TENDER No : 03/IASc/BNN/Pur/IT/2020-21
Dated 11-11-2020

Subject: Annual Maintenance Contract of Desktop and Laptop computers.

Sealed bids are invited for the Annual Maintenance Contract of desktop and laptop computers installed at 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 as the Academy /1st party and bidder may be referred to as bidder/ 2nd party throughout rest of this document.

Prospective bidders may submit their bids to

Tender Inviting Authority

ASSISTANT EXECUTIVE SECRETARY
INDIAN ACADEMY OF SCIENCES
P.B No. 8005, C.V. Raman Avenue, Bengaluru -560 080
Fax: +91-080 –23616094, Tel: +91-080-22661207

The bid can be submitted in person or through post/courier (The Academy will not be 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 performed on the very next working day of the Academy.

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 under the warranty of manufacturer comes under non
comprehensive \( (non-CAMC) \) 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, cooling fans, 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 2\textsuperscript{nd} party without any extra charge of any kind. Installation and support of both hardware and software components are to be provided by the selected 2\textsuperscript{nd} party. Software includes freely available and licensed software \( (OS\ as\ well\ as\ applications) \) procured by the Academy.

c) Non comprehensive maintenance \( (non-CAMC) \) does not include the hardware replacement of defective items by the 2\textsuperscript{nd} 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 2\textsuperscript{nd} party, man hour requirement of complete 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 monthly and preventive maintenance of computers like dust removal, cleansing the accessories etc has to be done quarterly. Required elements like cleaning solutions, blower, brushes, cleaning clothes etc has to be brought by 2\textsuperscript{nd} party. Apart from that any kind of unscheduled maintenance activities should be performed whenever required to keep the systems functional and updated.

e) 2\textsuperscript{nd} party should deploy two engineers to visit the Academy office at least twice in a week to carry out the scheduled activities on software like OS patching, application software updates, system image backups etc. In case of replacement of such resources it should be informed to 1\textsuperscript{st} party in advance and also knowledge transfer to the new engineer to be given by the 2\textsuperscript{nd} party. The deployed engineers should be a full time employee of the 2\textsuperscript{nd} party 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 1\textsuperscript{st} party. Presence of any suspicious software found at any time should be brought into the notice of such authorized IT staff by the 2\textsuperscript{nd} party.
g) In-case the items are to be taken out of premises of 1st party, manpower, to and fro transportation arrangement and expenses for the same 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 borne by the 2nd party alone.

i) In-case a malfunctioning item which is under comprehensive support (CAMC) cannot be repaired by the 2nd party for any reason, it should be replaced with an item of same or higher specification by the 2nd party, free of cost. This can be taken back after expiry of the contract.

j) In-case of damage of any kind that may happen by the 2nd party to any property (movable/ immovable/ irrespective of AMC coverage) 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 Annexure-C. However, the Academy reserves the right to add/remove/modify any item during the contract period, in case of such 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 are multiple such changes rate revision can be made as mutually agreed between both parties.

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, GSTIN No. etc.

(ii) Bidder should be in existence for over 3 years in the trade with more than Rs. 1 crore turnover per annum during the last 2 years ending 31st March, 2020. A declaration by the authorized signatory of the bidder should be submitted in the technical bid.

(iii) 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. The authorized person of the bidder should give a declaration on the same.
4. Bid submission and evaluation

I. The bids shall be divided into two parts. The first part shall be “Technical” bid and 2\textsuperscript{nd} part shall be commercial bid. Cost of Bid Document : Rs. 1,000/- 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). Bidders registered with National Small Industries Corporation (NSIC) or similar entities should submit the copy of such documents to claim exemption. Academy will have the full right to validate/accept/reject the same.

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 Administrative Assistant (Purchase), Indian Academy of Sciences and should reach at the office of Indian Academy of Sciences on or before 12.00 Noon 26/11/2020.

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

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

V. **Cost of bid Rs 1,000/- and EMD of Rs. 25,000/-** should be enclosed with the technical bid separately. 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. Vendors registered under the National Small Industries Corporation (NSIC) or similar entities should submit the copy of such documents to claim exemption. Academy will have the full right to validate/accept/reject the same.

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 all unsuccessful bidders would be returned within 30 days from the date of opening the bids, amount as it is. Academy reserves the right to forfeit the EMD amount if the successful bidder withdraw the bids without accepting the work order.
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 will 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) Upon accepting the work order the bidder has to give a security deposit of 10% of total order value (without taxes) in the form of demand draft in favor of the 1st party. EMD amount will be returned at this stage. The said security deposit will be returned after successful completion of the service.

(iii) No advance payment will be made by the 1st party, invoices (pro-rate basis) will be accepted and processed post quarterly on satisfactory service provided by the 2nd party.

(iv) 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.

(v) 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..

(vi) 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 2 months 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 turn over of 1 crore or more during the last 2 financial year.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Cost of bid Rs. 1,000/- in specified format as mentioned. (Non returnable)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>EMD of Rs. 25,000/- in the specified format as mentioned.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</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>
**C A L A N D E R O F E V E N T S**

Date of issue of bid document: **2020 November 11**

Due date and Time for Receipt of Tender: **Up to 2020 November 26, Time 12.00 Noon**

Date and Time of opening of bid: **2020 November 26, Time 15:00 Hrs.**

Cost of Bid Document: **Rs. 1,000/- only (Non-refundable)**

Earnest Money Deposit (EMD): **Rs. 25,000/-**
BIDDER INFORMATION FORM

1. Company Name: ____________________________
2. Registration Number: _______________________
3. Registered Address: ________________________
4. Name of Partners /Director: __________________
5. City: _____________________________________
6. Postal Code: ________________________________
7. Company's Establishment Year: _______________
8. Company's Nature of Business: _______________
9. Company's Legal Status: _____________________
   (tick on appropriate option)
   a. Limited Company
   b. Undertaking
   c. Joint Venture
   d. Partnership
   e. Others
10. Company Category
    (tick on appropriate option)
    a. Micro Unit as per MSME
    b. Small Unit as per MSME
    c. Medium Unit as per MSME
    d. Ancillary Unit
    e. SSI
    f. Others
11. CONTRACT DETAILS
    a. Contact Name: ____________________________
    b. Email Id: _________________________________
    c. Designation: ______________________________
    d. Phone No: ________________________________
    e. Mobile No
12. BANK DETAILS
    • Name of Beneficiary
    • Ne. No. CC/CD/SB/OD: ______________________
    • Name of Bank
    • IFSC NO. (Bank)
    • Branch Address and Branch Code: ______________
13. Other Details
    • Vendor's PAN No. __________________________
    • Vendor's GSTIN No: ________________________
TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

To,

Sub: Acceptance of Terms & Conditions of Tender. Tender Reference No:

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 documents all pages (including all documents like annexure(s), schedule(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/ Organization too 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 the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found 'Violated, then your department/Organization 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,

(Signature of Bidder with Name)
**ANNEXURE-C**

**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>43</td>
</tr>
<tr>
<td>2</td>
<td>Laptop computers</td>
<td>14</td>
</tr>
</tbody>
</table>

**Computers under non-comprehensive AMC**

<table>
<thead>
<tr>
<th>Sl No</th>
<th>Item</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Desktop computers</td>
<td>22</td>
</tr>
<tr>
<td>2</td>
<td>Laptop computers</td>
<td>9</td>
</tr>
</tbody>
</table>

**Format of financial bid**

<table>
<thead>
<tr>
<th>Sl No</th>
<th>Item</th>
<th>Unit base price</th>
<th>Tax rate (in percentage)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Desktop computer ( under CAMC )</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Laptop computer ( under CAMC )</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Desktop computer ( under AMC )</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></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>

Configuration details are given as **Annexure-D** available in the website of the Academy.