

भारतीय विज्ञान अकादमी

डाक पेटी सं. 8005, सी.वी. रामन अवेन्यू, बेंगलूर - 580 080,

INDIAN ACADEMY OF SCIENCES

P.B No. 8005, C.V. Raman Avenue, Bengaluru -560 080,

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TENDER No : IASc 06/Pur / BNN/2022-23

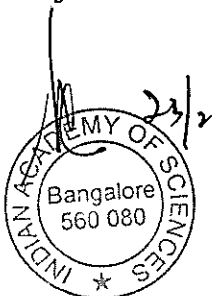
Dated 23-02-2023

Subject: Annual Maintenance Contract of computers

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

Bid submission and evaluation

- I. Evaluation will be done in 2 phases, technical bid evaluation followed by financial bid evaluation. 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 03/03/2023. Academy will not be liable to delays to reach the bids, opened covers etc.
- II. The bids should be complete in all respects and the details specified in this document should be adhered before submission. Else, tenders are liable to be rejected. Bidder should quote for all the items mentioned in the document, split bidding not accepted. Financial bid should be valid for 60 days from due date of submission.
- III. No EMD required whereas the selected bidder needs to give performance bank guarantee of amount 10% of the total amount quoted without taxes.
- IV. Academy 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.



Additional Terms and conditions of the contract (ATC)

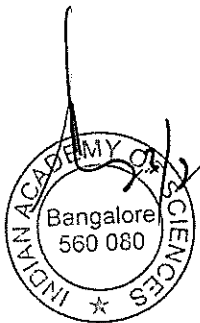
- a) The selected bidder is expected to provide comprehensive maintenance service for a period of one year. Comprehensive maintenance covers the replacement of defective items of any kind (including the mouse, keyboard, screws, cooling fans, power cables/adapters of desktops, laptops and monitors, excluding laptop batteries). Replacement of defective spares with good quality and standard specification should be done by the selected bidder without any extra charge of any kind. Installation and support of both hardware and software components are to be provided by the selected bidder. Bidder should bring media for installation/repair of OS. Software includes freely available and licensed software (*OS as well as applications*) procured by the Academy.
- b) 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 selected bidder. Apart from that any kind of unscheduled maintenance activities should be performed whenever required to keep the systems functional and updated.
- c) Selected bidder should designate a resource as single point of contact (SPOC) to communicate about the planned, unplanned activities and further follow up. Communication from the Academy will be by telephone call / email only.
- d) Selected bidder 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 the Academy in advance and also knowledge transfer to the new engineer to be given by the bidder . The deployed engineers should be a full time employee of the bidder and should be educated, professionally qualified with minimum of 3 years of relevant experience in maintenance of both computer hardware and software.
- e) Software of any kind should be installed only with the permission of authorized IT staff of the Academy . Presence of any suspicious software found at any time should be brought into the notice of such authorized IT staff by the bidder.
- f) In-case the items to be taken out of premises of the Academy, manpower, to and fro transportation arrangement and expenses for the same to be borne by the bidder alone.
- g) In-case it take more than 2 working days to resolve malfunctioning of an item, the bidder needs to arrange a standby computer of same or higher capacity until the issue resolved. Cost, manpower, transportation of providing this should borne by the bidder alone.



- h)** In-case of damage of any kind that may happen by the bidder party to any property (*movable/ immovable/ irrespective of AMC coverage*) of the Academy , the cost and arrangement to resolve the same has to be borne by the 2nd party alone.
- i)** Academy reserves the right to procure new software/hardware item from separate vendor, upgrade or decommission the existing hardware/software during at any time of the contract period. Scope of arranging skilled manpower to complete the task is with the bidder, without additional charges.
- j)** Bidder should quote for all the items irrespective of brand and specifications, partial bidding will not be considered. Assets include various OEM brands, both Windows and Linux operating systems for various versions/flavors. Assets are located at the Academy office and it's Fellow's residency at Jalahalli. Visit at both the places is required.

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. Bidder should have a fully functional office at Bangalore to ensure the breakdown calls are attended and resolved timely. 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 not be black listed/debarred by any Government entities (State / Central) or Central Public Sector Units (CPSUs)/PSUs or Autonomous bodies during the last 3 years for any reason. The authorized person of the bidder should give a declaration on the same.
- (iii) Bidder should have experience in giving similar technical support over the past 3 years, should have sufficient skilled man power resources to carry out the tasks without delay that may arise from break down of systems.

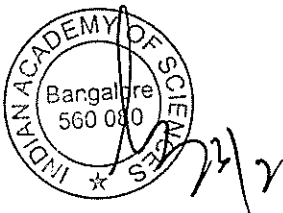


Bidder's check list

SL No	Item	Description
1	Bidder identification form (Annexure –A)	With complete postal address of registered office, telephone number and official email id, and designation of authorized dignitary.
2	Experience in the domain during the last 3 years.	Self-declared document in official letter head listing any 3 major clients as per annexure E.
3	Ethics and practices	Self-declared document in official letter head as per the annexure B.
4	Declaration about financial turn over. (Minimum turnover of 20 Lakhs in each FYs required)	Self-declaration as per the annexure C for the last 3 financial years.
5	Tender acceptance letter (Annexure – D)	Filled Annexure-D bearing signature and seal of authorized dignitary

Work order and implementation

- (i) The initial period of contract will be for one year from the date of acceptance 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*) to the Academy. The said security deposit will be returned after successful completion of the service, amount as it is. In case of a breach of contract the Academy reserves the right to forfeit the amount partially or fully.
- (iii) No advance payment will be made by the Academy, invoices (*pro-rate basis*) will be accepted and processed post quarterly on satisfactory service provided by the bidder.
- (iv) Work order assigned should not be subcontracted. In case the bidder 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) The Academy 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 bidder whereas the bidder has to issue an advance notice of at-least 2 months to terminate the contract in-case they wish to cease providing support.

Response time, uptime and penalty

- (i) In case of break down calls the engineer needs to attend the issue within 4 hours from the reported time to the SPOC/ engineer.
- (ii) In case the bidder unable to repair the issue within the stipulated time, the Academy has the right to seek alternate resources to fix the issue, the cost of this activity shall be forfeited from the bidder.
- (iii) Bidder needs to maintain minimum 95% uptime in each quarter. The uptime will be calculated as follows.

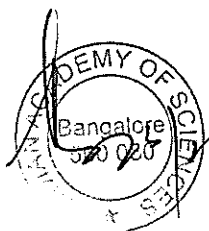
X : the total number of days in a quarter, Y: number of days system not functional and no standby arrangement made

$$\text{Uptime} = \frac{(X - Y)}{X} \times 100$$

Number of items as follows

Sl.NO	ITEMS	Number of Units
1	Desktop computers with monitors	49
2	Laptop computers	21
3	All in one Desktop computers	13

Specifications given in the tender page .



Items to be quoted in the financial bid as follows.

Sl. No	Item	Unit charge for 1 year	Tax rate in %	Quantity	Total
1	Desktop computer with monitor			49	
2	Laptop computer			21	
3	All In One computer			13	
4	Total estimated				In INR

C A L A N D E R O F E V E N T S

Date of issue of bid document : 2023 February 23

Due date and Time for Receipt of Tender : Up to 2023 March 03, Time: 05pm.

Date of opening of bid : 2023 March 06



ANNEXURE -A

BIDDER INFORMATION FORM (Bidder to type and fill with appropriate spacing)

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. CONT ACT DETAILS

- a. Contact Name: _____
- b. Email Id : _____
- c. Designation: _____
- d. Phone No: _____
- e. Mobile No

12. BANK DETAILS

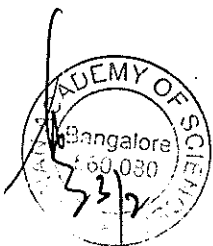
- Name of Beneficiary
- Ne. No. CC/CD/SB/OD: _____
- Name of Bank
- IFSC NO. (Bank)
- Branch Address and Branch Code: _____

13. Other Details

- Vendor's PAN No. _____

Vendor's CST No/LST No/WCT No/TIN No: _____

Authorized Signatory (Sign and Stamp)



ANNEXURE -B

Declaration by the bidder about maintaining ethics and good practices .

To,
The Executive Secretary
Indian Academy of Sciences
Sadashiva nagar
Bangalore - 560080

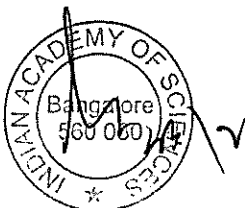
Dear Sir,

In reference to the tender document : "***Mention Tender document number here***"
We hereby confirm and declare that we, M/s -----, is not
blacklisted/ De-registered/ debarred by any Government department/
Public Sector Undertaking/ Private Sector/ or any other agency for which we
have Executed/ Undertaken the works/ Services during the last 5 years

I/we hereby declare that the information related to this disclosure is complete and best to
my/our knowledge and none of above information is false or misrepresented .

Authorized Signatory (Sign and Stamp)

Full postal contact address of the signatory along with official email id and Office contact
number



ANNEXURE -C

(To be given on Company Letter Head)

To,
The Executive Secretary
Indian Academy of Sciences
Sadashiva nagar
Bangalore - 560080

Subject: Declaration on financial turn over

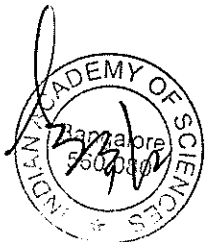
In reference to the tender document : "**Mention Tender document number here**", kindly note that "**Bidder's Name**" has the below mentioned turnover for the following 3 financial years:

Financial year	Turn over
2021-2022	
2020-2021	
2019-2020	

We started making taxable supplies on "**Mention Month, and Year**".

I/we hereby declare that the information related to this disclosure is complete and best to my/our knowledge and none of above information is false or misrepresented.

Authorized Signatory (Sign and Stamp)



TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

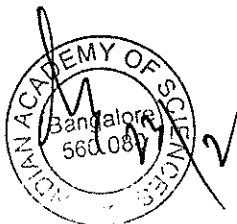
To,
The Executive Secretary
Indian Academy of Sciences
Sadashiva nagar
Bangalore – 560080

Sub: Acceptance of Terms & Conditions of Tender. Tender Reference No: "**Mention tender document number here**"

Dear Sir,

1. I/ We have obtained the tender document(s) for the above mentioned : "**Mention tender document number here**"
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.

Authorized Signatory (Sign and Stamp)



(To be given on Company Letter Head)

To,
The Executive Secretary
Indian Academy of Sciences
Sadashiva nagar
Bangalore - 560080

Subject: Self declaration by the bidder about relevant experience.

In reference to the tender document : "**Mention Tender document number here**", we "**Bidder's Name**" declare and confirm that we exist in the IT services domain more than last 3 years. Following are 3 of our major clients

1. **Client Name 1**
2. **Client Name 2**
3. **Client Name 3**

I/we hereby declare that the information related to this disclosure is complete and best to my/our knowledge and none of above information is false or misrepresented.

Authorized Signatory (Sign and Stamp)

