

Government of Telangana  
Aarogyasri Health Care Trust

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**CORRIGENDUM**

**Tender No.3733/AHCT/Admn/2018, Dated: 17.08.2020**

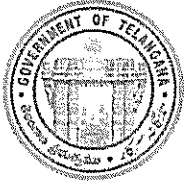
Under "Tender document" for selection of an agency to provide BPO support services to 104 Call Centre (Seva Kendra) of Aarogyasri Health Care Trust the following clarifications / modifications are issued.

Sl.No	Already existing points noted in the Tender Document	Modifications
1.	General Information about the tender first 3 Pages i.e (2,3 and 4) (modified)	Online version (5) pages appended
2.	Sl. No.6 ( <b>CONTENTS of BIDS</b> ) (b) (v) Annexure -T6 and (vi) Annexure -T7	(b) (v) Read as Annexure T5 and (b) (vi) Read as Annexure-T6
3.	Page No.76 (5) (a)	Page No.76 (5) (a) not necessary
4.	Page.No.65, 4.1 Qualification Criteria Para-1 FYs 2014-15, 2015-16, 2016-17	Page.No.65, 4.1 Qualification Criteria Para-1 FYs 2016-17, 2017-18, 2018-19
5.	Pre-bid and Queries raised	Appended-

Note: Hard Copies will be accepted up to 21.08.2020 14:00 Hours

  
Chief Executive Officer

Door No. 8-2-293/82/a/ahct, Road No. 46, Jubilee Hills, Hyderabad – 500033



Aarogyasri Health Care Trust  
Door No.8-2-293/a/ahct,  
Road No.46, Jubilee Hills,  
Hyderabad - 500033.

Phone: 040-23547107  
Telefax: 040-23555657  
website: <https://aarogyasri.telangana.gov.in>

**NOTICE INVITING TENDER (Online Version)**

S.No	Description	
1.	Department Name	Aarogyasri Health Care Trust
2.	Circle/Division	Aarogyasri Health Care Trust
3.	FILE / NIT Number	File No.3733/AHCT/Admn/2018
4.	Tender Subject	Selection of an Agency to provide BPO Support Services to 104 Call Centre (Seva Kendram) of Aarogyasri Health Care Trust
5.	EMD Amount (INR)	Rs.5,00,000/-
6.	EMD payable:	In Favour of Aarogyasri Health Care Trust through eportal
7.	Process fee	Rs. 2,000/-
8.	Process fee payable	In Favour of Aarogyasri Health Care Trust
9.	Bid Document Downloading Start Date	04.08.2020, to 10.08.2020 from 11:00 Hrs onwards
10.	Online Bids Submission closing date	19.08.2020 at 16.00 Hrs
11.	Technical Bid Opening Date and Time (Qualification and Eligibility Stage)	20.08.2020 at 11:00 Hrs, Aarogyasri Health Care Trust office, Jubilee Hills.
12.	Commercial Bid Opening Date and Time (Financial Bid Stage)	21.08.2020 at 15:00 Hrs
13.	Place of Tender Opening	Aarogyasri Health Care Trust, Jubilee Hills, Hyderabad
14.	Tender Inviting / Opening authority	Chief Executive Officer, Aarogyasri Health Care Trust.
15.	Address/E-mail id	tg_c244@aarogyasri.gov.in website: <a href="https://aarogyasri.telangana.gov.in">https://aarogyasri.telangana.gov.in</a>
16.	Contact Details /Telephone.	040-23547107,
17.	Procedure for Bid Submission	<p>1. The bidder shall submit his response through Bid submission to the tender on eProcurement platform at <a href="http://www.eprocurement.telangana.gov.in">www.eprocurement.telangana.gov.in</a> by following the procedure given below.</p> <p>2. The bidder would be required to register on the e-procurement market place <a href="https://tender.telangana.gov.in">https://tender.telangana.gov.in</a> and submit their bids online. Offline bids shall not be entertained by the Tender Inviting Authority for the tenders published in e-procurement platform.</p> <p>3. The bidders shall submit their eligibility and qualification details, Technical bid, Financial bid etc., in the online standard formats displayed in eProcurement web site. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria/technical bids and other certificate/documents in the eProcurement web site. The bidder shall sign on the statements, documents, certificates, and signed documents only to be uploaded by him, owning responsibility for their correctness/authenticity. The bidder shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the tender notice and bid document.</p> <p>The system would only authenticate the Encryption certificate uploaded into the Eprocurement system at the time of User Registration or updated through</p>

User profile. The bidder has to ensure that the uploaded certificate in the eprocurement system is used for the Bid submission and no other certificate though valid will not be recognized by the eprocurement system.

**2. Registration with eProcurement platform:** For registration and online bid submission bidders may contact HELP DESK. <https://tender.telangana.gov.in>

**3. Digital Certificate authentication:** The bidder shall authenticate the bid with his Digital Certificate for submitting the bid electronically on eprocurement platform and the bids not authenticated by digital certificate of the bidder will not be accepted on the eProcurement platform.

For obtaining Digital Signature Certificate, **Bidder** may Contact:

Telangana State Technology Services,  
2nd floor, HACA Bhavan,  
Opp Public Gardens,  
Saifabad, Hyderabad - 500004  
Contact Helpdesk : 9177769764 (OR)

Bidder may Contact Registration Authorities of any Certifying Authorities in India. The list of CAs are available by clicking the link : ["https://tender.telangana.gov.in/digital-signature.html"](https://tender.telangana.gov.in/digital-signature.html)

**3. Submission of Hard copies:**

- i) All the bidders shall invariably upload the scanned copies, Proof of online Payment (Remittance) of **EMD** in eProcurement system and this will be the primary requirement to consider the bid responsive.
- ii) After submission of bid online, the Bidders are required to submit invariably the originals of all the documents part of technical bid stipulated clause No. 1 (e) and 6 (b) & (c) of General [Eligibility Criteria (Documents to be submitted)] of tender Schedule at Aarogyasri Health Care Trust, Hyderabad on or before 02.00 pm on 21.08.2020 either personally or through courier or by post. The receipt of the same within the stipulated time shall be the responsibility of bidder. The department shall not take any responsibility for any delay or non-receipt. If any of the documents furnished by the bidder is found to be false/fabricated/bogus, the bidder is liable for black listing, forfeiture of the EMD, cancellation of work.
- iii) The Aarogyasri Health Care Trust shall carry out the technical evaluation based on the uploaded certificates/documents, Proof of online Payment (Remittance) towards EMD in the eProcurement system and open the price bids of the responsive bidders.
- iv) The successful bidder shall invariably furnish the original Proof of online Payment (Remittance) towards EMD, Certificates/ Documents of the uploaded scan copies to the Tender Inviting Authority before entering into agreement, either personally or through courier or post and the receipt of the same within the stipulated date shall be the responsibility of the successful bidder. The department will not take any responsibility for any delay in receipt/non-receipt of original Proof of online Payment (Remittance) towards EMD, Certificates/ Documents from the successful bidder before the stipulated time. On receipt of documents, the department shall ensure the genuinity of the

Proof of online Payment (Remittance) towards EMD and all other certificates/documents uploaded by the bidder in eProcurement system, in support of the qualification criteria before concluding the agreement.

#### **4. Deactivation of Bidders :**

As per the GO. Ms. No. 174 -I&CAD dated: 1-9-2008, Deactivation of Bidders, if any bidder fails to submit the original hard copies of uploaded certificates/documents, Proof of online Payment (Remittance) towards EMD within stipulated time or if any variation is noticed between the uploaded documents and the hardcopies submitted by the bidder, the successful bidder will be suspended from participating in the tenders on eProcurement platform for a period of 3 years. The eProcurement system would deactivate the user ID of such defaulting bidder based on the trigger/recommendation by the Tender Inviting Authority in the system. Besides this, the department shall invoke all processes of law including criminal prosecution of such defaulting bidder as an act of extreme deterrence to avoid delays in the tender process for execution of the development schemes taken up by the government. Other conditions as per tender document are applicable.

#### **1. Payment of EMD:**

It is mandatory for all participant bidders to electronically pay EMD Online by utilizing the Payment Gateway Service on E-Procurement platform". The Electronic Payment Gateway accepts all Master and Visa Credit Cards issued by any bank and Direct Debit facility/Net Banking/NEFT payment modes through ICICI Bank and/or Axis Bank Payment Gateways to facilitate the transaction. This is in compliance as per G.O.Ms.No. 14 Dated: 18-09-2017. A GST of 18.00% + Bank charges on the transaction amount payable to TSTS shall be applicable. In addition to this, Bidders can also pay the EMD through Download of PDF format of RTGS Challan for respective Payment gateway and pay the EMD through their Parent Bank account. Once the EMD is received by the EProcurement application, Bidders can automatically continue with their Bid Submission online.

#### **IMPORTANT NOTE REGARDING EMD PAYMENT:**

1. Bidders are encouraged to use only Net banking facility for payment of EMDs as far as possible for faster refunds in case of unsuccessful Bids for the Tender.
2. Bidders are advised not to use RTGS Challan downloads at the penultimate hour of Bid submission closing as any delay by their banker would not enable Bid submission on the platform. Please allow a minimum of 60 minutes for enabling Continuation of Bid Submission from the time the Pool Account receives credit of the EMD from the Bidders Bank for both NEFT and RTGS Transfers. For RTGS Transfers, the Pool Account can get immediate credit whereas NEFT transfers would follow RBI Payment Cycle time.

3. Bidders are advised to pay EMD Online at least T-1 or T-2 days before Bid submission closing date (T= Bid submission closing date) to avoid last minute delays and denials of successful Bid submission and to take care of any delays in Banking procedures.

4. Un Successful Bidder EMD Refund process: - The bid is declared unsuccessful, under the following circumstances. Bid submitted by the bidder is not the lowest bid. Upon Finalization of the L1 Bid. Technical Disqualification of the Bid in case of 2 cover system. EMD paid but bid not submitted EMD refund will be initiated by the Tender Inviting Authority directly and through Online only and through the same payment channels as EMD received by the Department. (RTGS / NEFT /Credit Card /Debit Card refund), within 30 days from the date of publishing the Decision / Result. However, Vupadhi /GoTS will not be held responsible for the delays occurring due to banking channels/procedures/processes of the respective vendor.

6. **EMD REFUND:** The EMD of unsuccessful bidders shall be refunded through online duly utilising the "Refund EMD" available on eprocurement platform.

**IMPORTANT NOTE REGARDING EMD REFUNDS:** Bidders are requested to use discretion in their choice of payment channel for remittance of EMD. Time taken for Refunds under Ideal conditions:

1. Net Banking / NEFT / RTGS Challan: One (1) Banking Business Day from time of initiation of refund by Tender Inviting Authority subject to RTGS/NEFT timings of RBI.

2. Credit card/ Debit card: 7-10 working days from time of initiation of refund by the Tender Inviting Authority. However, this may be longer in case of certain bank cards. In case of delays, bidders are requested to contact the Card issuing Bank for faster resolution.

7. **Payment of Transaction Fee:** It is mandatory for all the participant bidders from 1st January 2006 to electronically pay a Non-refundable Transaction fee to M/s. TSTS , the service provider through "Payment Gateway Service on E-Procurement platform". The Electronic Payment Gateway accepts all Master and Visa Credit Cards issued by any bank and Direct Debit facility/Net Banking of ICICI Bank, Axis Bank to facilitate the transaction. This is in compliance as per G.O.Ms. 13 dated 07.05.2006. A GST of 18.00% + Bank charges on the transaction amount payable to TSTS shall be applicable.

8. **Corpus Fund:** As per GO MS No.4 User departments shall collect 0.04% of ECV (estimated contract value) with a cap of Rs. 10,000 (Rupees ten thousand only) for all works with ECV upto Rs.50 Crores, and Rs. 25,000/- (Rupees twenty-five thousand only) for works with ECV above Rs.50 Crores, from successful bidders on eProcurement platform before entering into agreement / issue of purchase orders, towards eprocurement fund in favour of Managing Director, TSTS . There shall not be any charge towards eProcurement fund in case of works, goods and services with ECV less than and upto Rs. 10 lakhs

		<p><b>9. Tender Document:</b> The bidder is requested to download the tender document and read all the terms and conditions mentioned in the tender Document and seek clarification if any from the Tender Inviting Authority. Any offline bid submission clause in the tender document could be neglected. The bidder has to keep track of any changes by viewing the Addendum/Corrigenda issued by the Tender Inviting Authority on time-to-time basis in the E-Procurement platform. The Department calling for tenders shall not be responsible for any claims/problems arising out of this.</p> <p><b>10. Bid Submission Acknowledgement:</b> The bidder shall complete all the processes and steps required for Bid submission. The system will generate an acknowledgement with a unique bid submission number after completing all the prescribed steps and processes by the bidder. Users may also note that the bids for which an acknowledgement is not generated by the e-procurement system are treated as invalid or not saved in the system. Such invalid bids are not made available to the Tender Inviting Authority for processing the bids. The Government of TS are not responsible for incomplete bid submission by users.</p>
18.	Transaction Fee Payable to	The M.D., TSTS, Hyderabad (ON LINE)
19.	General Terms and Conditions	AS PUBLISHED IN THE NOTICE INVITING TENDER.

**PRE-BID QUERIES**

Sl. No.	RFP Part No.	Section No.	Page no.	Content of the RFP requiring clarification	Clarification Sought	Response by Trust
1		3_GENERAL INFORMATION ABOUT TENDER	1	15.00 Hrs on or before 18-08-2020 for online submission. The Receipt of Tender last date for submission of hard copies (Mandatory) at office of the AHCT, Jubilee Hills, Hyd. will be 17.00 Hrs. on or before 18-08-2020.	We request to remove hard copies clause and keep online mode only. Due to COVID-19 courier services are impacted.	As mentioned in tender document, hard copies have to be submitted before 17.00 on or before 18.08.2020, in sealed covers.
2		3_GENERAL INFORMATION ABOUT TENDER	1	15.00 Hrs on or before 18-08-2020 for online submission. The Receipt of Tender last date for submission of hard copies (Mandatory) at office of the AHCT, Jubilee Hills, Hyd. will be 17.00 Hrs. on or before 18-08-2020.	We request date extension as the pre-bid also not happened as on date and queries answers will have changes in bid submission process.	As the queries have been received through e-mail, there is no change in tender submission dates.
3	General	NIT	3	After submission of bid online, the Bidders are requested to submit the originals of DD towards EMD drawn in favour CEO, Aarogyasri Health Care Trust along with bid processing fee.	If we pay the EMD and Tender Fee online, still we need to send the hardcopy? Request to clarify on this clause.	As the EMD has to be paid online - there is no need to submit the DD a hard copy. The procedure prescribed for online submission of EMD is attached for adherence.
4	General	Eligibility criteria-2-e		should have executed three (3) similar work (Call Centre Maintenance) for three years should not be less than Rs.5.00 Crores turnover	The turnover will be considered for Fy 2017-18. 2018-19 & 2019-20	The turnover will be considered for Fy 2016-17. 2017-18, and 2018-19.
5	General	Eligibility criteria-E-b	10	Should have executed three (3) similar work(Call Centre Maintenance) for three years should not be less than Rs. 5.00 Crores turnover.	Turnover of Organisation should be of 5 Cr irrespective of work order value(And minimum of 3 W/O is required).Is this undersanding of this RFP content correct.	The turnover of the entire organization should be Rs.5.00 crores per annum

6		2_e Eligibility criteria:	10	Should have executed three (3) similar work(Call Centre Maintenance) for three years should not be less then Rs. 5.00 Crores turnover.	We suggest the turnover should have for IT/ITES services provided which includes BPO and KPO services as well.	The turnover of the entire organization should be Rs.5.00 crores per annum
7		Eligibility Criteria 1. E - e	10	The Prospective bidder should hold a valid contract labour license for supply of BPO Services to the Principal employer and should have paid necessary fees and deposits into Government Treasury as per provision of the Contract Labour (Regulation and Abolition Act,1970)and Rules,1971.The Agency is required to deposit a valid labour license from the competent Authority under the provisions of the Contract Labour (Regulation and Abolition Act,1970)and Rules,1971.	Contract Licence is procured only after the Award as it is joint application submission by Principal & service provider, Can the contact Labour Licence be taken after the Award is issued and submit within 60 days of Award Letter	The contract labour licence can be taken after award of the work and submitted within 60days from the date of issue of work award letter.
8	General	Procedure for submission of bids	11	The prospective bidder shall submit hard copy of the bid document submitted in the e-procurement platform along with D.D for tender processing fees in a sealed cover	In NIT it is mentioned to submit EMD in hard copy and in this clause it is asking for all documents to be submitted in hardcopy, Kindly confirm whether Technical proposal needs to be submitted both online and offline & Financial proposal to be submitted online only.	clarified at Sl. No.(3) The hard copy of technical and financial proposals need to be submitted both online and offline. Financial bid of hard copy to be submitted in the sealed cover (2).



9		2_A EMD		A. The bidder/firm shall deposit the amount as mentioned below towards Bid Security (Earnest Money Deposit) as online payment, as described, from any Nationalized Banks /Commercial Banks/Scheduled Banks for an amount of Rs.5,00,000/- (Rupees Five Lakhs only) in favour of the "Chief Executive Officer, Aarogyasri Health Care Trust, Hyderabad"	We are MSME and NSIC registered, Hence we should get . Exemption on EMD and bid fee.	MSME and NSIC registered companies are exemption from payment of EMD
10	Procedure of Opening Bids	5	12	The Tender Evaluation Committee shall open all the bids in the presence of the Bidders or their authorized representatives on dates & time indicated above (General Information about Tender).Persons carrying authorization letter from bidders only shall be permitted to attend the meetings. The technical bids of those, who are not qualified in Technical bids shall not be opened and considered for Commercial evaluation.	seems Typo Error it should be The Financial bids of those , who are not qualified in Technical bids shall not be opened and considered for commercial evaluation	The tender evaluation committee shall open all the bids received online with the digital keys. The presence of authorised representatives is optional, However, the representatives carrying the authorization letter from bidders shall only be permitted to attend the meeting. The financial bid of those who are not qualified in technical bids shall not be opened and considered for commercial evaluation.
11	General	6.b.3	13	List of Customers to whom similar services rendered / are being provided. Legible copies of documents of work orders, service agreements etc in support of agencies experience for the last three years in providing such services in Govt. / Public Sector Undertaking/Autonomous bodies/Reputed Private Companies / Organizations. Documentary evidences showing three similar completed works, with Rs. 5.00 Crores during the last three years have to be submitted. (as Annexure-T3).	WorkOrders Specific to Call Center Operations to the tune of 5Cr is necessary Or the Organisational turnover of 5Cr is acceptable.We understand the submission of Workorder for verification,but please elaborate on <b>service agreements</b> etc.(Which more documents you require).	For the bid submission relevant work order legible copies are to be submitted. In case of award of work or any further clarification, the SLAS to be furnished based on request from AHCT.

12	General	Content of Bid	13	Agency /Vendor Profile (as Annexure-T4)	Annexure - T4 is missing, request to share the format of same.	T4 is for the form to submit the profile of vendor. Each vendor can follow there own format
13		12. Period of contact:	14	The Contact shall be initially awarded for a period of two years from the date of award of contract. However, Aarogyasri Health Care Trust at its discretion may extend the contract for a further period of additional two years as per rate, terms and conditions agreed upon. It is extendable by another two years on mutual agreement	We suggest YoY price revision post contract completion for period of 2 years with mutual understanding.	The extensin of contract after initial two years would be on the agreed rates terms and conditions in the inital tender
14	General	Period of contact	15	The Contact shall be initially awarded for a period of two years from the date of award of contract. However, Aarogyasri Health Care Trust at its discretion may extend the contract for a further period of additional two years as per rate, terms and conditions agreed upon. It is extendable by another two years on mutual agreement	Just wanted a confirmation there would be negotiation of rates after first 2years of work completion.Is this understanding of the RFP correct.	The extension of contract after initial two years would be on the agreed rates, terms and conditions in the inital tender.
15		B Description of Services	20	iii. Manage the Trust Call Centre Technical Infrastructure System, communications infrastructure, including standard managing call reporting tools, as directed by Trust.	We understand power backup infrastructure facility will also be provided by Trust	Manage the Trust Call Centre Technical Infrastructure System, communications infrastructure, power backup infrastructure including standard managing call reporting tools, as directed by Trust.

16	Deliverables	3(NOTE)	26	Although Trust will provide the facility, equipment, landlines, and other infrastructure components, the BPO Service Provider will be expected to manage these assets on a daily basis.	We request the TIA to specify how old the equipment, landlines, and other infrastructure components are, also share the details with Manufacturing date, model name, date of installation, these all details will help us to know the performance of the service. If they need to be replaced then we would have to calculate the cost. We request to share the specifications of current Set-up could be shared, it would be very helpful for all parties as these components are provided by TIA already.	As stated, the Trust will provide the facility, equipment, Landlines and other infrastructure components, the BPO service provider will be expected to manage these assets on a daily basis.
17	Deliverables	Clause (iii)	29	The Service Provider shall arrange for sessions on sharing of knowledge as 'value addition' once in a quarter at Trust premises.	We request you to modify the price bid with one more option as "Ancillary Charges" in price bid, since the price bid comprises of only Operations Staffs costing and does not include Knowledge Sharing Session and Training Session.	The cost on arranging training session / work shops, would be reimbursed as per actual expenditure. incurred provided such sessions are done with the approval of AHCT, and on submission of actual bills
18	Deliverables	Clause (vi)	30	The BPO Service Provider shall arrange the workshops/ training sessions for its staff. The BPO Service Provider has to conduct atleast one (1) training programme in a month for its staff.		
19	Following is the indicative list of reports to be prepared by the BPO Service Provider:	Refreshments & Transport: vii	30	Mineral water shall be provided. Coffee/ Tea vending machine shall be provided. All the staff shall be provided with common transport so that the staff reaches on time.	1. Will the administrative cost include all this or separate billing has to be done for this expenses on reimbursement basis. 2. Do we have to provide a transport or pay monthly allowance, should this be part of administrative charges or separate reimbursement will be provided	1. Mineral water and coffee/tea expenses will be reimbursed as per actual based on submission of bills 2. The bus fare amount may be paid to the employees towards transport allowance which is not part of the administrative cost.

20		E. Trust Responsibilities	37	Workstation class PCs for management of the software, the telephone switch software, the digital recording software and interface, and the web access to the data system	PRI lines and telephony solution will be provided by Trust or BPO service provider needs to arrange that?	Provided by AHCT
21		E. Trust Responsibilities	37	Workstation class PCs for management of the software, the telephone switch software, the digital recording software and interface, and the web access to the data system	Is there any Toll free number already there for Trust? If yes which providers?	Yes by AHCT
22		4_Financial Strength	65	Previous Work Experience: Should have executed three Provide (3) similar work(Call Centre Maintenance) for three years should Must meet Copies of not be less then Rs. 5.00 Crores turnover.	We understand 3 work order cumulatively having value of 5.00 crore	Over all company turnover can be shown as the work experience which shall include call centre experience.
23	General - Form 2b	Experience Record 1. e (b)	72	Equivalent amount: Total contract: Rs _____. Subcontract: Rs._____. Partner share: Rs_____	Please confirm Total Contract Value – Is this Revenue / Premium	Revenue value
24	BPO Service Provider's Responsibilities	RESPONSIBILITIES	122	Equipment and materials made available to the BPO Service Provider by the Trust, or purchased by the BPO Service Provider with funds provided by the Trust shall be the property of the Trust and shall be marked accordingly.	We request the department to share with all the equipment and material details with manufacturing and installation details, as it will help us for cast calculation	The equipment cost is borne by AHCT.
25	General	General			Request to confirm is Consotium is allowed?	NO
26	General	SUBJECT OF CONTRACT	131	Project Plan shall be Annexure-2.	Annexure - 2 is missing, request to share the format of same.	To be submitted after award of the contract by successful bider

27	General	Documents Approval	131	Approval/Review of Technical Documents by the Project Manager The list of documents shall be: 1. Project Plan. 2. Two months roaster of staff deployment. 3. Document containing personnel replacements	Request the authority to confirm that do we need to submit these details with in Technical Bid	To be submitted after award of the work by the successful bidder.
28	Bidders particulars	Company profile - 5	76	Details of Bank draft: towards the bid security amount of Rupees (Fity Thousand only) for each respective schedule:		Not necessary to submit DDs
29		SUBJECT OF CONTRACT		Appendix 1, 2, 3	All mentioned appendixs are missing, request to share the format of same.	Not applicable deleted
30		PRICE-SCHEDULE	140	Administrative Cost Percentage ----- -	Can we have format in which the amount has to be added as we have BOQ sheet. Because in other terms it is mentioned GST not be included but in Price-Schedule it is mentioned to share GST%	all the statutory payments will be made by AHCT. The bidder has to quote the administrative cost/comission.
31	Annexure C-2	Price Schedule	140	Administrative Cost Percentage ----- - Only % EPF, % ESI, % Agency Service Charges, % GST, % total	if 12% of PF & 0.75% ESI will work out to Rs 1912/- for HA Salary and net in hand will be Rs. 13088/- but current deduction is only 989 and net in hand is Rs. 14054 /- the difference will be Rs. 966/- will create a grievance with HA plz.. Suggest PF to be deducted on Bais or Gross 15,000/- We need to get it clarified that quote is only to be given for administrative cost. PF , ESI and GST ON TOTAL contract will be reimbrsed additionally. Wording immediately after dotted line is little confusing. In earlier tenders all % were clubbed and quote was given	