



क.रा.बी.नि.
E.S.I.C.

कर्मचारी राज्य बीमा निगम
(श्रम एवं रोजगार मंत्रालय, भारत सरकार)
EMPLOYEES' STATE INSURANCE CORPORATION
(Ministry of Labour & Employment, Govt. of India)



क.रा.बी.नि. आदर्श अस्पताल एवं व्यवसाय जन्य रोग केंद्र
कांदिवली पूर्व, आकुरली रोड ठाकुर हाउस के पास मुंबई-400101.
ESIC Model Hospital Cum Occupational Disease Centre
Kandivali East, Akurli Road, Near Thakur House Mumbai-400101.
Phone: 022-20891443 Email: ms-andheri@esic.nic.in
Website: www.esic.nic.in / www.esic.in

File No.- EMHA/Mum/GeM/AG-19/

Date: -19/12/2024

LIMITED TENDER ENQUIRY FOR INTERNET BANDWIDTH AND REPLICATION SERVICES ON CONTRACTUAL BASIS IN ESIC MODEL HOSPITAL, ANDHERI & ESIC Hospital, Kandivali Location, MUMBAI.

- LIMITED TENDER ENQUIRY Under two Bid Systems is invited from reputed Internet Bandwidth and Replication agencies for providing Internet Lease Line on Contract Basis to ESIC Model Hospital, Andheri(E) & ESIC Hospital, Kandivali (E) location for the period of One Year. Tender documents are available at www.esic.nic.in.

The following Bandwidth (Maximum Limit) has been approved by Competent Authority.

Offices	Required Internet Lease Lines/Broadband	Maximum Bandwidth Limit per line (MBPS) (Unlimited)	Contract Period.
ESIC Model Hospital, MIDC, Andheri, Mumbai-400093	01 Lease Lines	100	01 Year
ESIC Model Hospital, MIDC, Andheri, Mumbai-400093	01 Broadband	500	01 Year
ESIC Hospital, Kandivali East, Mumbai-400101	01 Lease Lines	100	01 Year

- “Bidders have to deposit the Earnest Money Deposit (EMD) 03% of Contract Value in the form of Demand Draft in favour of ESI Fund A/c no. 1 payable at Mumbai. MSME Firms are exempted from paying EMD”. Document required for availing Exemption of EMD amount of NSIC/MSEs.

- A) MSMEs that are specified by the Ministry of Micro, Small, and Medium Enterprises should have registered with NSIC under single point Registration Schemes PRS.
- B) The Certificate with a monetary limit indicated should be valid on the scheduled date/Extended date of submission of the Tender. Incomplete or Certificate without monetary limit will not be considered.
3. Interested Bidders should submit their bids along with duly signed scanned copies of all the relevant Certificates, documents, etc. in support of their technical & price bids to this office latest by 06/01/2025 at up to 1 P.M. The Technical Bids will be opened on 08/01/2025 at 2.30 P.M.
4. Tender documents are also available for viewing on the website of Employees' State Insurance Corporation i.e. www.esic.nic.in.

Name of Work	Limited Tender Enquiry for providing Internet Lease Line/Broadband on a contract basis at ESIC Model Hospital, Andheri (E) & ESIC Hospital Kandivali East, Mumbai.
Estimated Cost for a 01-year contract.	Approx. Rs. 19,00,000/- (Nineteen Lakh Only)
Date & Time of opening of Tender (Technical)	Dt. 08/01/2025 at 2.30 P.M
Date & Time of Opening of Tender (Financial) (Only for those bidders who have qualified in the technical Bids)	To be announced.
Earnest Money Deposit (EMD) to be sent by post/Delivered in Hand (03 % of Contract Value)	03 % of Contract Value.
Performance Security Deposit/Security Deposit	05 % of Contract Value.

5. Detailed information regarding the items, application/tender forms, EMD details, specifications, Terms, and Conditions can be downloaded from the following website www.esic.nic.in w.e.f. 19/12/2024.
6. The Interested bidders shall submit their tender(s) on physical form to this office. The Bidders shall submit all the documents as per the Eligibility criteria for Bidders.

7. Any Corrigendum to this tender will be notified through the aforesaid websites only. The undersigned reserves the right to accept or reject only or all the bids without assigning any reason at any stage.
8. If the date of opening of the tender happens to be a holiday, the tender will be opened on the next working day.

Important Instructions for Bidders regarding submission of Bid

Bidders/Contractors are advised to follow the instructions provided in the 'Instructions to the Contractor/Tenderers for the submission of the bids to this office.

II (A) Eligibility Conditions to Bidders: -

Eligibility Criteria:

- The bidder should have a registered office or registered branch office in Mumbai.
- Within the previous three calendar years (FY 2023-24, 2022-23 & 2021-22), the bidder must have provided Internet Lease Line services to a state, central, or local government MCGM, a private hospital, or a trust hospital for three years.
- The Medical Superintendent reserves the right to modify or relax the eligibility criteria if enough bidders cannot fulfil the required criteria. No relaxation will be given as far as statutory requirements are concerned.
- The bidder should fulfil the various criteria and fill in the information specified in the technical bid under Chapter 4 along with the supporting documents specified therein.

III. Other Terms and Conditions of Tender

1. Period of Contract: - The Contract Shall initially be for a period of 01 years and it may be extended further for a period of 1-year subject to satisfactory performance on mutual consent on same terms and conditions.
2. The Rate approved shall remain unchanged during the period of the contract.
3. The Medical Superintendent, ESIC Model Hospital Cum ODC PGIMSR Andheri reserves the right to terminate the contract at any time without prior notice, before the expiry of One year. However, the Service provider needs to give three months' notice in case of premature termination of the contract to let the hospital arrange for the replacement of the

Internet Lease Line. During the notice period, both parties will maintain the status quo.

IV. Instructions for Bidders

1. Tender form shall be complete in all respect, incomplete or tenders without EMD (Whichever is applicable) shall be treated as invalid.
2. Bidders must ensure that all the documents are properly attached and are in a readable format.
3. The Medical Superintendent, ESIC Model Hospital, Andheri(E), Mumbai reserves the right to accept or reject (fully or partially) any tender or all tenders without assigning any reason.
4. Conditional tenders are liable to be rejected.
5. The EMD of unsuccessful Bidders shall be refunded after the award of work to the successful bidder or completion of the present tender process.
6. The Successful Bidders shall have to deposit a Performance Security Deposit (PSD) of 05% of the contract value, within one week of the award of the contract, by way of a demand draft payable in favour of ESI Fund A/c No. 1 or the completion of contract which shall be refundable without interest. Any amount payable by the contractor to the employer on any account performance bank guarantee valid for two months beyond a cause arising from the contract will be adjusted against the Performance Security Deposit.
7. In case, two or more acceptable bidders are found to have quoted the identical lowest bid price, award of work shall be decided by the Competent Authority.

V. Bid/Tender Details: -

- A. Validity of Tender: - This tender will be valid for 90 days.
- B. Technical Bid: - The Online Technical Bid will be opened on 08/01/2025 at 2.30 P.M. in the presence of Bidders, who wish to be present. The bid received and found valid will be evaluated by the ESIC to ascertain the best-evaluated bid for the complete work/services under the specification and document. The bidder should take care to submit all the information sought by ESIC in the prescribed format. Incomplete, conditional, telephonic bids or tenders uploaded after the due date and time will not be considered and summarily rejected. Offline bids will be summarily rejected.
- C. Financial Bid: - The date of Financial Bid will be announced later. Financial Bid will be regulated as per rate quoted by the bidder. Thus, a bid that is substantially responsive and quotes a minimum rate shall be ranked as L1, and so on. However, it may be noted that the rate shall not be 'NIL'. Any offer with NIL services shall be considered unresponsive.
- D. Financial Bid will consider with separate L1 for different connection/location i.e Lease line connection at Kandivali, lease line connection at Andheri and Broadband Connection at Andheri Location. Interested Vendor may apply for One or more location/ Internet connection.

VI Award of Work

The Selection of the agencies will be at the sole discretion of the MS ESIC Hospital, Andheri which reserves its right to accept or reject any or all the proposals without assigning any reason. The Contract for providing Internet Lease Line shall be awarded to the lowest qualified and responsive bidder. Upon evaluation, offers /decisions on the award of the contract will be intimated to the successful bidder.

VII General Condition of the Contract

1. The agency will have to start the installation process within 03 days of the award of the contract. The person deployed by the contractor should be properly trained and have the requisite experience and skills for carrying out the work assigned to him.
2. The Medical Superintendent, ESIC Model Hospital, Andheri reserves the right to amend/add/delete/relax/any condition of the tender document without any notice at any stage.

3. The agency shall not in any condition engage any subcontractor or transfer the contract to any other person. If found guilty, the contract will be cancelled immediately at the cost and expense of the contractor.
4. The successful bidder will have to sign the contract agreement with the hospital on a non-judicial Stamp Paper of Rs. 100/- (Rs. One Hundred only) immediately after the award of the contract.
5. The Contractor shall take due care to comply with the provision of the contract labour (Regulation and Abolition) Act 1970 including all other legal obligations like policy changes proposed by the Government or legal Amendments from time to time, during the period of the contract.
6. The Medical Superintendent, ESIC Model Hospital, Andheri will not be responsible for any injury or loss of life of personnel so deployed/deputed by the contractor which may take place in the course of their deployment.
7. TDS will be deducted as per provisions of the Income Tax Act & GST Act.
8. In case scanned documents submitted by the bidder are not in readable form, the same will not be considered for technical evaluation.
9. Payment Procedure: - The Contractor shall submit the bill in triplicate in Quarterly basis.
10. Bidder is also advised to visit and examine the site, its surroundings and familiarize himself with the existing facilities and environment, and collect all other information which he may require for preparing and submitting the bid and entering into the Contract. Claims and objections due to ignorance of existing conditions or inadequacy of information will not be considered after submission of the Bid and during implementation. Any loss to the property /life of the visitor due to visitor's negligence shall be the visitor's responsibility. Visitor shall keep ESIC indemnified from any legal consequences arising there from.
11. No mobilization advance will be paid to the contractor for execution of this work.

12. Service Scope

- a) Provisioning and commissioning of Internet services in ESIC Andheri & Kandivali.
- b) This includes setting up of connectivity, supply and installation of necessary equipment, deploying of cable up-to Ethernet Port with the existing local area network.
- c) Local loop has to be through fiber cable/ RF / Copper wherein media is extended right up to the customer premises. The media to the campus should be on a ring to provide redundancy.
- d) The termination of the last mile connection is to be made in server room of Buyer.
- e) Network redundancy has to be built to protect the traffic from cable cuts.
- f) Service Provider will supply and install the necessary hardware and software for implementation and commissioning of the connectivity. Service Provider shall undertake installation and configuration of modems, routers or any such associated Fiber-optic equipment to make the entire system working to provide sustained Internet bandwidth of the offered capacity.
- g) Service Provider should provide the tools, utilities and management applications to monitor the bandwidth / network performance of the ILL.
- h) The service provider will maintain the offered service on 24x7 basis. The services/repair calls are to be attended by the service provider on priority from the time of registration of complaint/reporting of service failure.

13. Service Provider Obligations

- a) All necessary clearances shall be the sole responsibility of the service provider. Service Provider should ensure that the local loop provisioning does not violate regulations as laid by Government of India / DoT / TRAI in respect of such links / networks.
- b) The Service Provider shall be responsible for providing offered capacity to BUYER, at all the time throughout for the contract period.
- c) The Service Provider shall be responsible for commissioning and configuring of hardware and uplink of connectivity.

- d) Maintenance support service (24 hours and 7 days a week) for Bandwidth and equipment.
- e) Reports for performance, monitoring / usage to be submitted by the service provider on quarterly basis along with invoices.
- f) Service provider shall be completely responsible for providing comprehensive support to the ESIC during the entire period of service contract and extension period, if any
- g) The Service provider should have Telephone number for fault registering of service provided and should provide support on 24 x 7 basis.
- h) The Service provider to provide onsite support, when required.
- i) Service provider to mention the Escalation procedure and matrix for customer complaints.

14. Penalty for Downtime

The response time for attending the faults will be two hours (maximum) once the complaint is lodge. Penalty for downtime will apply as per the table:

Sr. No	Uptime on monthly basis	Penalty in % on monthly bill
1	> = 99 %	0
2	> = 90%	10
3	> = 80%	20
4	> = 70%	30
5	> = 60%	50
6	> = 50%	70
7	<50% (very poor)	100

In case the service is very poor (<50%) for two consecutive months due to whatsoever reason the service contract will stand cancelled automatically and the institute will have no liability.

15.The Firm must have an office in Mumbai.

16. Risk Clause

The Contractor shall at all times have a stand-by arrangement for carrying out the work under the contract, in case of any failure of the existing arrangement, **ESIC reserves the right to terminate the contract at any time without any prior notice.** If the services are found unsatisfactory then also ESIC has the right to award the contract to any other selected bidder at the post, risk and responsibilities of the contractor and excess expenditure incurred on account of this will be recovered by ESIC from the contractor's Security deposit or pending bill by arising a separate claim further

- a. All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the ESIC.
- b. Contractor and its staff shall take proper reasonable precaution to preserve from loss, destruction, or misuse of the area/space allotted to them by ESIC &, shall not knowingly lend to any person or company any of the effects or assists.
- c. In the event of loss/damage of equipment etc. at the premises of the ESIC due to negligence/carelessness of contractor staff, then the contractors shall compensate the loss to ESIC.
- d. The Contractor shall in seeming its part of the agreement, ensure the safety of the building and the persons working in or visiting the ESIC's premises and shall indemnify ESIC for any loss or damage caused by any act of the contractor or its employees or staff, movable and immovable property of ESIC, etc.
- e. The contractor shall not assign or sublet the agreement or any part thereof to any third party.

17. Dispute Settlement

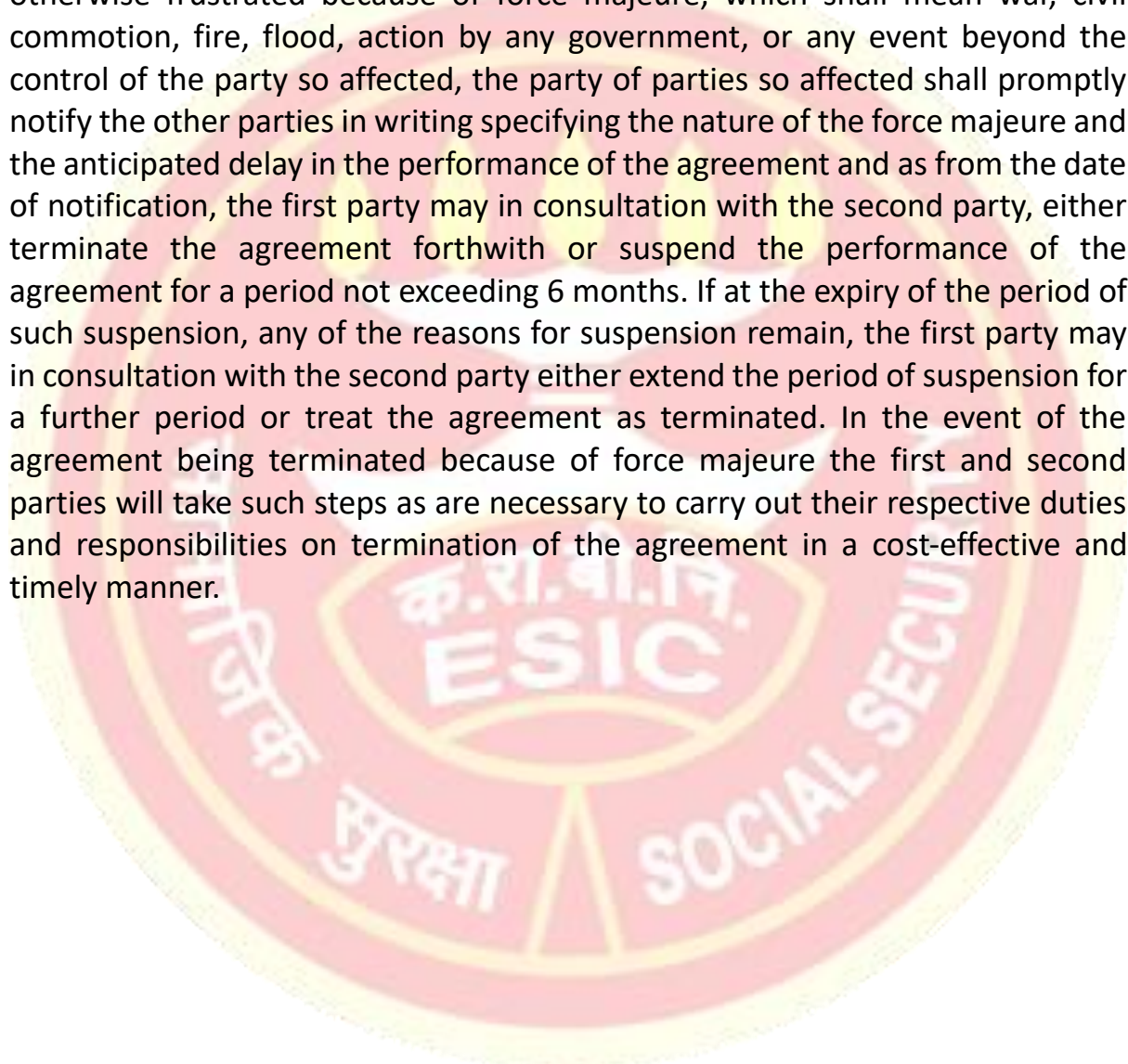
It is mutually agreed that all differences and disputes arising out of or in connection with this agreement shall be settled by mutual discussions and negotiations. If such disputes and differences cannot be settled and resolved by discussion and negotiations then the same shall be referred to the sole Arbitrator appointed by Medical Superintendent, ESIC Model Hospital, Andheri whose decision shall be final and binding on both the parties. In case of any legal dispute Mumbai will be the Jurisdiction.

24. Termination Clause: - During the period of the agreement if it is found that the agency is not providing proper services or charging in a fraudulent manner or otherwise, the Security Deposit of 05% of contract value with ESIC

or part thereof shall be forfeited in favour of ESIC and agreement will be terminated after giving 30 days' notice in such situations, the tender can be allotted to the second lowest bidder. However, Medical Superintendent terminated may the contract without assigning any reason.

X. Force Majeure:

If the performance of the agreement is delayed, hindered, prevented, or is otherwise frustrated because of force majeure, which shall mean war, civil commotion, fire, flood, action by any government, or any event beyond the control of the party so affected, the party of parties so affected shall promptly notify the other parties in writing specifying the nature of the force majeure and the anticipated delay in the performance of the agreement and as from the date of notification, the first party may in consultation with the second party, either terminate the agreement forthwith or suspend the performance of the agreement for a period not exceeding 6 months. If at the expiry of the period of such suspension, any of the reasons for suspension remain, the first party may in consultation with the second party either extend the period of suspension for a further period or treat the agreement as terminated. In the event of the agreement being terminated because of force majeure the first and second parties will take such steps as are necessary to carry out their respective duties and responsibilities on termination of the agreement in a cost-effective and timely manner.



DETAILS OF SIMILAR WORKS DONE DURING THE PAST THREE YEARS

Sr. No.	Full postal address of client & name	Description of work	Value of contract	Date of Commencement	Actual Completion time in months	Year of Completion	Remarks



(To be submitted on the bidder's letterhead)

TECHNICAL BID (Profile of the Bidder)

Sr. No.	Description	Description (to be filed up by the bidder)
1	Name of Tendering Company/Firm	
2	Name of owner/partners/directors	
3	Full particulars of office (with full address, mobile/Telephone & emails)	
4	Full particulars of Bankers of the firm/company (with the Account number, MICR, IFSC, full address, emails, and phone/Mobile of the Bank's Branch)	
5	PAN /GIR No.	
6	GST Registration Number	
7	EPF & ESI Registration number	
8	Proof of EMD submitted	
9	Whether a satisfactory performance certificate was uploaded (Write yes or No)	
10	Whether Non-blacklisting (by any agencies) declaration uploaded (write Yes or No)	
11	Copy of PF Registration Certificate	
12	Copy of ESI Registration Certificate	
13	Any other certificates, licenses, etc. as sought in the PQC or SCC (if any)	

Date: - Signature of owner/Managing Partner/Director

Place: - Name (Full)

Seal: -

Experience of the Firm/Company

(Experience in support of Eligibility Conditions to Bidders in respect of Serial no. 1 to 7 of Para III(A))

Use a Separate sheet for each work

1	Projects title & their locations	
2	Name of the client & Address	
3	Details of the work	
4	Period of work done services rendered for the project (From----- to ----- -----)	
5	Total Cost of Work	
6	Date of start of the work and present status	
7	Any other details	

Note: - Supporting documents like satisfactory performance certificate etc. from the client in support of each of the above projects must be furnished.

Date: - Signature of owner/Managing Partner/Director

Place: - Name (Full)

Seal: -

Declaration

NAME OF WORK: - TENDER FOR PROVIDING INTERNET LEASE LINE/BROADBAND FOR ESIC MODEL HOSPITAL, ANDHERI (E) & Kandivali, MUMBAI FOR A PERIOD OF ONE YEAR

Dear/Sir,

1. I/We----- hereby submit the tender application for the above-mentioned works Viz-----.
2. I/We hereby declare that I/We have perused and understand the tender document and accept all the terms & Conditions., stipulated by the ESIC in connection with the tender for ESIC Model Hospital, Andheri, Mumbai for a period of One Years.
3. I/We confirm the documents submitted by the firm are legible and the onus of non-readable documents shall be with the firm, company & agencies.
4. The information given in the Tender Document is true and in case anything is found false, then the proprietor/Partner/Director will be responsible for the same.
5. It is certified that the agency has never been blacklisted by any organization from Govt./PSU etc.
6. That I/WE authorize Medical Superintendent to forfeit the security money deposited by me/us if any delay or failure to supply the article/completion of the work to the satisfaction of the hospital authority within the stipulated time or the items of desired quality.
7. That I will be in the position to provide a contract as per the work explained to me to the satisfaction of the Hospital Authority.
8. That there is no vigilance/CBI case or court case pending against me/my firm debarring me/my firm it undertakes contract work supply of items quoted.
9. That I hereby undertake to carry out the work as has been explained to me to the satisfaction of the competent Authority within the stipulated period.
10. I have been informed that The Medical Superintendent, of ESIC Model Hospital, Andheri, Mumbai has the right to accept or reject any or all the tenders without assigning any reason thereof.
11. I am ready to sign the agreement with the ESIC, in case of my selection as successful Bidder.

Date: - Signature of owner/Managing Partner/Director

Place: - Name (Full)

Seal: -

N.B: - The above declaration, duly, signed by the Authorized signatory of the company, should be enclosed with Technical Bid.

ANNEXURE-IV

UNDERTAKING (To be furnished by personnel of the successful bidder after the agreement between the successful bidder and ESIC)

I-----S/D/o -----

R/o-----is willing to work in ESIC Model Hospital, Andheri(E), Mumbai through M/s -----
-----in accordance with the instructions given to me from time to time. It has been made clear to me that I shall not have any claim for permanent service in the ESIC Model Hospital, Andheri(E), Mumbai, and no representation on behalf shall be entertained by the Hospital Authority in any case and such engagement shall be strictly temporary and I shall abide by the terms and order mentioned in the Agreement. I also understand that my service is likely to be terminated, if at any time.

Signature of Personnel to be deployed: -

Name of Personnel to deployed: -

Signature of Authorized Signatory of Firm/Company: -

Authority Signatory of Agency's Name (With Seal): -

Place: -

Date: -

ANNEXURE-V

CHECKLIST FOR DOCUMENTS ALONG WITH THE BID WITHOUT OF THE TENDER IS LIABLE TO BE REJECTED.

Sr. No.	Description Bid (Profile of Bidder) (Annexure I)	Attached (Yes/No)	Copies	Bidder must write Page No.
1	Technical Bid (Profile of the bidder) (Annexure-I)			
2	Financial Bid (Annexure-VI)			
3	EMD for any amount of Rs. -----(Physical Copy to be submitted as mentioned in the documents)			
4	Upload a Scanned Copy of your PAN Card.			
5	Upload a Scanned Copy of the GST Registration			
6	Upload a Scanned copy of the Incorporation for the company or Firm Registration			
7	Audited Balance Sheets with Profit & Loss Account Statements for the last three Financial years certified by the chartered accountant			
8	Income Tax returns/Chartered Accountant certificate (as applicable) for the last three Financial years.			
9	Upload scan copy of the completion certificate in support of eligibility conditions 1 to 7.			
10	Experience of the Firm (Annexure-II)			
11	Declaration by the Bidder (Annexure-III)			
12	Undertaking (Annexure-IV)			
13	Checklist (Annexure-V)			
14	Upload scan copy of the Authorization Certificate for signing the tender document if other than the Bidder			
15	ESIC Registration Certificate with latest paid challan			
16	EPFO Registration Certificate with latest paid challan			
17	Documents in support of contracts fulfilled in last 3 years along with their values in support of the experience and financial credibility.			

I/We certify that the information furnished above is true and correct. The terms and conditions are acceptable to us and I have the authority to bid a E-Tender.

Date: - Signature of owner/Managing Partner/Director

Place: - Name (Full)

Seal: -

Note: The Technical Bid Consist of Annexure-I to V

Financial Bid (To be filled out)

No. ----- Date-----

To,
 The Medical Superintendent,
 ESIC Model Hospital,
 Andheri(E), Mumbai-93.

Subject: - Quotations for the award of contract for Internet Lease Line Services at ESICMH, Andheri.

Sir/Madam,

With reference to Your tender NO. -----dated ----- on the subject cited above. I/We quote the service charge for the above-mentioned work as under.

Service Charge to be quoted in percentage: -

Particulars.	For ESICMH, Andheri (One ILL Connection)
Service Charge for 01 Year	
OTC	
Total-	

**Signature of Authorized Signatory of the Bidder
 with the seal of the Firm/Company.**

Financial Bid (To be filled out)

No. ----- Date-----

To,
The Medical Superintendent,
ESIC Model Hospital,
Andheri(E), Mumbai-93.

Subject: - Quotations for the award of contract for Internet broadband Services at ESICMH Andheri.

Sir/Madam,

With reference to Your tender NO. -----dated ----- on the subject cited above. I/We quote the service charge for the above-mentioned work as under.

Service Charge to be quoted in percentage: -

Particulars.	For ESICMH, Andheri (One Broadband Connection)
Service Charge for 01 Year	
OTC	
Total-	

**Signature of Authorized Signatory of the Bidder
with the seal of the Firm/Company.**

Financial Bid (To be filled out)

No. ----- Date-----

To,
The Medical Superintendent,
ESIC Model Hospital,
Andheri(E), Mumbai-93.

Subject: - Quotations for the award of contract for Internet Lease Line Services at ESIC Hospital, Kandivali.

Sir/Madam,

With reference to Your tender NO. -----dated ----- on the subject cited above. I/We quote the service charge for the above-mentioned work as under.

Service Charge to be quoted in percentage: -

Particulars.	For ESIC Hospital, Kandivali (One ILL Connection)
Service Charge for 01 Year	
OTC	
Total-	

**Signature of Authorized Signatory of the Bidder
with the seal of the Firm/Company.**