

Document No. 1653/IT/2008



**TENDER DOCUMENT
FOR THE SUPPLY OF COMPUTER
PROGRAMMER IN IT (INFORMATION
TECNOLOGY) FIELD ON CONTRACT BASIS**

**TAMILNADU TOURISM DEVELOPMENT CORPORATION
LIMITED.,
TAMILNADU TOURISM COMPLEX,
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**TAMILNADU TOURISM DEVELOPMENT CORPORATION LTD.,
TAMILNADU TOURISM COMPLEX,
No.2, WALLAJAH ROAD, CHENNAI-2**

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**TENDER FOR THE SUPPLY OF COMPUTER PROGRAMMER ON
CONTRACT BASIS**

- Bid Reference** : **1653/IT/2008**
Dt: 10/06/2009
- Issue of tender document** : **From the date of release of advt.**
12-06-2009 to 29-06-2009
- Last Date & Time For
Submission Of Technical
& Price Bid** : **30-06-2009 upto 3.00 P.M**
- Date & Time of opening of
Technical Bid** : **30-06-09 at. 4.00 P.M**
- Place of Opening Bids** : **Tamilnadu Tourism Development
Corporation Ltd.,
Tourism Complex,
3rd Floor
Near Kalaivanar Arangam
2, Wallajah Road, Chennai-2.**
- Address for communication** : **Tamilnadu Tourism Development
Corporation Ltd.,
Tourism Complex,
3rd Floor
Near Kalaivanar Arangam
2, Wallajah Road, Chennai-2.**

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ANNEXURE - I

TAMILNADU TOURISM DEVELOPMENT CORPORATION LTD, TOURISM COMPLEX, 2-WALLAJAH ROAD, CHENNAI-2

Nature of work :Providingof Two nos. of Computer Programmer in the Corporate office of Tamilnadu Tourism Development Corporation on outsourcing basisfor the operation and maintenance work application softwares, Hardwares, Networks equipments in connection with Computerised Systems of TTDC/COT Office across Tamilnadu & India.

INSTRUCTIONS AND CONDITIONS TO TENDERER

1. Tamilnadu Tourism Development Corporation has computerized its activities of Corporate office, Transport division, Hotel division and its unit offices like chain of Hotels, Sales counter and Boat Houses situated within Tamilnadu and outside Tamilnadu.
2. To provide technical support on the applications software for Hotel Management system, Tour Management system, centralised reservation system for chain of hotels and Tours and operations of Boat Houses functions along with hardware & network equipments, and also training the users and system maintenance services, Computer Programmer are proposed to be taken on outsource basis.
3. The above works will be entrusted to the successful tenderer/agency which will provide trained manpower. The successful tenderer/agency will be required to provide 2 nos. of Computer Programmer at corporate office, TTDC Ltd., Chennai-2.
4. The contract for deployment of Two Computer Programmer through the successful tenderer shall be initially for one year and may be renewed every year if necessary for further period of 4 years at the discretion of the Management of TTDC.

- 5 The minimum qualifications and experience of the Technical personnel to be supplied are as follows:

Qualification and experience

Computer Programmer

BE. (Computer Science) / B.E. with MBA / MCA with one year experience in reputed company or in any Govt. Dept./Undertaking

Job Responsibilities:

Computer Programmer

RDBMS Database maintenance including coding, Backup, Network etc., Technical support on application softwres, Training the users, System Maintenance, queries & report generation, trouble shooting, any other responsibilities relating to maintenance of computer system entrusted to them.

The Personnel should have completed the minimum of 21 years age as on 01-07-2009 and should not have completed the maximum of 35 years age as on 01-07-2009:

6. **Payment of services rendered:**

The payment on account of the services rendered by the Tenderer/ Agency would be effected on monthly basis against bills raised by them. The agency would in turn effect the monthly payment to the personnel supplied by him. The agency will submit a certificate with acknowledgement alongwith the next bill to the effect that they have made payment to the concerned Computer Programmer.

7. Leave Rules

The tenderer should ensure that the Computer Programmer provided by them should be available on all days except Sundays and national holidays to ensure uninterrupted operation of the computerized process. The tenderer/agency shall be responsible for any kind of leave required for its staff at its own cost and without any extra cost to the management.

If any personnel supplied by agency is found to be absent from duty suitable replacement shall be provided by the agency. The Managing Director will have the right to deduct the amount proportionate to the absence from the bill of the service provider for the entire period of absence.

In the event of the agency not being able to provide service personnel to the satisfaction of the Management during the contract period, the Management shall have the right to make their own arrangements and the expenditure thereof will be recovered from the agency besides forfeiture of the Security Deposit.

8. Reporting Authority

Reporting Authority for the persons deputed for the work by the agency would be the System Analyst. The reporting authority will have the power to surrender the persons deputed by the agency and seek replacement in case of indiscipline, absence, poor performance in the work assigned, malpractice, etc.

9. Tenure of the Computer Programmer:

Normally, the Computer programmer supplied to TTDC will continue to serve for a minimum period of 3 months before seeking discontinuance. This is to ensure continuity of the staff manning the system. The successful bidder must ensure this through a bond. In order to ensure the continuance of the person chosen for the assignment, it is preferable if he/she belongs to the area or nearby district/place where he/she is positioned.

However, this stipulation does not bar the TTDC from surrendering a candidate to the agency for replacement on account of poor quality of service rendered by such personnel or on grounds of indiscipline, absence from work etc.

10. Tenderer to keep one person as reserve candidates:

To meet, the contingencies such as resignation, surrender of candidate by the Management during the contract period, the tenderer shall provide a list of reserve candidates or at least one person to be engaged on contract basis to ensure there is no delay in supply of substitute to fill the vacancy.

11. Candidates to be interviewed:

The selection committee headed by the Managing Director or his nominee will interview the candidates sponsored by the agency. The interview process is designed to ensure that the candidates have the necessary qualifications, competence and merit to carry out the task set out. This interview will be conducted centrally at TTDC, Corporate office, Chennai. No TA/DA will be paid to the candidates called for this purpose. If sufficient candidates are not found suitable the agency will have to send another panel.

12. Periodical review of performance of the contracted professionals

Separate review mechanism would be evolved and specified to monitor the work with the contractor or agency executed through the professionals supplied by them.

13. Two bid tender

The bidders are to submit the Technical bid and Price bid in two sealed covers separately in the prescribed tender documents as follows:

1. Technical Bid – (Annexure –III)
2. Commercial (Price) Bid. (Annexure –IV)

14.First Cover

The sealed cover containing Technical Bids is to be Superscribed “**First Cover –Technical Bid for supply of Computer Programmer on contract basis**”.

The bidders should enclose the Technical bid issued for this purpose, duly filled in along with supporting documents to satisfy the technical requirements.

The bidders should enclose a demand draft for a sum of Rs.5000/- in favour of The Managing Director, TTDC payable at Chennai as EMD. The bids received without EMD amount shall be rejected summarily. The bids of those Tenderers who conform to the Technical parameter prescribed in the Technical bid only shall qualify for opening price bids.

The bidders should also enclose the tender documents containing the instructions/Terms and conditions duly signed by the tenderer in each page as a token of his acceptance of these conditions.

15.Second Cover

The sealed cover containing Price Bids is to be Superscribed “**Second Cover – Price Bid for supply of Computer programmer on contract basis**”

This envelope should contain the commercial offer from the bidder for each category of professionals. This should be in the format prescribed.

Both the sealed covers i.e **First sealed cover containing Technical bids and Second cover containing Price bids shall be placed by the tenderers in a separate sealed cover and submit their tender to the TTDC in the manner prescribed.**

16. MODE OF DESPATCH

Tenders in sealed covers should be addressed to the Managing Director, Tamilnadu Tourism Development Corporation Ltd., Tourism Complex, No.2, Wallajah Road, Chennai-2 and sent by Registered post with Acknowledgement due or drop it in the tender box kept at this office. Tenders received in ordinary covers without seal will not be considered.

17. SUPERSSCRIPTION

This sealed cover containing the two sealed covers i.e Technical bids and Price bids shall be superscribed as **“Tender for supply of Computer Programmer for Tamilnadu Tourism Development Corporation on contract basis”**. The covers received without such superscription will not be accepted and rejected summarily.

18. EARNEST MONEY DEPOSIT

Each tender should accompany by the Earnest Money Deposit of Rs.5000/- by Demand Draft drawn in favour of Managing Director, Tamilnadu Tourism Development Corporation Ltd., Tourism Complex, No.2, Wallajah Road, Chennai-2.

The Earnest Money Deposit of the unsuccessful tenderers will be returned after the acceptance of the successful tender within a reasonable time consistent with the rules and regulations in this behalf. The EMD shall not carry any interest.

The above EMD of the successful tenderer will be adjusted towards security deposit and will be returned only after the successful completion of contract period.

19. DETAILS TO BE FURNISHED AND MODE OF PRESENTATION

- a) The tenders should contain particulars, like the name and address of the tender, total value of the contract, including the monthly remuneration payable to the professionals.
- b) The rates should be valid for Ninety days from the date of the opening of the Price bid.

20. AGREEMENT

- a) The successful tenderer should execute an agreement in the prescribed format for the fulfillment of the contract in stamp paper within fifteen days from the date of acceptance of the Tenderer.
- b) The expenses incidental to the execution of agreement shall be borne by the successful Tenderer.
- c) The conditions stipulated in the agreement form are to be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of the TTDC to recover any consequential loss from the successful Tenderer.

21. SECURITY DEPOSIT

- a) The successful Tenderer will be required to remit the Security Deposit equivalent to 10% of the value of the contract price by DD/ Banker Charge or Bank Guarantee should be valid for the period upto 30 days more beyond the contract period. The work order of the contract would be released after execution of the agreement by the successful tenderer remittance of Security Deposit.
- b) The Security Deposit furnished by the Tenderer in respect of his tender will be returned to him at the end of the contract period subject to the satisfaction of the TTDC. The EMD paid may be adjusted towards the security deposit payable by the tenderer.
- c) If the tenderer after acceptance of his tender backs out, his Security Deposit and EMD shall be forfeited by Tamilnadu Tourism Development Corporation Ltd.,
- e) The Security deposit will not carry any interest.

22. FORFEITURE OF EARNEST MONEY DEPOSIT

If the accepted tenderer fails to act according to the Tender conditions or backs out after his Tender has been accepted, his Earnest Money Deposit will be forfeited.

23. ASSIGNING OF TENDER IN WHOLE OR IN PART

The successful Tenderer shall not assign or make over the contract, the benefit of burden thereof to any other person or persons or body corporate. He shall not underlet or sublet to any persons or body corporate for execution of the contract or any part thereof.

24. PENALTIES FOR NON-PERFORMANCE

- a) Payment will not be made for the days during which Computer Programmer are absent or replacements not provided. In addition penalty will be levied at the rate of 10% of the manpower charges payable for the period of absence.
- b) If the replacement of service is not provided for a continuous period of 10 days in anyone of the installations, the Managing Director, Tamilnadu Tourism Development Corporation Ltd. will have the right to cancel the contract or take any other action as deemed fit including black listing the tenderer for participations in the future tenders of TTDC.

25. ACCEPTANCE AND WITHDRAWALS

- a) The final acceptance of the Tender is entirely vested with the Managing Director, Tamilnadu Tourism Development Corporation Ltd. who reserves the right to accept or reject, any or all the tenders without assigning any reason to whatsoever. After acceptance of the Tender by the Managing Director, the Tenderer shall have no right to withdraw his Tender or claim higher price.
- b) Tenders with incomplete information are liable to be rejected summarily.

SIGNATURE OF TENDERER

Date:

MANAGING DIRECTOR

ANNEXURE II

OTHER TERMS AND CONDITIONS/INSTRUCTIONS

CONTRACT RATES TO BE QUOTED FOR

1. Charges for providing Computer Programmer for the work of computerisation of TTDC activities to be carried out on daily basis, should be quoted on monthly basis. Consolidated Monthly amount for carrying out the works as indicated in Schedule of Works in Annexure IV should be furnished.

MODE OF PAYMENT TO THE TENDERER

2. The bills should be submitted in triplicate every month before 5th of next Month with an advance stamped receipt by the Tenderer to TTDC's Corporate Office for processing for payment. Payment will be made by crossed cheque only.
3. After acceptance of the contract if any/ all the terms and conditions of the contract is/ are violated, the TTDC reserves the right to terminate the contract . In such cases. the Security Deposit amount will be forfeited by the TTDC.
4. The TTDC reserves the right to terminate the contract by giving 30 days notice without assigning any reason whatsoever.
5. **Rates shall be quoted in figures and words.** If any Correction has been made it shall be attested with full signature by the Tenderer. Any ambiguity will lead to rejection of the tender. If there is difference in the rates quoted in figure and words, the rates quoted in words shall be taken in to account.
6. In case of any dispute before and after awarding the tender, it will be referred to an arbitrator appointed with mutual consent and the arbitration proceedings will be covered under Arbitration Act.
7. TTDC reserves the right to terminate the Contracts without notice in the event of any prohibition notified by appropriate Government.

8. Any litigation is restricted to Chennai local Jurisdiction.
9. The Tenderer should abide by terms and conditions prescribed in the tender.
10. The Tenderer should replace its staff when it is found by the Authorised Officer that they are not discharging their duties well.
11. The Tenderer should strictly adhere to the Statutory Regulations viz. PF Act, ESI scheme and any other Regulations covered under Labour Laws.
12. In case of any additional work has risen, the Tenderer should be in a position to deploy additional technical personnel.
13. In addition to providing applications operations and maintenance at Coporate office, the TTDC shall depute Computer programmer to various sales counter situated at Delhi, Mumbai, Kolkatta, Agar, Jaipur, Hyderabed, Goa, Bangalore, Trivandram and TTDC Chain of Hotels across Tamilnadu on need basis. On such occasion the person deputed shall be reimbursed the actual cost of Travel by rail in II Class and accommodation and out of pocket expenses of Rs.150/- per day during his stay.
14. If the contractor fails to replace/ provide additional personnel whenever demanded within the reasonable time limit prescribed, the TTDC will organise / replace personnel on its own and the additional expenditure incurred on this count will be charged to the Tenderer's account until the Tenderer arranges replacement of its own.
15. If the Tenderer fails to replace / provide additional personnel, on more than three, occasions, within a span of three calendar months, TTDC will automatically CANCEL the contract and initiate steps to replace the Tenderer without any reference to the Tenderer.
16. The Tenderer is expected to provide personnel with good character and conduct.

17. In case any personnel of the tenderer suffers injury/damages or meets with an accident during the discharge of duty the entire cost of compensation should be borne by the agency and the TTDC will not indemnify against the claims/ damages/ compensation and TTDC will not be responsible in any manner.
 18. The Tenderer will present the bills for the services rendered before 5th of succeeding month and the bills will be arranged to be paid immediately.
 19. All records as envisaged under contract Labour Act/Rules should be maintained and these records are subject to scrutiny by competent Authorities.
 20. The Tenderer should nominate a Co-ordinator / Nodel Officer with contact addresses, phone Nos., Cell nos. etc. to contact him at short notice even at odd hours in case of necessity.
- [;’/
21. The Computer Programmer should not leave the designated work place without obtaining permission from the Supervisor.
 22. The Tenderer should arrange to enter into an agreement on receipt of the work order from TTDC incorporating the Terms and conditions as communicated in schedule in a stamp paper, to the value of Rs.20/-

I/We, have gone through the terms and conditions and will abide by them as laid down above.

SIGNATURE OF TENDERER

Date:

MANAGING DIRECTOR

ANNEXURE – III

**TAMILNADU TOURISM DEVELOPMENT CORPORATION LTD.,
TAMILNADU TOURISM COMPLEX,
No.2, WALLAJAH ROAD, CHENNAI-2**

Telephone No. 25367850 to 25367854 Fax : 044-25381567

TECHNICAL BID:

- A. Should be a Private/Public Limited Company registered under Companies Act with ISO: 9000 certification (Copy of certificate of incorporation and ISO certificate are to be enclosed)
- B. Should have supplied Computer Programmer to State or Central Government agency/Public sector undertakings or reputed private/public limited companies during the last three financial years i.e 2006-2007, 2007-08 and 2008-09.
(Copy of the works order to be enclosed)
- C. Should have minimum experience of 5 years in this field.
- D. Should have registered their organization with Statutory Bodies like PF, ESI, Service tax etc.(Copy of registration to be enclosed)
- E. Certified PAN Card is to be enclosed.

The Technical bids of bidders who are not meeting the above parameters will be summarily rejected.

Signature of the bidder/Authorised person

ANNEXURE –IV

**TAMILNADU TOURISM DEVELOPMENT CORPORATION LTD.,
TAMILNADU TOURISM COMPLEX,
No.2, WALLAJAH ROAD, CHENNAI-2
Telephone No. 25367850 to 25367854 Fax : 044-25381567**

PRICE BID

(To be returned in original along with tender)

Tender Notice No. 1653/IT/2008

Dated 10-06-2009

To

The Managing Director,
Tourism Complex
2, Wallajah Road
Chennai-600 002.

Sir,

I/We hereby tender for providing Computer Programmer on support of RDBMS application softwares for Hotel Management System , Tour Management system and centralized reservation system for Hotels and Tours and training the users, system maintenance, database maintenance and report generation at the various offices of the Tamilnadu Tourism Development Corporation Ltd., within the time specified and in accordance with the terms and conditions in Tender Schedule. The rate is quoted in the prescribed format given below:

Remuneration quoted for Computer Programmer in IT industry									
No. of persons	Duration	Cost per person/per month	Total cost (1)x(2)x(3)	Service Tax	Total cost including tax	Rate per person/per month for II year	Rate per person/per month for III year	Rate per person/per month for VI year	Rate per person/per month for V year
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Tourism Complex at Corporate office									
Two Computer Programmers	12 Months								

Signature of the Bidder:

Name and Address:

Office seal: