

# **GREATER HYDERABAD MUNICIPAL CORPORATION**

TENDERS ARE INVITED FOR SELECTION OF AGENCY FOR PROVIDING IT PROFESSIONALS ON THE OUTSOURCING BASIS TO IT WING, GHMC FOR A PEREIOD OF (1) YEAR



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Tender No. 13/J1/IT/GHMC/2024-25 Dt:21.03.2025

GREATER HYDERABAD MUNICIPAL CORPORATION  
Tank Bund Road, CC Complex, Hyderabad-500063

## 1. NOTICE INVITING TENDERS

1.1. Tenders are invited on e-Procurement platform for selection of agency for providing IT Professionals on the Outsourcing basis to the IT Wing of GHMC. Bids shall be submitted only online on or before the prescribed date and time, duly uploading the copies of DD's and the DD's are to be submitted in sealed covers in the Office of the Additional Commissioner (IT) Head Office, Greater Hyderabad Municipal Corporation, Liberty Circle, Hyderabad-500 063 On or before 07-04-2025.

### 1.2. THE TENTATIVE SCHEDULE AND OTHER DETAILS ARE AS FOLLOWS:

1)	Tender Notice No. & Date	:	13/J1/IT/GHMC/2024-25, Dt: 21.03.2025
2)	Name of the Work	:	Providing of services of IT Professionals (25) Nos on Out-sourcing basis in IT Section, HO, GHMC for a period of (1) year.
3)	Name and address of the Agency	:	M/s. _____
4)	<b>Bid Processing Fee</b> (By way of DD drawn on or after <b>21.03.2025</b> from any scheduled Bank)	:	Rs. 3000 should be drawn in form of DD in favour of Commissioner, GHMC
5)	<b>Earnest Money Deposit</b>	:	<b>Rs. 50,000 (initial payment)</b> shall be paid while submitting bids through online payment at <a href="https://tender.telangana.gov.in/">https://tender.telangana.gov.in/</a> and the balance amount of the tender value calculated @ 2.5% should be paid at the time of agreement in favour of Commissioner, GHMC
6)	Bid Document Down Load start Date	:	21.03.2025 @ 4:00 PM onwards
7)	Bid submission closing Date & Time	:	04.04.2025 @ 04:00 PM onwards
8)	Opening of Technical Bids	:	04.04.2025 @ 04:05 PM
9)	Address	:	O/o Additional Commissioner(IT), 3 <sup>rd</sup> floor, IT Section, Head Office, Tank Bund, Hyderabad.
10)	Contact Number & mail:	:	6309999458 <a href="mailto:deeit-ghmc@gov.in">deeit-ghmc@gov.in</a>

## **HOW TO APPLY ON e-PROCUREMENT PORTAL**

- a. Applications can be downloaded from Government of Telangana e-Procurement Website <https://tender.telangana.gov.in/> under login for suppliers. Aspiring parties who have not registered in e-procurement should register before participating through the website <https://tender.telangana.gov.in/>
- b. The details of the process of registration and obtaining the digital signature certificates are available on the website: <https://tender.telangana.gov.in/> Necessary hands on training could be obtained from the center for M/s Vupadhi Techno Services Pvt. Ltd. and could also be obtained over telephone at +91-4040-44426250/51 Fax +91-40-44426252 **or mail to** [tseprocsupport@vupadhi.com](mailto:tseprocsupport@vupadhi.com). can access the application on the website, fill them with all relevant information, and submit the completed application and supporting documents
- c. **Read the complete document, carefully** PDF versions or scanned copies of the required documents are to be uploaded on the website.
- d. The system will generate an acknowledgement with a unique offer submission number on successful completion of the above process.
- e. For any help or technical support on e-Procurement, Bidders may contact M/s Vupadhi Techno Services Pvt. Ltd over phone or in person or their helpdesk at: e-Procurement Help Desk.

### **Vupadhi Techno Services Pvt. Ltd.**

1st Floor, Ramky Grandiose,  
Sy. No: 136/2 & 4, Gachibowli,  
Hyderabad - 500032.  
Telangana State.  
+91 40-33762222, 23  
[tseprocsupport@vupadhi.com](mailto:tseprocsupport@vupadhi.com) .

## **SCOPE OF WORK:**

- 1.3. Agency shall provide Qualified, skilled and experienced Software / Hardware / GIS engineers (analyst) as per the requirement of GHMC from time to time. Preference shall be given to the existing employees.
- 1.4. The Software engineers have to assist in the software development, implementation and integration.
- 1.5. Irrespective of the project status viz. ongoing or a new project, the outsourced professionals would deliver functional software, source code and complete documentation in the form of system and user manuals.
- 1.6. This tender for professional support is for large projects, therefore, the successful bidder has to ensure full time availability of their professionals for the contract period. The timings may be extended after the office hours if required.
- 1.7. The selected agency shall sign a non-disclosure agreement in addition, that the software developed by their professionals for GHMC projects wouldn't be used by them for any other purpose.
- 1.8. The out sourcing Agency shall pay the remuneration as ordered by the GHMC from time to time to the categories of posts indicated therein. Any violation in this regard, would lead to termination of contract and the concerned agency against whom such complaints on verification are found true will be black listed.
- 1.9. GST is exempted for GHMC Pure services as per the Notification No. 12/2017 Dt:28.06.2017- Central Tax (Rate) GAZZETE OF INDIA, EXTRAORDINARY, PART II, SECTION 3, SUB-SECTION (i) of the Ministry of Finance Government of India, subject to clarification from GST authorities, if any

## **2. ELIGIBILITY CRITERIA:**

- 2.1. The agency should have minimum (3) years of experience in providing Man Power Services like software, Hardware Engineers, Database /system /Network Administrators, GIS Engineers Analyst to any State/ Central Govt. Undertakings/ Local bodies/ Public Sector only (copies of the same should be uploaded).

- 2.2. The financial turn over in providing man power should be more than Rs. 2 Crores in any one year of the preceding (3) years viz. 2021-22, 2022-23, 2023-24. A certificate, in original, from a chartered accountant for the reference years shall be submitted (copies of the same should be uploaded).
- 2.3. The agency should possess valid GST, PAN, firm EPF & ESI Registrations, service tax registration and valid labour contract license of Government (Copies of the same should be uploaded).
- 2.4. The Tenderer shall observe and follow all the rules and regulation of the Contract Labour (Regulation and Abolition) Act, 1970 & 71 and the rules thus amended from time to time and further undertake indemnity against all liabilities of GHMC under the said Act.
- 2.5. The Agency should not have been declared as ineligible under corruption and fraudulent practices by Government of Telangana / Government of India / Semi Government Undertakings / Government Institutions like universities etc.
- 2.6. The agency should have the following Registration and other certificates & shall upload copies of certification along with the technical bid.
- 2.7. Registration certificate for having registered under pertinent Act and competent Government authority (Certified copies of the same should be uploaded).
- 2.8. Certificate of Registration under Professional Tax issued by Commercial Tax Department. (Certified copies of the same should be uploaded).
- 2.9. Registration Certificate under Employees State Insurance Act (ESI ACT). Previous year's statements of half yearly & yearly returns submitted to Employee State Insurance (ESI) authorities (upload last 3 years, year wise ESI returns details).
- 2.10. Provident Fund Registration Certificate issued by the Regional Provident Fund Commissioner (Upload last 3 years, year wise statement of yearly returns submitted to PF authorities.)
- 2.11. Any other registrations required as per the existing laws related to Man Power Services. (Certified Copies of the same should be uploaded).
- 2.12. The Agency shall abide by the provisions of Employees Provident Fund & Miscellaneous Provisions Act & Rules under ESI Act, the Contract Labour (R&A) Act and Workmen's Compensation Act. Agency should have the eligible employees working with the Manpower Agency enrolled and remitted the required contributions at applicable rates to the concerned authorities regularly.

### **3. TERMS & CODITIONS:**

- 4.1 The Manpower deployed by the Manpower Servicing Agency shall be fully dedicated for the services of GHMC.
- 4.2 If any legal complication arises at any time on payment of wages under the rules and Acts in force, it is the entire liability and responsibility of tenderer and the GHMC is no way concerned and responsible.
- 4.3 Each page of the bid and cuttings / corrections shall be duly signed and stamped by the bidder. Failure to comply with may result in rejection of the bid.
- 4.4 In case bidder submits any forged / irrelevant / misleading documents or information, the bid will be rejected and EMD forfeited.
- 4.5 Offers received through Email or Fax or Open or Without EMD or Incomplete or Late or Delayed will be rejected out rightly. In case the specified date for the submission of offers is declared as a closed holiday by the Government, the bid-closing deadline shall automatically stand extended to the next working day up to the same time.
- 4.6 Bidder can submit balance EMD in DD format in favor of Commissioner, GHMC or Bank Guarantee.
- 4.7 The tenderer should quote the price both in words & figures. The prices quoted should be in rupees. The tenderer should quote contractor profit only in terms of amount. **In case if more than one tenderer quote the same amount, then the bidder will be finalized on the basis lottery System.** No sort of representation will be considered in this matter.
- 4.8 The Agency shall make timely payment of remunerations to its employees effecting authorized deductions and shall also be responsible to fulfill all statutory obligations such as remittance of PF, Professional Tax, TDS Amount, ESI remittance etc. of its outsourced staff posted under this contract. If it fails to do so, it will be a breach of contract and GHMC has its discretion to cancel the contact. The Agency shall also be liable for any pecuniary (financial) liability arising on account of violation of the provisions of the relevant laws.
- 4.9 The Agency shall maintain proper records pertaining to outsourced staff deployed including the wages slips, disbursement of wages, and remittance of payments, to the various statutory authorities and present the same to the GHMC / concerned authorities whenever called for verification.
- 4.10 The Agency shall maintain the muster roll/ pay roll and other wage relevant particulars pertaining to the outsourced staff deployed and shall submit the same for inspection, by the officials of GHMC, Labour Department and any other department.
- 4.11 The selected Agency will not outsource the work to any other associate/franchisee/third party under any circumstances. GHMC reserves right to terminate the contract and initiate proceedings for black listing such an Agency.

4.12 The scopes of services in respect of number of employees are liable for addition, deletion and modification and are at the discretion of the GHMC.

4.13 The decision of the Tender Commission Committee, GHMC with regard to the Technical Bids will be final and no correspondence or representations will be entertained in this regard.

## **5.GENERAL INFORMATION:**

- 3.1. The Addl. Commissioner (IT) is the tender inviting authority and the Commissioner, GHMC is the tender accepting authority.
- 3.2. All the tenders shall be prepared and submitted in accordance with the instructions provided in the Tender Notification.
- 3.3. All the tenders should be uploaded within the prescribed time limits on the respective dates and will not be accepted after the prescribed time and date.
- 3.4. The Agency shall have carefully examined the terms and conditions before applying for tender.
- 3.5. The Commissioner, GHMC reserves the right to accept/reject any application or cancel the tender process without assigning any reason what so ever.
- 3.6. Tenders not submitted in the prescribed Proforma will be rejected. Tenders, which propose any alterations in the service specified or containing any other conditions if any sort, will be rejected.
- 3.7. Both Technical & Financial Bidding will be done through e-tendering only. The bidders shall upload all the specified documents, duly filled technical bid along with the financial bids for financial evaluation through online. Financial bids will be opened only for those bidders who qualify in the technical bid.
- 3.8. The successful Lowest (L1) bidders have to execute an agreement. Failure on the part of the successful bidder to execute the contract agreement within 10 working days from the receipt of written communication, letter of acceptance would lead to rejection of tender & his EMD will be forfeited.
- 3.9. Final acceptance of the tender rests with the Commissioner, GHMC, who reserves the right to accept or reject any or all tenders without assigning any reason thereof.
- 3.10. Details in the bid document should be duly filled and all the relevant documents should be uploaded.
- 3.11. No complaints will be entertained by the department for incomplete loading of the documents subsequently.
- 3.12. Please note henceforth, any changes in the schedule will not be published through Newspapers and further changes if any will be updated only on e-portal.

#### **4. REFUND OF E.M.D:**

- 4.1. The EMD money will be kept with GHMC until the tender is awarded to the successful bidder. Based on the instructions of Tender Accepting Authority the EMD amount of the unsuccessful bidders will be refunded.
- 4.2. The bidders Earnest Money Deposit may be forfeited if a bidder:
- 4.3. Withdraws his tender during the tender period.
- 4.4. If the successful L1 bidder fails to sign the contract agreement within the stipulated period.

#### **5. FINANCIAL BID:**

- 5.1. The estimated amount for the remuneration of **25** outsourcing IT employees of GHMC would be **Rs. 8,96,750/- (per month)** excluding EPF,ESI and Service tax / **GST is not applicable to GHMC.**
- 5.2. Pure services as per the Notification No. 12/2017 Dt:28.06.2017- Central Tax (Rate) GAZZETE OF INDIA, EXTRAORDINARY, PART II, SECTION 3, SUB-SECTION (i) of the Ministry of Finance Government of India, subject to clarification from GST authorities, if any.
- 5.3. Service Charge (Agency commission/ Profit) quoted by the agency should include administrative expenses of the Agency.

#### **6. DETAILS OF THE DOCUMENTS TO BE UPLOADED:**

- 6.1. Registration certificate for registering under pertinent act and competent Government authority (upload the certified copies).
- 6.2. Labour Department copy of the Registration Certificate, EPF Details, ESI Details, Service Tax details, Income tax details TAN and PAN numbers (upload the certified copies).
- 6.3. Audited balance sheet with profit and loss, account income and expenditure for the last three years i.e. 2021-22, 2022-23, 2023-24. (Upload the certified copies).
- 6.4. Proof of IT returns for last three years i.e. 2021-22, 2022-23, 2023-24 (upload returns acknowledgement copies of each year filing).
- 6.5. Service tax registration certificate. (Upload certified copies).
- 6.6. Registration certificate under employees state insurance Act. (Upload the certified copies).



- 6.7. Professional tax registration certificate issued by commercial tax department (upload the certified copies).
- 6.8. Details of documents pertaining to (3) years experience for having satisfactorily provided Man Power Services. (Upload the certified copies).
- 6.9. Duly filled technical and financial bid documents.

## **7. CLARIFICATION OF BID DOCUMENTS:**

- 7.1. Prospective Bidder requiring any clarification on the Tender Document may notify the GHMC in writing. Bidders should send in their queries latest **on or before Date: 03-04-2025**, as given in the schedule of Bidding Process. However, it is not binding for GHMC to answer/accept any or all of such queries/comments.
- 7.2. To facilitate evaluation of Proposals, GHMC may, at its sole discretion, seek clarifications from any Bidder regarding its Proposal. Not with standing anything contained in the Tender Document, GHMC reserves the right not to take into consideration any such clarifications sought by it for evaluation of the Proposal.

## **8. GUIDELINES:**

- 8.1. Agencies should produce Articles of Association (in case of registered firms), Bylaws and certificates of registration (in case of registered co-operative societies), Partnership deed (in case of partnership firm).
- 8.2. An undertaking (self certificate) that the agency hasn't been blacklisted by a central / state Government institution and there has been no litigation with any government department on account of similar services and the same may be up loaded.
- 8.3. The agency is solely responsible for the safety or accident related incidents of the persons they engage to GHMC.
- 8.4. As per the Circular No. 1657 and G.O. Ms. No: 07/2015, Dt: 01-03-2015. The Government of India, vide reference 1<sup>st</sup> cited, issued order to pay Service Tax directly to the Customs Central Excise Department by the Service Recipients. Therefore, Payment of Service Tax is not applicable to GHMC, as GHMC is exempted to pay GST for the Manpower services.

## **9. BID VALIDITY:**

- 9.1. The commercial bid should be valid for minimum ninety days (90 days) from the date of opening of the qualification bid. GHMC may ask bidders to extend the period of validity.
- 9.2. Commercial Bids of qualified bidders only shall be opened. The quote must be valid at least for three months from the date of opening of the commercial bid.

## **10. DURATION OF THE CONTRACT:**

The Duration of the contract is for the period of 1 year, However the Department has the right to terminate the contract with three months prior written notice if situation arises.

GHMC may ask the agency to extended the services for a period of another One year based on there satisfactory performance.

## **11.EVALUATION OF BIDS:**

- 11.1. Any effort by the agency to influence GHMC's bid evaluation, bid comparison or contract award decisions may result in the rejection of the agency's bid and forfeiture of the agency's EMD.
- 11.2. GHMC reserves the right to accept any bid, and to cancel/abort the Tender process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected agencies or agencies and of any obligation to inform the affected agencies of the grounds for GHMC's action and without assigning any reasons.

## **12. AWARD OF CONTRACT:**

- 12.1. On written communication from GHMC for having qualified, the agency will sign the contract immediately / within 7 days of such communication. Failing which the offer will be treated as withdrawn and EMD forfeited. Then the L2 agency will be called for negotiations to match the rates with L1.
- 12.2. The period of contract is for One year, The L1 agency will have to submit the security deposit for the extended period of contract if any.

## **13. PROVIDING SERVICES / SUPPORT:**

- 13.1. **For the deployment of technical professionals on GHMC projects, the Agency shall give preference to the existing outsourcing staff of GHMC.** The agency on demand from GHMC, shall forward a list of eligible candidates for selection in future requirement.

- 13.2. The agency will deploy the requisite manpower within 10 days of placing the work order by GHMC. Beyond ten days a penalty of Rs. 1000/- (One thousand) per day per person will be levied for a period of 7 days and after that the work order will be cancelled and manpower obtained from alternate sources at the risk and cost of the defaulting agency. The work order cancellation charges will be applicable. The agency must have branch in Hyderabad.
- 13.3. In case any personnel of the Agency is found engaged in doing any work other than the task assigned to him/her or is found not useful to the project or leaves the project without any notice, the agency will arrange the replacement within one week at its own cost, otherwise penalty will be levied.
- 13.4. The agency will be responsible for any damage to equipments, property and third party liabilities caused by the actions of its deployed manpower at GHMC premises. All equipment will be used only for the purpose of carrying out legitimate business of client organization and will not be put into any other use. For any established damage the extent of damage as decided by GHMC will be final and binding on the agency and it will be adjusted from its receivables like service charges / Security deposit.
- 13.5. The staff deployed by the agency shall maintain office decorum. They will be courteous, polite and cooperative and able to resolve the Client's problems. The agency will verify the character antecedents before deploying any person at GHMC organization.
- 13.6. The agency shall give 30days advance notice to GHMC for a resource going on leave or leaving the agency and post a matching resource immediately such that the project works doesn't suffer.

#### **14. PENALTY FOR NON-PERFORMANCE:**

- 14.1. The defaulting agency is liable to pay work order cancellation charges of 10% on contract value, which will be realized through the pending bills or Security Deposit or by raising claims.
- 14.2. In any of the defaults described above, GHMC reserves the right to get the work done through alternate sources at the cost and risk of the defaulting agency.

#### **15. PAYMENT TERMS:**

- 15.1. The Payments to the agencies will be made on the basis of the man months of the services provided by GHMC. The agency will reduce the charges in proportion to the absence of a resource, provided the project can allow for such an absence.
- 15.2. GST is exempted for GHMC Pure services as per the Notification No. 12/2017 Dt:28.06.2017- Central Tax (Rate) GAZZETE OF INDIA, EXTRAORDINARY, PART II, SECTION 3, SUB-SECTION (i) of the Ministry of Finance Government of India, subject to clarification from GST authorities, if any
- 15.3. All payments to agency will be made subject to deduction of TDS (Tax deduction at Source) as per the income- Tax Act, 1961, penalty for late payments and other taxes if any as per Government of India rules.

- 15.4. The agency will submit Pre-receipted bills in triplicate by the 21<sup>st</sup> of the every month enclosing the ESI & EPF Paid documents for each resource person for whom the bill is being preferred.
- 15.5. The Agency has to pay salaries on the 1st of every month positively as per G.O.Rt. No.4271 DT: 01-11-2008. Payment will be made to the agency within 30 days of submission.

## **16. SECURITY:**

- 16.1. The agency will ensure that no information about the software, hardware, database and the policies of the GHMC is taken out in any form including electronic form or otherwise, from the GHMC site by the manpower posted by them.
- 16.2. The agency or its deployed personnel, by virtue of working on GHMC projects, can't claim any rights on the work performed by them. GHMC will have absolute rights on the work assigned and performed by them. Neither any claims of the agency or its deployed professionals will be entertained on the deliverables.

## **17. INDEMNITY:**

- 17.1. The successful bidder is solely liable to full indemnity against all losses/penalties/awards/decrees of GHMC arising out of litigation/claims/application initiated against GHMC on account of acts of omission/commission attributable to successful bidder/ contractor and which are punishable under the provisions of various Central Labour and Employment and other relevant Acts as amended from time to time.
- 17.2. GHMC shall be vested with sole discretion to determine damages/ loss suffered on account of above from the dues payable from security deposit as performance Guarantee or from either the personal property of bidder or property owned by his firm/company by way of initiating suitable legal litigation against the successful bidder at any point of time.
- 17.3. GHMC will not take any liability on account of death or injury sustained by the agency staff during the performance.

## **18. GENERAL TERMS & CONDITIONS:**

- 18.1. The selected agency shall not, (without GHMC's prior written consent), disclose the Contract, or any provision thereof, or any specification, plan, sample of information furnished by or on behalf of GHMC in connection therewith, to any person other than a person employed by the agency in the Performance of the Contract.

- 18.2. The selected agency shall not satisfy the work to any other associate/franchisee/third party under any circumstances. If it so happens then GHMC will impose sanctions which will include: forfeiture of the security deposit, revocation of bank guarantees (including the ones submitted for other work orders) and termination of the Contract for default.
- 18.3. GHMC may by written notice sent to the selected agency, terminate the work order and/or the Contract, in whole or in part at any time of its convenience. The notice of termination will specify that termination is for GHMC's convenience, the extent to which performance of work under the work order and /or the contract is terminated, and the date upon which such termination becomes effective. GHMC reserves the right to cancel the remaining part and pay to the selected agency an agreed amount for partially completed Services.
- 18.4. In the event of the agency's company or the concerned division of the company is taken over / bought over by another company, all the obligations under the agreement with GHMC, should be passed on for compliance by the new company / new division in the negotiation for their transfer.
- 18.5. The Contractor and his employees shall at all times during the contract period, obey and observe all the directions and instructions which may be given by GHMC concerning any aspect of Outsourcing of Manpower services.
- 18.6. The successful bidder shall execute a “**Service Level Agreement (SLA)**” on non-judicial stamp paper of Rs.100/-, with GHMC running the contract.

## **19. TERMINATION FOR INSOLVENCY:**

GHMC may at any time terminate the work order / contract by giving written notice of four weeks to the agency, without any compensation to the agency, if the agency becomes bankrupt or otherwise insolvent.

## **20. TERMINATION FOR DEFAULT:**

23.1. Default is said to have occurred :

a. If the agency fails to deliver any or all of the services within the time period(s) specified in the work order or any extension thereof granted by GHMC.

b. If the agency fails to perform any other obligation(s) under the contract / work order.

23.2. If the agency, in either of the above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from GHMC (or takes longer period in spite of what GHMC may authorize in writing), GHMC may terminate the contract / work order in whole or in part. In addition to above, GHMC may at its discretion also take the following actions.

b. GHMC may transfer upon such terms and in such manner, as it deems appropriate work order for similar support service to other agency and the defaulting agency will be liable to compensate GHMC for any extra expenditure involved towards support service to complete the scope

## **24. FORCE MAJEURE:**

24.1 Force majeure clause will mean and be limited to the following in the execution of the contract / purchase orders placed by GHMC :-

- War / hostilities.
- Riot or Civil commotion.
- Earthquake, flood, tempest, lightning or other natural physical disaster.
- Restriction imposed by the Government or other statutory bodies, which is beyond the control of the agencies, which prevent or delay the execution of the order by the agency.

24.1 The agency will advise GHMC in writing, duly certified by the local Chamber of Commerce, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, GHMC reserves the right to cancel the order without any obligation to compensate the agency in any manner for what so ever reason.

## **25 ARBITRATION:**

GHMC and the contractor will make every effort to resolve amicably, by direct negotiation, any disagreement or dispute arising between them under or in connection with the work order. If any dispute will arise between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for by the general or the special conditions, such dispute will be referred to two arbitrators, one to be appointed by each party and the third to be appointed by the Commissioner, GHMC, Hyderabad and the award of the arbitration , as the case may be, will be final and binding on both the parties. The arbitrators or the umpire as the case may be, with the consent of parties, may modify the time frame for making and publishing the award. Such arbitration will be governed in all respects by the provision of the Indian Arbitration Act, 1996 or later and the rules there under and any statutory modification or re-enactment, thereof. The arbitration proceedings will be held in New Delhi, India.

## **26 APPLICABLE LAW:**

26.1 The work order will be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings /processing.

26.2 Qualification criteria for each position offered, experience, and knowledge required are prescribed in Annexure.

26.3 The agency is informed that the hiring charges payable to the Software development team will vary from time to time. The agency is requested to suggest rates as per market value based on the qualifications, experience in the annexure.

## **SECTION –D**

**The Duties & responsibilities and qualifications of I.T. professionals of different categories of GHMC are prescribed as follows:**

### **I. Software Team:-**

#### **a. Team Leaders (Development):**

Responsible for software development including web, advise MIS/PL on continuous basis.

##### **Duties:**

- Provide leadership and management for their individual work packages / System design and development.
- Analyze and Implement the new requirement of GHMC
- Designing and developing new modules as per the user request.
- Daily assign the work to the developers/Hardware Engineers/ Network Engineers
- Preparation and maintaining the Modules Documentation
- Daily/Weekly/Monthly progress review reports.
- Extensive Support with DBA.

#### **b. Web Content Manager:**

Responsible for storing, controlling, versioning and publishing organization-specific documentation such as news articles, operators' manuals, technical manuals, sales guides and brochures

##### **Duties:**

- Import, create and publish the documents and multimedia material
- Identification of all key users and their content management roles
- The ability to assign roles and responsibilities to different content categories or types.
- Definition of the content workflow tasks, often coupled with event messaging so that content managers are alerted to changes in content.
- The ability to track and manage multiple versions of single instance content.
- The ability to publish the content to a repository to support access to the content. Increasingly, the repository is an inherent part of the system, and incorporates enterprise search and retrieval.
- Some content management systems allow the textual aspect of content to be separated to some extent from formatting. For example the CMS may automatically set default color, fonts, or layout.
- Extensive support to MIS in MIS responsibilities and concerned IT Officials.

### **c. Programmers:**

Software Professionals with the ability to Develop and Maintain Software Applications:

#### **Duties:**

- Designing, planning and creating new applications of web as well as client servers including web designing.
- Study, analysis and design of the web and client server applications with web designing capability.
- Maintaining and tuning the existing web and client applications for best performance.
- Study of existing database, which are using for applications.
- Developing new applications as required.
- Updating the web site with new contents and taking regular backups of website.
- Documenting and testing the applications.
- Implementation of Applications Security Systems.
- All applications created/to be created must follow the Software Engineering life cycle process like study of user requirement analysis, system designs, system flows, data structure preparations, documenting, specifications, coding, testing and implementing.
- Multi application software knowledge is must. Like ASP, JAVA, PHP, VB, D2K, Oracle, testing tools, web designing, etc., with ability to design power point professionally.
- Should be able to do PowerPoint presentations in professional manner.

### **II. System and Networking Team:**

#### **a) Responsibilities of team leader (servers, network):**

- a. Manage network security & Servers Maintenance.
- b. Monitoring physical and network traffic.
- c. Backup and recovery of routers and firewalls.
- d. Designing and maintaining network policies and documentations
- e. Managing leased lines, ISDN lines, ISP leased lines.
- f. Designing /configuring /Trouble Shooting. Configuring, Trouble shooting the Network Devices like Routers, firewalls & I2/I3 switches.
- g. Installation, Maintenance and Configuration of WAN & LAN environment & Leased Lines, ISDN BRI.
- h. Defining the policies in firewalls & Servers. Auditing the logs files in Routers & firewalls with sys log servers.
- i. Status of the Bills Payment, Renewals of the Leased Lines.
- j. Taking the Backups from All servers, Routers, firewalls & Switches running, security updates of the various servers.
- k. Checking Network performance of routers, I2/I3 switches & firewalls with Network tools.
- l. Taking backup of server/database backups in Tape Drives.
- m. Monitoring and updating the proxy servers, URL filtering for internet Scanning the servers for unwanted services and ports and fixing them with patches &



OS Hardening.

- n. Writing shell scripts according to the requirement for user profiles, disk quotas & Backup schedules on AT & CRON jobs.
- o. Monitoring, trouble shooting, upgrading and maintenance of the servers
- p. Monitoring the Hardware Team Members.

**b) Sr. System / Network Administrator:**

The Role of network administrator is same as Team Leader. Extensive support to the Team Leader in Data center Maintenance.

**c) Network Administrators:**

Description of Work: - Network Professionals with the ability to maintain WAN, LAN, Routers, layer 3, 2 switches. Desktops and Printers. Planning and creating new Architecture.

**Duties:**

- Monitoring physical and network traffic.
- Backup and recovery of routers and firewalls.
- Designing and maintaining network policies and documentations.
- Managing leased lines, ISDN lines, ISP leased lines.
- Designing /configuring /Trouble Shooting. Configuring, Trouble shooting the Network Devices like Routers, firewalls & I2/I3 switches.
- Installation, Maintaining and Configure, WAN & LAN environment & Leased Lines, ISDN BRI.
- Defining the policies in firewalls & Servers. Auditing the logs files in Routers & firewalls with sys.log servers.
- Status of the Bills Payment, Renewals of the Leased Lines.
- Taking the Backups from All servers, Routers, firewalls & Switches running, security updates of the various servers.
- Looking Network performance of routers, I2/I3 switches & firewalls with Network management tools.

**d) System Administrators:**

System Administrators should have the ability to maintain Servers, desktops and printers.

**Duties:**

- Planning and creating new architecture of Hardware.
- Managing servers, desktops, printers, inventory and security.
- Installation and configuration of servers, desktops.
- Server backups and recovery.
- Designing and maintaining server policies and documentations.
- Trouble shooting of servers, desktops, printers.
- Troubleshooting AIX 5.2 on RS6000, IBM P-series servers, SAN, Storage, Linux on Intel Servers, Windows 2000 on Intel Servers.
- Configuring the Servers, Tuning, Optimizing, Disk Managements & Disk Quotas to give

the good performance.

- Monitoring the Anti-Virus, patches and latest signature updates of the servers.

#### **e) Database Administrators:**

Database Administrators should have the ability to Develop and Maintain Database / Software Applications:

##### **Duties:**

- Creation of testing and production databases.
- Monitoring SGA for optimal performance.
- Implementing a menu-driven DBA tool to monitor and to get info on users, free-space, extents, Table spaces, tables and indexes.
- Assigning appropriate table space quotas to users.
- Creation of users and setting default Table spaces, temporary Table spaces
- Creation of roles, profiles and frequent modification to users accounts.
- Database startup and shutdown.
- Developing and implementing Backup & recovery procedures that include off- line and on-line Backup, Export & Import. Should take all backups daily, weekly, monthly and maintain the library of tapes.
- Performance tuning for history tables that are big , to access the data faster Enabling auditing on key tables.
- Optimizing the performance of database

#### **f) Hardware Engineers:**

Hardware Engineers should have Ability to solve all system (Desktop) related and Printer related Problems.

##### **Duties:**

- Ability to identify and solve all operating system related problems.
- Ability to identify all hardware related problems and solve those problems
- Keep software updates in Desktops up to date.
- Should maintain Anti Virus soft ware and updates up to date in clients.
- Should identify problems related to printers and repair the printers.
- Ability to maintain the LAN.
- Knowledge related to network.
- Willing to work in Night shifts.

### **III GIS Team:**

#### **a. Team Leader GIS:**

Monitoring of GIS activities. Apart from the regular activities, attending meeting with higher officials and implementing the decision of the officers in upgrading and enhancing the data base from time to time. Any other work entrusted by the Officer. To assist the AC (IT) in designing, implementing upcoming projects in appropriate time.

#### **b. Sr.GIS Analyst:**

Updating of base layers, creation of geo-database, Catering to the mapping requirements of all departments of GHMC, Generation of Reports Locality wise, circle wise, Zonal wise, etc.

#### **c. Jr.GIS Analyst:**

Layout Preparation, Mapped data Updating, Extracting data from different sources and incorporating into ship files.

## ANNEXURE -I

### DECLARATION OF TENDERER

1. I have read and understood the tender terms and conditions relevant to the tender notification no. 13/J1/IT/GHMC/2024-25, Dt:21.03.2025 and submitted the technical and financial bid in accordance with the terms and conditions of the above referred notification.
2. I am here with returning the tender document duly signed, as a token of acceptance of all the terms and conditions mentioned in the tender document.
3. The information furnished in the technical bid are true and factual and I clearly understand that our tender is liable for rejection if any information furnished is found to be incorrect and not factual. At any point of time the department will have right to initiate any action deemed fit.
4. The financial bid is separately submitted against this tender.

**Note: Fill the details in the soft copy available on e-procurement portal**

Place: Date:

Seal of the Organization

Name, Seal & Signature  
of the Bidder

## ANNEXURE – II

### RECORD OF ARBITRATION & LITIGATION.

The Tenderer shall record chronologically any disputes he had with any of his previous clients during the last (10) years, indicate whether Arbitration or Litigation, the nature, approximate duration and amount of claim involved in respective cases.

Sl. No.	Project Identification & Location	Name & address of the Client	Description	Nature of disputes		Amount claimed	Award in favour of client/contract
				Period of Arbitration /Litigation	From to		

Name :

Signature :

Date :

Seal of the Company :

Designation :

Note : Separate forms shall be submitted to cover details in above format for the individual members of joint venture.

### ANNEXURE – III

#### Details of outsourcing Manpower Agency.

Sl.No.	Details to be furnished	:	
1.	Name and address of the Agency: (as per the Registration Certificate, (enclose copy)).	:	
2.	Local Address of the Agency	:	
3.	Registration No. and date	:	
4.	Details of contact person : <b>a.</b> Name <b>b.</b> Phone and Fax Number (Office) <b>c.</b> Cell Number <b>d.</b> E-mail ID	:	
5.	Tender processing fee details Rs. 3,000/-in favour of commissioner, GHMC	:	DD no:            Bank Name: Date:             Branch:
6.	EMD Rs. 50,000 /-in favour of commissioner, GHMC	:	DD no:            Bank Name: Date:             Branch:
7.	GST,PAN and TAN numbers (Upload copies)	:	
8.	GST registration certificate (Upload copies )	:	
9.	IT returns filed (upload copies)	:	
10.	Professional tax registration certificate (Upload copies)	:	
11.	Latest professional tax returns filed (upload copies)	:	

12.	PF Registration Certificate issued by the Regional PF Commissioner. (Upload the certified copies)	:	
13.	ESI Registration Certificate	:	
14.	Details of Income tax returns of the agency for last 3years (Upload certified copies)	:	
15.	Audited final accounts / profit & loss / income & expenditure & balance sheet for the last three years (Upload certified copies)	:	
16.	Any others (upload the certified copies).	:	

**Annual turnover of the agency as per the audit reports (Rs. In lakhs)**

<b>Year</b>	<b>Agency's total turnover (Rs. In Lakhs)</b>
<b>2021-22</b>	
<b>2022-23</b>	
<b>2023-24</b>	

**Note: 1. Add as many rows as required.**

**2. Please upload audited reports for last 3 years.**

#### ANNEXURE – IV

**Details of last 3 years experience in providing manpower services on outsourcing basis satisfactorily (Upload documentary proof of providing services to Government of India/ Government undertakings/ Government Institutions like Universities etc).**

<b>Sl. No.</b>	<b>year</b>	<b>Name of the department</b>	<b>Order No. and Date</b>	<b>Period</b>	<b>Total value of the contract</b>
1.	2021-22				
2.	2022-23				
3.	2023-24				

**Note: Add as many rows required**

Authorized signatory



**ANNEXURE – V**

**The following is the Qualifications, Experience Required for IT Professionals**

<b>Sl. NO.</b>	<b>Designation</b>	<b>Required Experience in the related field(in years)</b>	<b>Educational Qualifications</b>
<b>A. Software Team</b>			
1	<b>Team Leaders (Development)</b>	6+yr	B.E/ B. Tech/MCA or equivalent
2	<b>Web Content Manager</b>	6+yr	B.E/ B. Tech/MCA or equivalent
3	<b>Web Designer</b>	6+yr	B.E/ B. Tech/MCA or equivalent
<b>B. Hard ware, System and Network administration team</b>			
1	<b>Team Leaders (Systems &amp; Network)</b>	6+yr	B.E/B.TECH/Masters Degree (Comp)
2	<b>Sr. System &amp; Network Administrator</b>	5+yr	B.E/B.TECH/Masters Degree (Comp)
3	<b>Jr. System/Network Administrator</b>	4+yr	B.E/B.TECH/ Any Degree with Technical B/G with relevant exp
4	<b>Jr. Database Administrator</b>	2+yr	B.E/B.TECH/Masters Degree (Comp)
5	<b>Hardware Engineers</b>	2+yr	DIPLOMA/ any Degree with Technical B/G with relevant exp
<b>C. GIS Team</b>			
1	<b>Team Leader GIS</b>	4+yr	M. Tech/ M .Sc/B.E with GIS Certification Course
2	<b>Sr. GIS Analyst</b>	3+yr	M. Tech/M. Sc/B.E with GIS Certification Course

## ANNEXURE – VI

**The bidder shall ensure to enclose the following documents to the bid.**

<b>Sl. No.</b>	<b>Copies of Documents</b>	<b>Whether enclosed Yes / No</b>
1	GST registration	
2	Firm registration	
3	Pan card	
4	Any other information	
5	ISO latest	
6	Turn over details of last 3 years certified by any CA	
7	Latest ESI payment	
8	Latest EPF Payment	
9	DDs processing fee Rs.	
10	Details of EMD Rs.	
11	Company profile	
12	Clients information	
13	Cover containing Technical Bid	

14	Cover containing Financial Bid Annexure VII	
15	Annexure - I	
16	Annexure-II	
17	Annexure - III	
18	Annexure - IV	
19	Annexure V	
20	Any other information	

**ANNEXURE-VII****Statement showing the remuneration payable to all the (25) outsourced IT Professionals of GHMC per month**

<b>Sl. No</b>	<b>Designation</b>	<b>No. of Posts</b>	<b>Amount per month in Rs.</b>	<b>Total Amount Per Month in Rs.</b>
1	Team Leader (Systems & Nw/ Dev/ GIS)	3	52650	157950
2	Sr. Sys/ Network Admin.	1	49920	49920
3	Web Content Manager /Designer	2	42549	85098
4	Jr. Network Admin.	1	35159	35159
5	Hardware Engineer	12	28977	347724
6	Jr. DBA	1	35159	35159
7	Sr. GIS Analyst	5	37148	185740
Total (Per Month)		25		<b>896750</b>
Agency Commission on basis remuneration per month				44838
Agency Commission on basis remuneration for (1) Year				<b>538056</b>

Note: Actual Employees working and ESI / EPF Percentage may vary.

## ANNEXURE – VIII

### Financial Bid

**Tender No. 13/J1/IT/GHMC/2024-25 Dt:21.03.2025**

Providing of services of IT Professionals (25) Nos on Out-sourcing basis in IT Section, GHMC, for a period of (1) year.

SI. No.	Description	Agency Commissioner per Month in (Rs.)	Total Agency Commission for 1 year in (Rs.)	Amount Quoted by agency for 1 year in (Rs.)
1	Agency commission/ profit (in rupees) on the net remuneration of Rs. 8,96,750 /- (per month) (excluding EPF, ESI) for providing of (25) Nos IT Professionals on outsourcing basis, GHMC.	44838	538056	

Note:

1. The wages mentioned are excluding EPF, ESI.
2. The amount of remuneration and the number of posts may vary.
3. The Agency shall quote the commissioner in Rupees only.
- 4. The agency has to Quote their bid for a period of (1) Year.**
- 5. GST is exempted for GHMC for Pure Services**
6. The commission for overall supervision shall not exceed the existing norms prescribed by the Government.
7. If more than one agency succeeds as L1, work allotment will be decided by the competent authority/drawl of lots as the case may be.
8. Service charges in the form of amount shall be quoted for above mentioned work.
9. GST is exempted for GHMC Pure services as per the Notification No. 12/2017 Dt:28.06.2017- Central Tax (Rate) GAZZETE OF INDIA, EXTRAORDINARY, PART II, SECTION 3, SUB-SECTION (i) of the Ministry of Finance Government of India. No further claims would be claimed.
10. The estimated hiring charges and No. of posts will vary from time to time based on GHMC requirement.
11. Charges shall be quoted by the bidder in Indian rupees in figure & words. Error will be corrected by the Employer as follows: “Where there is a discrepancy between the rates in figures and in words, the rate in words will govern”.
12. Statutory Deductions will be effected at the time of payment as per rules and vogue.

Place :

Date :

Authorizes Signatory: