

TENDER No.: IIFE/S&P/2022-23/56

DATE: 01.07.2022

NOTICE INVITING TENDERS

(Open Tenders)

**(FOR PROVIDING FACILITY MANAGEMENT SERVICES (FMS) FOR IT INFRASTRUCTURE
AT IIFE VISAKHAPATNAM)**



Indian Institute of Petroleum & Energy,
Temporary Campus, 2nd Floor, AU Engineering College,
Andhra University, Visakhapatnam,
Andhra Pradesh – 530 003.
Phone No: 0891-2585152, 2856015, 2856012
Email: procurement@iife.ac.in, Website: www.iife.ac.in

Tender Notice



IIPE, Visakhapatnam

TENDER No.: IIPE/S&P/2022-23/56

DATE:01.07.2022

Open Tenders are hereby invited from reputed Registered Firms / Agencies / Contractors / Suppliers for providing the following services at IIPE, Visakhapatnam, and Andhra Pradesh.

Tender for providing "Facility Management Services (FMS) for IT Infrastructure at IIPE Visakhapatnam"

Tender Schedules can be downloaded from IIPE website from **01.07.2022** onwards. Bidders need to submit hard copy with relevant documents self-attested along with organization stamp.

The last date for submission of tenders is 21.07.2022 up to 15:00 Hours.

For further details regarding Tender notification & specifications, please visit www.iipe.ac.in.

**Sd/-
Registrar
IIPE Visakhapatnam**

Date: 01.07.2022

Time Schedule of various tender related events

**(for providing of Facility Management Services (FMS) for IT Infrastructure at IIFE
Visakhapatnam)**

Important Dates	
Availability of Tender Document on the website	01 st July ,2022
Last Date for Tender Submission	21.07.2022 at 03.00pm
Pre-Bid meeting	07.07.2022 at 11.00am at IIFE Visakhapatnam
The date of and time for opening of Technical Bid	21.07.2022 at 03.30pm
The date and the time of opening of the Financial bids will be intimated in due course to the tenderers who are declared technically qualified.	

BID

Tender No: IIPE/S&P/2022-23/56

DATE: 01.07.2022

Subject: Tender for providing Facility Management Services (FMS) for IT Infrastructure at IIPE (V).

Sir/Madam,

Bids are invited on the Box/Open Tender platform from the reputed Registered Firms/ Agencies/Bidders/Suppliers from the experienced premises. The details of bidding conditions and other terms can be downloaded from the IIPE Visakhapatnam Website.

The attested copies of all the documents of Technical bid, signed undertaking of Bidder should be submitted **offline mode only** to **The Registrar, IIPE Visakhapatnam**.

Further, the Successful Bidder shall furnish a part of a bid as Performance Guarantee specified in the Statement related to bids, to be paid in the form of Bank Guarantee as mentioned in the Tender Schedule.

IIPE Visakhapatnam, will not accept the tenders from blacklisted companies or undependable suppliers, whose past performance with IIPE was found poor due to delayed and/or erratic supplies and those with frequent product failures, and also against whom there have been adverse reports of sub-standard quality/poor services, as defined in the other parts of the bidding documents.

For any clarification and further details of the above tender, please contact.

Office Phone Number: 0891-2585152, 2856015, 2856012

STATEMENT RELATED TO BIDS

Bid Validity Period	90 days from the date of opening of bid
Contract Agreement	Two years from the date of giving Work Order
Period of furnishing Performance Bank Guarantee	Within 15 days from date of receipt of LOA
Performance Bank Guarantee Value	3% on the work order value (in the form of BG)
Performance Bank Guarantee Validity period	26 months from the date of commencement of services
Period for signing the Order of Acceptance	Within 07 days from date of receipt of LOA
Payment Terms (after Commencement of work)	Monthly payment after receiving the previous month allotted work schedule details and attendance particulars certified by the concerned authority

TENDER SCHEDULE

PREMEABLE:

The Indian Institute of Petroleum and Energy (IIPE) is an Institute of National Importance at par with IITs and IIMs and enacted by Parliament vide The Indian Institute of Petroleum & Energy Act, 2017 (No: 3 of 2018). It has started its operations in Visakhapatnam, the state of Andhra Pradesh at AU College of Engineering as its temporary campus. IIPE is an autonomous institute under the Ministry of Petroleum & Natural Gas, Govt. of India and backed by Public Sector Oil and Gas giant viz. HPCL, IOCL, ONGC, GAIL, OIL whose CEOs are on the Board of IIPE.

IIPE, Visakhapatnam invites tenders from reputed agencies / companies (no brokers, intermediaries or aggregators) for providing Facility Management Services (FMS) for IT Infrastructure at IIPE (V), based on the eligibility criteria and general terms and conditions mentioned in this document.

NAME OF CONTRACT: Contract for providing "Facility Management Services" (FMS) for IT Infrastructure at IIPE, Visakhapatnam.

PERIOD OF CONTRACT:

The contract shall be initially for a period of **Two years**, subject to satisfactory performance of services and compliance of all terms and conditions of the agreement. The contract is extendable by one more year based on satisfactory performance and as per the norms of Government of India. The Competent Authority may allot the contract in full or a part of such contract to the next firm(s) out of the panel available with it at any time in the event of non-compliance or breach of any terms and conditions of this contract by the awarded Bidder or otherwise, if it is deemed fit to do so in the interest of the Institution, in order to ensure effective supply/supervision of these services by more than one Bidder even after the award of contract.

If the Successful Bidder has an existing contract with IIPE Visakhapatnam, for Facility Management Services (FMS) for IT Infrastructure at IIPE (V), it shall stand automatically terminated and the new contract will commence.

SCOPE OF WORK:

Providing of Facility Management Services (FMS) for IT Infrastructure at IIPE (V), as per the scope of work placed at "Annexure-I" to this tender.

NOTES TO VENDORS:

As per the "Annexure-II" to this tender.

GENERAL TERMS & CONDITIONS:

As per the "Annexure-III" to this tender.

SPECIFIC TERMS & CONDITIONS OF THE CONTRACT:

As per the "Annexure-IV" to this tender.

DETAILS OF ITEMS FOR FMS WITH QUANTITIES, AS OF DATE

As per the "Annexure –V" to this tender.

LETTER OF CONSENT AND BID SUBMISSION

As per the Annexure-VI to this tender.

CERTIFICATE FOR NO-RELATION WITH IPE EMPLOYEES

As per the Annexure –VII to this tender.

SELF DELCARATION IN LIEU OF EMD

As per the Annexure –VIII to this tender.

DELCRATION OF NON-BLACKLISTING

As per the Annexure –IX to this tender.

ADMINISTRATIVE REQUIREMENTS:

As per the "Annexure-X" to this tender.

Eligibility Criteria and Documents Submission:

1. The firm should be registered with the appropriate registration authority and should be in existence for not less than **two years** before 31/03/2022. Copy of Certificate of Incorporation should be attached.
2. **The Firm should have its registered office in Visakhapatnam, Andhra Pradesh for operational conveniences. Proof of the same is to be submitted.**
3. The offers shall be entertained only from the original supplier or their sole authorized representative. In case the latter intends to submit their offer, a copy of their agreement with the principal company appointing them as sole authorized, should be enclosed.
4. This tender document must be duly signed by Authorized signatory with Bidder's company seal and initial as an acceptance on each page of the tender document and all other required documents.
5. A declaration undertaking on the letter head of the Bidder/Agency that all the terms and conditions as given in the tender document are acceptable and the Agency has not been blacklisted by any of the organization at any point of time and no criminal case is pending against the said firm/agency (as per Annexure V) should be given.
6. The Bidder should have the following registrations : (enclose self-attested copies of all certificates:
 - a) GST
 - b) Provident Fund Registration
 - c) ESI Registration
 - d) Valid license issued by Regional Labour Commissioner
 - e) Any other registration / license which are mandatory for such agencies stipulated by concerned authorities from time to time
7. The Average annual financial turnover during the last 02 years ending 31st March 2022 should be 50 Lakhs – 1 Crore.
8. The Bidder should have successfully completed **similar works in any of the last 3 years ending 31-03-2022** in any Central / State autonomous bodies and in any private organization with either of the following.

- a. Three similar works, each costing not less than the amount equal to 40% of estimated cost put to tenders.
 - b. Two similar works, each costing not less than the amount equal to 50% of estimated cost put to tenders.
 - c. One similar work of aggregate cost not less than the amount equal to 80% of estimated cost put to tenders.
9. The following documents must be submitted along with tenders in support of the above.
- a. Should submit previous work order(s), Experience certificates, work completion certificate(s), Audited Balance Sheets of preceding three years with Income and Expenditure statement and Profit and Loss Account & Audit report or certificate issued by a Chartered Accountant.
 - b. Should submit income tax returns of latest 2 years i.e., (FY 2020-21, 21-22).
 - c. List of clients (along with their location) served in the **last 2 years** including the Govt. educational institutions, should be submitted.

Performance Guarantee:

1. The Successful Bidder shall furnish a Performance Guarantee of an amount equivalent to 3% on work order value, in the form of bank guarantee from any nationalized bank. Also, the Bank Guarantee shall be renewed by the Agency from time to time, if contract is extended.
2. In case the Bidders / Successful Bidder(s) are found in breach of any condition(s) at any stage of the tender, Performance Guarantee shall be forfeited.

METHOD OF SUBMISSION OF BIDS:

- The Bid documents can be downloaded from institute website <http://www.iipe.ac.in> from Tender.
- The bids should be filled in two bid formats with all the required documents as enclosures in separate sealed covers i.e.: (a) Part-I Technical bid, (b) Part-II Financial bid
 - Two separate sealed covers should be specifically super-scribed as **(a) "Technical bid for providing Facility Management Services (FMS) for IT Infrastructure at IPE"** and **(b) "Financial bid for providing Facility Management Services (FMS) for IT Infrastructure at IPE"**.
 - Both the sealed envelopes (a) and (b) are to be kept in another Master envelope, which should also be sealed and submitted.
- The Master envelope should be super-scribed with **"Tender for providing Facility Management Services (FMS) for IT Infrastructure at IPE"** and shall be addressed to The Tender Box, C/o Registrar, Indian Institute of Petroleum and Energy, 2nd Floor, AU Engineering College, Andhra University, Visakhapatnam – 530 003.
- **Last date for submission of bid documents is 21.07.2022 up to 03:00 p.m.**
- Bids received after the due date and time shall be summarily rejected.
- Incomplete bids or bids not submitted in prescribed format are liable for rejection.
- Institute will not be responsible for postal delay.

EVALUATION PROCEDURE:

- At the first stage, the Technical Bids shall be opened in the presence of Bidders, who may like to be present on 21.07.2022 at 15:30 Hrs in Administrative section, IIFE Visakhapatnam.
- A Committee duly constituted by the Competent Authority would evaluate the Technical bids submitted by the Bidders.
- Prior to detailed evaluation, the Institute will determine the substantial responsiveness of each bid to the tender document. A substantially responsive bid is one which conforms to all the terms and conditions of the bidding/tender document and is without any material defects and deviations. Deviations from, or objections or reservations to critical provisions such as those concerning qualification/eligibility criteria, availability of facilities and amenities as needed, availability of government/statutory approvals and clearances, ready and explicit willingness to accept and honor the terms and conditions of contract etc. will be deemed to be material deviations.
- If a bid is not substantially responsive, it will be rejected by the Institute and may not subsequently be made responsive by the Bidder by correction of the non-conformity.
- Only those Bidders whose technical bids have been found to be substantially responsive would be evaluated.
- The Financial bids of those Bidders only shall be opened who qualified in the Technical Evaluation. The Institute will award the contract to the Successful Bidder, whose financial bid is the lowest price bid among all the quoted bids. The decision of the Registrar, IIFE Visakhapatnam, is final in this regard.
- The Bidder should quote the Service charges in the financial bid in figures as well as in words.
- The validity of the bids shall be for a minimum period of 90 days.
- Tenders with revised/modified rates/offer after opening of the tenders shall be summarily rejected.
- The tender is not transferable under any circumstances.
- Telegraphic, conditional or incomplete tenders shall not be accepted. Canvassing of any kind, direct or indirect, shall lead to disqualification of the Bidder.
- Institute reserves the right to reject any or all the tenders at any stage or accept them in part or reject the lowest tender without assigning any reason thereof and the decision of the Institute in this respect shall be final.
- The Institute reserves the right to cancel the tender process at any stage without assigning any reason.

TIE BREAKING PROCEDURE:

1. The Total Amount quoted in Rupees in the financial bid for all the categories, shall be the first criteria for deciding the lowest Bidder.
2. In case of a tie in the least quoted price, the following tie-breaking procedure shall be applicable. The contract will be awarded to Bidder, who gets highest points by considering the below aspects.

SL. No	Description	Points	Total (50 Points)
1)	The total No. of Employees for which EPF paid in the last 2 Financial Years i.e. 2020-2022	2 points per each 100 employees	Max. 20 points
2)	No. of years of work experience only in Educational Institutions (Government). (From 26AS must be submitted for the period of Experience claimed)	1 point per each running year	Max. 15 points
3)	Average turnover during the last two Financial Years.	1 Point for each crore	Max. 15 points

Note: The Bidders must submit the hardcopies of documentary proofs for the above 3 items.

I / we accept all the terms and conditions of the tender notice.

Date:

Place:

Name and Signature of Bidder with Seal

COMMENCEMENT OF WORK:

The Successful Bidder should start the work with effect from the date of commencement of Agreement by mutual consent. In case, it is found that the work has not been taken up from the date of commencement of Agreement, the IIFE Visakhapatnam, at its sole discretion may cancel the work order and the Performance guarantee shall be forfeited without any further reference to the Bidder. Further, the work order will be awarded to next least quoted bidder with the same terms and conditions.

DISCLAIMER:

Even though adequate care has been taken in the preparation of this Tender Schedule the Bidder should satisfy himself that the Schedule is complete in all respects.

IIFE Visakhapatnam not their employees make any representation or warranty as to the accuracy, reliability or completeness of the information in this Tender Schedule and it is not possible for the IIFE Visakhapatnam to consider the investment objective, financial situation and particular needs of each party who reads or uses the Tenders Schedule. Certain prospective Bidders may have a better knowledge of the scope of work than others. Each prospective Bidder should conduct his own investigations and analysis and check the accuracy, reliability and completeness of the information in the Tender Schedule and obtain independence advice from appropriate sources.

The Registrar, IIFE Visakhapatnam reserves the right to change any or all of the provisions of this Tender documents. Such changes would be intimated to all parties procuring this request for Proposal.

The Registrar, IIFE Visakhapatnam reserves the right to reject any or all the Bids submitted in response to this request for Proposal at any stage without assigning any reasons whatsoever.

Signature of the Bidder with stamp

PART-A (TECHNICAL BID)

All the commercial conditions shall also be indicated in this part. Deviations, if any, to our specifications shall be brought out very clearly. Bidders shall mention point-wise confirmation with regard to technical specifications given in our Enquiry.

S No.	Particulars	Details
1	Bidder's name	
2	Registered Office and address	
3	Working Place of the office	
4	Year of Establishment	
5	Type of Firm (Ownership, Partnership, Pvt Ltd or Ltd Co.	
6	Details of ownership (Name and Address of the Board of Director, Partners etc)	
7	Name of the authorized signatory who is authorized to sign all the relevant documents (power of attorney, if any to be submitted)	
8	Contact Details	
	Name of the contact person	
	Designation	
	Telephone Number (Office)	
	Mobile Number	
	Email Id	
9	Address for communication	

10	Registration Numbers:	
	Firm Registration No.	
	GST No.	
	EPF No.	
	ESI No.	
	Labour License No.	
	Any other registration which is mandatory for such agencies stipulated by Concerned authorities:	
11	PAN Number	
12	Total Annual Turnover for last two years	2020-21: Rs 2021-22: Rs
13	Whether Agency has been blacklisted by any Govt or Semi-Govt. organization or any other organization? If yes, provide details	YES/NO
14	Do you accept all terms and conditions of tender document and signed the tender Document?	YES/NO
15	Do you agree to provide services as per the Institute's requirement?	YES/NO
16	No. of years of service in the field of facility management at IT.	
17	Have you submitted the details of Govt Depts, Govt Undertakings, PUSs, Public Sector Banks to whom the similar services accomplished for the last 3 years (Attach separate sheet, if necessary)	YES/NO
18	Have you submitted the previous work order(s), work completion certificate(s), audited accounts statement / bank statement?	YES/NO

Enclose all certificates in support of above statements.

Date:

Place:

Authorized Signatory

Name:

Designation:

Company:

Contact No.

Company Seal

CHECKLIST

The Bidder may use the checklist below, to ensure that the tender submitted is complete in all respects.

Cover **(a) "Technical Bid"** should contain the following documents:

S. No	Particulars	Yes	No
1	Signed the original tender schedule downloaded from the IIPE Visakhapatnam website.		
4	Experience certificates		
5	Previous work orders		
6	Work satisfactory certificates		
7	Financial turnover certificates issued from competent authority		
8	List of present clients with address & phone numbers		
9	All documentary proofs in support of Tie breaking procedure		
10	latest Income Tax Saral form>Returns		
11	Copy of registration with labor Department		
12	Copy of PAN card		
13	Copy of GST registration		
14	Copy of EPF registration		
15	Copy of ESI registration		
16	Letter of Consent (As per Annexure –VI)		
17	Certificate for 'No-relation' with IIPE Employees (As per annexure-VII)		
18	Self-Declaration in Lieu of EMD (As per annexure –viii)		
19	Declaration of Non-blacklisting (As per annexure –ix)		

Note: All the pages of the original bid document may be serially numbered and signed by the Bidder.

Signature of the Bidder with stamp

PART-B (FINANCIAL BID)

(for providing Facility Management Services (FMS) for IT Infrastructure at IIPE Visakhapatnam)

Category	Wages per month	ESI @ % of basic wages of column 2	EPF @ % on basic wages of column 2	Total column 2 to 4	Service charge in % of basic wages	Total (5+6)	GST Applicable as per norms	TOTAL AMOUNT (7+8) In Rupees
1	2	3	4	5	6	7	8	9
Team Leader-1 Nos								
IT Service Executive (NW, HW) -2 Nos								
IT Service Executive (SW, ERP/Application Developer) -1 Nos								
AMC Charges								
Total Amount in words (Rupees Only)								

SERVICE CHARGE in % _____ % (In words _____) of total monthly gross wages of an employee.

(NOTE: MANPOWER AS PER ANNEXURE – IV AND AMC CHARGES AS PER ANNEXURE – V. TDS & TDS ON GST AS PER APPLICABILITY SHALL BE DEDUCTED MONTHLY FROM THE GROSS BILLED AMOUNT TO BE PAID TO THE CONTRCATOR)

**Date:
seal**

Signature of authorized person and

Name & Seal:

IMPORTANT NOTE:

- a. As per the Ministry of Finance OM No. 29/2014- PPD, dated 28-01-14, bids quoted NIL service charges shall be treated as non-responsive.
- b. The minimum service charges to be quoted per person shall not be greater than 5% of the base minimum wage. The bid shall be summarily rejected, if it is quoted greater than 5% of the base minimum wage.
- c. The service charge shall remain same during the contract period even if the basic wages are revised by the Govt. of India.
- d. If there is a discrepancy between the Service charges quoted in words and in figures, the value in words shall prevail.

Date:

Signature of the Bidder with seal

Place:

Name:

Address:

DECLARATION

(To be provided on letter head of the Bidder
and submit along with Technical bid)

I / We _____ do hereby certify that our firm is not blacklisted and no enquiries / cases are pending against us by Govt. of India / Govt. of Andhra Pradesh or by any State Board Universities, since inception of the firm / company.

All the terms and conditions given in the tender draft "**for providing of Facility Management Services (FMS) for IT Infrastructure at IIPE Campus**" issued by IIPE Visakhapatnam, are acceptable to us.

We also certify that the information mentioned in the submitted documents is true and complete in any every respect and explicitly agree that in case at a later date it is found out by the Institute (IIPE Visakhapatnam) that any details provided herein by us are incomplete/incorrect, any contract given to us may be summarily terminated forthwith, our firm may be blacklisted, and that the Institute may also initiate any other legal/penal proceedings, as deemed fit by it.

Date:

Place:

Authorized Signatory

Name:

Designation:

Company:

Contact No.

Company

Seal:

CA CERTIFICATE FORMAT

This is to certify that M/s _____, having their Registered Office at _____, who is registered with EPF, ESI, Service Tax and have the Annual turnover (in rupees) for the past 02 years as mentioned below.

Turnover	2020-21	2021-22
Total Turnover Of the firm		
Total Turnover for services		

It is further stated that, the above firm has paid all the statutory dues to the respective Agencies as on this date.

Seal and Signature of the Auditor

(ADDRESS SLIP)

Please paste this on your envelope)

Tender No. & Date: _____

Name of the item(s): _____

(as mentioned in the tender)

Due Date: _____

To,

TENDER BOX
C/o. The Registrar
Indian Institute of Petroleum and Energy
2nd Floor, AU College of Engineering
Andhra University
Visakhapatnam – 530 003

From: _____

Scope of Work

The FMS contract (hereinafter referred to as 'FMS' or 'contract' at places) shall involve set-up, implementation, operation, maintenance & execution of Facility Management Services viz., infrastructure & Networking Services of IPE for IT Hardware, Network equipment, components & services.

The contract shall cover comprehensive maintenance (DTS) of specified items, support services and miscellaneous jobs as per scope of work detailed further. Quantities mentioned in **Annexure-V** below and in the Tender document are current quantities. The quantities mentioned in BOM of the tender are for two years.

The FM Services contract, to be provided in the campus of IPE, primarily consists of the following major services as listed below and detailed subsequently below:

FM Services

1. Support Services
2. Network Management Services
3. Vendor Management Services
4. Assets Management Services
5. Mobile Device Services
6. IS Security Services
7. Preventive Maintenance Services

1. Support Services:

Entire IT equipment & services in IPE as per **Annexure-V** have to be directly maintained by the vendor in optimal working condition excluding IT assets under warranty, which shall be managed under Vendor Management Services. It also includes inbuilt devices like CD drives, DAT drives and external devices like Printers, Scanners, CD drives, Tape drives, Multimedia kits, Serial Cards of Routers etc. No additional payments will be made for any new parts supplied to keep the equipment in optimal working condition.

- a. The contract shall include all components of PC, Laptops, printers, servers, network devices, peripherals including hard disks, keyboard, mouse, printer heads, fuser assemblies, plastic parts of the printers etc. but excludes consumables like Toner cartridges, Ink cartridges, CDs and DAT tapes.
- b. The vendor shall maintain sufficient inventory of all critical items in required proportion of total IT equipment under their direct maintenance contract. IPE shall provide sufficient secured space for storing the inventory at vendor's risk & cost. The inventory levels shall be intimated by the vendor at the beginning of the contract, which has to be strictly monitored and maintained. The same may be reviewed and updated as & when needed.
- c. In case of replacement of non-serviceable components, the faulty component should be replaced only with a new component of equivalent or better configuration, wherever technically feasible. On replacement of the item i.e., Monitors, Printers,

Scanners and full PCs, the vendor should inform about the replacement to Nodal Officer on the letterhead of his company and provide the complete report of both the new part getting replaced and the defective part. With respect to the replacement of non-serviceable Network Components, modalities are mentioned in the upcoming sections of this document.

- d. In case of Network Equipment under FMS, need replacement of any Network hardware component, additional 48 hrs. will be available after attending the call, to arrange for suitable replacement or a standby. Any alteration/extension of LAN activity, Nodal Officer will provide the estimate time limit within which executives has to carry out the activity.
- e. Whenever parts needs to be replaced (w.r.t FMS), comprehensive maintenance including spares, preventive maintenance, diagnosing, troubleshooting, repairing/ replacing of the components, resolving of the problem and re-installation / configuration of desktops, laptops, servers, printers, Network Devices, loading & configuration of OS, IOS, attending to virus attacks, Anti-virus software, office automation software, Email & web-browsing software, Hindi software, other packages as decided by IIFE, print services, resource sharing and network services at desktop level.
- f. IIFE is using several standard packages for various applications like Operating Systems, Anti-virus, Office-automation, Email, ERP, Browsing etc. The Installation of these packages & their updates as provided from time to time on all the PCs/laptops/Servers/Network devices fall under this contract.
- g. In case of hard-disk replacement or disk/system crash, the Resident Call Attending Executive shall take backup of the machine reload & configure provided standard packages i.e. Operating System, Office Automation Packages such as MS Office, Messaging/e-mail Software, Anti-virus package etc. apart from restoring the backup after making the machine up.
- h. In case of breakage of LAN due to any damage to UTP Cable, the same has to be rectified. The vendor should make arrangements for required skilled personnel along with other arrangements for carrying out the necessary job. This arrangement should be available at the site within 24 hours of time after being informed by the concerned Job Executive. The monthly uptime should be at minimum of 99% level. For noncompliance, please refer penalty clause under Serial Number 6 of Annexure IV.
- i. The vendor needs to have the drivers of all equipment for quick resolution of complaints. On-site preventive maintenance for all IT assets viz., PCs, Laptops, Servers, Printers, Peripherals, and Network Devices etc. should be carried out at least four times in one year (quarterly) and the schedule should be finalized in co-ordination with nodal officer. The vendor in consultation with the Nodal Officer should plan and schedule the Preventive Maintenance activity for the coverage of items. A Job completion report to that effect should be submitted to the Nodal Officer, and the respective data should be hand over to IIFE Nodal officers for the same.

- j. Vendor shall keep and maintain one Vacuum Cleaner for Preventive Maintenance of the IT Hardware. Vendor shall also provide following comprehensive and separate tool kits to every Executive consisting of a Multi meter, Screwdriver Set, Cleaning Brush, Small Blower, soldering tool and every piece of tool required for smooth functioning of the FMS. No separate payment will be made against the above. Therefore, vendors should pay attention to the above aspect, before quoting for FM Services.
- k. In case of machine swap between users, the Resident Executives shall provide support for Data transfer and arranges for necessary Hardware movement form duly filled and signed by users for further use.
- l. Support for Video Conferencing, Webcasting and Presentations, setting up of messaging software and Wi-Fi on mobile, visiting the mobile vendor site for installation / setup of mobile software on the mobile & any other IT services has to be provided.

2. Network Management Services (NMS):

- a. The Network Management Services will cover installation & configuration of Network equipment and maintenance of network. The vendor on need basis should provide skilled manpower as & when required to complete any specific tasks within the specified time limit.
- b. The Executives have to carry out Network jobs as & when any requirement arises, under instructions from IIPE. The jobs have to be carried out purely on requirement basis and requisite material will be provided by IIPE.

The general scope of NMS Jobs Includes:

- a) Configuration and maintenance of network devices (Routers, Access Points, Switches, Firewall etc.)
- b) Assistance in the case of network expansion plans
- c) Remote network management services
- d) Network security management
- e) Event/incident management
- f) Problem resolution
- g) Configuration management & loading of IOS
- h) Maintenance and support of LAN connectivity
- i) Internet and Video Conferencing
- j) Identify LAN/Internet faults & resolve the same through respective vendors
- k) Monitoring of all segmented links for uptime & latency
- l) Performance monitoring & analysis of LAN /NKN traffic using open source tools or server management tools.
- m) To maintain and update the documentation of LAN architecture from time to time.
- n) To provide fault management services in resolving network problems, preventive maintenance of all communication Equipment as per schedules, periodic network auditing, VLAN management etc.

The general scope of work also includes but not limited to the following activities

- a) Creation and/or updation of LAN documentation & its Asset Management from time to time.
- b) Network diagram for the LAN and update of the same on need basis.
- c) Maintenance of Internet Connectivity (I.e. Data Dial-up Connection/leased line/Broad Band/ ISDN etc.) in coordination with service provider and/or IIPe nodal officer.
- d) Providing 1st level troubleshooting and diagnosis and escalating the calls to concerned parties, the concerned vendor / service provider and the back-end FM team as also to the technical team of the department (wherever available), in case of hardware or configuration related problems.
- e) Helping users to use the systems properly by conducting occasional hands-on training.
- f) Maintain the entire network including all network devices and cables and switches etc. All the tools *required* for the maintenance / repair jobs in the scope of work are to be brought by the vendor without any cost to IIPe.
- g) All cables / Connections are to *be* tagged properly. Updated drawings to be provided once in 3 months.
- h) Supply of tags required for cable management to be provided by the vendor at no extra cost.
- i) Removal of old replaced faulty cables and its related accessories.
- j) Inform the Nodal Officer about the progress / status of the work.
- k) Vendor shall be responsible for taking all the safety precautions during execution of tasks by ensuring safety measures at all times. At end of each working day and at all times, when the work is temporarily suspended, he shall secure all material, equipment and facilities from damage and loss.
- l) The maintenance contract includes labor, service, component level maintenance, preventive maintenance, supply of the parts/ components to replace the defective parts for the entire contract period. Only UTP/OFC cables, active/passive components will be provided by IIPe.
- m) Vendor shall maintain detailed configuration of all network components in order to enable easy and speedy problem isolation, troubleshooting & resolving connectivity problem and to efficiently manage the network traffic, bandwidth utilization, performance monitoring, performance enhancement, fine tuning etc.
- n) 99.9% uptime of NKN connection by continuously follow up with NIC and other related officials.

The above list is just an overall guideline on the activity/ equipment, any other activity/ equipment which are not mentioned but required for the maintenance and end-to-end NET connectivity, should be made available by the vendor. Vendor is responsible to maintain 99% uptime for the LAN.

Management of Local Area Network:

LAN management has different segments. Scope of the work will be as per the following sub sections

- i. LAN — UTP Management
- ii. LAN — FMS/Vendor Management of Network items
- iii. LAN Wireless LAN
- iv. NKN - National Knowledge Network

i) LAN UTP Management (I/O Point Level)

The detailed requirements of LAN UTP, I/O Point Level Management are as follows

- a) LAN Monitoring: -Regular Network monitoring, traffic/protocol analysis, Network Performance analysis, suggesting network improvements etc.
- b) Trouble shooting: -Attending all complaints relating to LAN failure and Network connectivity troubleshooting of UTP cables and Network components such as switches, Fiber to UTP converters, Transceivers, connectors, I/O points, Patch panels, Access points etc.
- c) Maintenance: -Maintenance jobs involve replacing of UTP cables, re-crimping, repairing / replacing of faulty Network devices like switches, transceivers, ferruling, Dressing of Communication racks and maintaining updated Network documentation and keeping updated Inventory of Network equipment (Active/ Passive). The work also includes removal and re-laying of the damaged/ faulty LAN/ terminal cables.
- d) Expansion/Addition: - Laying of UTP CAT 6/6A or higher through PVC duct, along with related passive components, terminating, crimping, testing & commissioning for providing connectivity to additional nodes or expanding Network to new buildings/section etc. The re-laid cable should be tested for its connectivity, speed and satisfactory working.
- e) Service levels:- In case of breakage of LAN due to any damage to UTP Cable, the same has to be rectified. The vendor should make arrangements for required skilled personnel along with other arrangements for carrying out the necessary job. The monthly uptime should be at minimum of 99% level. For non-compliance, please refer penalty clause under Serial Number 6 of Annexure IV.
- f) Exclusions: - Supply of LAN Active/Passive components, conduits/casing-capping.
- g) Standards: All LAN jobs have to be carried out as per standard industrial cabling practices. Cable Dressing, Ferruling, Keeping Network Equipment clean will be part of Maintenance job.

ii. LAN — Maintenance of Network items

The detailed requirements of LAN & Network items are as follows:

- a) The contractor shall maintain sufficient inventory of all critical as well routine spares in some proportion of total IT equipment. IIFE shall provide sufficient secured space for storing the inventory at vendor's own risk & cost. The inventory levels shall be intimated by the contractor at the beginning of the contract and has to be strictly maintained. The same may be reviewed and revised as & when needed by IIFE.

- b) In case of replacement of non-serviceable components, such components should be replaced only with a new component of equivalent or better configuration, wherever technically feasible.
- c) Preventive maintenance for all IT Network assets viz., Switches, Routers, Modems, Racks etc should be carried out four times in a year and the schedule should *be* finalized in co-ordination with nodal officer. Vendor should submit a detailed report to IIFE after completion of the above Job. The vendor also should ensure that the work is completed within stipulated time as decided by IIFE.
- d) Vendor has to make replacement of parts for active and passive components of the Network for comprehensive Maintenance. For this purpose, vendor has to maintain sufficient inventory of spare parts at IIFE site.
- e) FM/ Comprehensive Maintenance includes software support, device driver support, computer configuration and network configuration etc., for each of the systems and their components.
- f) **Technical support:** Vendor has to ensure and extend technical support whenever required and in cases such as:
 - 1. Changes or improvements in system features and software configuration changes, IOS up gradation if any which may be carried out on the existing systems/units in the normal course of maintenance.
 - 2. Vendor shall carry out all necessary changes in routing configuration, access control lists, IP addressing, and enable QoS required for full and secure availability of data transmission over the network, as required.
 - 3. In case of any failure of network, the vendor shall carry out troubleshooting/debugging of the network system(s) / equipment(s) and resolve the problems.
 - 4. The vendor shall document all the changes made in the configuration of equipment and submit the same to the concerned Officer of IIFE
 - 5. In the process of providing technical support, if required, vendor may have to carry out joint resolution of problems with other vendors.

The list of activities above is however, indicative & not exhaustive.

- g. Preventive maintenance (PM) Scope: Vendor has to carryout preventive maintenance on quarterly basis. The activity shall be carried out by properly trained persons only. Any damage / loss resulting while carrying out Preventive Maintenance should be borne by the vendor. Activities including but not limited to the following should be carried out during the PM: -
 - 1. Checking of all Network equipment.
 - 2. Checking of Routers/Switches/Modems for proper configuration
 - 3. Checking of the power supply, Earthing, and connectivity to equipment and proper dressing of cables connected to network equipment.
 - 4. Monitoring network-racks' condition, temperature and other environmental conditions like dust, dampness etc.
 - 5. Housekeeping / cleaning of the equipment/accessories (without opening the chassis)
 - 6. Any other job related to servicing/maintenance as decided by IIFE.
 - 7. Service levels: In case of breakage of LAN due to any damage to active component, the same has to be rectified. The vendor should make arrangements for the required skilled personnel along with other arrangements for carrying out

the necessary job. This arrangement should be available at the site within 24 hours of time after being informed by the concerned Job Executive. The monthly uptime should be at minimum of 99% level. For non-compliance, please refer penalty clause under Serial no 6 of Annexure IV.

The vendor also holds the responsibility of submitting the Preventive Maintenance Job completion report to the Nodal Officer on Quarterly basis while submitting the bill for preventive maintenance

III. LAN - Wireless LAN

Scope of Job (WI-FI)

- Hardware troubleshooting
- Check connectivity to the access point
- Configuration issues
- Test the signal strength
- Try changing channels
- Verify the SSID
- Verify the respective encryptions/keys
- Tricky configuration issues
- DHCP configuration issues
- Multiple access point problems
- Watch out for client lists
- WLC health checking
- Regular monitoring of NCS and Reports

3. Vendor Management Services:

Under VM i.e. Vendor Management, the successful bidder/vendor has to do follow-up as below

- With OEM for the items under warranty (like HP Pro-One AIO laptops)
- With Service providers for 99% availability NKN & APSFL links.
- With Vendor for the items under 3rd party AMC (**like e-Classroom setup by M/s Godrej & Boyce**) and make the item/system up.

Some Assets mentioned in annexure V are currently in warranty (like HP Pro-One AIOs' and others). Until the warranty period is over these assets will come under VMS. All non-warranty assets to be taken care in FMS by the successful vendor.

For any complaint for items under vendor management, calls to be escalated to 3rd party vendor on the same day of the complaint receipt. The items under VM may be shifted to FM (DTS) subsequent to the expiry of warrant period / 3rd party contract. Any new items procured during the period of the contract shall also be taken under VM.

- a) Updated contacts: Team Leader must maintain an updated on-line telephone numbers of all vendors and do call allocation & referral to appropriate agency. The team leader should handle problem escalations, every FM Services within scope of the contract and act as complete Interface to IIPE for FMS.
- b) Updated vendor data: The database shall Include updated contact details of these vendors, escalation matrix, AMC period of equipment under AMC, response & resolution time commitments etc. The Engineer must do first-level diagnostic & resolution (if possible) of the problem, promptly log and constantly track, coordinate and escalate problems with respective vendor for equipment/components/services under vendor's contract/warranty until resolution of the problem. The Help desk must do follow-up with the vendors for pending calls; The Engineer must also issue letter, e-mail, and fax and build a case report of vendors those are frequently faltering in providing regular services. The Engineer must monitor the performance of vendors

and generate a report related with their performance. They should also inform / alert Nodal Officer regarding expiry of AMC well in advance. E.g. (at least 3 months in advance).

- b) Troubleshooting of all first level calls related to IT equipment, whether HW or SW related, like OS, Virus, Drivers, Hardware, Printing issues, Network Devices, Connectivity, etc., irrespective of equipment under FMS with the vendor or those which are under AMC/Warranty with some other Vendor, It also includes loading & configuration of all standard packages provided by IIPE e.g. Operating systems, Anti-virus packages, Office automation packages, E-mail & Browsing software, Hindi software, ERP & Citrix clients and other packages decided by IIPE. The installation of these packages & their updates as provided by IIPE from time to time on all concerned Desktops/Laptops is also covered by this contract, In case of machine swap between users; the resident Executives shall provide support for data transfer.

4. Assets Management Services (AMS):

Record keeping of all IT Assets comes under "Asset Management Services".

- a. The AM services include maintenance of asset (hardware/software) database by recording information like IT assets used by, used for, configuration, serial number, asset code, warranty and FMS etc. details and the updated asset details information must be readily available with Team leader/help desk Executive whenever required. Monitoring and management of upgradation and relocation of assets (Including software) should also be looked after by Help desk.
- b. The Vendor in the beginning of the contract must assign the responsibility of the Asset management to one of the members of their FM team and they should duly inform the same to the IIPE nodal officer. The Help desk must maintain the software database including licenses and track changes and version upgrades, and do the tracking of software license and date validity.
- c. The AM services include checking & supervising new hardware deliveries & installation, maintain hardware change documents and update data accordingly. It also includes to keep track of those assets which are being interchanged from one user to another user due to transfer or any other reason, collection of form duly filled in by the users and the dept. head, updating the same in asset master, labeling of equipment (both existing and new) with the Machine No's, Warranty Expiry Dates, Tag no's etc. as desired and confirming the same to Nodal officer whenever such activities are initiated.
- d. The AM service also includes (generating and provision of reports) related with assets as and when required.
- e. The Helpdesk shall be provided with the latest database of IT assets. The Helpdesk may convert / upload the data in applicable format conducive with the software package in use. The Helpdesk shall update //changes in configuration, physical location, user of any asset to this database and keep it latest. The same database shall be subsequently integrated with call logging Helpdesk software for accessing detailed information on any asset.
- f. Physical inventory of all IT assets needs to be periodical carried out and reconciled with existing database and submit a report to IIPE at the end of each quarter.

5. Mobile Device Services:

First-level technical support to users for mobile devices like Blackberry, Android, IOS for Synchronization with MS Exchange server, ID creation on mobility server, intranet/internet and mail settings on mobile, iPad other devices, trouble shooting, assistance on checking the devices etc.

6. IS Security Services:

- Security & Virus Management - implement anti-virus policy & *get* the systems disinfected
- Deployment, installation & implementation of anti-virus software/patch (when available)
- Have a track on virus threat, user awareness of virus eradication by giving do's & don'ts list
- Automatic periodic updating of anti-virus patches in all systems and recording of the same
- Administration, Spam Protection, Management and administration of security audit, Root cause analysis on incidents of security lapses/failures, Hacking & ethical hacking, intrusion - detection, prevention and control etc.
- Providing feedback to IIFE on detection of new virus.

7. Preventive Maintenance Services:

Preventive Maintenance is divided into Physical related & Software related activities, which is to be carried out by properly trained persons only. Any damage / loss resulting while carrying out preventive maintenance should be borne by the vendor.

The Physical related PM Includes

External

- Cleaning of Exterior Case of the equipment & its accessories (PCs, Servers, Monitor, Keyboard, Mouse, Printer, Scanner, Network Devices etc.)
- Cleaning of Server / Network Racks.
- Tying and Tagging of dangling / loose cables related to the servers / racks.

Internal

- Cleaning of Internal Components (CPU, Monitor, Mouse, Printers etc.) for Temperature & Vibrations, Dry Solders etc.
- Checking the Power, Data Cables, internal Expansion Cards, Fans, Heat Sinks, CMOS Battery etc. and their connectivity.
- Checking of alignment of Printer Ribbons, Ink/toner Cartridges and other components.

The Software related PM also includes:

- Removal of all Temporary files including cookies
- Clearing of Caches / Buffers
- Running of Scan Disk
- Defragmentation of Hard Disks
- Registry cleaning
- Provide list of Software installed in the PC/Server to the Nodal Officer

All Preventive Maintenance activities should be carried out in compliance with the Industry Standards and as stipulated by IIFE.

FMS Personnel:

The functions associated with the FMS are designated as 1). Team Leader 2). IT Service Executive (NW, Hardware) 3). IT Service Executive (SW, ERP/Application Developer)

All those mentioned above will be reporting to the Nodal Officer (IPE's Officer).

Vendor has to strictly fulfill all statutory requirements viz. Labour laws, PF, ESI etc. which is detailed later in this document (Vendor to follow administration requirements for issuing ID card/Pass). Non-compliance of any such requirement shall not be any excuse for delivering timely service. The vendor's Administrative Representative shall visit IPE office at least once in a quarter to have performance review for the FM Services rendered and take necessary measures towards improvements for effective services. If the performance is not satisfactory of any executive, vendor has to change him/her with a suitable replacement after interview & document verification.

Manpower Positioning:

The vendor shall have to position following manpower (Minimum 4 no's) at IPE premises:

i.	Team leader	-	1 No
ii.	IT Service Executive (NW, HW)	-	1 No
iii.	IT Service Executive(SW, ERP/Application Developer)	-	2 No

The Team leader is supposed to review requirement of resident Executives for any additional requirement as & when need arises. All the Executives should be available from 9:00 AM to 6:00 PM (1 Hour Lunch Time in between) on all working days from Monday to Saturday. However, in case of emergency, the Team Leader and/or Executive/s is/are required to work beyond normal working hours during weekdays and on Sundays / Holidays.

The personnel positioned at IPE by the vendor are expected to be punctual and regular in attendance to manage and monitor services effectively. All the engineers must have mobile phone with uninterrupted connection for emergency contact. The vendor must provide a substitute manpower in case of these personnel going on leave or remaining absent even for a day.

Failing to provide a suitable substitute, vendor would face a penalty as mentioned in Non-performance Clause of this tender document.

- a). In case of unsatisfactory performance by the resident service personnel, IPE may demand for proper replacement.
- b). The vendor has to ensure suitable contingency arrangement for leave/resignation/ reassignment of FM personnel and intimate the same to IPE well in advance.

Manpower deputed at the site may be reduced/increased depending on requirement. Keeping in view the future expansion, additional manpower (max 4) can be considered in similar lines of this tender/PO, based on the requirements after getting necessary approvals. Accordingly, revised PO will be issued during the period.

Nodal Officer

Nodal Officer is a representative of IPE's IS / CSE Dept. or IPE administration and will act as one-point contact.

Team Leader

The Vendor shall have one Team Leader for entire FM/NW services to look after IPE account dedicatedly. He/She will act as vendor's single point of interface with IPE for all issues related to this contract. The Team Leader must have 1-year working experience on Server/ Database/ Virtualization and basic programming knowledge. He/She should have familiarity/understanding of IT equipment, Operating Systems & popular software's and should be professional in customer service attitude with good communication skills.

Responsibilities of Team leader are as follows:

- Should be able to execute the Job & responsibility of IT service executives.
- Supervision of FMS staff.
- Producing Staffing Rosters (Musters).
- Providing advice and guidance to users and service executive.
- Producing management reports.
- Representing/attending meetings as the vendor representative.
- Maintaining the processes used within the service desk.
- Monitor the progress of calls & regularly interact with Nodal Officer to provide call status.
- Manage spares inventory. Keeping the record of material sent out and brought back after repairs.
- Should be in a position to analyze and resolve the problem depending upon the complexity either over telephone or through service Executive/ technician.
- Manage HPC clusters and provide the needed support for the students and faculty in using the HPC cluster.
- Responsible in maintaining the office decorum by his subordinates posted for the purpose of FMS.
- Should have good communication skills and good understanding of IT equipment, Operating Systems, popular software and should be professional in customer service approach.
- Should be able to handle and troubleshoot Issues raised by users, service desk staff members with regard to the IT services provided. These activities might include - Listening, responding to and resolving Instances of dissatisfaction.
- Discussing and liaising where incident or problem escalation is felt necessary.
- Quarterly performance review of all the engineers & report submission.

IT Service Executive (NW, Hardware)

- Handle, Configuring & maintaining servers
- Handle SAN/NAS storage systems
- In case of anticipating a hard disk crash or system failure, Executive must take additional precaution of taking a backup of the machine and then start diagnosing the call towards a final resolution.
- In case of hard-disk replacement or system failure he shall restore the OS, reload standard packages provided by IIPE, Configure NIC settings & Restore old data.
- Regular preventive maintenance must be done on PC's, Printers & other Hardware.
- In case of machine/hard-disk crash, the tasks include installation & configuration of PC, printer, Network Card, loading & configuration of OS, anti-virus software, office-automation software, email & web-browsing software, Hindi software, LIMS, ERP & other standard packages as required by IIPE.
- Should have expertise in L2/L3 Switching, VLAN Management, STP, Trunking, DHCP Management, WIFI, RF and OFC Networks.
- Asses and resolve LAN related issues within the stipulated time as set by IIPE.
- Troubleshooting, maintenance & monitoring of Switches, network traffic, network Fine-tuning, network health check, updating network documents & keeping periodical backup of configurations.

- Supervise and extend help for any expansion / alteration in the LAN which may include cabling Jobs (UTP & Fiber) and all other associated Jobs within the valid period of the order.
- should have sound knowledge on other network equipment such LAN Bit 100 Mbps UTP to Fiber Transceiver, D-Link 10/100 Mbps UTP to Fiber converter, LAN Extenders, Single mode and multimode Fiber cables and allied components, etc., which may require to be used as and when needed.
- Should coordinate with Network warranty vendors, network anti-Virus Firewall, Vendors etc.
- Messaging (e-mail) & mobile Services
- Loading, installing & configuration of all standard packages and their updates provided by IPE e.g. OS, Anti-virus packages, Office automation packages, Outlook, e-mailing system, ERP and other packages decided by IPE from time to time, will be regular / periodical tasks of the technician/s.
- Should handle & manage e-Classroom Software, Hardware & functions, online learning education system, online ICT education. To know the Job & responsibility, vendor should visit the IPE e-Classroom before bidding.

Apart from the above, the resident executives deputed should also possess/acquire minimum knowledge of the latest CISCO Technology on Switches / Routers / Modems / Firewall Management / RF Wi-Fi access points & other Network items as and when new models are introduced.

The Executive should study & understand the IPE's LAN Architecture and monitor analyze, troubleshoot LAN traffic, so the Uptime and reliability of the links should be at optimum levels. He should have good communication skills so as to interact with service providers and IPE employees in handling both Facility Management & Vendor management of the Network equipment. The Executive should have good Network Traffic Management & troubleshooting skills. They should be able to monitor, analyze the issues to reduce downtime and increase reliability of the Network. He must have expertise & experience in UTP/OFC cabling Jobs and have to carry out the same whenever needed.

IT Service Executive (Software & ERP Application Developer)

- Should be able to analyze, design, develop, test, and deploy ERP applications for academic environments
- Should have knowledge to develop and manage web application/portal and institute website
- Knowledge of windows, Mac, Unix and Linux operating systems and related applications
- Should have knowledge on Oracle, SQL server Database & Virtual server concepts
- Hands on working experience with strong back ground in Spring Frame work, J2EE technologies especially on JSP, JSP, HTML5, JSON, Postgres SQL, RDBMS, Java script front end frame work like jQuery, Database design/development for high performance computing, XML and UML, Knowledge of communication protocols TCP/IP, HTTP.p
- Should have adequate knowledge to maintain the applications on the above platforms as desired by IPE.
- Should be able to troubleshoot and maintain the existing running applications

- Observe strict usage of licensed Software provided & abide by the Copyright Procedures and Practices.
- Loading, installing & configuration of all standard packages and their updates provided by IIPE e.g. OS, Anti-virus packages, Office automation packages, Outlook, e-mailing system, ERP and other packages decided by IIPE from time to time, will be regular / periodical tasks of the technician/s.

Reports requirement:

The report formats shall be finalized in consultation with IIPE. Following is list of few reports but not limited to:

Monthly:

Technical support services: Pending calls, overall calls statistics, and parts changed, parts sent for repairs & received back, parts pending in repairs, spares inventory, downtime report, Virus Updation, penalty & other monitory aspect reports.

Vendor management services: Calls logged, tracked, escalated with third Vendor and his performance analysis

Assets management Services: Assets at the end of the month, change in configuration /user /location.

Other required Repots at the time of submission of monthly bills as the case may be are listed below:

- Executives / Technician's Muster Roll Report for the month
- Comprehensive Non-Performance report for the respective month, indicating applicable penalty

Reports requirement with Respect to Network activities:

The MIS reports (segment wise say UTP/OFC/LAN/AMS of equipment etc.) have to be generated by the concerned Executive in the required format and to be submitted to Nodal Officer (IIPE) on stipulated periods. The report formats may be finalized in consultation with IIPE. Other required repots at the time of monthly bill submission as the case may be are listed below:

- a) Detailed Cross Vendor Management Report.
- b) Active Network Component Report (Additions/Deletions).
- c) Executives / Technician's Muster Roll Report for the month.
- d) Detailed Preventive Maintenance Reports for the month.
- e) Comprehensive Non-Performance report for the respective month, indicating applicable penalty.
- f) Component aging report as and when desired by IIPE.
- g) Daily / Weekly Activity Report.

Need based: Apart from above reports, any other report as required by Nodal Officer.

Note to Vendors

Brief information about IIPE's IT infrastructure & facilities:

Campus cabling (connecting one Building to another) has been done using UTP / Armored 6 fiber optic cable single/multimode from Systimax (Comm-Scope). Network equipment are from leading network companies like Cisco, Systimax etc. IIPE LAN is using 10G/Gigabit/Fast Ethernet/OFC/Wi-Fi. The internal cabling is equipped with Systimax UTP of type CAT6, and there is a continuous effort of upgrading existing Network architecture to higher versions. In addition to LAN, the Building is also equipped with Cisco wireless Access Network. At present, there are 2 WAN links terminated from different service providers to the Network.

The Backbone of IIPE IT infrastructure comprises the following: -

Hardware and IT setup at IIPE:

- Desktop PC, Laptops & AIO's
- SF & MF printers/devices
- Cisco & Dlink Switches
- Cisco SFP modules
- Sophos UTM
- Epson Projectors
- Cisco WAP
- Surveillance setup (Hikvision Camera & NVR)
- eClassroom setup
- Storage
- HPC Clusters, Servers
- eSSL – Biometric

N/W passive Components:

- SYSTIMAX (CommScope) make OFC and UTP Patch Chords
- Systimax (CommScope)/Anchor/D-link make Data points
- Network Racks
- Patch Panels

The description of the infrastructure & network mentioned above is an overview. The vendor should understand & familiarize with the set up before quoting and if required, advised to visit location & seek clarifications, if any Infrastructure and/or Network related items, not described above but are part of the IIPE IT infrastructure and/or Network will also be part of this contract.

Manpower:

The manpower engaged by the successful vendor shall be utilized for all jobs under this contract viz. DTS, VMS, AMS, Security services, Software support, preventive maintenance etc. as defined under Scope of Work (Annexure-I).

Prerequisite: - Bidder should have local office setup @ Visakhapatnam with minimum 10 manpower deployed at any local site. He has to provide detail of the same during bidding process.

Abbreviations / Glossary:

FMS	: Facility Management Services (IT infrastructure & Network Services)
FM	: Facility Management
Bidders	: Parties interested in submitting their bids against this tender document
Vendor	: Successful bidder who shall be awarded the contract against this tender
RFQ	: Request for quotation
IS/ISD	: Information Systems Department - IPE
AMS/AM	: Asset Maintenance Services
VMS	: Vendor Management Services
DTS	: Direct Technical Support
AMC	: Annual Maintenance Contract
WAN	: Wide Area Network
LAN	: Local Area Network Including OFC
NMS	: Network Management System
OFC	: Optical Fiber Cable/ Communication
OTDR	: Optical Time-Domain Reflecto Meter
SM	: Single Mode
MM	: Multi-Mode
PM	: Preventive Maintenance
UTP	: Unshielded Twisted Pair
WI-FI	: Wireless Fidelity
RF	: Radio Frequency
HMAC	: Hardware Move/add/change
OS	: Operating Systems
VC	: Video Conferencing
GOI	: Government of India
LOI	: Letter of Intent
FOI	: Fax of Intent
PO	: Purchase Order
BoM/BOM	: Bill of Materials
NKN	: National Knowledge Network

General Terms & Conditions

- a) All queries related to the scope of work may be sought from during office hours on all working days:
 Registrar IIPE, Tel: 0891-2856010 Email id: registrar@iipe.ac.in
 Dr.C.V.Rao, Assistant Professor, IIPE, Tel: 0891-2856039
 Email id: cvrao1972.cse@iipe.ac.in
 Office Timings: The resident Executives and technicians shall report at IIPE's Office on all working days as per the stipulated working hours (presently between 9:00 am and 5:00 pm), except on Saturdays, Sundays and holidays (as declared by IIPE).
- b) The participating company in tender shall have thorough experience in the similar nature of services. However, at any cost successful bidder should not give sub-contract to any company/franchise in full or part under any circumstances.
- c) Vendor has to fulfill all statutory requirements viz. PF, ESI etc. Non-compliance of any such requirement shall not be any excuse for delayed delivery of service.
- d) Vendor's Resident Technicians are required to possess necessary equipment as allowed by the safety standards for better communication.
- e) The quantities indicated in annexures- V are current quantities.
- f) IIPE reserves the right to enter into FMS or Vendor Management for items/equipment in full or part.
- g) After expiry of warranty IIPE at its own discretion, transfer items covered under VM to FM In full or part as per the rates quoted by the successful bidder.
- h) **Retention Money:** Applicable as per IIPE General Terms & Conditions of Works Contracts. (Note: it is different from non-performance charges for various services)
- i) The agency (herein after referred to as 'vendor') will be solely responsible for meeting the FM services' requirements as specified in this tender document and to implement and operate the complete FM services center as per Scope of Work on comprehensive basis to the satisfaction of IIPE. The Vendor shall not absolve himself of the responsibilities as mentioned in *the* "Scope of Work" due to reasons whatsoever.
- j) The FM Services shall be centrally implemented, operated and maintained at IIPE @AUCE.
- k) The Purchase Order shall be governed inter-alia by the conditions detailed in this document. IIPE standard terms and conditions of work contracts shall be an integral part of P0.
- l) Bids with vague and indifferent expressions such as "subject to immediate acceptance" I "subject to availability" / "subject to prior sale"/ "Information to be provided later" etc. shall not be considered and IIPE reserves the right to reject such bids without reverting to the vendor.
- m) The vendor shall undertake contract for all items on 'As is *Where* is basis', listed in Annexure-V However, any other configuration found which is not mentioned *should* also be taken care by the vendor.
- n) Vendor should make necessary arrangements of transport, food and communication arrangements for their resident Executives / technicians etc., deputed at IIPE on contract.
- o) Any items prohibited by IIPE or AU within the Premises is strictly prohibited.

Specific Terms and Conditions of the Contract

The scope of the work has been defined in the Annexure-I. The terms & conditions related to the scope of work in context of this contract are mentioned as in this section.

1. **Manpower:**

The Resident Engineers/Executives/Team thus placed at the site should be Physically, Mentally & Medically fit for performing field jobs.

Below mentioned is the minimum manpower required along with their qualifications and category to execute this FMS contract. The vendor has to place this manpower exclusively on site to execute this contract.

	Name	Qualifications	Experience Minimum	No	Category
1	Team Leader	BE / BTech / PG Diploma (Electronics or CS or IT) / MSc (Electronics or CS or IT) + Certification In Hardware or Networking , Experience in managing HPC Clusters + Good Verbal & Written Communication Skills in English, Hindi & Telugu	5 years (Leading & managing team of 5+ Executives in FMS & NW Environment)	1 (One)	Highly skilled+ Managerial
2	IT Service Executive (NW, HW)	BE / BTech/ Graduate (with diploma or certification in Hardware) / 3-year Diploma (Electronics or CS or IT) + CCNA or MS certification. Experience in NW, HW maintenance & System administration, e-Classroom	2 Years (in FMS & NW)	(2) (Two)	Highly Skilled

3	IT Service Executive (SW,ERP/ Application Developer)	Graduate (B.E./B.Tech/MSc. in Computer Science and Engineering or Information Technology or equivalent or MCA from a recognized University/Institute of repute with at least 60% marks or CGPA of at least 6.5 on a 10-point scale and at least 2 years of relevant experience on Web application/ERP development, and website management. Applicants with ERP development experience for an academic institution of National importance will be given higher preference. Applicants should have good communication skills, have ability to work in a group.	2 Years (in relevant experience) ERP Applications, J2EE technologies especially on JSP, JDBC, HTML5, JSON, PostgreSQL, RDBMS, Java script front end frame work like jQuery, Data base design/development for high performance computing, XML and UML, Knowledge of communication protocols TCP/IP, HTTP	1 (One)	Highly Skilled
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It is mandatory that a person who is shortlisted must come with all his credentials (certificates/testimonials etc.) and report for an Interaction before nodal officer. Nodal Officer's approval is to be taken for him to be included in FMS team as the case may be. Any change to manpower assigned to site should only be done with IIPE consent.

The vendor has to ensure contingency arrangements for leave / resignation / reassignment of FM personnel and intimate the same well in advance. In case Team Leader or Resident Executives needs to attend office of the vendor or for his/her works, he/she should take an approval from Nodal Officer before leaving the working site. Vendor should ensure that at least the Team Leader is not replaced as far as possible till the maturity of the contract or until and unless IIPE ask for his replacement. The replaced personnel must be equally competent with respect to skill set and performance in comparison with person going out. Any change in manpower assigned to IIPE site should only be done with IIPE's consent.

2. Salaries:

Minimum gross salaries mentioned in the above table which Includes applicable ESI, PF, Bonus etc. Respective pay-slips has to be submitted to the nodal officer after completing every month along with the Invoice.

The salaries should be paid to the Executives by the vendor through Cheque/ NEFT System and vendor should produce the proof of payment to his Executives to Nodal Officer positively by 7th of the following month.

3. Validity of Contract: The Contract will be in operation for a period of two years tentatively from 1st Aug 2022 to 31st July 2024. However, the date of commencement of the contract may be advanced or postponed at IIPE's discretion. Any changes made to the inventory in the middle of the contract duration will be calculated on pro-rata basis from next accounting month.

4. Terms of Payments: The payment shall be made monthly at completion of each month. The payment is subject to received/acknowledged call analysis report on monthly basis. No advance payment for material or services will be made. Quantities mentioned in Annexure -V are current

quantities. If changes (addition/ deletion) are made to the inventory in between the contract duration, then the payment will be calculated accordingly on pro-rata basis.

5. The contract shall also include all components including hard disks, motherboards, and Logic cards, for FMS items but excludes the consumables like Printer toner or ink cartridges, CDs. DAT tapes, Batteries etc.

6. Non-Performance: The FM services contract is meant for providing efficient & timely maintenance services to all users (student, faculty & all staff) of IPE. Any failure to deliver services as per the contract shall attract non-performance charges. The leviable non-performance charges are as follows.

Problem relating to functioning of PC, printer, and other attached critical equipment, antivirus software, Email, office automation software, print-services & resource sharing including network services falls under high priority problems and must be resolved within 5 working hours of reporting, in case of machine/hard disk crash, it includes installation & configuration of PCs, printers, peripherals, loading & configuration of OS, anti-virus software, office-automation software, Email & web-browsing software, Hindi software and any other packages as facilitated by IPE. The resolution time shall be analyzed on monthly basis. In case of delay, non-performance charges equal to Rs 25/- (Rupees Twenty-Five only) for every 1 hour of delay or part thereof per call shall be applied and deducted while making payment.

- a. In case of any call warrants for replacement of faulty part/component/equipment**, such calls should be resolved within 5 working hours by provisioning of equivalent standby. The standby part/component/equipment will be released only after restoration of healthy part. In case of delay, nonperformance charges equal to Rs 25/- (Rupees Twenty-Five only) for every 1 hour of delay or part thereof per call shall be applied and deducted while making payment. However, such repaired/permanent replacement for part/component/equipment should be installed by the 7th working day from the date of provisioning of equivalent standby. Any standby or replacement of printer must be done of similar make. in case if the standby provided by the vendor is not equivalent to the make/model possessed by IPE under this contract, it is the responsibility of the vendor to provide consumables such as ribbons, cartridges etc, without any financial implication to IPE as long as the standby is operational in IPE's premises. In case of any delay in provisioning the services, non-performance charges equal to Rs.100/- per day per part/component/equipment thereof shall be applied. In extreme circumstances if equipment has to be repaired on priority but vendor is unable to supply spare parts, IPE may procure the part directly and debit to the cost of the part.
- b. In case of Network Equipment under FMS**, requiring replacement of any network hardware component, additional 48 hrs. will be given after attending call, to provide a replacement or standby. Any alteration/extension of LAN activity, nodal officer will provide the estimate time limit within which executives have to carry out the activity.
- c.** The vendor has to **ensure contingency arrangement** for leave/resignation/reassignment of FM personnel and intimate the same to IPE well in advance, in case of any absence of the minimum manpower requirement, the Non-Performance charges shall be deducted at a standard rate of Rs. 1000/- per day per person. This amount will be deducted at the time of monthly payment. If the team member is absent before and after holidays, the total period including holidays will be treated as period of absence.
- d.** If the performance of any of the assigned Service personnel is found to be unsatisfactory by IPE, he/she should be replaced by a competent Executive as mentioned in Terms and conditions within 7 days of notice, Any delay in providing manpower after that will attract penalty of Rs. 500/- per day per person.

- e. All the penalties shall be calculated & imposed separately compounded irrespective of any inter-dependence on each other. However, the maximum penalty will not exceed total amount payable for any month.
- f. For all above purposes, the resolution time shall be considered with respect to present working hours i.e. 9:00 AM to 5:30 PM and not with respect to clock hours from Monday to Friday excluding IIPE's holidays.
- g. The non-performance charges will not be applied on calls failing under vendor management. However, the FM in charge has to make sure that such problems are attended & resolved within the time specified in the original Purchase Order of the respective vendor.
- h. In the event of absenteeism of all Resident Executives and thus IIPE hiring Executives on emergency from other vendors to run FM services, cost will be charged to existing vendor's account and will be recovered from the monthly bill of the vendor. If the amount to be recovered is not sufficient from the current payment, such amounts will be deducted from the Performance Bank Guarantee.
- i. In case of Cross Vendor Management, calls need to be escalated to the original vendor, on the same day.

7. Failure & Cancellation of contract: The vendor must implement, maintain & operate the FM services as defined in this document. Should FM services not be implemented, operated and maintained to the satisfaction, IIPE will have the right to cancel the contract with one month of prior information during operation. In the event of cancellation of Purchase Order, the Vendor shall be paid only for the duration for which services were rendered after deducting all penalties on pro-rata basis. If the amount to be recovered, for penalties, is not sufficient from the current payment, such amounts will be deducted from the Performance Bank Guarantee.

Some PCs, Servers, Printers, UPSs, peripherals and other network components may be added / subtracted in the FM contract for services specified against the scope of work in Annexure-IIA during the contract period at the rates quoted by the successful bidder.

8. Miscellaneous:

- Vendor has to arrange his/her own transport for Resident Executives.
- The Executive/s who are engaged for work in IIPE premises should make their own food arrangements.
- The vendor should arrange for their own day-to-day Office Supplies/Stationery (notebook, paper, pen, call-books etc.).
- The vendor shall have to keep minimum inventory of components/tools/equipment in working condition throughout the contract period which are required for maintenance activity. The components/tools/ equipment should include but not limited to the following items;
 - i. UTP Tools: - Crimping Tool, LAN Tester and other related tools (min 2 each at any point of time)
 - ii. All accessories related to Cable Management like Ferrules, Tapes and Clamps etc.
 - iii. Cutters, Hammers, Earth Tester & Multi-Meter
 - iv. Other necessary items related to regular Maintenance of the Network
- Vendor has to keep and maintain the requisite critical spares pertaining to all IT Hardware, as inventory at IIPE site at his own risk and IIPE will not be held responsible for any of his inventory loss. At no point of time, the vendor should fall short of any spares.

9. IIPE's Obligations:

IIPE shall provide the following during various stages of FMS rollout:

- a. IIPE shall provide complete details of the existing infrastructure.
 - b. IIPE shall assign a nodal officer for coordination with the Vendor's FM group and details of point of contacts at other Locations.
 - c. IIPE shall provide reasonable office facilities (two PCs & Shared Printer).
 - d. No illegal OS/Software/Tools should be installed in the above PC. In such eventuality, IIPE holds no responsibility. The vendor should be guided as per 'ISSP' policy of IIPE with respect to IT Security.
 - e. IIPE shall provide entry permits to the Vendor's authorized personnel at the work site upon receipt of the request from the vendor, as per procedure followed by IIPE. The vendor should produce antecedences of the personnel deputed at IIPE premises well before the request for issue of passes. The personnel deputed for this purpose should not have involved in any crime or any police case lodged against them.
10. The vendor shall place the entire team 15 days prior to commencement of the contract to familiarize themselves with the setup & takeover from the existing vendor. No Payment will be made during this period.
11. Vendor is allowed one-month time from the date of commencement of the contract for setting up of and stabilizing services. During this period, no penalty will be levied. Subsequently, all penalties will be applicable hire as per the contract.

12. Confidentiality of Information:

All the information about IIPE, provided in this document shall be kept confidential by the vendor / vendor's employees.

Also, all information or data of and about IIPE acquired, used or applied during the contract period regarding systems, procedures, personnel and Infrastructure shall be kept highly confidential by the vendor/ vendor's employees.

The vendor shall not disclose to anyone, other than the vendor's employees and consultants directly connected with implementing the project, any information concerning IIPE.

The vendor and its staff shall maintain strict confidentiality of information. No part of information can be disclosed to any party in any form during contract period or part thereafter. The incidental disclosure of information to vendor and its staff is just for carrying out the job assigned and no more. Any violation or attempt of violation of confidentiality may lead to legal action under appropriate law.

Annexure-V

<u>Details of items for FMS with Quantities, As of Date: 30.06.2022</u>						
#	Item	Qty	UoM	Warranty End Date	Qty (Aug 2022 -23 July)	Qty (Aug 2023-24 July)
1	Maintenance of 36U floor mount rack	1	Each	23.06.2017	12	12
2	Maintenance of WAP AP1852E-D-K9	6	Each	23.06.2017	72	72
3	Maintenance of Patch Panel	3	Each	23.06.2017	36	36
4	Maintenance of Surveillance setup (Hikvision 5 Cameras+ 1NVR)	1	Each	01.07.2017	12	12
5	Maintenance of HP color LJ MFP M377DW	1	Each	27.07.2017	12	12
6	Maintenance of Cisco SG300-28 Port	1	Each	24.10.2017	12	12
7	UTPR / OFC cable laying with PVC conduit	41.67	Meter	01.08.2018	0	0
8	Maintenance of Dell Optiplex 3030 AIO	2	Each	07.07.2019	24	24
9	Maintenance of Epson EB-525W Projectors	4	Each	12.07.2019	48	48
10	Maintenance of Sophos XG115 UTM solution	2	Each	12.07.2019	24	24
11	Maintenance of WD cloud EX4100 Storage Solution	1	Each	13.07.2019	12	12
12	Maintenance of Dell latitude 3450	1	Each	15.07.2019	12	12
13	Maintenance of DMC-G550SE (MEDIA-CONVERTER) Multi mode	1	Each	12.09.2019	12	12
14	Maintenance of Dell latitude 3460	1	Each	31.09.2019	12	12
15	Maintenance of HP 348 G3	3	Each	13.12.2019	36	36
16	Maintenance of HP mono LJ MFP427FDW	2	Each	05.01.2020	24	24
17	Maintenance of Surveillance setup (Hikvision 5Cameras + 1NVR)	1	Each	04.02.2020	12	12
18	Maintenance of HP pro one 400 G2 AIO	4	Each	24.02.2020	48	48
19	Maintenance of Surveillance setup (1 Camera)	1	Each	20.06.2020	12	12
20	Maintenance of WAP AIR-AP 1852I-DK9	4	Each	25.09.2020	48	48
21	Maintenance of Surveillance setup (Hikvision 10 Cameras + 1NVR)	1	Each	25.09.2020	12	12
22	Maintenance of Epson EB-525W Projectors	5	Each	25.09.2020	60	60
23	Maintenance of Dell latitude 3480	5	Each	20.02.2021	60	60
24	Maintenance of Dell OptiPlex 3050	20	Each	22.02.2021	240	240
25	Maintenance of Dell OptiPlex 3050 AIO	4	Each	22.02.2021	48	48
26	Maintenance of D-LINK 24 port DES-1024D	2	Each	14.05.2021	24	24
27	Maintenance of D-LINK 24 port DGS-1024C	1	Each	02.06.2021	12	12
28	Maintenance of Surveillance setup (1	1	Each	21.06.2021	12	12

	Camera)					
29	Maintenance of 42U floor mount server Rack	1	Each	27.11.2021	12	12
30	Maintenance of Dell OptiPlex 3050 AIO	10	Each	29.11.2021	120	120
31	Maintenance of HP pro book 450 G5	10	Each	12.02.2022	120	120
32	Maintenance of Surveillance setup (2 Cameras)	2	Each	01.08.2022	24	24
33	Maintenance of Dlink DGS-121028P(POE)	1	Each	01.08.2022	12	12
34	Maintenance of Dell Optiplex 5270 AIO	12	Each	01.01.2023	84	144
35	Maintenance of Dell Precision 3630 Tower	8	Each	01.01.2023	56	96
36	Maintenance of Dlink DES – 1009P-E	3	Each	01.01.2023	21	36
37	Maintenance of Surveillance setup (Hikvision 8 Cameras + 1NVR)	1	Each	01.01.2023	7	12
38	Maintenance of Acer Veriton M200-H310	25	Each	08.01.2023	175	300
39	Maintenance of Dell Optiplex 3050 AIO	4	Each	09.01.2023	28	48
40	Maintenance of HP pro book 450 G6	8	Each	26.01.2023	56	96
41	Maintenance of Dell Precision 3640 Tower	12	Each	03.02.2024	0	72
42	Consolidated salary for Manpower (4)	Monthly	Lumpsum	31.07.2024	12	12

Quantities shown above are as per current Inventory. If changes (add / remove) are made to the inventory in between of the contract period, then the payment will be calculated on actual/ pro-rate basis.

Note:

1. Basic configurations/ models of the items are provided. Configuration found which not mentioned should also be taken care by the vendor.
2. Items shown above includes Items under warranty & non-warranty both. Wherever quantity is zero, it means item is still in warranty & will be covered under VMS.

Letter of Consent and bid submission

(To be submitted on Bidder's letter Head)

Date: _____

To
The Registrar
IIPE Visakhapatnam

Sub: Providing Facility Management Services (FMS) for IT Instructure for IIPE Visakhapatnam
Ref: Tender Notification No.IIPE/S&P/2022-23/56 dt: 01.07.2022

Sir,

I/We hereby offer to supply the specified vehicles in the desired number on a monthly hire basis, and hereby accept all the terms and conditions of your said Tender. Further, I/We agree to abide by the terms & conditions of the Tender Notice and hold our bid open and valid till 90 days from the date of opening of the same.

2. I/We have understood and fulfilled Eligibility Criteria, General Terms and Conditions and Scope of Work, Technical Specifications and Special Conditions of Contract and am/are fully aware of the nature of the services required and my/our offer is to provide services strictly in accordance with the requirements of your Institute.
3. As advised, a Self-Declaration is hereby enclosed in lieu of Earnest Money Deposit. I/We fully understand that I/We shall be blacklisted and debarred from future tendering process at the IIPE Visakhapatnam if:-
 - i. I/We do not execute the contract documents within 7 (seven) days after getting information from IIPE, or
 - ii. I/We do not commence the work within 15 (fifteen) days after award of the contract to us from IIPE,
4. This bidding document of mine/ours consists of _____ Nos. of pages in total.
5. Bidding documents and submission of Tender have been duly signed and attached herewith.
6. I/We know that acceptance of this tender shall constitute a binding contract between us subject to modifications, as may be mutually agreed between us and indicated in the letter of acceptance of my/our offer for this work.

Signature of Tenderer(s) with Stamp, Address

Annexure-VII

PROFORMA CERTIFICATE FOR 'NO RELATION' WITH IPE EMPLOYEES
(To be submitted on Bidder's letter Head)

This has reference to our proposed contract for 'Providing Facility Management Services (FMS) for IT Infrastructure for IPE Visakhapatnam'.

- (i) I/We am/are not a relative/blood relation of any key managerial person of IPE Visakhapatnam.
- (ii) We are not a firm in which any key personnel of IPE Visakhapatnam or his/her relative is a partner;
- (iii) I/We am/are not a partner in a firm in which any key managerial person of IPE Visakhapatnam or his/her relative is a partner.

Signature of Contractor

Place:

Date:

SELF-DECLARATION IN LIEU OF EMD

(To be submitted on Bidder's letter Head)

Date: _____

To
The Registrar,
IIPE
Visakhapatnam

Sub: Providing Facility Management Services (FMS) for IT Instructure for IIPE Visakhapatnam.
Sir(s),

I/We, the undersigned, hereby declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration in lieu of Bid Security Amount i.e.EMD.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of two years from the date of notification if I am /We are in a breach of any obligation under the bid conditions, such as our

- a) withdrawing/modifying/amending, impairing or derogating from my/our Bid during the period of bid validity specified in the form of Bid; or after acceptance of our Bid by the Institute;
- b) failing or refusing to execute the contract, if required, or failing or refusing to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)
In the capacity of: (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____day of _____(insert date of signing)

Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)

DECLARATION REGARDING CLEAN TRACK/NO LEGAL ACTION

(to be provided on letter head of the firm)

I hereby certify that the above firm namely _____ is neither blacklisted by any Central/ State Government/ Public Undertaking/ Institute nor any criminal case registered/ pending against the firm or its owner/ partners anywhere in India (or) against any of its branches (or) partners abroad.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:

Authorized Signatory

Place:

Name:

Designation:

Contact No.:

Administrative Requirements

The vendor should abide the following GOI laws & acts as applicable for employee

Employee Provident Fund Act
Coverage under ESI / PF Act
Payment of Bonus Act

Do's and Don'ts for Vendor:

The vendor has to maintain proper Record of employee engaged by him under that particular purchase order inside IIPE. The Name, Photograph, correct local *and* permanent address, ESI and EPF code of the concerned employee shall be specified in the record maintained for this purpose.

The vendor is required to maintain all the Records/ Registers including muster, wage register etc. as per the Contract Labor Act and other relevant Labor Laws.

The vendor shall arrange to produce the Registers under the prescribed laws as *and* when required by the Competent Authority.

The vendor will be liable to pay the fine/penalty/damage charges in case of delayed payment of ESI as demanded by Statutory Authorities.

The vendor will ensure that deployed engineers /he will not disclose any confidential document to outside of IIPE.

The final bill of the vendor would be released only after complying with all statutory requirements and submitting proof thereof including photocopies of Wage Register, Challan's of PF/ESI contribution.