

# अंतर-विश्वविद्यालय त्वरक केंद्र

INTER-UNIVERSITY ACCELERATOR CENTRE

(विश्वविद्यालय अनुदान आयोग का स्वायत्त निकाय)

(An Autonomous Centre of UGC)

अरुणा आसफ अली मार्ग, नई दिल्ली-110067

Aruna Asaf Ali Marg, New Delhi - 110067

## ई-निविदा आमंत्रण सूचना/ NOTICE INVITING E-TENDER

निविदा संख्या: आईयूएसी/एनआईटी/ 04/ AK /2023-24

दिनांक: 21/06/2023

Tender Number: IUAC/NIT/04 /AK/2023-24

Dated: 21/06/2023

अंतर-विश्वविद्यालय त्वरक केंद्र (आई.यू.ए.सी.) पात्र/अनुभवी पार्टियों से दो बोली प्रणाली नामतः तकनीकी और वित्तीय बोली के तहत ई-प्रोक्योरमेंट पोर्टल के माध्यम से निदेशक, अंतर-विश्वविद्यालय त्वरक केंद्र, नई दिल्ली की ओर से "अंतर-विश्वविद्यालय त्वरक केंद्र में सर्वर सिस्टम सॉफ्टवेयर का प्रबंधन" की आपूर्ति के लिए ऑनलाइन बोलियां आमंत्रित करता है।

Inter - University Accelerator Centre (IUAC) invites online bids on behalf of the Director IUAC, New Delh through e-procurement Portal under two bid system, (QCBS) viz., Technical and Financial bids, from eligible / experienced parties for the work/supply of **Management of Server System Software at the InterUniversity Accelerator Centre.**

निविदा दस्तावेज, सेंट्रल पब्लिक प्रोक्योरमेंट (सीपीपी) पोर्टल <https://eprocure.gov.in/eprocure/app> से नि:शुल्क में डाउनलोड किए जा सकते हैं। इच्छुक बोलीदाता, जिन्होंने ई-प्रोक्योरमेंट पोर्टल में नामांकन/पंजीकरण नहीं किया है, उन्हें भाग लेने से पहले <https://eprocure.gov.in/eprocure/app> वेबसाइट के माध्यम से नामांकन/पंजीकरण करना होगा। बोलियां केवल <https://eprocure.gov.in/eprocure/app> वेबसाइट पर ऑनलाइन जमा करनी होगी। निविदाकारों/ठेकेदारों/बोलीदाताओं को सलाह दी जाती है कि वे ई-प्रोक्योरमेंट पोर्टल में दिए गए निदेशों का पालन करें। बोली दस्तावेजों को 100 डी.पी.आई. में ब्लैक एंड व्हाइट स्कैन करें, जो स्कैन किए गए दस्तावेजों के आकार को कम करने में मदद करता है।

Tender Documents may be downloaded from Central Public Procurement (CPP) Portal free of cost <https://eprocure.gov.in/eprocure/app>. Aspiring Bidders who have not enrolled / registered in e-procurement portal should enroll / register before participating through the website <https://eprocure.gov.in/eprocure/app>. Bids should be submitted online only at website: <https://eprocure.gov.in/eprocure/app>. Tenderers / Contractors / Bidders are advised to follow the instructions provided in the e-procurement portal. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned documents.

केवल ई-प्रोक्योरमेंट पोर्टल के माध्यम से प्राप्त बोलियों को ही खोला जाएगा। जो बोलियां उत्पादों/वस्तुओं के कार्य/आपूर्ति के वांछित प्रयोजनों को संपूर्ण रूप से पूर्ण करने में अक्षम होगी, उन बोलियों को अस्वीकार कर दिया जाएगा और केवल पूर्ण बोलियों पर विचार किया जाएगा। अंतर-विश्वविद्यालय त्वरक केंद्र के पास बिना कोई कारण बताए किसी भी/सभी निविदाओं को आंशिक/पूर्ण रूप से स्वीकार/अस्वीकार करने का अधिकार सुरक्षित है और इस संबंध में आईयूएसी का निर्णय सभी बोलीदाताओं के लिए बाध्यकारी होगा।

Only bids received through e-procurement portal will be considered for opening. Bids not covering full scope of work/supply of the products/goods will be rejected and only complete bids will be considered. IUAC reserves the right to accept / reject any / all tenders in part / full without assigning any reasons whatsoever, and the decision of IUAC in this regard will be binding on all the bidders.

ई.एम.डी. का भुगतान करने के लिए बोलीदाता को "ऑनलाइन" भुगतान विकल्प का चयन करना होगा, जो <https://services.sabpaisa.in/pages/iuac.html> लिंक पर जाकर लागू होगा। बयाना राशि ऑनलाइन भुगतान के रूप में होगी और इसे बोली खोलने से पहले जमा किया जाना चाहिए। एम.एस.एम.ई./एन.एस.आई.सी. में पंजीकृत बोलीदाताओं को ई.एम.डी. के भुगतान से छूट दी गई है। तथापि, उन्हें बोली सुरक्षा घोषणा पत्र जमा करना होगा। एम.एस.एम.ई./एन.एस.आई.सी. (निविदा की गई वस्तु/कार्य के लिए पंजीकृत इकाई) से पंजीकृत निविदाकारों को तकनीकी बोली के साथ वैध पंजीकरण प्रमाणपत्र की प्रति <https://eprocure.gov.in/eprocure/app> वेबसाइट पर अपलोड करनी होगी।

Bidder has to select the payment option as "online" to pay the EMD as applicable by going to the link <https://services.sabpaisa.in/pages/iuac.html>. The Earnest Money Deposit shall be in the form of online payment and it should be deposited before the bid opening. Bidders registered with MSME/ NSIC are exempted from payments of EMD. Tenderers registered with MSME/NSIC (the unit being registered for the item/work tendered) are required to upload copy of valid registration certificate in the website <https://eprocure.gov.in/eprocure/app> along with technical bid.

बोलीदाताओं को इस बात को विशेष ध्यान में रखने की सलाह दी जाती है कि वे अनिवार्य रूप से उपलब्ध कराए गए प्रारूप में ही अपनी वित्तीय बोलियां जमा करें और कोई अन्य प्रारूप स्वीकार्य नहीं होगा। यदि मूल्य बोली निविदा दस्तावेज के साथ मानक .XLS BOQ प्रारूप के रूप में दी गई है, तो इसे ही डाउनलोड करना होगा और प्रारूप को संशोधित किए बिना ऑनलाइन भरना और जमा करना होगा। यदि बोलीदाता द्वारा BOQ फाइल को संशोधित पाया जाता है, तो बोली को अस्वीकार कर दिया जाएगा।

Bidders are advised to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard .XLS BOQ Format with the tender document, then the

same is to be downloaded and to be filled and submitted online without modifying the format. **If the BOQ file is found to be modified by the bidder, the bid will be rejected.**

उपरोक्त निविदा के संबंध में कोई भी शुद्धिपत्र/संशोधन केवल <https://eprocure.gov.in> और [www.iuac.res.in](http://www.iuac.res.in) वेबसाइट पर जारी किया जाएगा। बोलीदाता, अपनी बोली जमा करने से पहले निविदा दस्तावेज से संबंधित, प्रकाशित होने वाले किसी भी शुद्धिपत्र की जानकारी रखें। निदेशक, अंतर-विश्वविद्यालय त्वरक केंद्र के पास बिना कोई कारण बताए किसी भी/सभी निविदाओं को आंशिक/पूर्ण रूप से स्वीकार/अस्वीकार करने का अधिकार सुरक्षित है।

Any Corrigendum / Amendments in respect of above tender shall be issued on website <https://eprocure.gov.in> and [www.iuac.res.in](http://www.iuac.res.in) only. Bidders should take into account any corrigendum published on the tender document before submitting their bids. The Director, IUAC reserves the right to accept/reject any/all tenders in part/full without assigning any reasons thereof.

## **INSTRUCTIONS TO BIDDERS**

### **REGISTRATION PROCESS ON CPP PORTAL FOR ONLINE BIDDING**

- 1 Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online Bidder Enrolment**” on the CPP Portal which is free of charge.  
**Bidder who registered already may skip the registration process and login to site through their user ID/Password**
- 2 As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3 Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4 Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra/ Nic etc.), with their profile.
- 5 Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- 6 Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

### **SEARCHING FOR TENDER DOCUMENTS**

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender; in case they want to obtain any clarification / help from the Helpdesk.

### **PREPARATION OF BIDS**

1. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
2. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

- To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST Certificate etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Note: Bidder should take into account any corrigendum published on the tender document before submitting their bids.

### **INSTRUCTION FOR SUBMISSION OF BIDS**

- The tender shall be submitted online in two parts, viz., Technical bid and Financial bid (also referred as price bid).
- The offers submitted by hand/Post/Fax/email shall not be considered. No correspondence will be entertained in this matter.
- All the pages of bid being submitted must be sequentially numbered by the bidder irrespective of nature and content of the documents before uploading.
- The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.
- Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- Bidders are requested to note that they should necessarily submit their financial ( price Bid ) bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- Upon the successful and timely submission of bids (i.e., after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- The bid summary has to be printed and kept as an acknowledgment of the submission of the bid. This acknowledgment may be used as an entry pass for any bid opening meetings.
- Code of Integrity for Public Procurement**  
IUAC requires that the bidders, suppliers and contractors observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy, the following are defined:

| <b>Sr. No.</b> | <b>Term</b>                | <b>Meaning</b>   |
|----------------|----------------------------|--|
| (a)            | <b>Corrupt practice</b>    | The offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution. |
| (b)            | <b>Fraudulent practice</b> | a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract.   |
| (c)            | <b>Collusive practice</b>  | means a scheme or arrangement between two or more bidders, with or without the knowledge of the purchaser, designed to establish bid prices at artificial, non-competitive levels.             |
| (d)            | <b>Coercive practice</b>   | means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract.     |

|     |                                  |   |
|-----|----------------------------------|---|
| (e) | <b>Anti-competitive practice</b> | any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more bidders, with or without the knowledge of the purchaser, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels   |
| (f) | <b>Conflict of interest</b>      | participation by a bidding firm or any of its affiliates that are either involved in the consultancy contract to which this procurement is linked; or if they are part of more than one bid in the procurement; or if the bidding firm or their personnel have relationships or financial or business transactions with any official of purchaser who are directly or indirectly related to tender or execution process of contract; or improper use of information obtained by the (prospective) bidder from the purchaser with an intent to gain unfair advantage in the procurement process or for personal gain |
| (g) | <b>Obstructive Practice</b>      | materially impede the purchaser's investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding the purchaser's Entity's rights of audit or <b>access to information</b> .                                       |

### **INSTRUCTIONS FOR ONLINE BID SUBMISSION**

1. The tender documents are available on our website [www.iuac.res.in](http://www.iuac.res.in) & [www.eprocure.gov.in](http://www.eprocure.gov.in).
2. Tender documents may be downloaded from IUAC's website [www.iuac.res.in](http://www.iuac.res.in) and CPPP site <http://s://eprocure.gov.in/eprocure/app> as per the schedule as given in the tender document.
3. Bids shall be submitted online only at CPPP website. Tenderers/ Contractors are advised to follow the instructions provided in the 'Instructions to the contractors/ Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e-procurement' at the CPPP website.
4. Not more than one tender shall be submitted by one contractor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
5. The tender shall be submitted online in two parts, viz., Technical bid and Financial (price Bid) bid.
6. The offers submitted by hand/Post/Fax/email shall not be considered. No correspondence will be entertained in this matter.
7. The bidders are advised to visit CPPP website <https://eprocure.gov.in/eprocure/app> at least 3 days prior to closing date of submission of tender for any corrigendum / addendum/ amendment.
8. Bids will be opened as per date/time as mentioned in the **Tender Document**. After online opening and evaluation of technical bids, the results of their qualification as well Price-Bid opening will be intimated.
9. Submission of a tender by a tenderer implies that he has read all the stipulations contained in this tender document and has acquainted him of the nature, scope and specifications of the items to be followed.
10. The tenderer shall submit all documents after duly filling the same in all respects. Tenders which are found to be vague or incomplete shall be rejected summarily.
11. Tenders shall be submitted ON-LINE; it shall be signed by one who has been authorized by the board of director /director / manufacture/ firm owner /their authorized agents through a resolution/ authority letter. Copy of the resolution/ authority letter in favor of the person signing must accompany the tender.
12. Tenders containing erasures and alterations of the tender documents are liable to be rejected unless these are authenticated by the person signing the Tender Documents.

### **ASSISTANCE TO BIDDERS**

1. More useful information for submitting online bids on the CPP Portal may be obtained at <https://eprocure.gov.in/eprocure/app>
2. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
3. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Help desk. The contact number for the help desk is 1800 3070 2232.

## SPECIAL INSTRUCTIONS TO BIDDERS FOR REGISTRATION WITH COMPETENT AUTHORITY

### Bidders Registration

1. Any bidder from a country which shares a land border with India will be eligible to bid in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with the Competent Authority constituted by the Department for Promotion of Industry and Internal Trade (DPIIT). Further, any bidder (including bidder from India) having specified Transfer of Technology (ToT) arrangement with an entity from a country which shares a land border with India, shall also required to be registered with the same competent authority.
2. **“Bidder”** for the purpose of this tender (including) the term 'tender', 'consultant' 'vendor' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several person, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated here in before, including any agency, branch or office controlled by such person, participating in a procurement process.
3. **“Bidder from a country which shares a land border with India”** for the purpose of this tender means:
  - a. An entity incorporated, established or registered in such a country; or
  - b. A subsidiary of an entity incorporated, established or registered in such a country; or
  - c. An entity substantially controlled through entities incorporated, established or registered in such a country; or
  - d. An entity whose beneficial owner is situated in such a country; or
  - e. An Indian (or other) agent of such an entity; or
  - f. A natural person who is a citizen of such a country; or
  - g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above
4. **“The Beneficial owner”** for the purpose of (3) above will be as under:
  - a. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person(s), has a controlling ownership interest or who exercises control through other means.

Explanation: -

    - I) “Controlling ownership interest” means ownership of, or entitlement to, more than twenty-five per cent of shares or capital or profits of the company;
    - II) “Control” shall include the right to appoint the majority of the directors or to control the management or policy decisions, including by virtue of their shareholding or management rights or shareholders agreements or voting agreements;
  - b. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
  - c. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals;
  - d. Where no natural person is identified under (i) or (ii) or (iii) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
  - e. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.
5. **“An Agent”** for the purpose of this Order is a person employed to do any act for another, or to represent another in dealings with third persons.

### Sub-contracting in works contracts

In works contracts, including turnkey contracts, contractors shall not be allowed to sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.

**\*Please note that the bidders shall provide the mandatory Certificates in the following formats on their registered Company's letter heads:**

### **Certificate for Tenders involving procurement**

“I/We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I/we certify that we are not from such a country or, if from such a country, have been registered with the Competent Authority, I/we hereby certify that we fulfill all requirements in this regard and are eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached]”

### **Certificate for Tenders for Works involving possibility of subcontracting**

“I/We have read the clause regarding restrictions of procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I/we certify that we are not from such a country or, if from such a country, have been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I/we hereby certify that we fulfill all requirements in this regard and is/are eligible to be considered. [Where applicable, evidence of valid registration by the competent Authority shall be attached.]”

### **Certificate by Bidders in the cases of specified TOT**

“I have read the clause regarding restrictions on procurement from a bidder having Transfer of Technology (ToT) arrangement. I certify that this bidder does not have any ToT arrangement requiring registration with the competent authority.”

**OR**

“I have read the clause regarding restrictions on procurement from a bidder having Transfer of Technology (ToT) arrangement. I certify that this bidder has valid registration to participate in this procurement.”

**Tenderer’s Signature and seal**

## E-Tender Document

|                                      |  |
|--------------------------------------|--|
| Name of Work / Supply                | <b>Management of server system software at the Inter University Accelerator Centre</b>   |
| Tender Number                        | IUAC/NIT/04/AK/2023-24   |
| Tender Value (Estimate only)         | Rs. 16 Lacs  |
| Earnest Money Deposit                | Rs 32000 (2% of tender value)  |
| Tender Document Fee                  | Nil  |
| Bid Submission End Date and Time     | 12/07/2023 at 3.00 pm  |
| Technical Bid Opening Date (Part- A) | 13/07/2023 at 3.30 pm  |
| Price Bid Opening Date (Part -B)     | Will be intimated later  |
| Address for contact                  | Administrative Officer (S & P) /<br>Mr. Abhishek Kumar Scientist- C,<br>Inter University Accelerator Centre,<br>Aruna Asaf Ali Marg, New Delhi – 110067 E-<br>mail: <a href="mailto:iuacstores@gmail.com">iuacstores@gmail.com</a> ;<br><a href="mailto:abhishek1993226@gmail.com">abhishek1993226@gmail.com</a><br>Phone: 011-24126018 & 24126022 |

### **General Terms and Conditions of the Tender:**

**1. 1. Submission of Tender:**

Tenders should be uploaded on CPP Portal in two parts, i.e., Technical Bid (Part- A) and Price Bid / BOQ (Part-B).

**2. Technical Bid (Part-A): Prequalification Criteria of Bidder**

In this bid, the bidder should upload the following documents required for technical qualifications with respect to the scope of work and technical specifications laid down in Annexure-A No deviations in respect of NIT conditions are acceptable.

- (a) Covering letter on the Company's Letter Head
- (b) Profile of the tenderer
- (c) Self attested copy of Certificate of Incorporation for Company (Companies Act 1956), Partnership (Partnership Act 1932) deed for partnership firm and registered office document for the proprietor. All entities are to submit their bank details
- (d) One copy of successfully executed purchase order of similar kind of work (ICT) value not less than Rs. 12.8 lakhs (Rupees twelve lakhs eighty thousand) or two copies of order value not less than Rs. 8 lakhs (Rupees seven lakhs twenty thousand) or three copies of order value not less than Rs.6.4 lakhs (Rupees six lakhs forty thousand) of reputed organizations, Govt.dept., Public sector, research organisations & Autonomous bodies in India in the last 5 years.
- (e) Entire NIT (except Price bid) duly signed & stamped by the bidder as acceptance of all the terms & condition of tender.
- (f) Copies of the audited statements/turnover certificate of at least 50 lakhs along with ITRs of the past three financial years ending on 31st March of the previous financial year in which the tenders are invited. To support the claim, provide a certificate of CA. In case balance sheet and statement of Profit & Loss for the immediate preceding financial year have not be prepared/audited, the account for one more preceding financial year can be submitted.



- (g) Undertaking on a letterhead as per Annexure - C
- (h) EMD submission proof & Bid Security Declaration in lieu of EMD by MSME/NSIC as per Annexure -D
- (i) Undertaking firms have not been banned/blacklisted by any authority/Ministry/Department in the past as per Annexure- E
- (j) Tender acceptance letter as per Annexure -F
- (k) Self-attested copies of GST Registration and PAN number, ESI, EPF
- (l) Check list as per Annexure -H
- (m) Undertaking for Site Visit has to be submitted as per Annexure-I

Technical bids which are not conforming to the General / technical specifications will be disqualified.

**3. Price Bid/ BOO (Part-B):**

The bidder is required to quote his unconditional rates for the services of one year, excluding taxes (GST). Bidders are advised to quote all the items in the BOQ in the format laid down in Annexure-B. Incomplete quotes will be rejected.

**4. Validity of Tender:**

Tender shall be valid for our acceptance without any change in the rates and NIT conditions for a period of 90 days from the date of opening the price bid. No escalation of cost will be acceptable in any condition after opening of tender.

**5. Office in Delhi/ NCR**

The bidder should have an office in Delhi / NCR (attach supporting documents) so as to ensure timely resolution of issues pertaining to concerned work.

**6. Earnest Money Deposit:**

Bidder has to select the payment option as “online” to pay the EMD as applicable by going to the link <https://services.sabpaisa.in/pages/iuac.html> . The Earnest Money Deposit shall be in the form of online payment and it should be deposited before the bid opening. Bid Security shall be refunded to the un-successful bidders on award of contract and to successful bidders on receipt of Performance Security as per clause no. 12. EMD is the mandatory requirement however the MSMEs/NSIC registered with Government Agencies are exempted from payment of Earnest Money Deposit (EMD) subject to conditions given below: -

- a) MSMEs participating in the tender must submit valid & authorized copy of certificate of registration. The MSME’s Bidder to note and ensure that nature of services and goods/items manufactured mentioned in MSME’s certificate matches with the nature of the services and goods /items to be supplied as per Tender.
- b) The registration certificate issued by agencies must be valid as on Bid closing date of the tender. Bidder shall ensure validity of registration certificate in case bid closing date is extended.
- c) The MSMEs who have applied for registration or renewal of registration with any of the authorised agencies / bodies, but have not obtained the valid certificate as on close date of the tender, are not eligible for exemption / preference.



## **7. Bid Opening and Evaluation of Bids**

- a) The E-bids shall be opened on-line. The technical bids will be evaluated to shortlist the eligible bidders. The technical bids of only eligible bidders shall be considered for further processing(technical evaluation).
- b) Bidder whose technical bid is found to be acceptable and meeting the eligibility requirements as specified in this tender will be considered as technically qualified.
- c) IUAC will open commercial bids of only the technically qualified/short-listed bids.
- d) In case, the day of bid opening is declared a holiday by the government, the E-bids will be opened on the next working day at the same time. No separate intimation shall be sent to the bidders in this regard
- e) Since E-bid is an on-line process, the E-bid opening or any other process may be delayed due to any technical/server issue. If any such issue arises, this will not be tantamount to process delay and IUAC will not be responsible for the same.
- f) On opening of bids on-line, accepting the bid would not mean that the firm is technically or financially qualified

## **8. Clarification of Bids and shortfall documents**

- a) During the evaluation of Techno commercial or Financial Bids, Indentor on behalf of IUAC may, at its discretion, but without any obligation to do so, ask Bidder to clarify its bid by a specified date. Bidder should answer the clarification within that specified date (or, if not specified, 7 days from the date of receipt of such request). The request for clarification shall be submitted in writing or electronically and no change in prices or substance of the bid shall be sought, offered or permitted that may grant any undue advantage to such bidder.
- b) IUAC reserves its right to, but without any obligation to do so, to seek any shortfall information / documents only in case of historical documents which pre-existed at the time of the tender opening, and which have not undergone changes since then and does not grant any undue advantage to any bidder

## **9. Escalation/ Deviation:**

No escalation or deviation shall be allowed till execution of order / contract.

## **10. Terms of Payment:**

- a) Bills will be submitted by the contractor on quarterly basis and payment will be made on submission of satisfactory service report and pre-receipted bill along with documents in support of payment of wages to workers through RTGS/ NEFT only and after certification of concerned IUAC Engineer. Proof of remittance of salary to employees/ PF/ ESI / GST/ any other document as prescribed by the institute to respective agencies are also required to be submitted with the bill. TDS & other statutory deductions on payment will be made as per rules.
- b) Wages : Wages shall have the same meaning as defined in payment of Wages Act. The contractor shall pay his workers not below the rates under Minimum Wages Act declared by Government of NCT time to time and to comply with various Labour Acts such as PF, ESI, Bonus etc.
- c) The payments to all workers should be made in full by 1<sup>st</sup> of every calendar month.

**11. Period of Contract:** The contract will be initially for a period of one year. The IUAC may renew/extend the contract for further period (s), as it may deem proper but not exceeding three years from the date of commencement of work, having regard to the quality and manner of the contractor's performance. However, it shall be with consent/ written request by the contractor in this regard.

**12. Performance Security:** The successful tenderer will have to deposit Performance Security Deposit @ 10% of the total contract value in the form of Fixed Deposit Receipt (FDR)/Bank Guarantee made in the name of agency and hypothecated to Director IUAC, New Delhi valid for a period of sixty days beyond the completion all contractual obligations of the supplier (12+2 months). In case of extension of the contract, fresh Performance Security Deposit (10%) to be submitted.

### **13. Force Majeure:**

IUAC may grant an extension of time limit set for the supply items in case it is delayed by force majeure beyond the supplier's control. Force majeure is defined an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, tsunami etc.), the direct and indirect consequences of wars (declared or undeclared), national emergencies, civil commotions and strikes (only those which exceeds a duration of ten continuous days) at successful Tenderer's factory. Apart from the extension of the time limit, force majeure does not entitle the successful tenderer to any relaxation or to any compensation of damage or loss suffered. The decision of the Director, IUAC will be final and binding for the bidder.

### **14. Sharing of CVs within 10 days of the award of the contract**

After the award of the contract, The successful bidder has to ensure that minimum 5 CVs (Curriculum Vitae) of the prospective L1 and L2 engineer must be shared with IUAC. The competent authority/ committee will shortlist the CVs according to the merit of the candidate and thus recommend the bidder for the deployment of the personnel. IUAC may ask for conduct of written examination / technical interview or both before the deployment of the Engineers at IUAC.

### **15. Rules governing the bidder's manpower working in the IUAC premises:**

The bidder's employees working inside the IUAC campus will abide by the instructions which is furnished to them by concerned in-charge from time to time. Any damage to the IUAC property due to mishandling, carelessness on the contractor's or his workmen's part will be recoverable from the contractor's bills.

- a) The resident engineers deployed by the contractor at IUAC site should have B.Tech./B.Sc (Computer Science)/ B.Sc (IT)/ MCA qualification in computers/IT with the L1 engineer having minimum of 2 years of experience and L2 engineer having minimum of 5 years of experience. The proof of experience must be submitted at the time of submission of CVs by the bidder.
- b) All the persons deployed by the contractor at IUAC site will have to carry valid gate passes, which will be issued after submission of their bio-data in desired format by the contractor. The works shall be carried out as per the norms set by the OEM of respective system/equipment. Specification and specific instructions as may be issued by the IUAC staff responsible for work from time to time. Manpower deployed by the bidder at our site for carrying out contracted works is strictly prohibited being associated with any other works in the campus. Any negligence/offense on their part will attract immediate removal of person(s) from site.
- c) All the employees of the contractor working at our site will have to be covered under insurance against any personal accident and IUAC will not be liable for payment of any compensation on that account.
- d) During execution of work the bidder should follow all standard norms of safety measures/precautions to avoid accident/damages to persons, machines and buildings. On non-adherence of this clause, suitable fines as decided by the Director IUAC shall be imposed.
- e) No material belonging to the bidder whether consumable or non-consumable should be brought inside the IUAC campus without proper entry at the main gate nor any material should be taken out without proper gate pass issued by the authorized IUAC staff.
- f) After the award of the successful bid, the contractor has to ensure that a notice period of at least one month prior needs to be served to IUAC in case the contractor is willing to withdraw the engineer(s) from the site due to any reason.
- g) Though the engineers need to be deployed for 5 days a week and 8 hours a day, the contractor has to ensure that both the engineers shall not be absent from the site on the same day in the unavoidable circumstances wherein taking leave has become absolutely necessary.
- h) The contractor will have to deposit the proof of depositing employer's/employee's contribution towards PF/ESI etc. of each employee deployed in the institute on monthly basis. On deployment of workers(s) within two months the contractor will provide the Universal Account Number (UAN) for provident fund remittances along with other relevant details to the workers concerned and to the institute for verification. Non-compliance of the foregoing requirements may lead to withholding of payment of the contractor besides other punitive measures as may deemed fit to the institute.

## 16. Penalty Clause

1. **Time to Resolve (TTR) and associated penalty.** TTR is defined as the time taken to resolve the issues logged. The Severity Levels for measuring TTR shall be classified by competent authority of IUAC as High, Medium and Low on the basis of critical nature of the issue. The penalties for failing in providing permissible TTR are given below: -

| <b><u>Sl. No.</u></b> | <b><u>Permissible TTR</u></b>  | <b><u>Penalties per Day of Delay/ per Fault/per Occasion</u></b> |
|-----------------------|--|--|
| (a)                   | Within 12 hours from the call logging (by authorized IUAC staff ) time-for all High Severity events. | Failing on TTR for High Severity events, Rs. 5,000/-             |
| (b)                   | Within 24 hours from the time of attending the problem for all Medium Severity events.               | Failing on TTR for Medium Severity events, Rs. 3,500/-           |
| (c)                   | Within 36 hours from the time of attending the problem for all Low Severity events.                  | Failing on TTR for Low Severity events, Rs. 2,000/-              |

2. The below table classifies the severity levels for measuring the TTR

| <b><u>High Severity</u></b>   | <b><u>Medium Severity</u></b>   | <b><u>Low Severity</u></b>   |
|---|---|--|
| Complete shutdown of central servers/ core switches / Firewalls due to software issues                      | Not being able to update SSL certificate on servers before expiry of the certificate.   | General complaints on Phone/ Complaints received on ticketing portal |
| Not being able to prevent any cyber attack such as ransomware or malware attack.                            | Not being able to liason with the Internet Service Provider(s) for resuming services in case of downtime of internet services.  |  |
| Retrieval of data in case of loss of data of the central servers (Mail, DNS, LMS, LTS, ERP, Webserver, IDP) | Not being able to apply security patches on the server/ firewall and switches within 24 hours of official release of the patch. |  |

17. **Labour Laws:** The bidder will abide by all the rules and regulations related to minimum wages, labour laws, accidents, Workman Compensation Act, workmen insurance, ESI, PF etc. This will be the sole responsibility of the bidder. IUAC will not be a party at any stage in any of the disputes relating to the above. In case any liability arises due to non-conformance of any issues by the bidder, under no circumstances IUAC will be liable for the same.

## 18. **Tender Rejection:**

a) IUAC reserves the right to accept/ reject any/ all tenders in part/ full without assigning any reason whatsoever and the decision of the IUAC in this regard will be binding on all the bidders.

- b) Bids received by means other than e-procurement portal will be rejected.
- c) Bids not covering full scope of work/ supply of the services/ goods will be rejected and only complete bids will be considered.
- d) If BOQ file is found to be modified by the bidder, the bid will be rejected.  
Tenders not complying with any of the provisions stated in this tender document are liable to be rejected.

**19. Termination of Contract:** The Director, IUAC reserve the right to terminate the contract on account of poor workmanship, failure to perform the duty, non-compliance of set norms/ specifications for the works, delay in progress of work, violation of any contract provisions by the bidder. The contract can also be terminated at the request of the bidder within 10 days from the date of LOI/ purchase order. If the contractor requests the termination of contract any time after submission of Performance Security Deposit, the same shall be en-cashed.

IUAC may also at any time terminate the Contract by giving written notice to the Supplier, if the Supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Supplier, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Purchaser.

**20. IUAC reserves the right** to reject or accept any or all the tenders in full or in part without assigning any reasons whatsoever, and the decision of the Centre in this regard will be binding on all the bidders. Tenders not complying with any of provisions stated in this tender document are liable to be rejected. Director, IUAC reserves the right to accept or reject any tender without assigning any reason and does not bind himself to accept the lowest tender.

**21. Negotiations:**

Normally, there shall not be any negotiation. Negotiations, if at all, shall be an exception and only in the case of items with limited source of supply. Negotiations shall be held with the lowest evaluated responsive bidder. Counter offers tantamount to negotiations, shall be treated at par with negotiations.

**22.** The contract shall be governed by Indian Laws. Any dispute arising out of this contract will be subjected to jurisdiction of New Delhi/ Delhi.

**23. Correspondence:**

All the correspondence in respect of tender / contractual obligation shall be made to “The Administrative Officer (S & P)/ Mr. Abhishek Kumar, Scientist-C, Inter University Accelerator Centre, Aruna Asaf Ali Marg, New Delhi – 110067”. E-mail: iuacstores@gmail.com / abhishek1993226@gmail.com, Phone: +91-11-24126018, 24126022

Accepted  
(Signature of Bidder)

## **Special Conditions of the Contract**

### 1. **Safety & Insurance.**

- (a) The Service Provider shall follow safety procedures in all respects.
- (b) The Service Provider will adhere to safe working practices and will take all safety measures necessary for safety of his workmen. He will remain responsible for the safety of his engaged persons. The Service Provider should provide all necessary safety instructions, personal protective safety equipment to the persons engaged by him as applicable and required.
- (c) The Service Provider shall be liable to bear all expenses/damages/compensation in the event of any injury or loss of life of the personnel engaged by him while on duty.

### 2. **Security**

- (a) The Service Provider shall be bound by all security procedures followed at IUAC and abide by security instructions for all purposes. Workmen engaged by him will be liable for check and search by the security on duty while mustering in and out and also at the other random places and timings. Any breach/violation of security regulations in the work premises by any of the Service Provider's persons shall be Service Provider's responsibility.
- (b) The Service Provider will be responsible for good conduct of his workmen. If any workman is found indulging in undesirable activities, he will have to be withdrawn immediately as asked by the institute and replaced with a new person.
- (c) Institute reserves right to disallow any or all of the Service Provider's men from being deployed inside the institute campus without assigning any reason.
- (d) In the event of any damage to the property of the institute or life of its employees and/or their dependents the Service Provider shall be liable for payment of compensation and/or prosecution in accordance with applicable law and provisions. Compensation for damage to the property of the institute will be as assessed by authorized representative(s) of the institute and shall be recoverable from the Service Provider at market value.

### 3. **Statutory Obligations**

- (a) The Service Provider shall abide by and comply with the provisions of all the Acts, Rules and notifications issued by Central/State Govt. as applicable from time to time in respect of the contracted work and all staff employed by him at his own cost and risk, including the following:
  - I. Contract Labour (Regulation and Abolition) Act 1970
  - II. Contract Labour (Regulation & Abolition) Central Rules 1971
  - III. Payment of Wages Act 1936, Payment of Wages (Amendment) Act 2005

- IV. Minimum Wages Act 1948
- V. Minimum Wages (Central) Rules 1950
- VI. Employees' Compensation Act 1923
- VII. The E.P.F. and Miscellaneous Provisions Act 1952
- VIII. Employees State Insurance Act 1948
- IX. The Child Labour (Prohibition and Regulation) Act 1986

- (b) Liability arising due to failure to adhere to statutory or other legal provisions attributable to the Service Provider shall be borne by the Service Provider himself.
  - (i) The Service Provider shall maintain up to date records required for compliance with the provisions of all the Acts and Rules made by Central/State Govt. as applicable from time to time in respect of the contracted work.
  - (ii) If a bidding firm/ Service Provider is found violating any statutory provisions concerning labour laws or has given incorrect/false/misleading information, affidavit or documents at any stage of tender or contract, necessary action as deemed fit, that may include debarring of the firm, shall be initiated.

4. General

- (a) The persons employed by the Service Provider, will have no right whatsoever to claim permanent/temporary employment in this organization. There will be periodical as well as surprise checking of the services provided by the Service Provider for the subject job by the representative of the institute. In case of default, the contract will be liable for short closure of supply order forfeiting the security deposit.
- (b) If any employee of the Service Provider is found to have committed misconduct or misbehaviour, the institute at its sole discretion, may direct the Service Provider to remove such employee and the Service Provider shall remove such employee(s) without questioning the decision of the institute.
- (c) The personnel deployed by the Service Provider will not become member of any trade union of the Institute. If the personnel employed by the Service Provider indulge in union activities which affect the service obligation of the Service Provider or safety and security of the Institute, the contract will be liable for termination. In the event of violation, they will be debarred from entering Institute premises and contract can also be considered for termination.
- (d) Further, the personnel deployed by the Service Provider shall not engage themselves in any undesirable activities within the institute premises. They shall not indulge in any business dealings with any agency directly or indirectly associated with Institute or in trade union activities. In the event of violation, they will be debarred from entering the Institute and contract can also be considered for termination and forfeiture of the security deposit.

- (e) The personnel deployed by the Service Provider shall be available at the place of work defined for them. They must not visit undesignated places without valid authorization by Institute.
- (f) No housing/accommodation will be provided by the institute to the personnel deployed by the Service Provider unless otherwise specifically provided in the contract.

Seal and Signature of the bidder



## **Annexure-A**

### **Scope of Work**

It is proposed to appoint a vendor with appropriate skills and experience for the management of central server systems and associated terminals. The vendor would manage the computing resources by assigning to IUAC two resident engineers (one having a minimum of 5 years of experience and other having a minimum of 2 years of experience) on 5 days a week, 8 hours a day basis, who would work with and under the supervision of IUAC's computer division, and who would have access when required to the vendor's remote resources. The engineers may be asked to come on weekends / holidays to deal with emergency situations as and when needed.

The resident engineers would undertake to administer and manage software for all central servers (firewall, mail, web, proxy, DNS, ssh, LTS) and the associated terminals (thin clients for LTS server). The scope of work would include operating system and application software installation, configuration, maintenance, upgrade, and troubleshooting. A total of 5 servers and 45 thin clients are proposed to be placed under this management contract. All operating systems and software are Linux based.

The resident engineers would also be involved in configuration and maintenance of Sophos UTM (firewall), including monitoring of inward and outward web traffic and local network traffic, and when required configure switches on the IUAC wired LAN and the central wireless controller.

One of the resident engineer should have at least two years prior experience in system administration of Linux servers / HPC / AWS Cloud, preferably RHEL/CentOS/Scientific Linux / Ubuntu distributions; should be familiar with Ethernet network, switch and firewall configuration; should have experience of Apache, DNS configuration; should have experience of using standard Linux text editors; should have experience of writing Linux bash shell scripts; and should be capable of independently diagnosing and trouble-shooting server and network problems.

**I.** The operating systems, application software and description for each of the central servers is given below:

#### **1. Email Server**

The e-mail server runs the Linux OS (CentOS Linux 7), with the Zimbra network edition e-mail and groupware application. The Zimbra software is based on the Postfix mail transport with virtual users, the NGINX web server, Amavis, ClamAV, Policyd and SpamAssassin, and a proprietary authentication module and web, mobile and desktop mail clients. The Zimbra mail application is vendor-supported, with next business day and telephonic / e-mail support. The resident engineers would be expected to:

- Manage and monitor the Zimbra application, create mail user accounts, routinely generate user logs, flag security issues including outgoing and incoming bulk e-mail and compromised user passwords, ensure proper functioning and updates of anti-spam, anti-virus and mail throttling software.
- Respond to security threats by modifying and updating firewall, anti-virus and mail filtering policies.

- Configure mail client software wherever required.
- Liaise with Zimbra support personnel, including Zimbra vendor personnel, for immediate resolution of mail server issues.
- Ensure no listing of the iuac.res.in domain on spam block lists.
- Ensure mail backup and migration as required.
- Monitor server parameters for early warning signals of software and hardware failures.

## **2. DNS server**

This Linux (Scientific Linux 6) system has multiple functions. It has the Squid proxy server, and currently has a limited number of user accounts on the server to enable ssh access to staff from the outside world. The server also holds the internal (LAN) DNS records, and is the name server defined for all installations inside the IUAC LAN. The vendor would be expected to:

- Install, configure, manage and monitor the iptables firewall, allowing and blocking access in line with IUAC requirements
- Monitor and generate reports from Squid access and error logs
- Configure and manage the Squid user database, including user accounts and passwords
- Configure and manage Squid ACLs
- Configure secure and private browsing
- Block websites and client software and configure content filtering, as required
- Configure transparent proxy if required
- Configure and manage name based virtual hosting
- Configure and manage IP based virtual hosting.
- Install, configure and manage DNS services
- Maintain up-to-date DNS and RDNS records
- Configure and ensure controlled access to users' web directory, possibly on another system.

## **3. LTS server**

This Linux (Scientific Linux 6) server acts as the Linux Terminal Server for thin clients in the administrative and academic network. This allows PCs in the academic network to access the Linux OS without actually loading it, and is often the preferred alternative for older PCs and Windows PCs which need also to access Linux accounts. All administrative staff use thin clients which act as terminals to this server. The administration department, which takes care of IUAC's finance, accounts, personnel, stores, purchase, estate and general administration functions, uses open source software for all activities, including the LibreOffice suite. The server also acts as the gateway from the administration network to the academic network. Management tasks on this server include:

- Install, configure and manage LTSP server on open source Linux (Fedora), with MAC-based DHCP for client IP allocation, and user home directory mount on NFS.
- Configure, install and manage LTSP clients with MAC address based DHCP.
- Update LTSP server with latest network/video driver, to enable new thin client hardware to access LTS services.

- Associate multiple clients with different hardware vendors/ architectures as thin clients.
- Install and upgrade LTSP servers and clients as required.
- Manage and monitor automated weekly backup of user space
- Troubleshoot client-server connectivity issues, browser and plugin issues, LibreOffice suite issues, printer connectivity issues, and any other issues that may arise with server or thin clients.

#### **4. LMS server :**

This is the Learning Management Server (LMS) containing modules such as Moodle, IUAC Forms and serves website for conferences, workshops and schools. This server supplements the academic requirement of the IUAC by allowing its users to gather and spread information related to various schools and workshop held at IUAC in online mode.

The server has Apache httpd server, nginx server and mysql database.

- Manage and monitor the Apache and nginx server and , and generate reports from access and error logs.
- Manage the mysql database and generate reports from error logs.
- Take database backups periodically.

#### **5. Web content server:**

This server contains the content to which the IUAC web page ([www.iuac.res.in](http://www.iuac.res.in)) points. This server serves the internal webpages of Group/ Labs etc. The server runs the Apache httpd server, and serves up CGI/PHP/Java content besides http content as required. The vendor would:

- Install, configure, manage and monitor the iptables firewall, allowing and blocking access in line with IUAC requirements
- Install and configure Apache, in line with IUAC requirements.
- Manage and monitor the Apache httpd server, and generate reports from access and error logs
- Configure and manage file system access from Apache

#### **6. ERP Server:**

ERP server is short name for Enterprise Resource Planning server. This is an application server serving the administration and the employees of the center for their day to day administrative tasks. The vendor would ensure:

- Take database backups periodically.
- Manage and monitor the Apache server and generate reports from access and error logs.
- Check server health on regular basis
- Coordinate with the software developer on trouble-shooting various issues pertaining to Linux.

#### **7. Website and database server :**

The IUAC main website is hosted on the website server and the associated database is held with database server.

- Check the health of the servers on regular basis.
- Continuous monitoring of the server to ensure zero downtime of the servers and related services.

- Coordinate with the software developer on trouble-shooting various issues pertaining to Linux.

## **8. Video-Conferencing support:**

All the workshops, schools, conferences and meetings are now being held in either online mode or hybrid mode (offline plus online). The vendor would ensure

- Technical support to be provided to hold such meetings on both the Google meet and cisco webex online video conferencing platforms available at IUAC. The support would extend if in future other conferencing platforms are added.
- Take regular backups of the recordings.
- Conducting such meetings on these platforms as and when required.

## **9. Software Support for PCs/ Desktops**

the vendor would ensure

- Installation of Ubuntu / CentOS/ Fedora / Other Linux distribution on desktop PCs.
- Installation of Academic licensed Microsoft Office and MS Windows on the systems.
- Installation of Genuine copy of Scientific Software (procured by IUAC) on desktop PCs.

## **10. Identity Provider (IDP) server**

the vendor would ensure

- Check the health of the servers on regular basis
- Take the LDAP database backup regularly
- Manage and monitor the Apache and nginx server and generate reports from access and error logs.

### **For all servers:**

1. Resident engineers have to ensure backup management for system administration and configuration tools, utilities and databases.
2. For hardware troubleshooting and repair/replacement, as well as mail system and network issues, resident engineers have to coordinate with hardware vendor / AMC vendor in consultation with IUAC computer personnel to ensure system is brought up as soon as possible.
3. Resident engineers have to ensure 99.9% uptime on all servers. Hardware troubleshooting and replacement issues will not be considered as system downtime for this purpose.
4. Weekly and monthly MIS report will be generated by the resident engineers, in a format mutually agreed with IUAC.
5. Performance of contract will be reviewed quarterly.
6. Upgradation of software of the servers to the latest available and versions. Before deployment on the live server, the upgradation must be done on the dummy / staging for testing purposes.

## **II. Local Area Network and WAN link**

The wired local area **network** at IUAC is a gigabit network, consisting of a core switching system of 1 dell 48 port switch having a 10 Gbps per port non-blocking configuration, 7 Extreme X350, 5 Juniper, 8 D-Link and 1 Arista 48-port edge switches with 10 Gbps fibre uplinks to the core and 1 Gbps UTP links to the desktop.

The wireless LAN network consists of a Zyxel controller, a Zyxel 24-port core switch, 14 Zyxel PoE 12-port switches, and 60 Zyxel a/g/n/ac access points. In addition, the centre has a WAN link to National Knowledge Network and a secondary link to ISP Ishan netsol private limited. The vendor would undertake to manage and monitor active components of this network and make any configuration changes required for performance or policy implementation. The management tasks include, but are not limited to

- Managing L2/L3 switches and wireless access points from multiple OEM
- Configuration and maintenance of port-by-port access and blocking based on IP or MAC addresses.
- Configuration and change, as required, of port forwarding and static routing between the Internet and the IUACLAN in line with the requirements of IUAC.
- Diagnosis of network related issues involving both active and passive components, such as network cable, switch port, network port, I/O Port faults and rectification by coordinating with IUAC computer division personnel, suppliers and AMC providers.
- Monitoring of WAN traffic and configuration and implementation of adequate security measures to protect IUAC servers and systems.
- Managing, monitoring and resolving WAN/DNS/Link issues by coordinating with ISPs.

For effective network management,

1. Resident engineers have to provide all tools for network monitoring and diagnosis.
2. Resident engineers have to ensure backup management for network administration and configuration databases.
3. For hardware troubleshooting and repair/replacement, resident engineer has to coordinate with hardware vendor / AMC vendor in consultation with IUAC computer personnel to ensure network is brought up as soon as possible.
4. Resident engineers have to ensure 99.9% uptime on the network. Hardware troubleshooting, replacement and ISP issues will not be considered as system downtime for this purpose.
5. Weekly and monthly network performance reports will be generated by the resident engineers, in a format mutually agreed with IUAC.
6. Performance of contract will be reviewed quarterly.

## **Performance Evaluation Criteria**

All bidders must meet the criteria as mentioned in Part A of General Terms & Conditions and check list before they apply for the bid. The bidders meeting the criteria must enclose their supporting documents along with the technical bid. Any firm/bidder not fulfilling criteria duly supported by the indicated documents shall be out-rightly rejected and the bid shall not be considered for further evaluation.

**Evaluation Criteria.** Bids will be opened and evaluated on QCBS (Quality and Cost Based Selection) method with The weightage for technical and commercial (or cost) aspects of the bid shall be 70:30. The process will consist of following steps: -

- a) First evaluation on basis of documentary validation against minimum eligibility criteria given in this tender document. Bids not meeting minimum eligibility criteria will be rejected.
- b) Second - bids will be awarded technical score by a technical committee on basis of parameters given at point (h) below. Scores will be awarded for each parameter separately and final score will be arrived at by summation of these scores out of a maximum of 100. Bidders will have to score at least 70 in order to be technically qualified. Financial bids of only technically qualified bidders will be opened.
- c) Third - financial bids of technically qualified bidders (scoring at least 70 or more marks) will be opened and the financial scores will be calculated through a normalization process where the lowest bidder (i.e. L1) will be given a 100 and scores of all other bidders will be normalized against this. For example – If A is the lowest bidder who has bid say Rs.20 for a project and B and C are the other two bidders with bids of Rs.40 and Rs.60, normalized scores of A is taken as 100, B is taken as  $(100 * 20 / 40 = 50)$  and C is taken as  $(100 * 20 / 60 = 33.3)$ .
- d) Fourth - after calculating technical and financial scores, they will be multiplied by respective weightages (i.e. 0.7 for technical score and 0.3 for financial score for this tender) to find the total score.
- e) Fifth – While calculating the financial scores, the amount quoted for all the three years will be taken into the consideration.
- f) Final step - to recommend award of contract / work to the vendor with the highest total score. Post approval of the competent authority, the work / contract shall be awarded.
- g) There should be no ambiguity in quoted price and the rate must be as per the price bid format. Conditional offer or the proposal not furnished in the format attached at Annexure 'B' shall be considered non-responsive and is liable to be rejected.

h) The technical score will be given as per the following:

| <b><u>Sl. No.</u></b> | <b><u>Technical parameter</u></b>  | <b><u>Score criteria</u></b>  | <b><u>Maximum Score out of 100</u></b> |
|-----------------------|--|---|--|
| (a)                   | Proof of performing / having performed similar tasks (in last five years) in Government depts, Public Sector, Research Organisation & Autonomous bodies. | a. more than or equal to 3 – 30 pts.<br>b. less than 3 but at least 2 – 20 pts.<br>c. Less than 2 but at least 1 – 10 pts.  | 30                                     |
| (b)                   | Proof of presence of more than 5 Engineers presently working in Delhi/ NCR region.   | a. Presence of more than 5 and less than or equal to 10 engineers – 5 pts.<br>b. Presence of more than or equal to 11 but less than or equal to 20 engineers– 7 pts.<br>c. Presence of more than 20 engineers – 10 pts. | 10                                     |



|  |   |  |            |
|--|---|--|------------|
| (c)  | Proof of organization-level and individual-level certifications relevant to the scope of work. For example, ISO and CMMI certification for organization and Cisco CCNA / Extreme and RHCSA / RHCE specialist certification. | <p>a. ISO certificate + RHCSA + CISCO CCNA / EXTREME – 10</p> <p>b. ISO certificate + RHCE + CISCO CCNA / EXTREME – 20</p> <p>c. ISO certificate + CMMI + RHCSA + CISCO CCNA / EXTREME – 30</p> <p>d. ISO certificate + CMMI + RHCE + CISCO CCNA / EXTREME – 40</p> <p>e. Else - nil</p> | 40         |
| <p><b>Only those bidders whose total scores are at least 50(a+b+c) out of 80 will be called for Interview by the committee and rest of the bidders will be technically disqualified. However, The total technical score will be calculated by taking the sum of (a),(b),(c) and (d).</b></p> |   |  |            |
| (d)  | A combination of presentation, task-based tests, and interview, to evaluate the suitability of the vendor to carry out the work.  | <p>Presentation, Task based test and Interview by committee - 20</p> <p>(The evaluation will be made on the topics related to the services listed at <b>Appendix A</b>)</p>  | 20         |
| <b>Total</b>   |   |  | <b>100</b> |

Accepted  
(Signature of Bidder)

**PART-B**  
**Bill of Quantities (BOQ)**

**Tender inviting authority:** Inter-University Accelerator Centre

**Name of work:** Management of server system software at the Inter-University Accelerator Centre

**Tender No. :**

| S.No. | Description  | Charges for the year excluding GST | Unit  |
|-------|--|------------------------------------|-------|
| 1.    | <b>Annual charges for “Management of server system software at IUAC as per the attached scope of work”</b> | 1 <sup>st</sup> Year               | 1 No. |
| 2.    | <b>Annual charges for “Management of server system software at IUAC as per the attached scope of work”</b> | 2 <sup>nd</sup> Year               | 1 No. |
| 3.    | <b>Annual charges for “Management of server system software at IUAC as per the attached scope of work”</b> | 3 <sup>rd</sup> Year               | 1No.  |

Accepted

(Signature of Bidder)

**Undertaking on Company's Letterhead**

I / We (bidder) hereby give an undertaking that:

1. I / We have not been blacklisted / on holiday list / debarred during last three years by any Govt. Department/Govt. Autonomous Body/Institution, etc;
2. I/We do not have any dispute with any of the Govt. Departments/ Govt. Autonomous Bodies/Institutions, etc.;
3. I/We have never been certified as 'Unsatisfactory Performer' for the said services provided to the Govt. Departments/ Govt. Autonomous Bodies/ Institutions;
4. I/We have not submitted any fake/forged certificates/ documents and later, if any such 'Certificates/Documents' found to be fake/ forged or contains willful wrong/incorrect information, suitable legal actions may be initiated against me/us/agency and the agencies / bidders shall be debarred from tendering with the Institute.
5. I/We shall not withdraw my/our bid after opening of Technical Bid and if done so, the IUAC and the agencies / bidders shall be debarred from tendering with the Institute for two years.

Seal and Signatures of the Authorized  
Person of the Agency

Name and designation of the  
Authorized Person of the Agency

Place:

Date:

**Signature of bidder with seal**

**Date:**

**Place:**

**ANNEXURE -D**  
**BID SECURING DECLARATION (On Company's Letterhead)**  
**(TO BE SUBMITTED BY MSME ONLY ON COMPANY LETTER HEAD)**

Tender No.

Date:

To:

The Director IUAC  
New Delhi-110 067

We, the undersigned, solemnly declare that:

We understand that, according to the conditions of this Tender Document, the bid must be supported by a Bid Securing Declaration In lieu of Bid Security Deposit.

We unconditionally accept the condition of this Bid Securing Declaration. We understand that we shall stand automatically suspended from being eligible for bidding in any tender in IUAC for a period of two years from the date of opening of this bid if we breach our obligation under the tender conditions, if, we,

- A) withdraw/amend/impair/derogate, in any respect, from our bid, within the bid validity specified in the tender notice
- B) having being notified of the acceptance of our bid by IUAC during the period of bid validity,
  - i) fail or refuse to execute the contract, or
  - ii) fail or refuse to furnish the Performance Security, in accordance with terms and conditions of the tender/bid

We know that this Bid Securing Declaration shall expire if the contract is not awarded to us, upon:

1. receipt by us of your notification
  - a) of cancellation of the entire tender process or rejection of all bids or
  - b) of the name of successful bidder
2. Forty-five days after the expiration of my/our bid validity

Name and Signatures of the Bidder:

Registered Address of the Company:

Company seal

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.

**ANNEXURE –E**  
**Format for declaration by the Bidder for Code of Integrity & conflict of interest (On the Letter Head of the Bidder)**

No: \_\_\_\_\_

Date \_\_\_\_\_

To,  
The Director IUAC  
New Delhi

Sir

, With reference to your Tender No. \_\_\_\_\_ dated \_\_\_\_\_ I/We hereby declare that

we shall abide by the Code of Integrity for Public Procurement as in your Tender document and have no conflict of interest.

It is certified that we are not associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the Purchaser to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods to be purchased under this Invitation of Bids / Tender.

The details of any previous transgressions of the code of integrity with any entity in any country during the last three years or of being debarred by any other Procuring Entity are as under:

- a
- b
- c

We undertake that we shall be liable for any punitive action in case of transgression/contravention of this code.

Thanking you,

Yours sincerely,

Signature  
(Name of the Authorized Signatory)  
Company Seal

ANNEXURE-F  
**TENDER ACCEPTANCE LETTER**  
(To be given on Company Letter Head)

Date:

To,  
The Director  
IUAC, New Delhi-67

**Sub: Acceptance of Terms & Conditions of Tender.**

**Tender Reference No: IUAC/NIT/20/AK/2021-22**

**Name of Tender / Work: -**

Dear Sir,

I/ We have downloaded / read and examined the tender document(s) for the above mentioned Tender /Work from the web site(s) namely:

---

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

1. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents (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.
2. The corrigendum(s) issued from time to time by your department/ organization too have also been taken into consideration, while submitting this acceptance letter.
3. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
4. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
5. 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/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy.

Yours Faithfully,

(Signature of the

Bidder, with Official Seal)

**Annexure- G**

**Profile of the tenderer**

**(To be given on the company letter head)**

**Tender for the work of Management of Server System Software at the InterUniversity Accelerator Centre.**

|     |   |  |
|-----|---|--|
| 1.  | Name of the Firm/ Organization  |  |
| 2.  | Address   |  |
| 3.  | Telephone No. / Mobile No. & Name of the contact person   |  |
| 4.  | Fax No.   |  |
| 5.  | Email ID  |  |
| 6.  | Month and Year of establishment   |  |
| 7.  | Name of the proprietor / partners/ director   |  |
| 8.  | No. of years of experience in this field, with reference, certificates  |  |
| 9.  | Average annual financial turnover during three financial years ending 31 <sup>st</sup> March 2022. Duly audited financial statement/ balance sheet / certified by CA to be submitted as supporting documents.<br>2019-20:<br>2020-21:<br>2021-22: |  |
| 10. | Whether the firm is a Tax Assessee? If so, please give the details of the PAN No. and copies of ITR files for the last three financial years.   |  |
| 11. | GST registration No.  |  |

**Signature of the Tenderer with Seal**



**ANNEXURE- H**

**CHECK-LIST FOR PRE-QUALIFICATION BID FOR MANAGEMENT OF SERVER SYSTEM SOFTWARE AT INTER UNIVERSITY ACCELERATOR CENTRE, NEW DELHI**

| <b>Sl. No.</b> | <b>Documents asked for</b>  | <b>Page number at which document is placed</b> |
|----------------|---|--|
| 1.             | Tender Acceptance Letter as per Annexure F  |  |
| 2.             | Bid Securing Declaration (for MSME/ NSIC bidders) as per Annexure D   |  |
| 3.             | Profile of the tenderer (as per Annexure-G)   |  |
| 4.             | Undertaking on letterhead (as per format prescribed in Annexure-C) along with tender document .                                     |  |
| 5.             | Technical Specification   |  |
| 6.             | Self-attested copy of the GSTIN & PAN card ESI, EPF issued by the respective authorities.   |  |
| 7.             | Copies of work/supply orders as specified in the NIT along with satisfactory performance certificates from the concerned employers. |  |
| 8.             | Copies Annual turnover and ITRs of last three financial years duly certified by the Statutory Auditors                              |  |
| 9.             | Declaration for Code of Integrity and Conflict of Interest as per Annexure E  |  |
| 10.            | Site visit undertaking as per Annexure I  |  |
| 11.            | EMD proof of submission   |  |
| 12.            | Copy of MSME/NSIC Registration Certificate  |  |
| 13.            | Any other documents, if required.   |  |

**(Seal & Signatures of Contractor)**

**(Name and Address of the Bidder)**

**Telephone No.**

**Annexure –I**  
**Certificate/ Undertaking for site visit**

This is to certify that we have visited the site where -----works have to be done in IUAC lab complex on .....and assessed the actual situation & nature of site. We have also assessed the amount of work involved at site for tendered work before submitting our offer. We will be able to complete the above work within stipulated time as per site conditions. We further undertake that no extra cost will be claimed by us later-on for any difficulties/ modifications involved during the execution of tendered works. We understand that work is to be executed in an already operational/ functional institute.

**(Signature of the Bidder, with Official Seal)**