

**NATIONAL JUTE BOARD (NJB)**

**Ministry of Textiles, Govt. of India**

3A & 3B, Park Plaza, 71, Park Street, Kolkata - 700 016

Tel: 033-2249 3825 / 2217 2107 / 2226 3438, Fax: 033-2217 2456

E-mail: jute@njbindia.in Website: www.jute.com

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***NIT No. 10/NJB/Computer/2015-16 Dated : 17th November, 2015***

**Notice Inviting Tender for**

**System Administration & Back Office Jobs of National Jute Board, Kolkata**

Sealed tenders are invited herewith for manpower supply for System Administration & Back Office Jobs of National Jute Board, Ministry of Textiles, Government of India at its H. O. in Kolkata for one year. The technical and financial terms and conditions for providing such services shall be as follows:

1. **TECHNICAL**
2. The firm should be in existence for not less than five years in the IT system business. ***Annual turnover of the firm during last three years must be attached with the tenders.***
3. The firm must have previous experience of providing manpower and maintaining software and network systems in Government Organizations/ PSUs. ***Performance certificates from existing Government clients (Central/State Government organizations) must be attached with the tenders.***
4. The firm may be registered with Registrar of Companies or Proprietorship/ Partnership firm. ***Copies of such proof along with copies of PAN Card and Service Tax Registration certificate*** ***must be attached with the tenders.***
5. The earnest money of Rs. 25,000/- (Rupees twenty five thousand only) through a Demand Draft on any scheduled bank in Kolkata drawn in the name of “National Jute Board” payable at Kolkata must accompany the "Technical Bidding" Tender letter. Tenders received without Earnest Money will not be considered.
6. The job of System Administration and Back Office support at NJB Head office, Kolkata includes supply of manpower for providing **THREE** full time personnel [ONE as System Administrator & TWO for Back Office Jobs] at the present level of work. The indicative scope of work and other terms and conditions for providing such services are as detailed below :
7. Scope of Work for System Administration for 50 PCs, 1 Server and Printers
* Troubleshooting of all PCs, Server, printers and any other peripherals related to IT [software part only].
* Maintenance of LAN, WAN.
* System security support like firewall, antivirus, etc.
* Any new software or electronic device installation.
* User training for any new software.
* Creating daily backup.
* Accounts software maintenance.
* Programming and customization of Payroll and Export system.
* Data analysis and statistical report generation for jute products export.
* New customized software preparation as may arise from time to time.
* Evaluation of vendors and procurement for IT related items.
* Website updation and other related functions as may arise from time to time.
* Any other works as may be stated time to time.
1. Scope of Work for Back Office jobs for all departments like Accounts, Marketing, Administration, Technical, etc.
* Export and import data entry and processing, which is received from various sources like Port, DGCI&S, IJMA, etc.
* Export report generating - Actual & Estimated.
* Data processing and compilation for Indian Jute Bulletin
* Preparing customized charts/graphs & reports for Ministry & general queries.
* Preparing Power Point Presentation as and when required.
* Information / data mining through Internet.
* Downloading jute enquires & forwarding to concerned department or person.
* Letter drafting.
* Maintaining and updating of Database of all Jute mills, major Jute products / JDPs manufacturers, and Jute related enquires.
* Preparing Monthly Salary.
* Generating any kind of reports for Income Tax, PF, etc.
* Any other works as may be stated time to time.
1. Technical bid must be submitted as per proforma marked **‘Technical Bid’** placed at the end of the document.

1. **FINANCIAL**
2. The rates may be quoted for manpower supply for System Administration and Back Office jobs as per proforma marked **‘Financial Bid’** placed at the end of the document.
3. The other terms and conditions governing the System Administration and Back Office jobs shall be as follows :
4. For regular and proper maintenance of the system and instantaneously attending to the complaint received from officers / staff of this office, the firm will have to depute ***one*** System Administrator and ***two*** personnel for Back Office Jobs at the office of the National Jute Board, Kolkata from 9:45 AM to 6.15 PM on all working days. All services shall be performed by persons qualified and skilled in performing such services as per the scope of work stated above. The personnel would be equipped with mobile phone to facilitate contact. In the event of personnel remain absent / on leave, without substitutes thereof, deduction will be made @ Rs.500/- for each day of absence from the contracted amount.
5. The successful bidder will enter into an Agreement with NJB for supply of suitable and qualified manpower as per requirement of NJB on these terms and conditions. The Agreement will be valid for a period of twelve months from the date of contract and shall continue to be in force in the same manner, unless terminated in writing. The Agreement is further extendable subject to satisfactory performance of the agency with such amendments as mutually agreed upon. NJB, however, reserves the right to terminate the contract at any time without assigning any reason. The decision of NJB in this regard shall be final and binding on the firm.
6. On expiry of the contract after one year, the firm will have to hand over the system in perfect working condition to NJB, failing which suitable amount will be deducted from the last and final payment.
7. It may also be noted that in case of the firm backing out midstream, without any explicit consent of NJB, the firm will be liable to recovery at higher rates, vis-à-vis those contracted, which may have to be incurred by NJB on the aforesaid services for the balance period of contract by alternative means. The above act of backing out would automatically debar the firm from any further dealing with this office and the EMD amount would also be forfeited.
8. Earnest money received from the unsuccessful firms will be returned without interest immediately after the process of selection of tender is over. The other requisite documents mentioned above should also accompany the tender letters. The financial bid will be considered only after fulfillment of technical bid as stated above.
9. If the firm meets the above technical/ financial requirements, they may apply in sealed cover.
10. **PAYMENT TERMS**

Payment for Manpower Supply for System Administration & Back Office Jobs will be made on monthly basis after completion of satisfactory performance at the end of each month on submission of bill to be certified by the Nodal Officer, Computer Cell, National Jute Board, Kolkata.

1. **OTHER TERMS & CONDITIONS**
2. The agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund Act, ESI Act, etc. and NJB shall not incur any liability of the agency for any expenditure whatsoever on the persons employed by the agency on account of any such statutory obligation. The agency will have to provide particulars of EPF, ESI of its employees engaged in NJB, on monthly basis, along with bill submitted by them.
3. The agency will submit the bill, in duplicate, in respect of a particular month in the first week of the next month along-with copies of receipts towards EPF / ESI / Service Tax deposition for the previous month and copies of attendance register(s). The payment will be released after deduction of taxes deductible at source under the laws in force.
4. Payments to the agency would be strictly on certification by the officer with whom the persons deployed are attached that their services were satisfactory and their attendance certified as per the bill of the agency.
5. The agency’s personnel shall not claim any benefit/ compensation/ absorption/ regularization of services from/ in NJB under the provision of Industrial Disputes Act., 1947 or Contract Labor [Regulation & Abolition] Act, 1970. Undertaking from the persons to this effect shall be submitted by the service provider to NJB.
6. The persons supplied by the Agency should not have any adverse Police records/ criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. The character and antecedents of each personnel of the service provider will be got verified by the service provider before their deployment after investigation by the local police, collecting proofs of identity like driving license, bank account details, previous work experience, proof of residence and recent photograph and a certification to this effect submitted to NJB.
7. Working hours would normally be from 9.45 A.M. to 6.15 P.M. during working days including half hour lunch break in between. However, in exigencies of work, they may be required to sit late and the personnel may be called on Saturday, Sunday and other gazetted holidays, if required. They may be paid extra wages as per the rates approved.
8. The agency shall withdraw such person(s) who is / are not found suitable by NJB for any reasons and replace by competent person(s) immediately on receipt of such a request from NJB.
9. The agency’s personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements, administrative/ organizational matters as all these matters are of confidential/ secret nature.
10. The transportation, food, medical and other statutory requirements in respect of each personnel of the agency shall be the responsibility of the agency.
11. The agency on its part and through its own resources shall ensure that the goods, materials and equipment, 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 person(s), etc. If NJB suffers any loss or damage on account of negligence, default or theft on the part of the employees of the agency, then the agency shall be liable to reimburse to NJB for the same.
12. NJB will maintain an attendance register in respect of the staff deployed by the agency on the basis of which wages / remuneration will be decided in respect of the staff at the approved rates.
13. The agency shall not assign, transfer, pledge or sub contract the performance of services without the prior written consent of NJB.
14. The agency will maintain a Password management system related to System Administration and details of all passwords must be provided to the officer with whom the persons to be attached.
15. The agreement can be terminated by either party by giving one month’s notice in advance. If the agency fails to give one month’s notice in writing for termination of the Agreement then one month’s wages, etc. and any amount due to the agency from NJB shall be forfeited by NJB.
16. **SUBMISSION OF QUOTATION**

All quotations should be accompanied by relevant documents as mentioned above. The bids are to be submitted in sealed covers separately with the marking (i) Technical Bid and (ii) Financial Bid and both are to be put under one sealed cover. The financial bid will be opened only for those firms who qualify in the Technical Bid. Interested firms may submit their offer in a sealed cover superscripted with ***"Quotation for System Administration / Back Office Jobs of National Jute Board, Kolkata"*** and send to the undersigned by 3.00 p.m. within 4**th December, 2015** to the **National Jute Board at 3A&3B Park Plaza, 3rd Floor, 71, Park Street, Kolkata - 700 016**. Tender will be opened on 7/12/2015 at 4.00 p.m.

 ***sd/-***

 **[ Arvind Kumar M. ]**

 **Secretary**

**TECHNICAL BID**

**NAME OF WORK :** Manpower Supply for System Administration & Back Office Jobs at National Jute Board, Ministry of Textiles, Government of India, 3A & 3B, Park Plaza, 71, Park Street, Kolkata - 700 016.

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| --- | --- | --- |
| 1 | Name of the Bidder |  |
| Address |  |
| e-mail address, Telephone /Fax, |  |
| Contact Person: with Mobile no. |  |
| 2 | Details of Earnest Money Deposit: | DD. No Dt………….. Drawn on……. | Enclosed |
| 3 | PAN Card Details |  | Copy attached |
| 4 | Service Tax Registration Details |  | Copy attached |
| 5 | Performance certificates from existing Government clients (Central/ State Government organizations) | (List of Govt. clients with copies of Performance certificates attached) |
| 6 | Annual turnover | 2014-15(Rs. lakh) | 2013-14 (Rs. lakh) | 2012-13 (Rs. lakh) | Unabridged annual reports or audited financial accounts attached |
|  |  |  |
| 7 | Document in support of the establishment of the firm |  | Copy Attached |

**Place Signature of the Authorized Signatory of the firm**

**Date Seal of the firm**

**Note :** The documents must indicate total number of pages with page number and authorized signature in each page.

**FINANCIAL BID**

**NAME OF WORK :** Manpower Supply for System Administration & Back Office Jobs at National Jute Board, Ministry of Textiles, Government of India, 3A & 3B, Park Plaza, 71, Park Street, Kolkata - 700 016.

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **SI****No.** | **Description of item** | **No. of Person** | **Rate per person per month (Rs.)** | **Total Amount****Per Year (Rs.)** | **Additional Rate for working extra time (Rs.)** | **Additional Rate for working in holiday (Rs.)** | **Remarks** |
| 1 | Cost of full time System Administrator | 01 |  |  |  |  |  |
| 2 | Cost of full time Personnel for Back Office Jobs | 02 |  |  |  |  |  |

**Place Signature of the Authorized Signatory of the firm**

**Date Seal of the firm**