



REGIONAL OFFICE (MAHARASHTRA)  
**EMPLOYEES' STATE INSURANCE CORPORATION**  
Panchdeep Bhavan,108, N.M.JoshiMarg, Lower Parel ,Mumbai-400 013  
Phone-022-61209700/710 Fax:022- 2492 1701  
Email : rd-maharashtra@esic.in, rd-maharashtra@esic.nic.in,



Tender Notice No. 31-I/12/AMC of IT Assets/EDP-I7

Date: 1 /1 /2018

### E-TENDER NOTICE

#### INVITATION OF E-TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR COMPUTERS & OTHER PERIPHERALS FOR ONE YEAR

Availability of E-Tender online on e-procurement portal- <a href="https://esictenders.eproc.in">https://esictenders.eproc.in</a> and ESIC Website i.e. <a href="http://www.esic.nic.in">www.esic.nic.in</a> , <a href="http://www.esicmaharashtra.gov.in">www.esicmaharashtra.gov.in</a>	From 2/1/2018 to 23/1/2018 upto 4.00 pm.
Last Date and Time for Online Submission of Bid	23/1/2018 upto 4.00 pm
Last Date and Time for Manual submission of original Earned Money Deposit	23/1/2018 upto 4.00 pm
Pre-Bid Conference	8/1/2018 at 3.00PM at 3 <sup>rd</sup> Floor, Conference Hall, , E.S.I.Corporation, Panchdeep Bhavan, 108, N.M.Joshi Marg, Lower Parel, Mumbai-400 013
Online Technical Bid Opening Date & Time	24/1/2018 at 3.00 pm
Online Financial Bid Opening Date & Time	Will be communicated to Technically qualified bidders Via Phone / e-mail/Fax/SMS/website
Bid Processing Fee/ Charges	<b>Rs. 2495/- (non-refundable)</b> in favour of <b>M/s. C1 India Pvt. Ltd.</b> payable at <b>New Delhi</b> via <b>Online Payment Modes</b> for participating in the Tender.
Earnest Money Deposit (EMD)	<b>Rs.1,00,000/-</b> (Rupees One lakh only) in the form of Demand Draft / Pay order in favour of <b>“ESI Fund Account No.1”</b> payable at <b>Mumbai</b>
Performance Security Deposit	<b>5%</b> of the estimated annual tender value of the contract.

If the date of opening of tender is declared a public holiday, the tender shall be opened on the next working day at the same time and venue.

Further notifications / updates / corrigendum / addendum if any shall be uploaded on ESIC Websites i.e. [www.esicmaharashtra.gov.in](http://www.esicmaharashtra.gov.in), [www.esic.nic.in](http://www.esic.nic.in) & e-procurement portal <https://esictenders.eproc.in>

ESIC reserves the right to call upon bidder to submit physical copies of bid documents, if required.

Additional Commissioner  
**E.S.I.Corporation, Mumbai**

Place: Mumbai  
Date: 1/1/2018

## INDEX

<b>Sl No.</b>	<b>Description</b>	<b>Annexure</b>	<b>Page No.</b>
1	E-Tender Notice		3
2	Important instructions for bidders before registering themselves with e-procurement portal i.e. <a href="https://esictenders.eproc.in">https://esictenders.eproc.in</a>		4
3	General terms and conditions of contract		5-11
4	Special terms & conditions for contract / scope of work		12-20
5	Indicative number of Assets installed at various locations in Maharashtra Region under their respective jurisdiction including SRO/Branch Office/Hospital/Dispensaries /AMO etc	Annexure-I	21-22
6	Total Number Of Sites Under Maharashtra Region	Annexure-II	23-35
7	FINANCIAL BID	Annexure-III	36-37
8	Bidder's Information Form	Annexure - IV	38
9	Experience & Running Contracts of the bidder	Annexure –V Form A	39
10	Annual Turnover of the bidder	Annexure –V Form B	40
11	Number of 50 professionally qualified Personal of the bidder's firm	Annexure –V Form C	41
12	Requirement of resident engineers / service engineers to be deployed by the bidder	Annexure -VI	42
13	Declaration (on bidder's letter head)	Annexure-VII	43



REGIONAL OFFICE (MAHARASHTRA)  
**EMPLOYEES' STATE INSURANCE CORPORATION**  
Panchdeep Bhavan, 108, N.M.Joshi Marg, Lower Parel, Mumbai-400 013  
Phone-022-61209700/710 Fax:022- 2492 1701  
Email : rd-maharashtra@esic.in, rd-maharashtra@esic.nic.in,



**Tender Notice No. 31-I/12/AMC of IT Assets/EDP-I7**

**Date: 1 /1 /2018**

Subject: E-Tender notice for awarding comprehensive Annual Maintenance Contract of Computers and other Peripherals for **one year**.

Employees' State Insurance Corporation is a statutory/ Autonomous body under the Ministry of Labour & Employment, Govt. of India which caters to the needs of the Insured Persons covered under the ESI Act, 1948

**Additional Commissioner**, ESI Corporation, Maharashtra invites **e-tender** under **Two bid** system from eligible, reputed, and bonafide maintenance providers / agencies capable of providing onsite comprehensive annual maintenance services for COMPUTERS & OTHER PERIPHERALS at various locations as per attached **Annexure- II** under the Maharashtra region for the period of **01 (One) Year**.

1. The tender documents can be downloaded from [www.esic.nic.in](http://www.esic.nic.in), [www.esicmaharashtra.gov.in](http://www.esicmaharashtra.gov.in), <https://esictenders.eproc.in> from From **02/1/2018** to **23/1/2018** upto **4.00 pm**.
2. Interested bidders may upload tender documents online through e-portal only i.e <https://esictenders.eproc.in> in the prescribed proforma. No physical documents required to be submitted except EMD.
3. Bidders are requested to submit all inclusive rates (inclusive of all taxes and Residential Engineers) in **Financial Bid** as per **Annexure- III**.
4. All the bidders are advised to go through the "**Important Instructions for bidders**" before registering themselves with e-procurement portal and submitting **bid processing fees of Rs.2495/- (Non-refundable)** to participate in e-tendering.
5. For all practical purposes, the e-tender shall be considered for evaluation, however, if required, physical documents should be kept ready for verification / scrutiny.
6. **Online Technical bids** of bidders shall be opened in the Conference Hall, 3<sup>rd</sup> Floor, ESI Corporation, Panchdeep Bhavan, 108, N.M.Joshi Marg, Lower Parel, Mumbai-400 013 at **3.00 pm on 24/1/2018**
7. **Online Financial bids** in respect of Technically qualified bidders will be opened in the Conference Hall, 3<sup>rd</sup> Floor, ESI Corporation, Panchdeep Bhavan, 108, N.M.Joshi Marg, Lower Parel, Mumbai-400 013. Date and Time for opening of Online Financial Bids may be communicated later.
8. There will be a **Pre Bid conference** with bidders in Conference Hall, 3<sup>rd</sup> Floor, ESI Corporation, Panchdeep Bhavan, 108, N.M.Joshi Marg, Lower Parel, Mumbai-400 013 at **3.00 pm on 08/1/2018**. Interested bidders may attend the conference.
9. If any information furnished by the bidders is found to be false at any stage, the bid shall be cancelled and bidders shall be liable to be debarred from tender.
10. List of all IT Assets under Maharashtra Region is appended in **Annexure-I**
11. ESIC reserves the right to reject any or all bids or cancel tender without assigning any reasons.
12. Bids complete in all respects only will be considered for evaluation.

**Additional Commissioner,**  
**E.S.I. Corporation,**  
**Regional Office Mumbai**

## **IMPORTANT INSTRUCTIONS FOR BIDDERS**

All bidders/contractors are required to procure **Class-IIIB Digital Signature Certificate (DSC)** with Both DSC Components i.e. Signing & Encryption to participate in the E-Tenders.

Bidders should get Registered at <https://esictenders.eproc.in>.

Bidders should add the below mentioned sites under **Internet Explorer → Tools → Internet Options → Security → Trusted Sites → Sites of Internet Explorer:**

<https://esictenders.eproc.in>

<https://www.tpsl-india.in>

<https://www4.ipg-online.com>

Also, Bidders need to select “**Use TLS 1.1 and Use TLS 1.2**” under **Internet Explorer → Tools → Internet Options → Advanced Tab → Security.**

Bidder needs to submit Bid Processing Fee charges of **Rs. 2495/- (non-refundable)** in favour of **M/s. C1 India Pvt. Ltd., payable at New Delhi** via Online Payment Modes such as Debit Card, Credit Card or NetBanking for participating in the Tender.

Bidders can contact our Helpdesk at <https://esictenders.eproc.in/html/Support.asp>.

## GENERAL TERMS AND CONDITIONS OF CONTRACT

### 1. REGISTRATION OF E-PORTAL:

The Bidders are advised to register themselves with e-procurement Portal at <https://esictenders.eproc.in> as described in “Important Instructions for bidders” to participate in the e-Tender.

### 2. PROCEDURE TO BE FOLLOWED FOR SUBMISSION OF TENDER :

Bidder firms which fulfill the below eligibility conditions may upload the technical bid and Financial bid along with the scanned copy of requisite documents as detailed under failing which bids will be rejected

#### TECHNICAL BID:

Sl	Documents	Procedure to be followed
1	EMD	<ul style="list-style-type: none"><li>Scanned Copy of the EMD should be uploaded on e-portal under Technical BID</li><li>Original Earnest Money Deposit in the form of <b>Demand Draft/ Pay order</b> for <b>Rs.1,00,000/- (Rupees One Lakh Only)</b> in favour of “<b>ESI Fund Account No.1</b>” payable at Mumbai as mentioned in this Tender Notice <b>should be placed in a sealed envelope super scribed “EMD for comprehensive Annual Maintenance Contract of Computers and other Peripherals for One Year”</b> along with bidders’ name, address and contact details and should be dropped in the tender box kept at <b>Ground Floor, E.S.I.Corporation, Regional Office, Panchdeep Bhavan, 108.N.M.Joshi Marg, Lower Parel, Mumbai- 400 013</b> within the time limit notified in this Tender Notice.</li></ul>
2	Details of Firm	Name and Address of Firm/Company (on Firm’s letter head) may uploaded as per proforma given in <b>Annexure - IV</b>
3	Experience & Running Contracts	<ul style="list-style-type: none"><li>Firms should have experience for executing similar contract of comparable magnitude at lease for <b>three (3)</b> in Govt. / Semi-Govt. / Public Sector Organizations / Banks. Details may be uploaded as per proforma given in <b>Form A of Annexure – V.</b></li></ul>
4	Declaration	Scanned copy of declaration form as per <b>Annexure -VII</b> on bidders firm letter head may be uploaded
5	Annual Turnover	Firm should have annual turnover of at least <b>Rs. 3 Crore ( Rupees Three Crore)</b> in last three consecutive financial years. Audited balance sheet and profit and loss account of the firm for the last consecutive financial years ie. <b>2014-15, 2015-16, 2016-17</b> may be uploaded as per proforma given in <b>Form B of Annexure- V</b>

6	<b>Qualified Personal</b>	List of Professionally <b>qualified personnel</b> (hardware/software/network/engineering) of the bidder indicating <b>at least 50 qualified personnel</b> on the rolls of the agency may be uploaded as per proforma given in <b>Form 'C' of Annexure -V</b>
7	<b>Mandatory Registration</b>	Copy of following mandatory Registration should be uploaded. 1. Certificate of registration/incorporation of the bidder firm. 2. Income Tax Registration Certificate/PAN No of the firm/Company, 3. GST Registration No. 4. ESIC Code Number allotted to Firm. 5. EPFO Code Number allotted to Firm.

**FINANCIAL BID:**

Bidders have to submit online Financial Bid on e-portal as per proforma given in **Annexure –III**

**NOTE:**

**All the documents uploaded on e-portal should be self attested & must be readable, legible, signed & stamped by authorized signatory.**

**3. LAST DATE AND TIME FOR SUBMISSION OF TENDER**

**Online Bids** must be submitted within the time notified in the Tender Notice and EMD should reach this office within the time notified in the Tender Notice. In the event of the said date of online opening of the tender being declared a closed holiday for Govt. Office, the date of receipt and opening of the tenders(s) will be the next working day at the same time & place.

**4. PRE- BID CONFERENCE:**

There will be a pre-bid conference as per the time and venue notified in this tender notice. Interested bidder may attend the conference.

**5. OPENING OF ONLINE TENDER:**

- I. All bidder or their representatives, if they so desire may remain present at the time and place of opening of bids as notified in this tender notice.
- II. The Bidder / Bidder's representatives present shall sign the register evidencing their attendance.
- III. A person not signing as above shall be deemed to have chosen not to have attended the meeting and shall be dealt with accordingly.
- IV. If any delay arises from any cause, such as strikes, lockouts, fire accidents, riots etc, which the ESIC may admit as reasonable ground for further time, it may allow such additional time required by circumstances of the case only for extending the opening.
- V. ESIC reserves the right for accepting the whole or any part or reject all bids, change or extend the date and time of opening of the tender without assigning any reason to the bidder.

## **6. SPECIAL INSTRUCTIONS:**

- I.** Bidders are requested to submit their bids in the **e-procurement portal only**.
- II.** **Bidders have to quote the Rate for all Items in Annexure –III.** Rates quoted should be in **Indian Currency** and should be **inclusive of all taxes/charges/duties etc. as applicable and cost of Residential Engineers.**
- III.** Any ambiguous quote on these accounts shall render the tender liable to be rejected.
- IV.** Tenders not complete in all respects are liable to be summarily rejected.
- V.** The bidder shall, wherever called upon to do so, give full information with reference to the services in hand and shall permit **the Additional Commissioner** or any other officer nominated by him to inspect the premises of the bidder / client at all reasonable times and shall give full assistance and information as may be required in connection with the contract.
- VI.** The bidder should satisfy all Government regulation/ Labour laws including Minimum Wages, ESI, EPF Act etc.

## **1. SIGNING OF TENDER**

- I.** The tender will be liable to be rejected in case complete information is not given therein, individual signing tender or other documents connected with the contract must specify as to whether he is signing as:
  - a. 'Sole Proprietor' of the firm or his Attorney.
  - b. 'Registered Active Partner' of the firm or his Attorney.
  - c. For the firm 'Par Procuration'
- II.** In case of company registered under the Companies Act (new as well as old) and firms registered under the Indian Partnership Act, the person signing must clearly indicate his capacity in which he is signing (e.g. Secretary, Manager, Director, Partner etc.). In case it is being signed by an attorney or representative the signatory shall produce a copy of the documents empowering him to sign, if called upon to do so.

## **2. LIABILITY OF PERSON SIGNING THE DOCUMENTS :**

A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warranty that he has the authority to bind such other and if, on enquiry, it emerges that the person so signing has no authority to do so, the ESIC may, without prejudice to other civil and criminal remedies, cancel the contract and hold the signatory liable for all costs and damages.

### **3. PERIOD OF VALIDITY OF BIDS**

- I. Bids shall remain valid for **90 days** after the date of opening of **online Financial Bid** by the ESIC (Customer); a bid valid for a shorter period would be liable to be rejected by the ESIC (Customer) as non-responsive.
- II. In exceptional circumstances, the ESIC (Customer) may solicit the bidder consent to an extension of the period of validity. The request to the response thereto shall be made in writing. The EMD provided shall also be suitably extended.
- III. A bidder may refuse the request without forfeiting his EMD. A bidder accepting the request for granting extension will not be permitted to modify his bid.

### **4. AWARD OF CONTRACT:**

- I. The tender will be evaluated on overall basis and contract will be awarded to the lowest evaluated bidder whose **consolidated total** is found to be lowest.
- II. **It is mandatory to quote rate for all items in FINANCIAL BID.**
- III. However, ESIC **reserves the right** not to accept the lowest bid or to accept any bid or to divide the whole or a part of the contract among a number of bidders without assigning any reasons thereof & no correspondence will be entertained in this regard and decision of ESIC in this regard will be final and binding.

### **5. VALIDITY OF CONTRACT:**

- I. The contract shall be valid for **One year** from date of award which may be extended for a further period of upto **02 years** on the same terms and conditions on mutual consent at the discretion of ESIC.
- II. ESIC will have exclusive right to terminate the contract by giving **one month's** notice to the Contractor.
- III. The Contractor has to give **three months notice** to ESIC before cancellation of the contract. Contravention of the same would lead to forfeiture of performance security money along with all outstanding dues.

### **6. RESPONSIBILITY FOR EXECUTING CONTRACT:**

- I. The Contractor shall entirely responsible for the execution of the contract in all respects in accordance with the terms and conditions as specified in the acceptance of tender.
- II. The Contractor shall not sublet, transfer or assign the contract or any part thereof without the written permission of the Additional Commissioner, ESIC, Maharashtra.
- III. The Additional Commissioner, ESIC, Maharashtra may substitute any further terms and conditions as it may deem necessary and shall be bound to comply with such further condition as may be imposed.



**7. BID SECURITY / EARNEST MONEY DEPOSIT (EMD):**

- I. Bidder shall have to submit EMD of as mentioned in this tender notice.
- II. Bid received **without EMD** will not be entertained/ considered at all and will be rejected summarily.
- III. **No interest** would be paid on the Earnest Money Deposit.

**8. FORFEITURE OF EMD:**

- I. The earnest money deposited (EMD) will be forfeited if the bidder withdraws or modify their bids in any respect within the period of validity of tender.
- II. In case the successful bidder declines/fails to sign the contract, for whatsoever reason(s)
- III. Fails to furnish the Performance Security Deposit as mentioned in this Tender Notice.

**9. REFUND OF EMD :**

- I. EMD will be refunded to the **unsuccessful** bidder within **thirty days** after the award of the contract to successful bidder and no interest would be paid thereon.
- II. EMD will be refunded to the **successful** bidder on receipt of Performance Security or shall be adjusted towards Performance Security Deposit and no interest would be paid thereon.

**10. PERFORMANCE SECURITY DEPOSIT:**

- I. The Successful bidder shall deposit unconditional Performance Security, a sum equivalent to **5%** of the total annual contract value (rounded off to the nearest ten rupees) in form of Demand Draft/Pay order drawn in favor of **“ESI Fund A/c No.1” payable at Mumbai or Bank Guarantee** from any Commercial bank Within **10 days** after issue of letter of Intimation for fulfillment of the terms and conditions of the contract. Performance Security shall be **valid for 18 Months** from the date of awarding contract.
- II. If the contractor is called upon by ESIC to deposit Security and the contractor fails to provide the security deposit within the period specified/ granted such failure will constitute a breach of the contract and the office shall be entitled to make other arrangements at the risk and expense of the contractor whereby the contract shall be awarded to the next eligible bidder in order and forfeiture of the EMD shall be effected.

**11. FORFEITURE OF PERFORMANCE SECURITY DEPOSIT:**

In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the contractor/Service Provider will be liable to be forfeited besides annulment of the contract.

## **12. REFUND OF PERFORMANCE SECURITY DEPOSIT :**

On due performance and completion of the contract in all respects, the Performance Security Deposit will be refunded without any interest after deducting downtime and other charges, having remained unrealized, if the same cannot be realized from the contractor's pending bills.

## **19 .RECOVERY OF SUM DUE:**

- i. Whenever any claim for the payment of a sum of money arises out of or under this contract against the contractor, ESIC shall be entitled to recover such sum by appropriating, in part or whole from the security money deposited by the contractor and/or by deduction from the pending bills of the contractor.
- ii. When there remains a balance of the total sum to be recovered, it shall be deducted from any sum due to them or which at any time thereafter may become due under this or any other contract with the ESIC. If sum not be sufficient to cover the full amount recoverable, the contractor shall pay to ESIC on demand the remaining balance due **along with interest at the rate of 24% PA from the date when the first demand is made till the date of actual payment for each day of delay.**

## **20. INSOLVENCY AND BREACH OF CONTRACT:**

ESIC may at any time, by notice in writing, summarily terminate the contract without compensation to the contractor in any of the following events, that is to say:-

- i) If the contractor being an individual or firm, such individual or any partner in the contractor's firm as the case may be, is at any time adjudged insolvent or has a receiving order or orders for administration of his estate being made or any proceedings for liquidation or composition under any law of insolvency being or not for the time being in force or has made conveyance or assignment of his effects or enter into any arrangements or compromise with his creditors for suspend payment or if the firm be dissolved under any law which governs it or which is otherwise for the time being in force; or
- ii) If the contractor being a company registered under any law for the time being in force, passes are solution for winding up or the court passes any order for the liquidation of the affairs of the company or that any Liquidator, Receiver or Manager is appointed for the management of the affairs of the company; or
- iii) If the contractor commits any breach of this contract or any other direction of the customer issued from time to time not otherwise specifically provided in this contract, the customer can terminate the contract without compensation to the contractor which shall be without prejudice of its right to claim the damages which it may have suffered due to such breach of contract or of the direction issued by the customer.

## **21. ASSISTANCE TO CONTRACTOR:**

The contractor shall not be entitled to assistance either in the procurement of parts /other materials and/or services required for the fulfillment of the contract or in securing of transport facilities which they have to arrange on their own

## **22. OTHER GENERAL CONDITIONS OF CONTRACT**

In the interpretation of the contract and the general and / or special condition governing it, unless otherwise required:-

- I. The term '**Contract**' shall mean the invitation to tender, the instructions to bidder, the acceptance of the tender, particulars thereafter defined and those general and special conditions as may be added.
- II. The term '**Contractor**' shall mean the person, firm or company with whom the order for providing AMC Contrac is placed and shall deem to include the contractor's successors (approved by the customer), representatives, heirs, executors and administrators unless excluded by the contract.
- III. '**Contract value**' shall mean the sum accepted or the sum calculated in accordance with the rates accepted by or on behalf of the ESIC.
- IV. The term Customer or '**Corporation**' or '**ESIC**' shall mean the Employees' State Insurance Corporation, Maharashtra.

## **23. AGREEMENT:**

The selected Contractor shall have to sign on standard agreement, on **non-judicial stamp paper of appropriate value**, containing details of terms and conditions after issue of letter of intent (LOI), to begin AMC. All the terms and conditions of this tender document shall deem to have been part and parcel of the agreement.

## **24. COMMENCEMENT:**

- I. The AMC shall be commenced by the contractor from the effective date of commencement of AMC.
- II. **All the systems and peripherals under AMC shall be jointly verified by the contractor and the customer and conditions of the same shall be noted on the date of commencement of AMC.**
- III. In case any system / peripheral / component is found malfunctioning the same shall be pointed out to ESIC for rectification and the incumbent contractor shall submit estimate for their pre-AMC repairs. The pre-AMC repairs shall be got done through and at cost and risk of concerned earlier maintenance contractor, failing which, approval shall be granted to the incumbent contractor for carrying out repairs of such items on cost basis as per estimate, and such items shall come under AMC forthwith after such repairs.

## **SPECIAL TERMS & CONDITIONS FOR CONTRACT / SCOPE OF WORK:**

### **1. Key Deliverable / Scope of Work**

Contractor shall deploy **minimum 35 number** of qualified resident service engineers on site as per list given in **Annexure - VI** for services mentioned hereunder:

- I. Call Management Services
- II. Desktops and peripherals Management Services
- III. Servers Management Services
- IV. Network Management Services
- V. Preventive and proactive Maintenance of equipments, including quarterly dusting/ cleaning of outer parts / cover switch appropriate noncorrosive cleaner and periodical testing of less used / idle / standby systems / peripherals.
- VI. UPS /Inverter Management Services
- VII. Projection Items Management Services
- VIII. Diagnostic check up of the items/equipment which are under warranty, not under the AMC or otherwise.
- IX. Preventive and maintenance of existing earthing issues and recommending for resolution of same.

#### **1.1 Call Management Services**

##### **For online compliant procedure:**

- a) Providing a single point contact for escalation.
- b) Maintain an updated on-line help-desk system to receive and record complains through telephone , email and hard copies at their own cost
- c) Problem escalation as per Escalation Matrix in case of service levels not adhered at primary level.
- d) Identification and resolution of chronic faults and problems.

##### **Implementation will be done as under:**

- a) Logging of user calls and giving a ticket number.
- b) Tracking each call to resolution within the time limit.
- c) Escalation of calls if necessary to get the same resolved.
- d) Monthly analysis of calls received and resolved and time taken. Certificate from the user is to be taken.
- e) Weekly call reports to be shared to all the Units

Or

For on-site manual complaint procedure:

By stationed Service Engineer, as per the formats provided at sites, mapping the above procedure

#### **1.2. Desktop and Peripherals Management Services:**

- I. Support for operating systems (Windows/Linux), Office Suits, system software, Device Driver, and other utility software installed thereon.

- II. Installation and up gradation of Operating systems, systems software, device drivers , utility software etc.
- III. Antivirus support
- IV. Printer Management
- V. Recovery of data, data backup from Hard disk/storage devices
- VI. Maintenance of all related Hardware including display/projection devices

### **1.3. Server Management Services**

Contractor shall perform the following Server-Administration activities for:-

- a) Support of Linux (Redhat/ Suse) / UNIX / WINDOWS
- b) Server performance monitoring, fine-tuning and optimization.
- c) Server diagnosing and problem resolution.
- d) Server Applications and Configuration Changes.
- e) Understand and report performance bottlenecks.
- f) Provider Server Up line Chart.
- g) Printer Management.
- h) Anti-virus related to system maintenance.
- i) Desktop LAN connectivity.
- j) Network Security.
- k) Maintenance of all related Hardware including display / projection devices.

### **1.4. Network Management Services: LAN Management**

- I. Management of Proxy Server, Switches, Patch panels ,Hubs, LAN nodes, I/O Ports/Boxes and cabling.
- II. Ensure complete connectivity of the computers with respective networks.
- III. Activity related to trouble shooting of connectivity related problem including
  - f) Testing and verification related to Network Interface Card (NIC) being bad.
  - g) Problem related to device drivers of NIC being corrupted.
  - h) Verifying and testing version IP, IRQ and other ID issues related to NIC as and when required.
- IV. Identifying, trouble-shooting and repairing physical (NIC, UTP etc.) connectivity problems at the desktop (user) as well as at the Hubs / Switches / Router ends i.e. giving point-to-point network connectivity solution, even crimping and punching.
- V. Identifying and trouble shooting of defective parts on the Hubs / Switches / Router
- VI. Ensuring print services for network printers.

### **1.5. UPS /Invertors Services**

- I. Support for all types of listed UPSs/Invertors installed in the premises including guiding the staff for proper upkeep of all these items.

- II. Maintenance of all related UPSs including replacement of defective boards/circuits and connectors;
- III. Preventive/proactive maintenance of UPSs including monthly cleaning of parts/covers with periodical testing of loss and idle stand by UPSs for its functional condition.
- IV. Checking battery backup on actual load / earthing check
- V. Checking all loads/Indicators on UPS/Invertors/ Batteries

#### **1.6 VC Equipment Management System**

Support and maintenance for all VC equipments such as Plasma T V, Camera, Microphone, projector etc installed in the premises.

#### **1.7 Projection Items Management Services**

- a) Support for all types of listed Projection items installed in the premises including guiding the staff the proper upkeep of the same.
- b) Maintenance of all related items including replacement of defective boards/circuits and connectors
- c) Preventive/proactive maintenance of the projection items including monthly cleaning of parts/covers with periodical testing of loss and idle stand by UPSs for its functional condition.

#### **1.8 Report and Review**

Process Documentation

- a) Call Register
- b) Call Summary
- c) Daily Call pending report
- d) Equipment log
- e) Server information
- f) Engineer attendance report

## **2. OTHER CONDITIONS**

- I. The Contractor shall provide onsite '**Comprehensive**' maintenance services which shall cover both preventive as well as corrective maintenance for all assets covered under AMC
- II. AMC shall cover each and every part including plastic parts, replacement of any part necessary for keeping the computer systems active and free from any defects/disturbance; taking appropriate measures/steps in time to set right the malfunctioning of the computer systems. The replacement of all spares including plastic parts is included in the AMC **except consumable items i.e Printer Head, ribbon, tonner, Ink cartridges, UPS Batteries and Physical damage/s of hardware/peripherals.**

- III. Power cables, Printer port/connectors/cables, chords, LAN Nodes, Network cable etc. are also covered under AMC.
- IV. Hard Disk, logic Cards, SMPS, RAM, Keyboard, Mouse should not be repaired and shall be replaced with OEM branded parts/ products only.
- V. The Contractor shall be responsible for safeguarding the User's data before performing any operation.
- VI. The Contractor shall provide maintenance services through qualified experienced and competent engineer. Service engineer should be well conversant with the latest trends in troubleshooting of computing equipment.
- VII. In case of need to replace any item/component, the Contractor shall provide original make genuine parts/components of similar or higher configurations. The Contractor shall produce the Cash Memo's/Certificate/Document in proof of providing genuine components to replace the faulty ones; on demand. The contractor shall in no case, replace any item/ component with inferior / used/ repaired/refurbished item/ component. If found doing so the contract shall stand terminated forthwith and pending dues or security deposit shall be forfeited.
- VIII. The Contractor shall also provide standby equipment of equivalent configuration for handling major repair and requiring shifting of such equipment to their test and repair center or **as and when required** at no any additional cost to the ESIC. The Contractor shall keep sufficient number of spares as a standby at the place of deployment of Resident Engineers.
- IX. ESIC will neither provide transport facility of any type nor manpower. This will be arranged by the Contractor on his own cost and risk.
- X. The Contractor shall load/reload and configure operating systems and/or any other specific system software as the case may be in the equipment covered under AMC, at no extra cost to the ESIC, whenever the need arises.
- XI. The Contractor shall, upon direction of officials, configure Outlook/ install application software/ make configuration changes in the equipment covered under AMC, free of cost.
- XII. Service engineer of the Contractor shall make a **mandatory visit** as per schedule per quarter / month whichever is necessary, for **Preventive Maintenance** irrespective of complaint lodged. Service engineer of the Contractor shall inspect each system and will take the signature of end user for satisfactory working of the system. **Preventive Maintenance activity shall include cleaning of the equipment, outer parts/ covers with appropriate non-corrosive cleaner, updating of patches/service packs/antivirus, Scanning and removal of system viruses , carrying of systems diagnostic tests and taking remedial action, Checking all load working on**

**UPS/Invertors, Checking Site condition/Electrical Environment/battery physical condition/Utility Parameter/Equipment Functional condition, earthing check etc.**

- XIII. The Contractor shall extend necessary assistance in maintaining the inventory, shifting and reinstallation of all the equipments.
- XIV. ESIC shall provide the licensed copy of latest **Anti-Virus software**. The Contractor shall be responsible for cleaning and removal of virus of any nature with upgrades, at no extra cost to the ESIC.
- XV. ESIC shall not be responsible for any use of unlicensed anti-virus software, if any, used by the contractor. The responsibility shall rest with the Contractor for using unlicensed software and shall solely be liable for consequences and liabilities arising therefrom.
- XVI. The Contractor shall ensure to abide by the copy right, intellectual property rights and other laws as may be applicable for providing any replacements for any malfunctioning the components/items/software under AMC and any violation of any legal requirement by the Contractor in this regard shall lead to termination of the contract forthwith and forfeiture of security money. Besides ensuring compliance to all legal requirements will be the responsibility of the contractor, failure to do so would lead to consequences aforesaid and the contractor will keep the ESIC indemnified against any liability which may arise on this account.
- XVII. In addition to the above, the Contractor shall provide **Level 1 support for the systems that are under warranty**. The scope of level 1 support includes receiving and attending the user calls and identifying the problem. Problems with the hardware or OEM installed OS are to be logged with the concerned Service Provider. The onus will lie on the Contractor to ensure that the calls are closed.
- XVIII. Any new equipment shall be brought into ambit of **maintenance contract** through a written intimation or Addendum with due and equitable maintenance charges.
- XIX. The system that are not serviceable by the contractor due to obsolescence of Technology or not-availability of parts/components / assemblies shall be withdrawn from the maintenance contract. Withdrawal of such system shall be communicated to the Contractor and equivalent maintenance charges shall be deducted from the amount due to the Contractor.
- XX. The contract extends only to problems arising out of normal functioning of equipment and the contract does not cover break down or services or spare parts arising out of damages caused due to fire, theft, riots, accidents, earthquake, storm and other natural calamities.
- XXI. The Contractor shall certify that the repair and maintenance services/products sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or



other entity. Besides ensuing compliance to all legal requirements will be responsibility of the contractor, failure to do so would lead to termination of the contract forthwith and/or security deposit.

**XXII.** The ESIC reserves the right to claim as damages from the Contractor to the extent of the loss suffered by it, if it is found that due to any commission or omissions of the Contractor, damage has been caused to equipment covered by the AMC or to any property of the ESIC even if it is not covered by the AMC.

**XXIII.** The contractor will place stickers on each equipment under AMC in the beginning of the contract as well as time to time in future when new equipment is added under AMC and should be clearly visible. Every Asset under AMC shall be accorded a Unique Identification Number by the Contractor along with a details record of its Serial Number , MAC ID , Location.

**XXIV.** While submitting the quotation, the bidder is deemed to have read, understood and accepted all the terms and conditions stated in this document and no change, whatsoever desired, will be entertained by ESIC.

**3. THE SUCCESSFUL BIDDERS MUST ADHERE TO THE FOLLOWING TIME SCHEDULE:-**

Written acceptance by vendor of the Work order and assumption of charge	Within <b>03 days</b> from date of issue of work order
Deployment of full manpower and furnishing of REs details. Signing of agreement	Within <b>07 days</b> of issue of Work Order
Completion of Pre-AMC check/ inspection of all Hardware and place stickers at all sites and furnishing of list of Hardware taken up for AMC	Within <b>21 days</b> of issue of Work Order

**Extension if any, shall be granted at the sole discretion of ESIC**

**4. RESIDENTIAL SERVICE ENGINEER:**

I. The Contractor shall depute minimum **35** well-qualified and experienced service engineers(with minimum **one year** of experience in the field) onsite at difference locations as per **Annexure –II** on each working day for providing services mentioned in **key deliverable / scope of work** in this tender.

II. **Minimum educational qualification** of the residential service engineer should be **Diploma** in IT/Computer/Electronics etc. having **one year work experience** in the relevant field.

III. Residential Service Engineer should have good communication skill and knowledge of Hindi /Marathi/ English language.

- IV. The Residential Service engineers will work under the supervision of ESIC's IT Manager/IT Assistant or any other officer designated by the Regional Office, Maharashtra or location-in-charge and shall be answerable to them.
- V. In case of absence of Residential Engineer, immediate replacement should be provided. No leave of any sort will be given to the REs/help desk personnel and in case of absence, the Contractor shall under obligation to provide immediate suitable substitute. ESIC may impose penalty of **Rs.300/- per working day** in case of deviation from the above stipulation
- VI. Duty duration of the RE's will be normal office working hours; however exact hours will be determined by the respective location heads or as per requirement. They may be asked to report on Sundays /Holidays or before schedule hours or stay late if situation so demands for which no extra remuneration is chargeable to ESIC.
- VII. The contractor has to provide the personnel with Identity cards within **15 days** of start of **AMC** which they should wear at all time during their duty hours.
- VIII. ESIC may at any time ask the contractor to replace any personnel if they do not meet the requirements properly or do not perform to the satisfaction of ESIC or due to non-adherence of duty hours, impolite/unprofessional approach or any other dereliction of duty. Contractor must provide suitable replacement in such cases **within 7 working days**.
- IX. The Contractor shall provide any other **expert engineer** from time to time as may be required, for assistance to on site engineers.
- X. The contractor shall satisfy all government regulation / labour laws including minimum wages, ESI, EPF Act etc.
- XI. ESIC shall be having full discretion to verify **educational /technical qualification** /interview the person(s) deputed as Service Engineers to assess the capabilities with respect to tender awarded.
- XII. No extra remuneration for Resident Engineer or any kind of TA/DA/Telephone/Mobile expenses would be admissible and only the mutually agreed sum as per contract would be payable.

#### **5. PAYMENT TERMS:**

- I. The Comprehensive Maintenance charges shall be payable to the Contractor in **four equal quarterly installations** against each separate invoice with PAN number and paid at the **end of each quarter** of AMC period after deducting penalties, if any. In any circumstance, no advance payment will be made.
- II. Any increase or decrease of taxes, duties or prices of part/s, components, etc. will not affect the AMC rates during the entire period of AMC. **No difference shall be paid or claimed as a result of the above.**
- III. Payment will be made to the concern Contractor through **ECS** only.

#### **6. TDS CLAUSE/GOVT. LEVIES:**

At the time of payment **TDS** and any other Govt. levies applicable on bill as per Govt. of India instructions issued from time to time shall be deducted.

## **7. STANDARD OF PERFORMANCE AND PENALTY FOR FAILURES:**

- I. The Agency will ensure 90 % **uptime** in respect of desktop PCs, UPSs & printer and **99% uptime in respect of server & Network Items**. In case of **failure of the technical personnel** to attend on any working day, a penalty of **Rs. 300/- per working day** will be levied in addition to down-time penalty for individual Hardware/Software as herein after detailed. The uptime will be computed on calendar month basis in a non-cumulative manner.
- II. The **down-time penalty charges** if not rectified within 24 hours shall be as follows subject to maximum penalty under this clause not exceeding **25% of the quarterly payment :-**

<b>Sl. No.</b>	<b>Item</b>	<b>Amount (In Rupees) / day</b>
1.	Server Systems (Hardware)	Rs. 400/-
2.	Client (Desktop) Systems (Hardware)	Rs. 250/-
3.	Laser / Deskjet/MFP Printer	Rs. 150/-
4.	Keyboard/ Mouse	Rs. 20/-
5.	Operating System/Application Software for each server	Rs. 400/-
6.	Operating System/Application Software for each client	Rs. 250/-
7.	Network Switches	Rs. 500/-
8.	Network Patch Panels	Rs. 250/-
9.	Node's Network (each I/O Box)	Rs. 100/-
10.	Plasma Screen	Rs. 500/-
11.	CD/DVD Writer Drive	Rs. 100/-
12.	UPS (500/700/800/1000 VA)	Rs.100/-
13.	UPS ( 3 KVA)/ Invertors	Rs.500/-
16	Any other IT Equipment / Item	Rs.250/-
17	Projector	Rs.200/-

- III. In case of failure of the Contractor to rectify any of the defects within **7 days**, ESI Corporation may get the same rectified at the cost and risk of the agency.
- IV. If the Contractor repeatedly fails to rectify the faults for a period exceeding **7 days**, apart from the repairs of their cost and risk as ibid, ESIC may terminate the contract with the agency forthwith and they will be liable to forfeit the security deposit.

- V. In case of failure in **Quarterly Preventive Maintenance**, a penalty by way of **10% of total amount due for that quarter may be levied.**
- VI. If this office feels that any of the items, was not properly maintained/ serviced by the contractor or does not function for reasonable period after repairs, a suitable deduction from the bills will be made. The decision of ESIC as regards to the reasonableness of deduction will be final and binding on the contractor.

#### **8. SEVERANCE:**

At the time of termination of contract and of the contract period including extended period, if any, or otherwise, the contractor shall tender back all the systems and peripherals and components under their AMC in good working condition failing which, the same would be got rectified at the contractor's cost and risk and sum may be recovered from the unpaid bill or security deposit or in case the same being higher as per the terms of the contract entered between the parties.

#### **09. ARBITRATION:**

- I. In the event of any question, dispute or difference arising under these conditions or any special conditions of the contract, or in connection with this contract, except as to any matter the decision of which is not specially provided for by these or the special conditions, the same shall be referred to the sole arbitration as per the decision of the arbitrator **appointed by Additional Commissioner, ESI Corporation, Maharashtra**, as per Arbitration & Conciliation Act, 1996.
- II. Upon every such reference, the assessment of the costs incidental to the reference and award respectively shall be in the discretion of the arbitrator. Subject as aforesaid to the Arbitration & Conciliation Act, 1996 and the rules, any statutory modifications thereof for the time being in force shall be deemed to apply to the arbitration proceedings under this clause. Work under the contract shall, if reasonably possible, continue during the arbitration proceeding so as to ensure continuity of the business of the customer, other than the ones which are subject to arbitration, shall normally be withheld on account of the arbitration proceedings unless it is considered necessary to do so to cover the quantum of amount likely to be recoverable from the Bidder.
- III. The venue of arbitration shall be at **Mumbai**.
- IV. For the purpose of the contract including arbitration proceedings there under, the Director General, ESIC or Additional Commissioner/ Regional Director, Maharashtra or an officer authorized by him, shall be entitled to exercise all the rights and powers of the customer

#### **10 . HANDING OVER**

Any equipment which is noted as in non-working condition **on the last working day** of the contract period shall be rectified / repaired by the contractor within the next **10 working days**, failing which the equipment shall be got rectified from alternative sources and the cost thereof shall be deducted from the AMC bills, security deposit.

**Indicative number of Assets installed at various locations in Maharashtra Region under their respective jurisdiction including SRO/Branch Office/Hospital/Dispensaries /AMO etc.**

Sl	Asset Type	Make / Model/Description	RO Mumbai	SRO Marol	SRO Thane	SRO Nashik	SRO Pune	SRO Aurangabad	SRO Nagpur	Model Hospital Andheri	Total Quantity
A	B	C	D	E	F	G	H	I	J	K	L
1	<b>Desktops Host PC (suse10.3 Linux)</b>	Desktop Wirpo Model 382xx, Intel Core 2 Duo E8400, 2*2 GB DDRII 667 RAM or better with 4 GB expandability, 160GB 7200 rpm SATAII (3Gb/s)Drive	57	32	31	15	51	48	47	10	<b>291</b>
2	<b>Desktop Stand Alone Windows</b>	Desktop Wirp - 37155, Intel Celeron 430, 1.8GHz, 1 GB, 800 MHZ FSB or better, 160GB 7200 rpm STATAII (3GB/s)Drive	166	48	56	18	88	37	85	42	<b>540</b>
3	<b>Desktops Stand Alone Linux (Suse 11)</b>	Desktop Wirp - 37155, Intel Celeron 430, 1.8GHz, 1 GB, 160GB 7200 rpm STATAII (3GB/s)Drive	99	43	43	28	140	0	88	40	<b>481</b>
4	<b>N Computing - L Series Devices</b>	N Computing-L with 15 TFT Monitor, Key board and mouse	280	180	127	70	391	101	259	60	<b>1468</b>
5	<b>LAN Nodes (Approx)</b>		647	379	350	150	1336	272	753	144	<b>4031</b>
6	<b>HP Inkjet Printer</b>	HP Officejet Pro 276dw	157	67	86	53	239	63	160	60	<b>885</b>
7	<b>UPS for N/w. devices and N/w. storage</b>	APC	2	0	4	0	5	2	4	1	<b>18</b>
8	<b>UPS for BO/ Dispensaries (Emerson) (3KVA)</b>	(Emerson) (3KVA)	14	12	5	7	30	7	22	0	<b>97</b>
9	<b>Invertor (4KVA)</b>		14	10	2	1	0	0	0	0	<b>27</b>
10	<b>Plasma TV</b>		13	2	6	1	5	2	2	1	<b>32</b>
11	<b>Video Conference Devices</b>		4	2	5	1	4	2	2	2	<b>22</b>

12	<b>Redundant Power Supply with all kit</b>		22	12	17	0	37	19	0	1	<b>108</b>
13	<b>Distribution Switch (CISCO 3750) (L-3)</b>	CISCO 3750 (L-3)	4	2	0	3	1	17	3	1	<b>31</b>
14	<b>Network Switch ( CISCO 2960) (L-2) (PoE)</b>	CISCO 2960 (L-2) (PoE)	46	19	32	13	55	30	13	5	<b>213</b>
15	<b>Network Switch ( CISCO 2960) (L-2) (Non PoE)</b>	( CISCO 2960) (L-2) (Non PoE)	14	13	2	0	10	2	31	6	<b>78</b>
16	<b>Patch Panel</b>		65	32	34	8	62	23	48	11	<b>283</b>
	<b>Total</b>		<b>1604</b>	<b>853</b>	<b>800</b>	<b>368</b>	<b>2454</b>	<b>625</b>	<b>1517</b>	<b>384</b>	<b>8605</b>

Note:

**Number of items may vary on redistribution or due to un-serviceability, if any and shall be finalized by joint verification by both parties for the purpose of AMC**

TOTAL SITE SUMMARY OF MAHARASHTRA REGION											
Sr. No	Field office	Ro	Sro	Bo	Hospitals (esis)	Hospitals (esic)	Dispensary (esis)	Dispensary (esic)	Amo	Others	Total
1	RO MUMBAI	1	0	14	2	0	1	0	1	3	22
2	SRO MAROL	0	1	10	1	0	2	0	0	0	14
3	SRO THANE	0	1	10	4	0	3	0	0	0	18
4	SRO NASHIK	0	1	2	1	0	5	0	0	0	9
5	SRO PUNE	0	1	21	2	0	11	0	1	0	36
6	SRO AURANGABAD	0	1	5	1	0	11	0	0	0	18
7	SRO NAGPUR	0	1	13	1	0	16	0	1	1	33
8	MODEL HOSPITAL-ANDHERI	0	0	0	0	1	0	1			2
	<b>TOTAL</b>	<b>1</b>	<b>6</b>	<b>75</b>	<b>12</b>	<b>1</b>	<b>49</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>152</b>

No. of sites may vary due to Sites under renovation/ Sites not Ready/Site Shifted/Site Merged

**Annexure –II continued**  
**Site under Jurisdiction of R.O.Mumbai**

Sr. No.	Site Code	State	ESIS/ESIC	Zone	Office Type	Address	City / Town
1	ESICBOMHMUBAKO	MH	ESIC	WEST	BO	Bakul + Naigaon Branch ESIC Corporation Makrand Co-op Hosing Society Ltd.Senapati Bapat Marg,Mumbai	MUMBAI
2	ESICBOMHMUBYCO	MH	ESIC	WEST	BO	1 st floor, Mazgaon Telephone Exchange Bldg, Love Lane, Mazgaon, Mumbai -10	MUMBAI
3	ESICBOMHMCULO	MH	ESIC	WEST	BO	Colaba BO-KRISHNA CHAMBERS, GROUND FLOOR, 59, NEW MARINE LINES, OPPOSITE CHURCH GATE STATION, CHURCHGATE (E), MUMBAI - 400 020)	MUMBAI
4	ESICBOMHMUDADO	MH	ESIC	WEST	Others	Dadar Branch, ESI Corporation.sharadashram,bhavani shankar Road,Dadar,Mumbai	MUMBAI
5	ESICBOMHMUDELO	MH	ESIC	WEST	BO	Delisle Road Branch,5G & 6G, Thacker Industrial Estate, N.M Joshi Marg, Delisle Road, Mumbai.)	MUMBAI
6	ESICBOMHMLALO	MH	ESIC	WEST	BO	Lalbaugh Branch, 5G & 6G, Thacker Industrial Estate, N.M Joshi Marg, Delisle Road, Mumbai)-40003	MUMBAI
7	ESICBOMHMUGHAO	MH	ESIC	WEST	BO	VISION HOUSE', 14-D, Kurla Industrial Estate, Off LBS Marg, Narayan Nagar, Ghatkoper (West), Mumbai - 400086	MUMBAI
8	ESICBOMHMUJOSO	MH	ESIC	WEST	BO	ESI Corporation, Panchdeep Bhawan, Ground floor, 108, N M Joshi Marg, Lower Parel, Mumbai	MUMBAI
9	ESICBOMHMKURO	MH	ESIC	WEST	BO	Kurla Branch,ESI corporation, gala no 206 ,2nd floor Dhamji Shamji complex,9,LBS marg kurla (W) Mumbai.	MUMBAI
10	ESICBOMHMUMADO	MH	ESIC	WEST	BO	126/129, Shivaji Nagar, Near Bawla Masjid, N. M. Joshi Marg, Delisle Road, Mumbai	MUMBAI
11	ESICBOMHMUMAHO	MH	ESIC	WEST	BO	Mahim Branch,ESI corporation,Dhiraj Sneh Building 1st floor ,30th road pali naka Bandra (W) mumbai.	MUMBAI
12	ESICBOMHMUPARI	MH	ESIC	WEST	BO	Parel Branch,ESI corporation M.G.M Hospital complex,S.S.Rao Road,Parel,Mumbai.	MUMBAI
13	ESICBOMHMSIOO	MH	ESIC	WEST	BO	Sion Branch,ESI corporation ,Unit no 206 ,2nd floor ,Building no 9,jogani indus complex,Kurla(E),Mumbai.	MUMBAI
14	ESICBOMHMUVIKO	MH	ESIC	WEST	BO	Godrej Branch,ESI corporation,2-3/106,phiroj shah nagar Gogrej colony vikroli (E) Mumbai.	MUMBAI
15	ESICBOMHMUWORO	MH	ESIC	WEST	BO	Worli Branch,ESI corporation,Atur House ,Dr annie Besent Road ,Worli naka ,mumbai.	MUMBAI
16	ESICDSMHMUDHAO	MH	ESIS	WEST	Dispensary	SION,ESIS Service Dispensary,Urban Health Center,1st Floor,60 feet road,Dharavi ,Mumbai	MUMBAI



17	ESICHSMHMUPAR0	MH	ESIS	WEST	Hospital	ESI corporation M.G.M Hospital Complex,S.S.Rao Road,Parel,Mumbai.	MUMBAI
18	ESICHSMHMUPAR1	MH	ESIS	WEST	Others	PGIMSR MGM Medical College,ESI corporation M.G.M Hospital Complex,S.S.Rao Road,Parel,Mumbai.	MUMBAI
19	ESICHSMHMUWOR0	MH	ESIS	WEST	AMO	Worli Hospital Building, AMO Office, 3rd Floor, ESIS Hospital, Dr. Annie Besant Road, Worli Naka, Worli	MUMBAI
20	ESICHSMHMUWOR3	MH	ESIS	WEST	Hospital	ESIS Hospital Worli,Dr Annie Besant Road,Worli, Mumbai	MUMBAI
21	ESICSDMHMUPAR0	MH	ESIS	WEST	SD (Other)	ESIS, Panchdeep Bhawan, 108,6 th Floor N M Joshi Marg, Lower Parel, Mumbai)	MUMBAI
22	ESICROMHMUPAR1	MH	ESIC	WEST	RO	ESI Corporation, Panchdeep Bhawan, 108, N M Joshi Marg, Lower Parel, Mumbai	MUMBAI

**Sites under the jurisdiction of SRO Marol**

Sr. No.	Site Code	State	ESIS/ESIC	Zone	Office Type	Address	City / Town
1	ESICSRMHMUAND0	MH	ESIC	WEST	SRO	Panchdeep Bhavan, ESI Corporation, plot No.9 Road No.7, MIDC Marol Andheri East Mumbai 93.	Marol
2	ESICBOMHMUAND0	MH	ESIC	WEST	BO	Sakinaka Panchdeep Bhavan, ESI Corporation, plot No.9 Road No.7, MIDC Marol Andheri East Mumbai 93.	Marol
3	ESICBOMHMUAND1	MH	ESIC	WEST	BO	Andheri,ESIC,Panchdeep Bhavan,Plot No.7,Road no. 7,M.I.D.C. Marol,Andheri (East),Mumbai	Marol
4	ESICBOMHMUBOR0	MH	ESIC	WEST	BO	Type IV-A, Flat No.1, Ground Floor, ESIS Hospital Staff Quarters, Akurli Road, Kandivali (East) Mumbai-400101	Marol
5	ESICBOMHMUGOR0	MH	ESIC	WEST	BO	Goregaon, ESIC, 10 Jawahar Nagar S.V.Road Goregaon(W) Mumbai-400062	Marol
6	ESICBOMHMUIRL0	MH	ESIC	WEST	BO	Irla, ESIC Corporation, 14/258, ESIC Nagar,New Link Road, Andheri (west),Mumbai	Marol
7	ESICBOMHMUJOG0	MH	ESIC	WEST	BO	ESIC, 10 Jawahar Nagar S.V.Road Goregaon(W) Mumbai-400062	Marol
8	ESICBOMHMUKAN0	MH	ESIC	WEST	BO	Type IV-A, Flat No.1, Ground Floor, ESIS Hospital Staff Quarters, Akurli Road, Kandivali (East) Mumbai-400101	Marol

9	ESICBOMHMUMARO	MH	ESIC	WEST	BO	First Floor Panchdeep Bhavan, ESI Corporation, plot No.9 Road No.7, MIDC Marol Andheri East Mumbai 93.	Marol
10	ESICBOMHMUTHA3	MH	ESIC	WEST	BO	Mira Road ESIC Shanti Nagar Building NO. A-3 Flat no. 101 Sector-2 Mira Road) Thane - 401107	Marol
11	ESICBOMHMUVAS1	MH	ESIC	WEST	BO	12/13, Nirav Co. Op. hsg. Society, Near Renuka Nivas, Near BSNL Office, Anand Nagar, Vasai (West) Palghar 401202	Marol
12	ESICDSMHMUKANO	MH	ESIS	WEST	Dispensary	Type III-A, Flat No.1, Ground Floor, ESIS Hospital Staff Quarters, Akurli Road, Kandivali (East) Mumbai-400101	Marol
13	ESICDSMHMUKANO	MH	ESIS	WEST	Hospital	ESIS Hospital ,Near Thakur Village,Kandivali (E) Mumbai.	Marol
14	ESICDSMHMUVIL0	MH	ESIS	WEST	Dispensary	Vile Parle Dispensary,Near Nanavati Hospital, Sarojninaidu road,Vile Parle (W)	Marol

**Sites under the jurisdiction of SRO Thane**

Sr. No.	Site Code	State	ESIS/ESIC	Zone	Office Type	Address	City / Town
1	ESICSRMHMUTHA0	MH	ESIC	West	SRO Thane	Plot No. 12/1, LBS Marg, MIDC, Near Wagle Post Office, Wagle Estate, Thane (w) 400604	Thane
2	ESICBOMHMUDOM0	MH	ESIC	West	BO Dombivali	Janhavi Building, 'A' wing, Shop no. 788, Ahire Road, Near Madhavi School, Dombivali (E), Dist. Thane.	Thane
3	ESICBOMHMKAL0	MH	ESIC	West	BO Kalyan	Office no. 1, ground floor, building no.3, Sarvodaya Ganga, CTS No. 3406, 3407., Nr. Bhanusagar cinema, Nr.to Platform No.1,Kalyan (w).	Thane
4	ESICBOMHMUULH0	MH	ESIC	West	BO Ulhasnagar	ESIS Hospital Complex, 2nd Floor. Ulhasnagar-3	Thane
5	ESICBOMHMUAMB0	MH	ESIC	West	BO Ambernath	B-5, Near MIDC Office, Badlapur-Kalyan Road, Ambernath.	Thane
6	ESICBOMHMUPAN0	MH	ESIC	West	BO Panvel	Yashonarayan, 'C' Wing, first floor, Plot No. 403/A, Opp. Panvel Railway Station, PANVEL, Raigad Dist, Pin- 410206.	Thane

7	ESICBOMHMUVASO	MH	ESIC	West	BO Vashi	ESI Scheme Hospital Compound, Nurses Hostel, Ground Floor, Sector-5, Kalwa,Vashi, Navi Mumbai	Thane
8	ESICBOMHMUAIR0	MH	ESIC	West	BO Airoli	ESIC BO, Row house No. A-6, New jeevan shanti co-operative society, plot no. 3 & 4, sector 3, opp. Airoli railway station (Thane end), Thane	Thane
9	ESICBOMHMUMUL0	MH	ESIC	West	BO Mulund	ESIS Hospital Complex, L.B.S. Marg, Mulund(W), Mumbai.	Thane
10	ESICBOMHMUTHA1	MH	ESIC	West	BO Wagle Estate	Nurses Hostel Building, Ground Floor, ESIS Hospital Complex, Wagle Estate, Road no. 33, Thane-(W), Mumbai	Thane
11	ESICSRMHMUTHA0	MH	ESIC	West	BO Thane	Plot No. 12/1, LBS Marg, MIDC, Near Wagle Post Office, Wagle Estate, Thane (w) 400604	Thane
12	ESICHSMHMUMUL0	MH	ESIS	West	Hospital Mulund	ESIS Hospital ,Mulund ,L.B.S Marg ,Mulund (W) Mumbai.	Thane
13	ESICHSMHMUULH0	MH	ESIS	West	Hospital Ulhasnagar	ESIS Ulhasnagar Hospital,	Thane
14	ESICHSMHMUTHA0	MH	ESIS	West	Hospital Vashi	ESIS Hospital Vashi, Sector-5, Navi Mumbai, Dist. Thane.	Thane
15	ESICHSMHMUTHA1	MH	ESIS	West	Hospital Wagle	Gnd, 1st & 2nd floor, ESIS Hospital Complex, Wagle Estate, Road no. 33, Thane-(W), Mumbai	Thane
16	ESICDSMHMUMUL0	MH	ESIS	West	Dispensary	ESIS Dispensary Mulund,L.B.S Marg ,Mulund (W) Mumbai.	Thane
17	ESICDSMHMUKAL0	MH	ESIS	West	Dispensary	EISS Specialist Center, Masjid Plaza Building, Nr. Pathare Nursery, Dr. Ambedkar Road, Kalyan (West)	Thane
18	ESICDSMHKALBH0	MH	ESIS	West	Dispensary	Service Dispensary Bivandi, House No.381/1234 shrikrupa Apartment ,Temghar 3, pipeline naka,Kalyan Road, Bhivandi.	Thane

**Sites under the jurisdiction of SRO Pune**

Sr. No.	Site Code	State	ESIS/ESIC	Zone	Office Type	Address	City / Town
1	ESICSRMHPUBIB0	MH	ESIC	WEST	SRO	Panchdeep Bhavan, Site No.689/690, Bibewadi,Pune-411037	PUNE
2	ESICBOMHKOCIRO	MH	ESIC	WEST	BO	esis hospital primises ,old Circuit house kolhapur	KOLHAPUR

3	ESICBOMHPUAKU0	MH	ESIC	WEST	BO	Akurdi BO, Survey No 130/9, Mohan Nagar Chinchwad, Pune	PUNE
4	ESICBOMHPUBHO0	MH	ESIC	WEST	BO	Survey No. 201/5K/1, Pharande Chambers, First Floor, Nr. Om Hospital, Alandi Road, Bhosari, Pune 411039	PUNE
5	ESICBOMHPUBIBO	MH	ESIC	WEST	BO	689-690 Panchdeep Bhavan, Bibewedi, Pune	PUNE
6	ESICBOMHPUCHIO	MH	ESIC	WEST	BO	Plot No. C/4Mumbai Pune Highway, Near Jawahar Petrol Pump, Chinchwad, Pune- 411 019	PUNE
7	ESICBOMHPUHAD0	MH	ESIC	WEST	BO	Plot No.25, Survey No.314 A, Opp.Indian Hume Pipe, Hadapsar, Pune	PUNE
8	ESICBOMHPUKHA0	MH	ESIC	WEST	BO	L K Path, Bhopodi, Khadki. PARIJAT SOCEITY PUNE	PUNE
9	ESICBOMHPULAN0	MH	ESIC	WEST	BO	Electronic sadan, Karmachari bima rajanigam, Sr no - 681/A, Landewadi, Bhosari Pune -- 411026	PUNE
10	ESICBOMHPULON0	MH	ESIC	WEST	BO	Near Parmar Hospital,Mahatma Gandhi Road Lonavala-410401	LONAWALA
11	ESICBOMHPUPIMO	MH	ESIC	WEST	BO	Maharashtra Commercial House, OPP KSB pumps, Old Mumbai-Pune highway Pimpri- Pune	PUNE
12	ESICBOMHPUSWA0	MH	ESIC	WEST	BO	OPP Income Tax office, PMT commerical Building, Swargate Pune	PUNE
13	ESICBOMHPUYER0	MH	ESIC	WEST	BO	CTS No. 1412- 1413, J.J. Chambers, (Old Chitra Talkies) Nagar Road, Yerwada,	PUNE
14	ESICBOMHSARAD0	MH	ESIC	WEST	BO	ESIC, S. No.311/20/21-B, "Kanchan Apartment" Radhika Road, Next to Radhika Hotel, SATARA- 415 002	SATARA
15	ESICBOMHSARAJ0	MH	ESIC	WEST	BO	BO,ESIC, Rajawada Chowk,	SANGLI

						Sangli	
16	ESICBOMHSODAM0	MH	ESIC	WEST	BO	159-160, Laxmi Peth, Damani Nagar, SOLAPUR-413 001.	SOLAPUR
17	ESICBOMHSOHOT0	MH	ESIC	WEST	BO	Block 12/13, Asara Housing Society, Hotagi Road Solapur -- 413003(New Address=Patel Palace Ashra 4/1/12 GajrajNagar Hotagi Road Solapur)	SOLAPUR
18	ESICBOMHSOSID0	MH	ESIC	WEST	BO	94/1, Siddeshwar Peth, Near Begaumpeth, Police Chowky, Solapur	SOLAPUR
19	ESICDSMHKONAG0	MH	ESIS	WEST	DISPANSARY	Nagala Park, 443 Sitaram Bldg, Nagla Park Kolhapur.	KOLHAPUR
20	ESICDSMHKOTAR0	MH	ESIS	WEST	DISPANSARY	1827/B, A-Ward, Tarabai Park, Kolhapur.	KOLHAPUR
21	ESICDSMHPUGAD0	MH	ESIC	WEST	DISPANSARY	Esic Dispensary, Badage Building, Survey No. 2-61/62 Gadital hadpsar-Pune-28	PUNE
22	ESICDSMHPULAN0	MH	ESIS	WEST	DISPANSARY	Esic Dispensary, Gavane estate, Near Thane sahkari bank landewadi bhosary-39	PUNE
23	ESICDSMHSACIL0	MH	ESIC	WEST	DISPANSARY	Old Civil Hospital, Satara	SATARA
24	ESICDSMHSARAJ0	MH	ESIS	WEST	DISPANSARY	Dispensary,ESIC, Rajawada Chowk, Sangli	SANGLI
25	ESICDSMHSOLAX0	MH	ESIS	WEST	DISPANSARY	159/160, Laxmi peth Solapur	SOLAPUR
26	ESICHSMHPUBIB0	MH	ESIS	WEST	Hospital + AMO	Hospital + Administrative Medical officer,ESIS-WMR Survey No.6/90. Panchdeep Bhavan, Ground Floor Bibewadi-Pune-37.	PUNE

27	ESICHSMHPUCHIO	MH	ESIS	WEST	HOSPITAL	Hospital,Medical Superintendent 020-7462514, ESI Hospital cum ODC 020-7462486,Block D-3 Survey S.No.130, Plot NO. 9.10.11 Mohan Nagar.Chichwad. Pune-411019	PUNE
28	ESICHSMHISOVIK0	MH	ESIS	WEST	HOSPITAL	Hotagi Road, Near Vikas nagar Solapur	SOLAPUR
29	<b>ESICDSMHPUCHIO</b>	MH	ESIS	WEST	DISPANSARY	Plot No. C/4Mumbai Pune Highway, Near Jawahar Petrol Pump, Chinchwad, Pune- 411 019	PUNE
30	ESICBOMHPUBAA0	MH	ESIC	WEST	BO	ESIC Branch Office- Aundh, Lavender Classic, Duplex Apartment No.4, Near Ganraj Manager Karyalaya, Baner, Aundh, Pune - 411 045	PUNE
31	ESICBOMHMIGURO	MH	ESIC	WEST	BO	ESIC, 4764/4765, Guruwar Peth,Gurukrupa Hospital Building, MIRAJ-416 410.	MIRAJ
32	ESICDSMHMISHIO	MH	ESIS	WEST	DISPANSARY	Swamiraj Shikhare Bldg, Behind Balantrao Marathe kanya vidyalaya, Shivaji Nagar, Miraj	MIRAJ
33	ESICBOMHKOICHO	MH	ESIC	WEST	BO	ESIC, Rajaram Stadium, Opp ST Stand Ichalkarnji	ICHALKARNJI
34	ESICBOMHISOBARO	MH	ESIC	WEST	BO	ESI Corporation, 1553, Aalamgaon Marg, Subhash Nagar,Barshi(330, Kasaba, Kasab peth, Brahmin Galli, Balaji Building, Barshi)	BARSHI
35	ESICDSMHKOICHO	MH	ESIS	WEST	DISPANSARY	INDUSTRIAL ESTATE , ICHALKARANJI-416115 , (DIST. KOHLAPUR)	ICHALKARNJI
36	ESICDSMHISOBARO	MH	ESIS	WEST	DISPANSARY	Jawahar Hospital compund, Ist Floor, Priyadarshani Maternity Hall, Barshi	BARSHI

**sites under the jurisdiction of SRO Aurangabad**

Sr. No.	Site Code	State	ESIS/ESIC	Zone	Office Type	Address	City / Town
1	ESICSRMHAGEHC0	MH	ESIC	West Zone	SRO	SRO,ESIC Corporation, Panchadeep bhavan, P-82, Naregaon Road, MIDC, Chikhalthana, Aurangabad, Maharashtra 431001	Aurangabad
2	ESICBOMHAUNAR0	MH	ESIC	West Zone	BO	Branch Manager, Branch office, ESI corporatio, ESI Hospital Complex, East wing, P-16, MIDC, Naregaon Road, CIDCO, Aurangabad-431003	Aurangabad
3	ESICBOMHAUWAL0	MH	ESIC	West Zone	BO	BO , Near Saraswat Bank, X-25 MIDC, Waluj, Aurangabad	Aurangabad
4	ESICBOMHDHJAM0	MH	ESIC	West Zone	BO	Shri Mukund Kashinath Kolwale, Plot No. 97/2, 80 foot Road Near Lokmanya Hospital Chauk, Behind Canosa Convent School, Dhule	Dhule
5	ESICBOMHJAIDG0	MH	ESIC	West Zone	BO	Idgah Shopping complex, Shop no 162, Near Ajanta Chowkey, Jalgaon	Jalgaon
6	ESICBOMHNANAG0	MH	ESIC	West Zone	BO	NANDED, Branch Manager, Branch office, ESI Corporation, Nagina Ghat Road, Opp.city P.O. Nanded-431 601	Nanded
7	<b>ESICSMHAUCHI0</b>	MH	ESIS	West Zone	<b>Hospital (ESIS)</b>	Flat no-16, MIDC,Chikalhana, Aurangabad	Aurangabad
8	ESICDSMHAUCHI0	MH	ESIS	West Zone	Dispensary No IV	ESIS Dispensary no. 4, Near S.T. Workshop, Chikalhana, Aurangabad	Aurangabad
9	ESICDSMHAUHAD0	MH	ESIS	West Zone	Dispensary No III	ESIS Dispensary no. 3, Near Mayuri Hoetel, Jalgaon road, N-11, Hadco, Aurangabad	Aurangabad
10	ESICDSMHAUKHA0	MH	ESIS	West Zone	Dispensary No II	ESIS Dispensary no. 2 , Khadkeshwar road, Mill Corner, Aurangabad - 431001	Aurangabad
11	ESICDSMHAUWAL0	MH	ESIS	West Zone	Dispensary No I	ESIS Dispensary no. 1 , Mahaveer Complex, Maharana Pratap Chowk, Bajaj nagar, Waluj, Aurangabad	Aurangabad
12	ESICDSMHDHMAD1	MH	ESIS	West Zone	Dispensary	Pratisham building near church station road Dhule.424001	Dhule

13	ESICDSMHJAAMA0	MH	ESIS	West Zone	Dispensary	ESIS Dispensary Amalner, P. Hasmaji Premaji Shopping centre, opp. Mangalmurthi Patpedhi first floor, Amalner. 425401	Jalgaon
14	ESICDSMHJACHA0	MH	ESIS	West Zone	Dispensary	ESIS Dispensary Chalisgaon, BHADGAON ROAD OPPOSIT. WANI MANGAL KARYALA INDUS BANK 1ST FLOOR CHALISGAON	Dhule
15	ESICDSMHJARAM0	MH	ESIS	West Zone	Dispensary No II	ESIS Dispensary no.2, Plot no. 20, Sadguru Nagar, Near Trupti Corner, Ayodhya Nagar, Jalgaon pin 425003.	Jalgaon
16	ESICDSMHLAJILO	MH	ESIS	West Zone	Dispensary No I	ESIS Dispensary No. 1, Plot No.3, Heam kamal, opposite civil court jilha peth Jalgaon. 425001.	Jalgaon
17	ESICDSMHNACID0	MH	ESIS	West Zone	Dispensary No I	Nanded,-No.1 Dispensary, Dhumpalwar building, SID No.1, Cidco nanded-431601	Nanded
18	ESICDSMHNASOM0	MH	ESIS	West Zone	Dispensary No II	No.2 Dispensary,Narayanrao pandurangrao channawar,Building No.2-9/215. Somesh colony behind karla mandir-Nanded-461601	Nanded

**Sites under the jurisdiction of SRO Nagpur**

Sr. No.	Site Code	State	ESIS/ ESIC	Zone	Office Type	Address	City / Town
1	ESICSRMHNAGAN1	MH	ESIC	WEST	SRO	Panchdeep Bhavan, Ganesh Peth, Near Vidharbha Bazar ,Nagpur-440018	NAGPUR
2	ESICBOMHAKMUK0	MH	ESIC	WEST	BO	Old income tax sqare, Gaurakshan Road, Nidhi Plaza, Mukta Plaza Akola	AKOLA
3	ESICBOMHAMRAJ0	MH	ESIC	WEST	BO	Sakshi complex Mudholkar peth, opp. Rajapeth poice station	AMRAVATI
4	ESICBOMHCHRAM0	MH	ESIC	WEST	BO	ESIC BO Chandrapur Dr. Khan's building Bharat Bhavan Ramnagar Chandrapur	CHANDRAPUR
5	ESICBOMHHIGAU0	MH	ESIC	WEST	BO	ESIC BO Higanghat C/o Mohammad Istiyak Abdul Rehman Building Dr. Ambedkar Chauk Gautam ward 442301	Higanghat



6	ESICBOMHNABUT0	MH	ESIC	WEST	BO	Madhav Madankar ward no. 3, Navin Washat nr. Shri Gajanan maharaj Mandir. Butibori Nagpur-441108	Buttibori
7	ESICBOMHNAHIN0	MH	ESIC	WEST	BO	c/o Smt Rekha Pimperkhede, Plot No 10, Madhav Nagar, Behind Dominoz Pizza outlet, Matey Square, Nagpur-440010	NAGPUR
8	ESICBOMHNAKAM0	MH	ESIC	WEST	BO	Sharma House No 774, Netaji Chowk, Raibahadur Oil, KAMPTEE, Nagpur-441102	Kamptee
9	ESICBOMHNAMEOD0	MH	ESIC	WEST	BO	Old SRO Building, Ganesh Peth, Near Vidharbh Bazar, Nagpur	NAGPUR
10	ESICBOMHNASAD0	MH	ESIC	WEST	BO	Sainath complex, 2nd floor Kamal chowk ,Dr. Ambedkar road Nagpur. 440017	NAGPUR
11	ESICBOMHNAWAR0	MH	ESIC	WEST	BO	C/o ESI Dispensary premises,near sub regional office Ganeshpeth, nagpur-440018	NAGPUR
12	ESICBOMHGGOGON1	MH	ESIC	WEST	BO	Smt. Ushabai Vimalchand choudhary, 121, Krishana puara Ward, Near durga mandir, Durga chowk gondia	GONDIYA
13	ESICBOMHNAKAL0	MH	ESIC	WEST	BO	Esic Kalmeshwar BO, Mr. Ravindre Ganar, C/O 1st floor, Katol Road, Brahma, Kalmeshwar, Dist Nagpur	KALMESHWAR
14	ESICBOMHNAKHA0	MH	ESIC	WEST	BO	C/O Vikram G Nagwani Behind sharma Hospital Near Bas Stop Railease Plot, Khamgaon 444303	KHAMGAON
15	ESICDSMHAKRAM0	MH	ESIS	WEST	Dispensary	SHRI K.K.Baghel's BUILDING , Shanti Niwas Station Road, Ramdas Peth, Akola.	AKOLA
16	ESICDSMHAMKHA0	MH	ESIS	WEST	Dispensary	ESIS Dispensary Dr. Mudliyar Compound Khaparde garden Kalantri building Amravati	AMRAVATI
17	ESICDSMHCHRAM0	MH	ESIS	WEST	Dispensary	ESIS Chandrapur Dispensary Ramnagar Civil Line Vasekar Layout Chandrapur ,ramnagar	CHANDRAPUR
18	ESICDSMHNABUT0	MH	ESIS	WEST	Dispensary	ESIS Butibori Dispensary Mr. Isuf Suban Shaikh ward no.2 Juni Vasahat Butibori Nagpur	Buttibori
19	ESICDSMHNADAT0	MH	ESIS	WEST	Dispensary	ESIS New Subhedar Dispensary Dattatray Nagar C/o Plot No-142 Rashid Khan Near NIT Garden Nagpur	NAGPUR
20	ESICDSMHNAGAR0	MH	ESIS	WEST	Dispensary	ESIS Bagadganj Dispensary Juna Bagadganj Garoba Maidan Dande building plot no.95 Nagpur	NAGPUR
21	ESICDSMHNAGAW0	MH	ESIS	WEST	Dispensary	135 A, Sharma Building, Opposite Mata Mandir, Gokulpeth Nagpur.	NAGPUR

22	ESICDSMHNAGOD0	MH	ESIS	WEST	Dispensary	IMO Shri Mudliyar's building, Gaddi Godam Chowk, Kamptee Road, Nagpur	NAGPUR
23	ESICDSMHNAHIG0	MH	ESIC	WEST	Dispensary	ESIS Higanghat Dispensary C/o Dr. Abhay Mude Near Lakshmi Talkies Shivaji Ward Tahasil Kacheri Road Higanghat-Nagpur	Higanghat
24	ESICDSMHNAKAM0	MH	ESIS	WEST	Dispensary	ESIS Dispensary Sandeep Kashyap near Hockey building Kalmanna Road Kamptee Nagpur	Kamptee
25	ESICDSMHNAKUK0	MH	ESIS	WEST	Dispensary	ESIS Disp. Wanadongari C/o Narendra Pachpor Plot No. 7 Rahi Treadiig Company Toll Tax Wanadongari Hingana Road Nagpur	NAGPUR
26	ESICDSMHNAMAN0	MH	ESIS	WEST	Dispensary	ESIS Somwari Peth Dispensary Nursing Hostel Building opp. ESIS Hospital Manewada Road Nagpur	NAGPUR
27	ESICDSMHNAMID0	MH	ESIS	WEST	Dispensary	Higna Road Common Serive Center M.I.D.C Road Higna road Nagpur	NAGPUR
28	ESICDSMHNAPAC0	MH	ESIS	WEST	Dispensary	ESIS Dispensary Shri Jaiswal building Kamal Chauk Pachpawli Nagpur	NAGPUR
29	ESICDSMHNNAVID0	MH	ESIS	WEST	Dispensary	ESIS Medical officers Ganesh Peth Vidharbha Bazar Nagpur- 18	NAGPUR
30	ESICDSMHNNAWAD0	MH	ESIS	WEST	Dispensary	C/o. Mrs. Kaushalya Chintaman Mankar, House no. 3172. Plot no, 16, Near Durga Mandir, Amravati Road, Wadi, Nagpur - 440023	NAGPUR
31	ESICDSMHNAGAN0	MH	ESIS	WEST	CMS (Others)	ESIS Central Store Immamwada Near Ganesh Peth Nagpur-4000003	NAGPUR
32	ESICROMHNAGAN0	MH	ESIS	WEST	AMO	ESIS RO Immamwada Near Ganesh Peth Nagpur	NAGPUR
33	ESICHSMHNASOM0	MH	ESIS	WEST	ESIS HOSPITAL	SOMWARIPETH NAGPUR , Medical Suprintendant,ESI Hospital, Opp. Nurse Hostel, Manewada road, Somwaripeth, Nagpur-440009	NAGPUR

**sites under the jurisdiction of SRO Nashik**

Sr. No.	Site Code	State	ESIS/ESIC	Zone	Office Type	Address	City / Town
1	ESICSRMHNASAT0	MH	ESIC	West	SRO	Divisional Office- Nashik, Panchdeep Bhavan, Plot no. - 4, Trimbak Road, Satpur, Nashik	Nashik
2	ESICBOMHNASAT0	MH	ESIC	West	BO	Pachadeep Bhavan,Plot NO-4 Tribak Road, Satpur, Nashik - 422007	Nashik
3	ESICBOMHNAAMBO	MH	ESIC	West	BO	Plot 15 & 16, KartikSector A-1, Opp. Nikita Mangal Karyalaya, Near Ambad Police Station, Ashwin Nagar, Cidco, Nashik	Nashik
4	ESICHSMHNASAT0	MH	ESIS	West	Hospital	ESI Hospital, Tribak Road, Satpur. Nashik - 422007	Nashik
5	ESICDSMHNASAT0	MH	ESIS	West	Dispensary	ESIs DispensaryHOSPITAL COMPLEX ,SATPUR	Nashik
6	ESICDSMHNALEK0	MH	ESIS	West	Dispensary	Esic Dispensary, Cidco N-32\F-1 sector, saptashringi chowk, lekha nagar cidco-nashik-422009.	Nashik
7	ESICDSMHNAAMBO	MH	ESIS	West	Dispensary	Esic Dispensary Ambad, CFC building midc area Ambad.Nashik-10	Nashik
8	ESICDSMHNANMC0	MH	ESIS	West	Dispensary	Esic Dispensary, Nashik Road- 1st-floor Administrative Building nasik municiple corporstion, nasik road-422001	Nashik
9	ESICDSMHNAASH0	MH	ESIS	West	Dispensary	Esic Dispensary, Ashokstumbh, Ashokstumbh near adnar ashram, Gharpure ghat, Ashokstumbh-Nashik-422002	Nashik

**Sites under jurisdiction under Model Hospital Andheri**

Sr. No.	Site Code	State	ESIS/ESIC	Zone	Office Type	Address	City / Town
1	ESICHSMHMUANDO	MH	ESIC	WEST ZONE	Model Hospital	ESIC Model Hospital Cum ODC And PGIMSR,Central Road,MIDC Andheri,Near Andheri MIDC Police Station, Andheri (E), Mumbai-93	MUMBAI
2		MH	ESIC	WEST ZONE	MDDC	Model Dispensary cum Diagnostic Centre (MDDC), Plot no P-173, Opp Tirupati Hospital, Mahavir chowk, MIDC, Waluj, Aurangabad, Maharashtra - 431136.	AURANGABAD

**FINANCIAL BID****Required to be submitted online on e-portal**

<b>SI</b>	<b>Asset Type</b>	<b>Make / Model/Description</b>	<b>Total Quantity (apprx.)</b>	<b>Unit Rate per Annum per item (including all taxes)(Rs.)</b>	<b>Total AMC Charges ( D * E)(Rs.)</b>
<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>
1	<b>Desktops Host PC (suse10.3 Linux)</b>	Desktop Wirpo Model 382xx, Intel Core 2 Duo E8400, 2*2 GB DDRII 667 RAM or better with 4 GB expandability, 160GB 7200 rpm SATAII (3Gb/s)Drive	<b>291</b>		
2	<b>Desktop Stand Alone Windows</b>	Desktop Wirp - 37155, Intel Celeron 430, 1.8GHz, 1 GB, 800 MHZ FSB or better, 160GB 7200 rpm STATAII (3GB/s)Drive	<b>540</b>		
3	<b>Desktops Stand Alone Linux (Suse 11)</b>	Desktop Wirp - 37155, Intel Celeron 430, 1.8GHz, 1 GB, 160GB 7200 rpm STATAII (3GB/s)Drive	<b>481</b>		
4	<b>N Computing - L Series Devices</b>	N Computing-L with 15 TFT Monitor, Key board and mouse	<b>1468</b>		
5	<b>LAN Nodes (Approx)</b>		<b>4031</b>		
6	<b>HP Inkjet Printer</b>	HP Officejet Pro 276dw	<b>885</b>		
7	<b>UPS for N/w. devices and N/w. storage</b>	APC	<b>18</b>		
8	<b>UPS for BO/ Dispensaries (Emerson) (3KVA)</b>	(Emerson) (3KVA)	<b>97</b>		
9	<b>Invertor (4KVA)</b>		<b>27</b>		
10	<b>Plasma TV</b>		<b>32</b>		
11	<b>Video Conference Devices</b>		<b>22</b>		
12	<b>Redundant Power Supply with all kit</b>		<b>108</b>		

13	<b>Distribution Switch (CISCO 3750) (L-3)</b>	CISCO 3750 (L-3)	<b>31</b>		
14	<b>Network Switch (CISCO 2960) (L-2) (PoE)</b>	CISCO 2960 (L-2) (PoE)	<b>213</b>		
15	<b>Network Switch (CISCO 2960) (L-2) (Non PoE)</b>	(CISCO 2960) (L-2) (Non PoE)	<b>78</b>		
16	<b>Patch Panel</b>		<b>283</b>		
	<b>Total</b>		<b>8605</b>		

**Authorized signatory with stamp**

**Proforma of Bidder's Information Form**

1	Name of Bidders / Company / Firm	
2	Name of Owner/Partners/Directors	
3	Registered Office Address with full particulars	
4	Correspondence Office Address with full particulars, if any	
5	Contact Details i.e. Telephone No., Fax No. Email address	
6	Certificate of Registration / Incorporation of the Agency	
7	Registration details	
	(A) GST NO.	
	(B) PAN No.	
	(C) ESI Registration No.	
	(D) EPF Registration No.	
8	Bank Details	
	(A) Name & Address of Bank	
	(B) Branch Name	
	(C) Account No.	
	(D) IFSC Code	

**I. Experience & Running Contracts**

Sl. No.	Name of Organization (With Address and Phone Number)	Period of Contract		Nature of Experience	Total No. of Assets under the Contract (i.e computers, printers , UPS etc.	Contract Value (Rs. In Lakhs)	No of Resident engineers deputed on site
		From	To				
1.							
2.							
3.							
4.							

**Signature of the bidder or his authorized representative**

**Seal of the Company**

**II. Turnover and Profitability**

<b>Sl No.</b>	<b>Financial / Accounting Year</b>	<b>Profit</b>	<b>Loss</b>	<b>Annual Turnover (from Repairs and Maintenance Services)</b>	<b>Total Turnover</b>
<b>1.</b>	<b>2016-17</b>				
<b>2.</b>	<b>2015-16</b>				
<b>3.</b>	<b>2014-15</b>				

**Signature of the bidder or his authorized representative**

Seal of the Company



**III. FORM 'C' (Number of 50 professionally qualified employees)**

<b>Sr. No.</b>	<b>Name of Service Engineer</b>	<b>Educational Qualification (BCA,Bsc etc.)</b>	<b>Technical Qualifications</b>	<b>Area of specialization</b>	<b>No. of year experience</b>	<b>Date of joining of the Firm</b>
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						
15.						
....						
48.						
49.						
50.						

**Signature of the bidder or his authorized representative**

**REQUIREMENT OF RESIDENT ENGINEERS / SERVICE ENGINEERS TO BE DEPLOYED BY  
SERVICE PROVIDER**

Sl	Jurisdiction	Office Type	ESIC/ ESIS	Name of District	Place of deployment	No of Residential Engineers
1	RO Mumbai	RO	ESIC	Mumbai	R.O.Lower Parel	2
2	RO Mumbai	Hospital	ESIS	Mumbai	M.G.M.Hospital, Parel	1
3	RO Mumbai	Hospital	ESIS	Mumbai	ESIS Worli Hospital/ AMO Worli	1
4	SRO Marol	SRO	ESIC	Mumbai	SRO Marol Building	2
5	SRO Marol	Hospital	ESIS	Mumbai	Kandivali Hospital	1
6	ESIC Hospital, Marol	Hospital	ESIC	Mumbai	Model Hospital Andheri	1
7	SRO Thane	SRO	ESIC	Thane	Sro Thane	2
8	SRO Thane	Hospital	ESIS	Thane	Ulhasnager Hospital	1
9	SRO Thane	Hospital	ESIS	Mumbai	Mulund Hospital	1
10	SRO Thane	Hospital	ESIS	Navi Mumbai	Vashi Hospital	1
11	SRO Thane	Hospital	ESIS	Thane	Wagale Hospital	1
12	SRO Nashik	SRO	ESIC	Nashik	SRO Nashik Building	2
13	SRO Nashik	Hospital	ESIS	Nashik	ESIS Hospital Satpur Nashik	2
14	SRO Pune	SRO	ESIC	Pune	SRO Pune	2
15	SRO Pune	Hospital	ESIS	Pune	Bibvewadi Hospital	1
16	SRO Pune	Hospital	ESIS	Pune	Chichawad Hospital	2
17	SRO Pune	Hospital	ESIS	Solapur	Solapur Hospital	2
18	SRO Pune	Hospital	ESIS	Kolhapur	ESIS Kolhapur	2
19	SRO Aurangabad	SRO	ESIC	Aurangabad	SRO Aurangabad	3
20	SRO Aurangabad	Hospital	ESIS	Aurangabad	Aurangabad Hospital	1
21	SRO Nagpur	SRO	ESIC	Nagpur	SRO Nagpur	3
22	SRO Nagpur	Hospital	ESIS	Nagpur	ESIS Hospital SOMWAR PETH NAGPUR	1
					<b>Total</b>	<b>35</b>

**Note:**

**No. of Residential Engineers and Place of deployment is subject to change as per the actual requirement of ESIC**

(ON FIRMS/BIDDERS' LETTER HEAD)

**DECLARATION**

I / We \_\_\_\_\_ (hereinafter referred to as The Bidder) being desirous of bidding for providing onsite '**Comprehensive**' annual maintenance services of computers and other peripherals in Maharashtra Region and having fully understood the nature of the work and having carefully noted all the terms and conditions, specifications etc., as mentioned in the tender notice , **DO HEREBY DECLARE THAT:**

1. The Bidder is fully aware of all the requirements of the ESIC and agrees with all the terms and conditions mentioned in the tender document, the work requirement and undertake to comply with them.
2. The Bidder has physically verified the systems along with each and every part of the equipment at all locations before quoting the rates.
3. The Bidder is capable and financially solvent to execute and complete the contract.
4. The Bidder accepts all risks and responsibilities directly or indirectly connected with the performance of the contract.
5. The Bidder has not been influenced by any statement or promises of the E.S.I. Corporation or any of its employees.
6. The Bidder has not been debarred or black listed from similar type of work by E.S.I. Corporation/Government Offices/PSU/Banks, and other similar organizations.
7. This offer shall remain valid for acceptance for **90 days** from the date of opening of **FINANCIAL BID.**

The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information /fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

**Signature and seal of the bidder**