TENDER No : IASc 05/Pur / BNN/2018-19
Dated 24-10-2018


Sealed bids are invited for the Annual Maintenance Contract of desktop and laptop computers installed in the office / guest house premises of the Indian Academy of Sciences (IASc). Interested bidders are hereby requested to submit the bids through two bid system (i.e Technical Bid and Financial Bid) adhering to the terms and conditions mentioned.

Indian Academy of Sciences may be referred to the Academy /1st party and bidder may have referred to bidder/ 2nd party throughout rest of this document.

Prospective bidders may submit their bids to

EXECUTIVE SECRETARY
INDIAN ACADEMY OF SCIENCES
P.B No. 8005, C.V. Raman Avenue, Bengaluru -560 080

The bid can be submitted in person or through post/courier (The Academy will not responsible for delayed / late quotations submitted / sent by Post / Courier etc. resulting in disqualification/rejection of any bid) so as to reach the Academy on or before the due date and time. Fax / E-mail tenders will not be considered unless it is asked for. In case any of the dates given under the 'Calendar of Events' becomes a holiday the intended activity will be done on the very next working day.
1. The general scope of work.

a) The selected bidder is expected to provide the maintenance service of both comprehensive (CAMC) and non-comprehensive (AMC) type. Those computers which are still under the warranty of manufacturer comes under non comprehensive AMC type and those computers for which manufacture warranty expired come under comprehensive (CAMC) type.

b) Comprehensive maintenance (CAMC) covers the replacement of defective items of all kind (including the mouse, keyboard, power cables/adapters of desktops, laptops and monitors, excluding laptop batteries). Replacement of defective spares with good quality and standard specification should be done by the 2nd party without any extra charge of any kind. Both hardware and software (both freely available and licensed software installation and management) support is to be provided the 2nd party.

c) Non comprehensive maintenance (AMC) does not include the hardware replacement of defective items by the 2nd party, but the manpower to diagnose and to pinpoint the cause of malfunctioning to be provided, free of cost available software utilities for such diagnosis should be arranged by the engineers deputed by the 2nd party, also software management covered under this.

d) Maintenance includes both scheduled and unscheduled activities. Scheduled maintenance like system status check, update the software components (both OS and application software) etc has to be performed at-least once in every month and preventive maintenance of computers like dust removal, cleaning the accessories etc has to be done at-least quarterly. Required components like cleaning solutions, blower, brushes, cleaning clothes etc has to be brought by 2nd party. Apart from that any kind of unscheduled maintenance activities should be performed whenever required to be done to keep the systems functional and updated.

e) 2nd party should deploy one or two dedicated service engineers to visit the site whenever it required. In-case of replacement of such resources it should be informed to 1st party in advance and also knowledge transfer to the new engineer to be given by the 2nd party. Engineers deployed by the 2nd party should be their full time employee and should be educated, professionally qualified with minimum of 3 years of relevant experience in maintenance of both computer hardware and software.
f) Software of any kind should be installed only with the permission of authorized IT staff of the 1st party. Presence of any suspicious software found at any time should be brought into the notice of 1st party by the 2nd party.

g) In-case item has to be taken out of office premises of 1st party, manpower, transportation arrangement and expenses for the same (in both directions) have to be borne by the 2nd party.

h) In-case a computer is not usable by staff of 1st party for more than 2 working days an alternative computer with same or higher specification / facilities should be arranged by the 2nd party and cost, manpower, transportation of providing this should have borne by the 2nd party alone.

i) In-case a malfunctioning item which is under AMC cannot be repaired by the 2nd party for any reason, it should be replaced with an of same or higher specification along with the required note by the 2nd party, free of cost.

j) In-case of damage of any kind that may happen by the 2nd party to any property (under AMC or not) of 1st party, the cost and arrangement to resolve the same has to be borne by the 2nd party alone.

2. The detailed list of computers and laptops attached. However, the Academy reserves the right to add/remove/modify any item during the contract period, in case of modification of specifications / addition of new computers the service for the same should be provided by the 2nd party at the same terms and conditions. In case there is a significant change in the number of computers to be supported the rate can be amended as mutually agreed.

3. Desired technical and financial eligibility of the bidder as follows:

   (i) The bidder must be registered as a firm/company with the Registrar of Firms or Registrar of Companies. The firm/company should be able to produce the self-attested photocopies of documents related to allocation of Registration Number, Service Tax, etc.

   (ii) Bidder should be in existence for over 3 years in the trade with more than Rs. 50 lakhs turnover per annum during the last 2 years ending 31st March, 2018. Self-attested copy of the audited balance sheet of the same should be submitted along with the technical bid.

   (iii) Bidder should be an organization qualified for ISO 9001:2015 and also should be authorized partner of any one of the companies like HP/Lenovo/Dell/Acer etc.
(iv) Bidder should not be black listed/debarred by any Government entities (State / Central) or Central Public Sector Units (CPSUs)/PSUs or Autonomous bodies during the last 2 years for any reason.

4. Bid submission and evaluation

I. The bids shall be divided into two parts. The first part should be “Technical” bid and 2nd part should be commercial bid. Cost of Bid Document: Rs. 500/- only (Non-refundable) should be enclosed in the form of Demand draft only drawn in favor of “Indian Academy of Sciences”, payable at Bangalore. The first bid shall not contain any financial aspects of the offer. It shall contain only a cross reference to the financial bid and the second bid shall contain detailed financial outlay with cross reference to the technical bid (i.e., First Bid).

II. Technical bid and financial bid should be sealed in a separate envelope and bear the reference number of tender and indicate their contents: as Technical bid or Financial bid. These sealed bids should be enclosed in an outer cover, addressed to Purchase in-charge, Indian Academy of Sciences and should reach at the office of Indian Academy of Sciences on or before 5.00pm 13/11/2018.

III. The bids should be complete in all respects and the details specified in this request should be adhered before submission. Else, tenders are liable to be rejected.

IV. Bidder must quote for both the categories items (ie. Both comprehensive and non-comprehensive ) and bids should be valid for 30 days from the due date of submission. Format of financial bid given in Annexure - C.

V. EMD of Rs. 10,000/- should be enclosed with the technical bid. Payment should be by way of Demand Draft only, drawn in favor of “Indian Academy of Sciences”, payable at Bangalore. No other form of payment will be accepted. The firm registered with DGS&D/NSIC for which the party is submitting quotation will be exempted from submission of EMD, such bidder should submit copy of documents to claim the exception.

VI. Technical bid would be opened first and financial bid would be evaluated only for those found competent during the technical bid evaluation. The bidder would be selected based on the grand total of lowest bid amount quoted.

EMD of unsuccessful bidders would be returned within 30 days from the date of opening the bids, amount as it is.
VII. The 1st party has the right to amend / cancel the notification and the same will be published only in the tender notification page under official website of the Academy.

5. Work order and implementation

(i) The initial period of contract would be for one year from the date of award of contract. Based on the satisfactory performance the AMC period can be further extended, as mutually agreed between the parties.

(ii) No advance payment would be made by the 1st party, payment would be processed quarterly on pro-rate basis on satisfactorily rendering of service.

(iii) Work order assigned should not be subcontracted. In case the 2nd party proposes for amalgamation, acquisition or sale of its business to any firm during the contract period, the buyer/ successor of the principal company are liable to execute the contract and also to fulfill the contractual obligations agreed in this document.

(iv) Disputes, legal matters, court matters if any shall be subject to courts in Bangalore jurisdiction only and the arbitration proceedings shall take place in the English language.

(v) 1st party has the absolute right to terminate the contract at any point of time during the contract because of unsatisfactory performance of any kind by the 2nd party where as the 2nd party has to issue an advance notice of at-least 1 month to terminate the contract in-case they wish to cease providing support.
6. Bidder's checklist

<table>
<thead>
<tr>
<th>Sl No</th>
<th>Item to be submitted</th>
<th>Yes or No</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bidder identification form (Annexure -A)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Declaration by the authorized signatory about having financial turnover of 50 lakh or more during the last 2 financial years.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Copy of the audited financial transaction statements for the above</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Cost of bid Rs. 500/- in specified format as mentioned. (Non-returnable)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>EMD of Rs. 10,000/- in the specified format as mentioned.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Declaration by the authorized signatory of the bidder about understanding the requirements and compliance to the terms and condition of the tender( To be submitted in the company letter head duly signed and sealed with company seal, form given as Annexure -B)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Date of issue of bid document : 2018 November 25

Due date and Time for Receipt of Tender : Up to 2018 November 13, Time 13:00 Hrs.

Date and Time of opening of bid : 2018 November 13, Time 15:00 Hrs.

Cost of Bid Document : Rs. 500/- only (Non-refundable)

ए. महेशचंद्र N. MAHESHCHANDRA
कार्यकारी सचिव Executive Secretary
भारतीय विज्ञान अकादमी Indian Academy of Sciences
सदाशिवनगर Sadashivanagar
बंगalore 560 080 Bangalore 560 060
**Computers under comprehensive AMC**

<table>
<thead>
<tr>
<th>Sl.NO</th>
<th>ITEMS</th>
<th>Number of Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Desktop computers</td>
<td>39</td>
</tr>
<tr>
<td>2</td>
<td>Laptop computers</td>
<td>11</td>
</tr>
</tbody>
</table>

**Computers under non-comprehensive AMC**

<table>
<thead>
<tr>
<th>Sl.NO</th>
<th>ITEM</th>
<th>Number of Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Desktop computers</td>
<td>40</td>
</tr>
<tr>
<td>2</td>
<td>Laptop computers</td>
<td>1</td>
</tr>
</tbody>
</table>

**Format of financial bid**

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Item</th>
<th>Unit base price</th>
<th>GST rate (in percentage)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Desktop computer ( under CAMC )</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Laptop computer ( under CAMC )</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Desktop computer ( under AMC )</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Laptop computer ( under AMC )</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Grand total</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
BIDDER INFORMATION FORM

Company Name: ____________________________
Registration Number: ______________________
Registered Address: ________________________

Name of Partners/Director: __________________
City: ______________________________________
Postal Code: ________________________________
Company's Establishment Year: ______________
Company's Nature of Business: ________________

Company's Legal Status: 1) Limited Company
(tick on appropriate option) 2) Undertaking
3) Joint Venture
4) Partnership
5) Others

Company Category: 1) Micro Unit as per MSME
2) Small Unit as per MSME
3) Medium Unit as per MSME
4) Ancillary Unit
5) SSI
6) Others

CONTACT DETAILS
Contact Name: ____________________________
Email Id: ________________________________
Designation: ____________________________
Phone No: ______________________________

Mobile No: ______________________________

BANK DETAILS
Name of Beneficiary: ______________________
A/c. No. CC/CD/SB/OD: ______________________
Name of Bank: ______________________________
IFSC NO. (Bank): ___________________________
Branch Address and Branch Code: ______________

Other Details
Vendor's PAN No. ________________________
Vendor's CST No/LST No/WCT No/TIN No: ________________________
To,

____________________________________________________

Sub: Acceptance of Terms & Conditions of Tender. Tender Reference No: Name of Tender / Work:

____________________________________________________________________________________

Dear Sir,

1. I/ We have downloaded/obtained the tender document(s) for the above mentioned ‘Tender/Work’ from the web site(s) namely:

____________________________________________________________________________________

As per your advertisement, given in the above mentioned website(s).

2. I/We hereby certify that I/we have read the entire terms and conditions of the tender document completely (including all documents like annexure(s), supplement(s), etc., which form part of the contract agreement and I/we shall abide hereby by the terms/conditions/clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/Organisation to has also been taken into consideration, while submitting this acceptance letter.

4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/corrigendum(s) in its totality/entirety.

5. I/We do hereby declare that our Firm has not been blacklisted/debarred by any Govt. Department/Public sector undertaking.

6. I/We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found 'Violated, then your department/Organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

Date:

Place:

(Signature of Bidder with Name)