc
5. Maintenance of Hardware - Servers, Computers, Laptops, Printers, UPS etc.
6. Maintenance of Networking system connecting to Boat Houses, hotels and all sales counters etc
7. Providing training to users for operations of applications.
8. Any other work assigned by Senior Manager (IT).

D. DUTIES AND RESPONSIBILITIES OF SENIOR DTP OPERATOR - 1 NO.

1. Creation of design in website, power point and Whatapp etc
2. Prepare the power point for Board Meetings and other special meetings convened by Hon'ble Minister for Tourism, Secretary (T&C), MD,TTDC etc
3. Presentation of power point at the Board Meetings and the other special Meetings
4. Writing of VCD's & DVD's for all the sections of TTDC & COT.
5. Preparing of Graphs, charts, certificates for TTDC and COT Office.
6. Working on CD animation for CD preparation.
7. Working for the release of Advertisements by the PRO section.
8. Uploading of all TTDC tenders in Government Website, etc
9. Prepare presentation in various concepts of tourism using Ms-Power point, Page maker, Photoshop etc.

E. DUTIES AND RESPONSIBILITIES OF DTP OPERATOR - 1 NO.

1. Presentation of power point at the Board Meetings and the other special Meetings.
2. Writing of VCD's & DVD's for all the sections of TTDC & COT.
3. Preparing of Graphs, charts, certificates for TTDC and COT Office.
4. Working on CD animation for CD preparation.
5. Working for the release of Advertisements by the PRO section.
6. Uploading of all TTDC tenders in Government Website, etc
7. Prepare presentation in various concepts of tourism using Ms-Power point, Page maker, Photoshop etc.

Signature of Bidder

Date:

F. DUTIES AND RESPONSIBILITIES OF SENIOR COMPUTER OPERATOR CUM TECHNICAL ASSISTANT - 2 Nos.

1. Handling of Files work related to Information Technology.
2. Daily day to day computer operations like replying of e-mails, attending Online queries related to Hotel/ Tour booking, cancellation and postponement etc.
3. Attend to type both English and Tamil in Computer.
4. Replying to all e mail queries received for TTDC
5. Submitting the mails to the Intended Officers of COT, TTDC
6. Maintenance of register for receiving and sending all E-mails
7. Working out the cancellation amount which should be entered into HMS or TMS System if customers make cancellation/postponement by mail.
8. Section files and letter should be typed in Computer using MS-Word
9. Preparing of office automation work using MS-Excel etc.
10. Attend all telephone queries on online bookings/other works assigned by the Concerned Manager.
11. Regular typing work in MS-Word or Excel furnished by respective Section.
12. Attend then and there work assigned by IT Senior Manager

G. DUTIES AND RESPONSIBILITIES OF SENIOR COMPUTER OPERATOR CUM TYPIST - 2 Nos.

1. Daily day to day computer operations like replying of e-mails, attending Online queries related to Hotel/ Tour booking, cancellation and postponement etc
2. Attend to type both English and Tamil in Computer.
3. Replying to all e mail queries received for TTDC
4. Submitting the mails to the Intended Officers of COT, TTDC
5. Maintenance of register for receiving and sending all E-mails
6. Working out the cancellation amount which should be entered into HMS or TMS System if customers make cancellation/postponement by mail.
7. Section files and letter should be typed in Computer using MS-Word
8. Preparing of office automation work using MS-Excel etc.
9. Attend all telephone queries on online bookings/other works assigned by the Concerned Manager.
10. Regular typing work in MS-Word or Excel furnished by respective Section.
11. Attend then and there work assigned by IT Senior Manager.

H. DUTIES AND RESPONSIBILITIES OF COMPUTER OPERATOR CUM TYPIST - 2 Nos.

1. Attend to type both English and Tamil in Computer
2. Daily day to day computer operations in the respective section.
3. Section files and letter should be typed in Computer using MS-Word
4. Preparing of office automation work using MS-Excel etc.
5. Regular typing work in MS-Word or Excel furnished by respective Section.
6. Attend then and there work assigned by IT Manager

Signature of Bidder

Date:

I. DUTIES AND RESPONSIBILITIES OF SENIOR TALLY OPERATORS - 2 Nos

1. Making entries of daily transactions details like cash, credit, cheque, Bank details etc in 'Tally' System.
2. Daily reports, monthly reports generated timely from the computer and same should be submitted to the respective Managers.
3. Reconciliation of tickets for Tours and hotels
4. Preparing of statement with office automation work using MS-Excel etc.
5. Preparing of Chart and graph for account wings.
6. Maintaining of Tally Data of all units. Backup should be done regularly.

J. DUTIES AND RESPONSIBILITIES OF TALLY OPERATOR - 3 Nos

1. Making entries of daily transactions details like cash, credit, cheque, Bank details etc in 'Tally' System.
2. Daily reports, monthly reports generated timely from the computer and same should be submitted to the respective Managers
3. Reconciliation of tickets for Tours and hotels
4. Preparing of statement with office automation work using MS-Excel etc.
5. Preparing of Chart and graph for account wings.

K. DUTIES AND RESPONSIBILITIES OF INFORMATION PROVIDER - 1 No.

1. Providing Tourist Information about Tamilnadu in language of English, Tamil, Hindi etc.
2. Attending queries of Tourist while they enquiring in Toll Free No.
3. Attend all telephone queries on online bookings.
4. Attend all telephone queries on Tour and Hotel bookings.
5. Maintaining of Register for attending calls etc.

L. DUTIES AND RESPONSIBILITIES OF DATA ENTRY OPERATOR - 21 Nos

1. Making entries for tour bookings, Hotel Bookings, creation of tour etc
2. Cancellation of Tours, Cancellation of ticket for Tours and hotels, Post/preponement of tours and hotels in TMS, CRS system for customers
3. Issue a ticket for Tours and Hotels booking consumers.
4. Daily reports, monthly reports will be generated timely from the computer and the same should be submitted to the respective Managers.
5. Attend all telephone queries on Tour and Hotel bookings.
6. Section files/letters should be typed in Computer using MS-Word
7. Preparing of office Statement using MS-Excel etc.

Signature of Bidder

Date:

Qualification Information

PARTICULARS OF THE TENDERER

Name of the Tenderer	
Whether Private Limited Co./ Public Limited Co./Firm	
Residential Address	
Address of the Registered Office	
Address of the Branch / Office Quoting against the Tender	
Names and addresses of the Directors / Partners	
Year of Establishment	
Registration No. & Date	
Registered under (give details under which Act the Company is registered)	
ISO Registration	
List of large companies / Public Sector Undertakings / Local Bodies / Companies to which the manpower has been supplied.	
Annual Turnover in the last 3 years	
Names of the Bankers	

Note : For providing the above information, if required, separate sheet may be enclosed.

DATE _____

SIGNATURE _____

SEAL _____

NAME _____

DESIGNATION _____

ADDRESS _____

Email ID _____

Signature of Bidder

Date:

FINANCIAL STATEMENT (DATA FOR PREVIOUS THREE YEARS - IN INDIAN RUPEES)

a. Information from Balance Sheet

Year	2017-18	2018-19	2019-20
Total Assets			
Total Liabilities			
Net Worth			
Current Assets			
Current Liabilities			

b. Information from Income Statement

Year	2017-18	2018-19	2019-20
Total Revenue			
Profit before Tax			
Profit after tax			
Attached are copies of financial statements (balance sheets including schedules and income statements) for the last three years, as indicated above, complying with the following conditions All such documents reflect the financial situation of the bidder Historical financial statements must be audited by a certified chartered accountant Historical financial statements must be complete, including all schedules to the financial statements			

Note : Bidder and Each member of JV/consortium/group must furnish details separately in this form
Income tax return for the preceding three assessment years.

Signature of Bidder

Date:

PRESENT ASSIGNMENTS IN WHICH BIDDER FIRM IS ENGAGED.

Sl No	Name & Address of client	Brief Scope of the Work	Work Order (P.O) No. & Date of issue of Order	Value of service (in Rs)	Period of Contract	Whether the copies of the Work orders / contracts from the client as required, is attached?	
						Yes/ No	Pg. No. on the Proposal

Signature of Bidder

Date

TOTAL ANNUAL TURNOVER

(Bidder and/or Each member of Joint Venture/consortium/group must fill in this form)

TOTAL ANNUAL TURNOVER FOR THE LAST THREE FINANCIAL YEARS	
Year	Indian Rupee
2017-18	
2018-19	
2019-20	
Total	

Signature of Bidder

Date:

EARNEST MONEY DEPOSIT REFUND FORM

From

To

Sir,

Sub : Tender No. _____

For the work of _____

I have tendered for the above work enclosing E.M.D. for Rs. _____

In case my tender is not considered, the E.M.D. furnished by me may be refunded to me. I give below my advance receipt for the amount duly stamped.

Yours faithfully,

ADVANCE STAMPED RECEIPT

Received from _____ Rs. _____

Towards refund of E.M.D. furnished by me along with my tender for the work of

Remitted in challan _____ dated _____

Signature of the Tenderer

Recommendation of the Head of the Department

Signature and Designation.

FORM OF PERMORFORMANCE SECURITY (BANK GUARANTEE)

WHEREAS, (Name of Bidder) (hereinafter called "the Bidder") has submitted his bid dated (Date) for the {Name of Work}(hereinafter called "the Bid").

KNOW ALL MEN by these presents that We (Name of Bank) of (Name of Country) having our registered office at (hereinafter called "the Bank") are bound unto (Name of Employer) (hereinafter called "the Employer") in the sum of for which payment well and truly to be made to the said TTDC the Bank binds himself, his successors and assigns by these presents.

SEALED with the Common Seal of the said Bank this day of

THE CONDITIONS of this obligation are :

- 1) If the bidder fails to take up the work within the specified period as per the tender condition.
- 2) If the bidder fails to provide the required workmen, additional workmen are replaced in efficient workmen within three days of notice from TTDC on three occasions within 90 days.
- 3) If the bidder commits breach of any of the terms and conditions of the tender / contract and fails to rectify the breach even after 30 days from the date of receipt of notice of such breach from TTDC.
- 4) If the bidder fails to discharge the services as specified in tender / contract

This Guarantee will remain in force up to and including the date of 30 days after the expiry of contract period of one year or may be extended by TTDC based on renewal of the contract notice of which extension to the bank is here by waived. Any demand in respect of this Guarantee should reach the Bank not later than the above date.

DATE..... SIGNATURE OF THE BANK.....

SEAL OF THE BANK.....

SIGNATURE OF THE WITNESS.....

Name and address of the witness.....

Signature of Bidder

Date:

REQUIREMENT OF STAFF TO BE PROVIDED

Sl. No.	Name of the Unit	Name of the Service	Man power required
1	Corporate Office (HO) Chennai	Computer Programmer/System Engineer	1
		Deputy Computer Programmer/Deputy System Engineer	2
		Assistant Computer Programmers/Asst. System Engineers	1
		Senior Computer Operator Cum Technical Assistant	2
		Senior Computer Operator Cum Typists	2
		Computer Operator Cum Typists	2
		Senior 'Tally' Operators	2
		'Tally' Operators	3
		Information Provider	1
		'Senior DTP Operator	1
		DTP Operator	1
		Data Entry Operators	21

Signature of Bidder

Date:

UNDER TAKING

I have carefully gone through the tender document, and all its annexure, and I have fully understood the conditions and qualifications and other norms mentioned therein. I hereby undertake to comply with all the conditions and requirements prescribed any where in this tender document. I undertake to submit monthly compliance statements regarding payment of wages as indicated in the price bid. I also undertake to timely remit the EPF and ESI of contribution for the persons deployed by me. I also undertake to pay the service taxes and any other applicable taxes under the Central or State Acts promptly to the appropriate authority within the prescribed time.

Date:

Signature of tenderer:-

AGREEMENT

ARTICLE OF AGREEMENT made this _____day _____2021 Between _____(Herein after referred to as the tenderer) on the one part and Tamilnadu Tourism Development Corporation Limited (herein after called the company) on the other part.

Where as the tenderer has offered and under took to carry out the works specified under this contract for the units specified for three years, at the prices set forth in the schedule annexed hereto and as per the terms provided for in tender documents and the company accepted such tender in pursuance whereof the parties hereto have entered in this contract.

And whereas the tenderer in accordance with the terms of the said tender has furnished the performance security for due and faithful performance tenderer of this contract, .

NOW THESE PRESENTS WITNESS THAT, the tenderer covenants and agrees with the company and the successors that the tenderer shall commence the work within time specified in the tender and shall abide by the terms and conditions specified in the tender documents.

It is HEREBY MUTUALLY AGREED AND DECLARED AS FOLLOWS:

All the terms and conditions, instructions to the tenderer specified in the tender shall deem to form part of this agreement and shall be in force during the period of this agreement.

This agreement shall remain in force until the expiry of 12 months from the date of entering this contract and shall be renewed if the contract is extended beyond one year .

IN WITNESS WHEREOF THE tenderer _____ and the General Manager on behalf of the company have executed the agreement on the day and year first above written:

Signature of General Manager

Signature of tenderer

TTDC

Name and Seal

Witness :

Witness:

1)

1)

2)

2)

Signature of Bidder

Date:

TENDER NOTICE NO. 2241/IT/2021

**TAMILNADU TOURISM DEVELOPMENT CORPN. LTD.,
CHENNAI-2**

INFORMATION & TECHNOLOGY DIVISION

BID DOCUMENT

**TENDER DOCUMENT FOR OUTSOURCING THE SERVICES
OF IT DEPARTMENT AT TTDC CORPORATE OFFICE LIKE
COMPUTER PROGRAMMINGS, DTP OPERATIONS,
COMPUTER OPERATIONS, DATA ENTRY OPERATIONS AND
TALLY OPERATIONS FOR A PERIOD THREE YEARS.**

FINANCIAL BID

Address of the Tender Inviting Authority:

MANAGING DIRECTOR

TAMILNADU TOURISM DEVELOPMENT CORPN. LTD.,

No.2, WALLAJAH SALAI, CHENNAI- 600 002

(THIS TENDER DOCUMENT IS NOT TRANSFERABLE)

ANNEXURE VII

PRICE BID

Name of work : Outsourcing the services of IT Department at TTDC Corporate office like Computer Programming, Computer Operations, DTP Operations, Tally Operations and Data Entry Operations for a period three years

FIRST YEAR

Sl.No	Name of the service	Man power required	Rate as per minimum wages Act (Gross in Rs.)	EPF contribution per person per month - 13% of 70% of Gross	ESI contribution on per person per month - 3.25%	Total wages per month	Tenderer should quote the rate		
							Service charges	GST payable per person per month	Total wages per month
1	Computer Programmer/System Engineer	1 No.	31,550	1950	0	33,500			
2	Deputy Programmer / Deputy System Engineer	2 Nos.	27,550	1950	0	29,500			
3	Asst. Programmer / Asst. System Engineer	1 No.	24,050	1950	0	26,000			
4	Senior Computer Operator cum Technical Assistant.	2 Nos.	19,650	1788	639	22,077			
5	Senior Computer operator cum Typist	2 Nos.	17,800	1620	579	19,999			
6	Computer Operator cum Typist	2 Nos.	15,550	1415	505	17,470			
7	Information Provider	1 No.	15,550	1415	505	17,470			
8	Senior Tally Operator	2 Nos.	17,800	1620	579	19,999			
9	Tally Operators	3 Nos.	15,550	1415	505	17,470			
10	Senior DTP Operator	1 No.	17,800	1620	579	19,999			
11	DTP Operator	1 No.	15,550	1415	505	17,470			
12	Data Entry Operator	21 Nos.	13,440	1223	437	15,100			

SECOND YEAR

Sl.No	Name of the service	Man power required	Rate as per minimum wages Act (Gross in Rs.)	EPF contribution per person per month - 13% of 70% of Gross	ESI contribution on per person per month - 3.25%	Total wages per month	Tenderer should quote the rate		
							Service charges	GST payable per person per month	Total wages per month
1	Computer Programmer/System Engineer	1 No.	33,128	1950	0	35,078			
2	Deputy Programmer / Deputy System Engineer	2 Nos.	28,928	1950	0	30,878			
3	Asst. Programmer / Asst. System Engineer	1 No.	25,253	1950	0	27,203			
4	Senior Computer Operator cum Technical Assistant.	2 Nos.	20,633	1878	671	23,182			
5	Senior Computer operator cum Typist	2 Nos.	18,690	1701	607	20,998			
6	Computer Operator cum Typist	2 Nos.	16,328	1486	531	18,345			
7	Information Provider	1 No.	16,328	1486	531	18,345			
8	Senior Tally Operator	2 Nos.	18,690	1701	607	20,998			
9	Tally Operators	3 Nos.	16,328	1486	531	18,345			
10	Senior DTP Operator	1 No.	18,690	1701	607	20,998			
11	DTP Operator	1 No.	16,328	1486	531	18,345			
12	Data Entry Operator	21 Nos.	14,112	1284	459	15,855			

THIRD YEAR

Sl.No	Name of the service	Man power required	Rate as per minimum wages Act (Gross in Rs.)	EPF contribution per person per month - 13% of 70% of Gross	ESI contribution on per person per month - 3.25%	Total wages per month	Tenderer should quote the rate		
							Service charges	GST payable per person per month	Total wages per month
1	Computer Programmer/System Engineer	1 No.	34,784	1950	0	36,734			
2	Deputy Programmer / Deputy System Engineer	2 Nos.	30,374	1950	0	32,324			
3	Asst. Programmer / Asst. System Engineer	1 No.	26,516	1950	0	28,466			
4	Senior Computer Operator cum Technical Assistant.	2 Nos.	21,665	1950	0	23,615			
5	Senior Computer operator cum Typist	2 Nos.	19,625	1786	638	22,049			
6	Computer Operator cum Typist	2 Nos.	17,144	1560	557	19,261			
7	Information Provider	1 No.	17,144	1560	557	19,261			
8	Senior Tally Operator	2 Nos.	19,625	1786	638	22,049			
9	Tally Operators	3 Nos.	17,144	1560	557	19,261			
10	Senior DTP Operator	1 No.	19,625	1786	638	22,049			
11	DTP Operator	1 No.	17,144	1560	557	19,261			
12	Data Entry Operator	21 Nos.	14,818	1348	482	16,648			