CSIR-Institute of Genomics & Integrative Biology
Near Jubilee Hall, Mall Road, Delhi-110007

NOTICE INVITING TENDER (NIT)

Director, CSIR-IGIB invites proposal for IT-Infrastructure management services (IMS)/Facility management services (FMS) for 03 years as detailed in this document. Both IT-IMS and IT-FMS terms are used interchangeably and refer to the same services mentioned in this tender document.

S. No.	Tender No.	Description of Services	Estimated Cost	Requirement, specifications & other details	Bid System	Bid Security (EMD)
1.	4/82/2025-26/Gen.	**IT - Infrastructure management services (IMS)/Facility management services (FMS)**	Rs. 2,50,00,000 /- (Rupees Two crore fifty lakh only)	As mentioned in Annexure-I of Chapter-4 of Tender document	Two Bid System	Rs 5,00,000/- (MSE / NSIC shall be exempted from the payment of EMD)

Interested Bidders are requested to submit their quotation in two-bid systems through online Central Public Procurement Portal (https://etenders.gov.in) as per schedule date mentioned in the critical date sheet. The bidders should submit their bids as per instructions for online bid submission mentioned in the tender document**.**

In case of any queries, bidders are requested to kindly submit their request, through mail to sanjeev.kulshan@igib.res.in latest by 24/07/2025 .The last date for submission of bids shall be 28/07/2025 and technical bids shall be opened on 29/07/2025. The bids shall be submitted online only through CPPP (https://etenders.gov.in). Complete set of bidding document may be downloaded from CPPP (https://etenders.gov.in).

The Director, CSIR-IGIB reserves the right to accept or reject any bids or accept all tenders either in parts or in full without assigning any reason.

Controller of Administration

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CRITICAL DATE SHEET

Sl. No.	Stage	Date
1.	Date of Publication of bid	15/07/2025
2.	Last Date for receipt of queries	24/07/2025
3.	Bid Submission End Date	28/07/2025
4.	Technical Bid Opening Date	29/07/2025

CHAPTER 1:

INSTRUCTIONS TO BIDDERS

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A. Introduction

Introduction to CSIR-IGIB

CSIR-Institute of Genomics & Integrative Biology (IGIB) is one of the premier laboratories under Council of Scientific & Industrial Research (CSIR). Its Research & Development activities include various areas of modern biotechnology and biological sciences such as allergy and infectious diseases, molecular pathogenesis and recombinant DNA technology while focusing mainly on Genomics and Bio-informatics. IGIB has two campuses in Delhi at Mathura Road (South Campus) & at Mall Road (North Campus).

1.1. Eligible Bidders

1.1.1 This Invitation for Bids is open to Service Providers and System Integrators duly authorized by the concerned OEMs wherever applicable.

1.1.2 Bidders should not be associated, or have not been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by the CSIR-IGIB 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 rendered under this Invitation of Bids.

1.1.3 Bids from Joint Ventures, Consortium or Associations so long as they are formed and registered prior to the bid submission date.

1.1.4 The bidders who have been temporarily suspended or removed from the list of registered Contractors by the CSIR-IGIB or banned from Ministry/country wide procurement shall not be eligible for participation in the bidding process.

1.2 Cost of Bidding

1.2.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, and "the CSIR-IGIB", will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

1.3 Code of Integrity

1.3.1 The bidders should sign a declaration about abiding by the Code of Integrity for Public Procurement in bid documents. In case of any transgression of this code, the bidder is not only liable to be removed from the list of registered vendors, but it would be liable for other punitive actions such as cancellation of contracts, banning and blacklisting or action in Competition Commission of India etc.

1.3.2 **Code of integrity for Public Procurement**: The CSIR-IGIB as well as bidders, Contractors, and consultants should observe the highest standard of ethics and should not indulge in the following prohibited practices, either directly or indirectly, at any stage during the procurement process or during execution of resultant contracts:

i) "**corrupt practice**": making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or contract execution;

ii) "**Fraudulent practice**": any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. This includes making false declaration or providing false information for participation in a tender process or to secure a contract or in execution of the contract;

iii) "**anti-competitive practice**": 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 CSIR-IGIB, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels;

iv) "**coercive practice**": harming or threatening to harm, persons or their property to influence their participation in the procurement process or affect the execution of a contract;

v) "**conflict of interest**": 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 CSIR-IGIB 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 CSIR-IGIB with an intent to gain unfair advantage in the procurement process or for personal gain; and

vi) "**Obstructive practice**": materially impede the CSIR-IGIB'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 CSIR-IGIB's Entity's rights of audit or access to information;

1.3.3 Obligations for Proactive disclosures

i) The CSIR-IGIB as well as bidders, Contractors and consultants are obliged under Code of Integrity for Public Procurement to sue-moto proactively declare any conflicts of interest (coming under the definition mentioned above (pre-existing or as and as soon as these arise at any stage) in any procurement process or execution of contract. Failure to do so would amount to violation of this code of integrity; and

ii) The bidder must declare, whether asked or not in a bid document, any previous transgressions of such a code of integrity with any entity in any country during the last three years or of being debarred by any other Procuring Entity. Failure to do so would amount to violation of this code of integrity;

iii) To encourage voluntary disclosures, such declarations would not mean automatic

disqualification for the bidder making such declarations. The declared conflict of interest would be evaluated and mitigation steps, if possible, taken by the CSIR-IGIB. Similarly voluntary reporting of previous transgressions of Code of Integrity elsewhere may be evaluated and barring cases of various grades of debarment, an alert watch may be kept on the bidder's actions in the tender and subsequent contract.

1.3.4 **Punitive Provisions**

Without prejudice to and in addition to the rights of the CSIR-IGIB to other penal provisions as per the bid documents or contract, if the CSIR-IGIB comes to a conclusion that a (prospective) bidder/Contractor, directly or through an agent, has violated this code of integrity in competing for the contract or in executing a contract, the CSIR-IGIB may take appropriate measures including one or more of the following:

i) **If the bid is under consideration in any procurement:**

    a)   Calling off of any pre-contract negotiations; and

    b)   Rejection and exclusion of the bidder from the procurement process.

ii) **If a contract has already been awarded:**

    a)   Cancellation of the relevant contract and recovery of compensation for loss incurred by the CSIR-IGIB;

    b)   Forfeiture or encashment of any other security or bond relating to the procurement;

    c)   Recovery of payments, if any, made by the CSIR-IGIB along with interest thereon at the prevailing rate.

iii) **Provisions in addition to above:**

    a)   Removal from the list of registered vendors and banning/debarment of the bidder from participation in future procurements of the CSIR-IGIB for a period not less than one year;

    b)   In case of anti-competitive practices, information for further processing may be filed with the Competition Commission of India;

    c)   Initiation of suitable disciplinary or criminal proceedings against any individual or staff found responsible.

B.   The Bidding Documents

1.4   Cost of Tender Documents

1.4.1 Interested eligible bidders may download the bidding documents from Central Public Procurement Portal (CPPP) https://etenders.gov.in to prepare the bid carefully and submit through online mode.

1.5 Content of Tender Documents

1.5.1 The services required, bidding procedures and contract terms are prescribed in the bidding documents which should be read in conjunction. The bidding documents, apart from the invitation for bids and Critical Date Sheet have been divided into the following Chapters:

Chapter 1: Instructions to Bidder (ITB)

Chapter 2: Conditions of Contract

A. General Conditions of Contract (GCC)

B. Special Conditions of Contract (SCC)

Chapter 3: Instructions for Online Bid Submission

Chapter 4: Schedule of Requirement, Technical Specifications and Other Details

Chapter 5: Compliance Sheet

Chapter 6: Contract Form

Chapter 7: Other Forms:

(1) Performance Security Form

(2) Form for declaration by the bidder for code of integrity and Conflict of interest

(3) Bidder's Information Form

(4) Performance Statement form

(5) Bid form

(6) Bid Security (EMD)

1.5.2 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

1.6 Clarification of tender documents

1.6.1 A prospective Bidder requiring any clarification of the Biding Documents shall contact CSIR-IGIB in writing at the address specified in the Special Conditions of Contract (SCC), latest by the date specified in the critical date sheet. No request for clarification or query shall normally be entertained after the deadline/pre-bid conference if any. Should the CSIR-IGIB deem it necessary to amend the Tender Documents as a result of a clarification, it shall do so following the procedure under Clause 1.7 of ITB relating to amendment of Tender Documents and Clause 1.8.1 relating to Deadline for Submission of Bids. The queries, clarifications and amendments issued would also be hosted on the website of the CSIR-IGIB for the benefit of the other prospective bidders and also shall be sent to all bidders who have downloaded/obtained the tender documents.

1.7 Amendment of Tender Documents

1.7.1 At any time prior to the deadline for submission of bids, the CSIR-IGIB may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the tender documents by amendment. The same would also be hosted on the website of the CSIR-IGIB and all prospective bidders are expected to surf the website before submitting their bids to take cognizance of the amendments.

1.7.2 In order to allow prospective bidders' reasonable time in which to take the amendment into account in preparing their bids, the CSIR-IGIB, at its discretion, may extend the deadline for the submission of bids and host the changes on the website of the CSIR-IGIB.

C. PREPARATION OF BIDS

1.8. Language of Bid

1.8.1 The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the CSIR-IGIB shall be written in English language only.

1.8.2 The bidder shall bear all costs of translation, if any, to the English language and bear all risks of the accuracy of such translation, for documents provided by the bidder.

1.9 Purchase Preference Policies

1.9.1 The CSIR-IGIB intends to give product reservation/purchase preference/price preference in line with current Govt. of India procurement policies to help inclusive national economic growth by providing long term support to micro and small enterprises and disadvantaged sections of the society and to address environmental concerns along with preferential market access in govt. procurements for Domestically Manufactured Electronic Products.

1.10. Documents Comprising the Bid

The bid prepared by the Bidder shall include documents as under:

A. Technical bid

(a) Schedule of requirement, Technical Specifications & Other details as mentioned in Annexure-I of Chapter-4 of the tender document.

(b) Qualification criteria of Contract for IT-FMS/IMS as mentioned in Annexure-I of Chapter-4 of the tender document

(c) Other Forms as mentioned in Chapter-7 of the tender document.

(d) Documentary evidence establishing that the bidder is eligible to bid and is qualified to perform the contract if its bid is accepted;

(e) Documents establishing the services eligibility and conformity to bidding documents, indicating the Indian Customs Tariff Number (ICT & HSN No.).

(f) Copy of the GSTIN/PAN.

(g) Relaxations are admissible as to MSME/Start up as per Government of India norms /guidelines/ orders.

(h) Declaration Certificate for Local Content.

B. **Price bid**

(a) Bid form;

(b) Applicable Price Schedule Form i.e. BOQ (shall be available on the portal against our tender document);

1.11. Bid form and price schedule

1.11.1 The bidder shall complete the Bid Form and the appropriate price schedule form furnished in the bidding documents. These forms must be completed without any alterations to its format and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.

1.12. Bid Prices

1.12.1 The Bidder shall indicate in the appropriate price schedule form (provided as BOQ with the tender), the unit prices and total bid prices of the services, it proposes to supply under the contract.

1.12.2 GST and other taxes, which will be payable on the services if the contract is awarded should be mentioned in the price schedule form.

1.12.3 The price quoted shall remain fixed during the contract period and shall not vary on any account.

1.12.4 All lots and items must be listed and priced separately in the Price Schedules. If a Price Schedule shows items listed but not priced, their prices shall be assumed to be included in the prices of other items. Lots or items not listed in the Price Schedule shall be assumed to be not included in the bid.

1.12.5 All payments due under the contract shall be paid after deduction of statutory levies at source (like TDS etc.), wherever applicable.

1.12.6 Bid Currency: - Prices shall be quoted in Indian Rupees only.

1.13. Documents Establishing Bidder's Eligibility and qualifications

1.13.1 The bidder shall furnish, as part of its bid, documents establishing the bidders' eligibility to bid and its qualification to perform the contract if its bid is accepted.

1.13.2 **Conditional tenders shall not be accepted.**

1.13.3 CSIR-IGIB is eligible to avail the concessional GST Rate as applicable on Public Funded

Research Institutes as per notification No. 45/2017- Central Tax (Rate) and 47/2017- Integrated

Tax**.**

1.13.4 Bidder should mention its GST No. in the Bid. The HSN Code of the items of bid may be mentioned against each.

1.14   Bid Security

1.14.1   The Bidder shall furnish, as part of its bid, a bid security (BS) for an amount as specified in the Invitation for Bids if any. In the case of foreign bidders, the BS shall be submitted either by the principal or by the Indian agent and in the case of indigenous bidders; the BS shall be submitted by the manufacturer or their specifically authorized dealer/bidder.

1.14.2   The bid security is required to protect the Purchaser against the risk of Bidder's conduct, which would warrant the security's forfeiture.

1.14.3   The bid security shall be in Indian Rupees for offers received for supply within India and denominated in the currency of the bid or in any freely convertible foreign exchange in the case of offers received for supplies from foreign countries in equivalent Indian Rupees. The bid security shall be in one of the following forms at the bidders' option:

(a) A bank guarantee issued/confirmed by a Scheduled Commercial Bank in India in the form provided in the bidding documents and valid for 45 days beyond the validity of the bid. In case a bidder desires to submit a BG issued from a foreign bank, then the same should be confirmed by a Scheduled commercial bank in India; or

(b) Fixed Deposit receipt pledged in favour of the Lab. /Institute.

(a) A Banker's cheque or demand draft in favour of the purchaser issued by any Scheduled commercial bank in India;

(b) Bid Securing Declaration

(c)   EMD shall be submitted in the electronic format online (by scanning) while uploading the bid. This submission shall mean that EMD is received electronically.

However, for the purpose of realisation, the bidder shall send the demand draft/banker's cheque / pay order in original to the designated officer through post or by hand so as to reach by the time of tender opening. In case of exemption of EMD, the scanned copy of the document in support of exemption will have to be uploaded by the bidder during bid submission; or the bid security should be submitted in its original form. Copies shall not be accepted.

1.14.4   The bid security should be submitted in its original form. Copies shall not be accepted.

1.14.5   The bid security of unsuccessful bidder will be discharged /returned as promptly as possible positively within a period of 30 days after the expiration of the period of bid validity or placement of order whichever is later, without any interest.

1.14.6   The successful Bidder's bid security will be discharged upon the Bidder furnishing the performance security, without any interest.

1.14.7   The bid security may be forfeited:

(a) If a Bidder withdraws or amends or modifies or impairs or derogates its bid during the period of bid validity specified by the Bidder on the Bid Form; or

(b) In case of a successful Bidder, if the Bidder fails to furnish order acceptance within 14 days of the order or fails to sign the contract and/or fails to furnish Performance Security within 21 days from the date of contract/ order.

Whenever the bidder chooses to submit the Bid Security in the form of Bank Guarantee, then he should advise the bank reissuing the Bank Guarantee to immediately send by Registered Post (A.D.) an unstamped duplicate copy of the Guarantee directly to the Purchaser with a covering letter to compare with the original BG for the correctness, genuineness etc.

1.15. Period of Validity of Bids

1.15.1 Bids shall remain valid for minimum of 120 days after the date of bid opening prescribed by CSIR-IGIB. A bid valid for a shorter period shall be rejected as non-responsive.

1.15.2 In exceptional circumstances, CSIR-IGIB may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing (by post, fax or e-mail). The bid security provided shall also be suitably extended failing which the bid would be summarily ignored. A Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request will not be required nor permitted to modify its bid.

1.15.3 Bid evaluation will be based on the bid prices without taking into consideration the above corrections.

D. Submission of Bids

1.16. Submission of Bids

1.16.1 The bidders shall submit their bids online through Central Public Procurement Portal https://etenders.gov.in as per Instructions for online Bid submission given in Chapter 3. Bids received in the form of hard copy/ FAX/E-mail will not be considered.

1.17. Deadline for Submission of Bids

1.17.1 Bids must be submitted well in time but not later than the time and date specified in invitation for bids.

1.17.2 **Amendment of Bidding Documents**

1.17.3 At any time prior to the deadline for submission of bids, CSIR-IGIB may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by amendment. The amendment made so would also be hosted on the website of the CSIR-IGIB and all prospective bidders are expected to surf the website before submitting their bids to take cognizance of the amendments.

1.17.4 In order to allow prospective bidders' reasonable time in which to take the amendment into

account in preparing their bids, the CSIR-IGIB, at its discretion, may extend the deadline for the submission of bids and host the changes on the website of the CSIR-IGIB.

1.18. Late Bids

1.18.1 Any bid received by CSIR-IGIB after the deadline for submission of bids prescribed by the CSIR-IGIB will be rejected.

E. Opening and Evaluation of Bids

1.19 Opening of Bids by the CSIR-IGIB

1.19.1 The CSIR-IGIB will open the bids through online as per the schedule given in Critical Date Sheet. In two-part bidding, only the technical bid shall be opened on the Bid Opening Date and time as mentioned in the Critical Date Sheet. The financial bids of the bidders found responsive & technically acceptable shall be opened after evaluation of the technical bids.

1.20. Confidentiality

1.20.1 Information relating to the examination, evaluation, comparison, and post qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until publication of the Contract Award.

1.20.2 Any effort by a Bidder to influence the CSIR-IGIB in the examination, evaluation, comparison, and post qualification of the bids or contract award decisions may result in the rejection of its Bid.

1.21. Clarification of Bids

1.21.1 To assist in the examination, evaluation, comparison and post qualification of the bids, CSIR-IGIB may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted. However, no negotiation shall be held except with the lowest bidder, at the discretion of the CSIR-IGIB. Any clarification submitted by a bidder in respect to its bid which is not in response to a request by the CSIR-IGIB shall not be considered.

1.22. Preliminary Examination

1.22.1 The CSIR-IGIB shall examine the bids to confirm that all documents and technical documentation requested in ITB Clause 1.10 have been provided, and to determine the completeness of each document submitted.

1.22.2 The CSIR-IGIB shall confirm that the following documents and information have been provided in the Bid. If any of these documents or information is missing, the offer shall be rejected.

(a) Bid Form and Price Schedule Form (BOQ), in accordance with ITB Clause 1.10;

(b) All the tenders received will first be scrutinized to see whether the tenders meet the basic requirements as incorporated in the tender enquiry document. The tenders, who do not meet the basic requirements, are to be treated as unresponsive and ignored. The following are some of the important points, for which a tender may be declared as unresponsive and to be ignored, during the initial scrutiny:

(i)   The Bid is unsigned.

(ii)   The Bidder is not eligible.

(iii)   The Bid validity is shorter than the required period.

(iv)   Bidder has not agreed to give the required performance   security.

(vi)   Against the schedule of Requirement (incorporated in the tender enquiry), the bidder has not quoted for the entire requirement as specified in that schedule.

(vii) The bidder has not agreed to some essential condition(s) incorporated in the tender enquiry.

1.23   Bidder's right to question rejection.

1.23.1 A Bidder shall have the right to be heard in case the bidder feels that a proper procurement process is not being followed and/or his tender has been rejected wrongly. Only a directly affected bidder can represent in this regard as under:

i)   Only a bidder who has participated in the concerned procurement process i.e. pre-qualification, bidder registration or bidding, as the case may be, can make such representation;

ii)   In case pre-qualification bid has been evaluated before the bidding of Technical bids, an application for review in relation to the technical bid may be filed only by a bidder who has qualified in pre-qualification bid;

iii)   Following decisions of the CSIR-IGIB in accordance with the provision of internal guidelines shall not be subject to review:

a)   Determination of the need for procurement;

b)   Selection of the mode of procurement or bidding system;

c)   Choice of selection procedure;

d)   Provisions limiting participation of bidders in the procurement process;

e)   The decision to enter into negotiations with the L1 bidder;

f)   Cancellation of the procurement process except where it is intended to subsequently re-tender the same requirements;

g)   Issues related to ambiguity in contract terms may not be taken up after a contract has been signed, all such issues should be highlighted before consummation of the contract by the vendor/contractor; and

h)   Complaints against specifications except under the premise that they are either vague or too specific so as to limit competition may be permissible.

1.24 Responsiveness of Bids

1.24.1 Prior to the detailed evaluation, the CSIR-IGIB will determine the substantial responsiveness of each bid to the bidding documents. For purposes of this clause, a substantive responsive bid is one, which conforms to all terms and condition of the bidding documents without material deviations, reservations or omissions. A material deviation, reservation or omission is one that:

(a)   Affects in any substantial way the scope, quality, or performance of the Services specified in the Contract; or

(b)   Limits in any substantial way, inconsistent with the Bidding Documents, the CSIR-IGIB's rights or the Bidder's obligations under the Contract; or

(c)   If rectified, would unfairly affect the competitive position of other bidders presenting substantially responsive bids.

1.24.2 The CSIR-IGIBs' determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence.

1.24.3 If a bid is not substantially responsive, it will be rejected by the CSIR-IGIB and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation or omission.

1.24.4 If a bidder quotes Nil Charges/consideration, the bid shall be treated as unresponsive and will not be considered.

1.25 Non-Conformity, Error and Omission

1.25.1 Provided that a Bid is substantially responsive, the CSIR-IGIB may waive any nonconformities or omissions in the Bid that do not constitute a material deviation.

1.25.2 Provided that a bid is substantially responsive, the CSIR-IGIB may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify non-material non-conformities or omissions in the bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.

1.25.3 Provided that the Bid is substantially responsive, the CSIR-IGIB shall correct arithmetical errors on the following basis:

(a)   if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of the CSIR-IGIB there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected;

(b)   if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and

(c)   if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.

1.25.4 Provided that a bid is substantially responsive, the CSIR-IGIB may request that a bidder may confirm the correctness of arithmetic errors as done by the CSIR-IGIB within a target date. In case, no reply is received then the bid submitted shall be ignored.

1.26   Examination of Terms & Conditions, Technical Evaluation

1.26.1 The CSIR-IGIB shall examine the Bid to confirm that all terms and conditions specified in the GCC and the SCC have been accepted by the Bidder without any material deviation or reservation.

1.26.2 The CSIR-IGIB shall evaluate the technical aspects of the Bid submitted in accordance with ITB Clause 1.25, to confirm that all requirements specified in Schedule of Requirements of the Bidding Documents have been met without any material deviation or reservation.

1.26.3 If, after the examination of the terms and conditions and the technical evaluation, CSIR-IGIB determines that the Bid is not substantially responsive in accordance with ITB Clause 1.25, it shall reject the Bid.

1.27   Evaluation and comparison of bids

1.27.1 The CSIR-IGIB shall evaluate each bid that has been determined, up to this stage of the evaluation, to be substantially responsive.

1.27.2 To evaluate a Bid, CSIR-IGIB shall only use all the factors, methodologies and criteria defined below. No other criteria or methodology shall be permitted.

1.27.3 The bids shall be evaluated on the basis of final cost which shall be arrived as under:

 (i) The price of the services quoted ex-works including all taxes already paid.

(ii) GST and other taxes, if any which will be payable on the goods if the contract is awarded.

1.28   Contacting the CSIR-IGIB

1.28.1 Subject to ITB Clause 1.22, no Bidder shall contact the CSIR-IGIB on any matter relating to its

bid, from the time of the bid opening to the time the Contract is awarded.

1.28.2 Any effort by a Bidder to influence the CSIR-IGIB in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid.

1.29 Post qualification

1.29.1 In the absence of pre-qualification, the CSIR-IGIB will determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated responsive bid is qualified to perform the contract satisfactorily, in accordance with the criteria listed in ITB Clause 1.14.

1.29.2 The determination will take into account the eligibility criteria listed in the bidding documents and will be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, as well as such other information as the CSIR-IGIB deems necessary and appropriate.

1.29.3 An affirmative determination will be a prerequisite for award of the contract to the Bidder. A negative determination will result in rejection of the Bidder's bid.

F. AWARD OF CONTRACT

1.30 Negotiations

1.30.1 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 and shall be treated at par with negotiations in the case of one time purchases.

1.31 Award Criteria

1.31.1 Subject to ITB Clause 1.35, the CSIR-IGIB will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be the lowest evaluated bid, provided further that the Bidder is determined to be qualified to perform the contract satisfactorily. The details of the award would be hosted on the website of the CSIR-IGIB.

1.32 CSIR-IGIB's right to vary Quantities at the Time of Award

1.32.1 The CSIR-IGIB reserves the right at the time of Contract award to increase or decrease the quantity of products under the scope of the contract from the originally specified in the Schedule of Requirements to the extent of 25% without any change in unit price or other terms and conditions.

1.33 Option Clause

1.33.1 The CSIR-IGIB reserves the right to increase or decrease the quantity of the required products up to 25% during the currency of the contract.

1.34 CSIR-IGIB's right to accept Any Bid and to reject any or All Bids

1.34.1 The CSIR-IGIB reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders.

1.35 Notification of Award

1.35.1 Prior to the expiration of the period of bid validity, the CSIR-IGIB will notify the successful bidder through the Portal and/or in writing by registered letter or e mail that the bid has been accepted and a separate purchase order/contract shall follow through post.

1.35.2 Until a formal contract is prepared and executed, the notification of award should constitute a binding contract.

1.35.3 Upon the successful Bidder's furnishing of the signed Contract Form and performance security pursuant to ITB Clause 1.39, the CSIR-IGIB will promptly notify each unsuccessful Bidder.

1.36 Signing of Contract

1.36.1 The CSIR-IGIB shall send the Purchase Order/Award of Contract to the successful bidder.

1.36.2 Within twenty-one (21) days of date of the Purchase Order/Contract, the successful Bidder shall arrange to sign a Contract with CSIR-IGIB.

1.37 Order Acceptance

1.37.1 The successful bidder should submit Order acceptance within 15 days from the date of issue of order/signing of contract, failing which it shall be presumed that the vendor is not interested.

1.37.2 The order confirmation must be received within 15 days. However, the CSIR-IGIB has the powers to extend the time frame for submission of order confirmation beyond the original date. Even after extension of time, if the order confirmation is not received, the contract is liable to be cancelled provided that the CSIR-IGIB, on being satisfied that it is not a case of cartelization and the integrity of the procurement process has been maintained, may, for cogent reasons, offer the next successful bidder an opportunity to match the financial bid of the first successful bidder, and if the offer is accepted, award the contract to the next successful bidder at the price bid of the first successful bidder.

1.38 Performance Security

1.38.1 Within 21 days of receipt of the Award of Contract/PO, the service provider shall furnish performance security (PS) in the amount specified in SCC, valid till 60 days after the warranty period.

1.38.2 The proceeds of the performance security shall be payable to the CSIR-IGIB as compensation for any loss resulting from the Service Provider's failure to complete its obligations under the Contract.

1.38.3 The Performance Security shall be denominated in Indian Rupees for the offers received for services within India.

1.38.4 The Performance security shall be in one of the following forms:

    (a) A Bank guarantee or stand-by Letter of Credit issued by a Nationalized/ Scheduled bank located in India in the form provided in the bidding documents. Or

    (b) A Banker's cheque or Account Payee demand draft in favour of the Director, CSIR-IGIB. Or,

    (c) A Fixed Deposit Receipt pledged in favour of the Director, CSIR-IGIB.

1.38.5 The performance security will be discharged by the CSIR-IGIB and returned to the Contractor not later than 60 days following the date of completion of the Contractor's performance obligations, including any warranty obligations, unless specified otherwise in SCC, without levy of any interest.

1.38.6 In the event of any contract amendment, the Contractor shall, within 21 days of receipt of such amendment, furnish the amendment to the performance security, rendering the same valid for the duration of the contract, as amended for further period of 60 days thereafter.

1.38.7 The performance security must be received within 21 days. However, Director, CSIR-IGIB has the powers to extend the time frame for submission of Performance Security (PS). Even after extension of time, if the PS is not received, the contract is liable to be cancelled provided that the CSIR-IGIB, on being satisfied that it is not a case of cartelization and the integrity of the procurement process has been maintained, may, for cogent reasons, offer the next successful bidder an opportunity to match the financial bid of the first successful bidder, and if the offer is accepted, award the contract to the next successful bidder at the price bid of the first successful bidder.

CHAPTER 2

CONDITIONS OF CONTRACT

A.   GENERAL CONDITIONS OF CONTRACT (GCC)

Table of Contents

**2.1	Definitions**

2.1.1	The following words and expressions shall have the meanings hereby assigned to them:

(a)	"Contract" means the Contract Agreement entered into between the CSIR-IGIB and the Contractor, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.

(b)	"Contract Documents" means the documents listed in the Contract Agreement, including any amendments thereto.

(c)	"Contract Price" means the price payable to the Service Provider (Contractor) as specified in the Contract Agreement, subject to such additions and adjustments thereto or deductions there from, as may be made pursuant to the Contract.

(d)	"Day" means calendar day.

(e)	"Completion" means the fulfilment of the Services by the Contractor in accordance with the terms and conditions set forth in the Contract.

(f)	"GCC" means the General Conditions of Contract.

(g)	"Services" means all the services as mentioned in the Schedule of Requirement and to be rendered by the service provider (Contractor) to CSIR-IGIB under the Contract.

(i)	"SCC" means the Special Conditions of Contract.

(j)	"Sub-contractor" means any natural person, private or government entity, or a combination of the above, to whom any part of the related Services is sub-contracted by the Contractor.

(k)	"Service Provider or Contractor" means the natural person, private or government entity, or a combination of the above, whose bid to perform the Contract has been accepted by the CSIR-IGIB and is named as such in the Contract Agreement.

(l)	The "Council" means the Council of Scientific & Industrial Research (CSIR), registered under the Societies Registration Act, 1860 of the Govt. of India having its registered office at 2, Rafi Marg, New Delhi-11000, India.

(m)	The "CSIR-IGIB" means CSIR-Institute of Genomics & Integrative Biology, a constituent Institute of the Council situated at Mall Road, Delhi-110007, India as specified in SCC.

(n)	"The final destination," where applicable, means the place named in the SCC.

2.2 Contract Documents

2.2.1 Subject to the order of precedence set forth in the Contract Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory. The Contract Agreement shall be read as a whole.

2.3 Code of Integrity

2.3.1 Without prejudice to and in addition to the rights of the CSIR-IGIB to other penal provisions as per the bid documents or contract, if the CSIR- IGIB comes to a conclusion that a (prospective) bidder, directly or through an agent, has violated this code of integrity in competing for the contract or in executing a contract, the CSIR-IGIB may take appropriate measures including one or more of the following:

   a)   Cancellation of the relevant contract and recovery of compensation for loss incurred by the CSIR-IGIB;

   b)   Forfeiture or encashment of any other security or bond relating to the procurement;

   c)   Recovery of payments including advance payments, if any, made by the CSIR-IGIB along with interest thereon at the prevailing rate.

   d)   Provisions in addition to above:

      1)   Removal from the list of registered vendors/Contractors and banning/debarment of the bidder from participation in future procurements of the CSIR-IGIB for a period not less than one year;

      2)   In case of anti-competitive practices, information for further processing may be filed with the Competition Commission of India;

      3)   Initiation of suitable disciplinary or criminal proceedings against any individual or staff found responsible.

2.4 Joint Venture, Consortium or Association

2.4.1 If the Service Provider is a joint venture, consortium, or association, all of the parties shall be jointly and severally liable to the CSIR-IGIB for the fulfilment of the provisions of the Contract and shall designate one party to act as a leader with authority to bind the joint venture, consortium, or association. The composition or the constitution of the joint venture, consortium, or association shall not be altered without the prior consent of the CSIR-IGIB.

2.5 Scope of Supply

2.5.1 The Services to be rendered shall be as specified in Chapter 4 i.e. Schedule of Requirement and Specifications & allied technical details.

2.6   Contract Period & Price

2.6.1   The IT INFRASTRUCTURE MANAGED SERVICES (IMS) agreement shall be signed initially for a period of three years between CSIR-IGIB and the Service Provider. The services agreement will be effective at respective sites as per the date intimated by CSIR-IGIB to the Service Provider. However, the performance of Contract shall be evaluated annually before renewal for the next year.

The Service Provider shall have to provide both IT Infrastructure Managed Services (IMS) for all CSIR-IGIB sites, starting from the date as intimated. Similarly the date of end of IT Infrastructure Managed Services (IMS) shall be the same for all CSIR-IGIB sites.

The contract period can be further extended, prior to the expiry of the contract, for another year in the spell of months, at the same rates, terms and conditions, at the sole discretion of the Director, CSIR-IGIB.

The Service Provider shall commence IT Infrastructure Managed Services (IMS) within 30 days from date of Letter of Intention/award of contract. However, CSIR-IGIB at its discretion, reserves the right to indicate any other date later than the minimum 30 days, as the date of start of operation of the Contract.

All the payments shall become due to the Service Provider from the date of the commencement of the operation of the services as per the Contract. After finalization of the Contract and issue of PO by CSIR-IGIB, the Contract would be executed by IGIB.

2.6.2   Prices charged by the Service Provider for the Services performed under the Contract shall not vary from the prices quoted by the Service Provider in its bid.

2.7   Application

2.7.1   These General Conditions shall apply to the extent that they are not superseded by provisions in other parts of the Contract.

2.8   Use of Contract Documents and Information

2.8.1   Without the prior written consent of CSIR-IGIB, the Service Provider shall not disclose the Contract, or any provision thereof, or any information furnished by or on behalf of the CSIR-IGIB in connection therewith, to any person other than a person employed by the Service Provider in performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance.

2.8.2   Without the prior written consent of CSIR-IGIB, the Service Provider shall not use any document or information enumerated above except for purposes of performing the Contract.

2.8.3   Any document, other than the Contract itself, enumerated above shall remain the property of the CSIR-IGIB and shall be returned (in all copies) to the CSIR-IGIB on completion of the Service Provider's performance under the Contract if so required by the CSIR-IGIB.

2.9   Performance Security

2.9.1   Within 21 days of receipt of the Award of Contract/PO, the Contractor shall furnish performance security in the amount specified in SCC, valid till 60 days after the warranty period

2.9.2   The proceeds of the performance security shall be payable to the CSIR-IGIB   as compensation for any loss resulting from the Contractor's failure to complete its obligations under the Contract.

2.9.3 The Performance security shall be in one of the following forms:

(a) A Bank guarantee or stand-by Letter of Credit issued by a Nationalized/Scheduled bank located in India in the form provided in the bidding documents.

Or

(b) A Banker's cheque or Account Payee demand draft in favour of the Director, CSIR-IGIB.

Or

(c) A Fixed Deposit Receipt pledged in favour of the Director, CSIR-IGIB.

2.9.4   The performance security will be discharged by the CSIR-IGIB and returned to the Contractor not later than 60 days following the date of completion of the Contractor's performance obligations, including any warranty obligations, unless specified otherwise in SCC, without levy of any interest.

2.9.5   In the event of any contract amendment, the Contractor shall, within 21 days of receipt of such amendment, furnish the amendment to the performance security, rendering the same valid for the duration of the contract, as amended for further period of 60 days thereafter.

2.10   Limitation of Liability

Notwithstanding anything contained herein, neither Party (Service provider & CSIR-IGIB) shall be liable for any indirect, punitive, consequential or incidental loss, damage, claims, liabilities, charges, costs, expense or injury (including, without limitation, loss of use, data, revenue, profits, business and for any claims of any third party claiming through Service Provider) that may arise out of or result from this Agreement. The aggregate liability of Service Provider under this Agreement, shall not exceed the fees/charges received by Service Provider under this Agreement during the three months preceding the date of such claim.

2.11   Terms of Payment

2.11.1 The method and conditions of payment to be made to the Contractor under this Contract shall be as specified in the SCC.

2.11.2 The Contractor's request(s) for payment shall be made to the CSIR-IGIB in writing, accompanied by an invoice describing, as appropriate, the Services performed and goods delivered, and by documents, submitted pursuant to fulfilment of other obligations stipulated in the contract.

2.11.3 Payments shall be made promptly by the CSIR-IGIB after submission of the invoice/ receipt of relevant documents complete in all aspects or claim by the Contractor.

2.11.4 Payment shall be made in Indian Rupees only.

2.11.5 GST Identification Number 07AAATC2716R4ZE of CSIR-IGIB and firm/contractor must be mentioned in the Invoice present for payment.

2.11.6 The payments are subject to bidder having furnished the performance security for stipulated amount, as per relevant section of the General Conditions of Contract.

2.11.7 Submission of the bills by the Service Provider shall be deemed to imply that he has complied with all the statutes and that he shall be wholly and solely responsible for any default by him or his representatives.

2.11.8 The following payment terms would be adopted: -
   1) Bills may be submitted in the name of the Director, CSIR-IGIB.
   2) The payment shall be made on the basis of actual services rendered under IT Infrastructure Managed Services (IMS) during that quarter on pro-rata basis.
   3) The quarterly bills (invoices) except first bill for a site will be submitted in triplicate, duly revenue stamped, along with the following documents:-
   i) Quarterly -Consolidated record of Call reports.
   ii) Quarterly - Exception report item wise indicating all calls completed with calculation of non-performance deductions as per SLR.
   iii) Report on planned server backups and backups actually taken for each quarter.
   iv) Quarterly report giving details of all assets checked and verified in the quarter, along with details of pro-rata additions/ deletions.
   v) Attendance sheet (manpower deployment sheet showing non deployment/short deployment etc., if any).
   The Service Provider should workout the formats for the above reports and gets it approved from the IT in charge.

2.12   **Change Orders and Contract Amendments**

2.12.1 The CSIR-IGIB may give written order at any time to the Contractor pursuant to Clause on Notices of the GCC make changes within the general scope of the Contract in any one or more of the following:

   (a)   Increase or decrease in the quantity required, exercise of quantity opion clause;

   (b)   Changes in schedule of deliveries and terms of delivery;

   (c)   The changes in inspection arrangements;

   (d)   Changes in terms of payments and statutory levies;

   (e)   Changes due to any other situation not anticipated;

2.12.2 No changes in the price quoted shall be permitted after the purchase order/contract has been issued except on account of statutory variations.

2.12.3 No variation or modification in the terms of the contract shall be made except by written amendment signed by the parties.

2.12.4 All / any modifications leading to amendments in the contract with respect to technical and / or commercial conditions shall be considered valid and applicable from the date of signing of such amendments with the mutual consent of CSIR-IGIB and Service Provider. CSIR-IGIB shall notify the Service Provider about such amendments in writing. The Service Provider shall carry out the work assigned to him strictly in accordance with all the provisions of this contract.

2.13 **Assignment**

2.13.1 The Contractor shall not assign, in whole or in part, its obligations to perform under the Contract, except with the CSIR-IGIB's prior written consent.

2.14 **Sub-contracts**

2.14.1 The Contractor shall notify the CSIR-IGIB in writing of all sub-contracts awarded under this Contract if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the Contractor from any liability or duties or obligation under the contract.

2.15 **Extension of time**.

2.15.1 Performance of the Services shall be made by the Contractor in accordance with the time schedule specified by the CSIR-IGIB.

2.15.2 Except as provided under the Force Majeure clause of the GCC, a delay by the Contractor in the performance of its delivery obligations shall render the Contractor liable to the imposition of liquidated damages pursuant to liquidated damages Clause of the GCC unless an extension of time is agreed upon pursuant to above clause without the application of penalty clause.

2.16 **Liquidated Damages**

2.16.1 Subject to GCC Clause on Force Majeure, if the Contractor fails to perform any or all of the Services within the period(s) specified in the Contract, the CSIR-IGIB shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as penalty, a sum equivalent to the percentage specified in SCC of the delivered price of the unperformed Services or contract value in case the unperformed services cannot be ascertained from the contract, for each week or part thereof of delay until actual performance, up to a maximum deduction of the Percentage specified in SCC. Once the maximum is reached, the CSIR-IGIB may consider termination of the Contract pursuant to GCC Clause on Termination for Default.

2.16.2 **Non Performance Deductions/Penalties**

(a)   The parties agree that the sum specified as Non performance deduction is not a penalty but a pre-estimate of the loss/damage which will be suffered by CSIR-IGIB on account of delay/breach on the part of the SERVICE PROVIDER and the said amount will be deductible without proof of actual loss or damage caused by such delay/breach.

(b)   The non performance deductions etc shall be calculated and submitted to CSIR-IGIB by the

Service Provider as per parameters/ methodology indicated. Using the methodology indicated, CSIR-IGIB shall certify the same. The Service Provider along with the bill shall submit the calculations to this effect.

(c)   Availability/ downtime of individual systems will be monitored on day to day basis and shall be computed on quarterly basis.

(d)   The parameters for non performance deductions for systems under IT Infrastructure Managed Services (IMS) of the Service Provider are stipulated below. If the Service Provider fails to meet the Service Level Requirement (SLR) in any period of the contract, CSIR-IGIB may without prejudice to any other rights or remedy available, deduct from the Service Provider's quarterly bill, an amount equivalent to and as per parameters indicated therein. CSIR-IGIB is not obliged to forewarn, communicate or intimate the Service Provider regarding the same and it shall be the Service Provider's responsibility to be aware and keep a record of terms & conditions or his failure in any respect thereof.

(e)   There shall be no restriction on the number of IMS related calls that can be logged in a day. On any day, users and IT incharge shall be free to log IMS related calls on the Service desk for any number of systems covered under the scope of work. The Calls may be logged for any of the IT Infrastructure Managed Services (IMS) specified under the scope of work. Each call shall be subject to the stipulations of resolution times and consequent non performance deductions as applicable.

(f)   In case of any dispute regarding the call closure, exclusion from downtime calculations, or exclusion of the item etc from IT Infrastructure Managed Services (IMS), the mutual decision of the IT incharge of IGIB& Regional/ Zonal Delivery manager of Service Provider shall be final in this regard.

(g)   All cumulative deductions due to non-performance etc. shall be made concurrently and independently of each other. Total cumulative deductions due to non-performance, shall be maximum of 10% of total invoice value for that quarter.

(h)   However, the above stipulation of ceiling on deductions shall be subject to the following exceptions/ exemptions:-

  i.   Any deductions due to any reason not listed shall not be subject to the ceiling on the deductions. This shall include any deductions arising out of or due to violation or application of any statutory laws & rules of the land or of CSIR-IGIB or otherwise; and

  ii.   Deductions specifically mentioned to be exempted from such ceiling shall be exempted as such.

(i)   Parameters/ Metric for Non Performance Deductions:-

The detailed severity level and SLA are mentioned in technical details of the tender.

Any reduction of 0.5%Service Level S1 / S2 / S3 / S4 shall attract a penalty of 2% / 1% / 0.5% / 0.5% respectively, of the respective quarterly contract value. The maximum penalty on account of SLA shall be limited to a maximum of 10% of quarterly contract value.

NOTE: Pro-rata charges payable under the contract, indicated in above shall imply the all inclusive rates including GST.

The upper cap of any type of deduction (penalty and/or non-performance) shall be 10% of the quarterly billing value. In case the bidder's deduction touches the upper limit in consecutive 3 Billing terms, CSIR-IGIB can initiate the termination of contract at our discretion as per the exit clause in the contract.

2.17   **Termination for Default**

2.17.1 The CSIR-IGIB may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Contractor, terminate the Contract in whole or part

   (a)   If the Contractor fails to perform the services within the period(s) specified in the contract, or within any extension thereof granted by the CSIR-IGIB pursuant to GCC Clause on Extension of Time; or

   (b)   If the Contractor fails to perform any other obligation(s) under the Contract.

   (c)   If the Contractor, in the judgment of the CSIR-IGIB has engaged in corrupt or fraudulent or collusive or coercive practices etc as defined in GCC Clause and ITB clause on code of integrity in competing for or in executing the Contract.

2.17.2 In the event the CSIR-IGIB terminates the contract in whole or in part, he may take recourse to any one or more of the following action:

   (a)   The Performance Security is to be forfeited;

   (b)   The CSIR-IGIB may procure, upon such terms and in such manner as it deems appropriate, services similar to those not performed, and the Contractor shall be liable for all available actions against it in terms of the contract.

   (c)   However, the Contractor shall continue to perform the contract to the extent not terminated.

2.18   **Force Majeure**

2.18.1 Notwithstanding the provisions of GCC Clauses relating to extension of time, Liquidated damages and Termination for Default the Contractor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

2.18.2 For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the Contractor that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Contractor. Such events may include, but not be limited to, acts of the CSIR-IGIB in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

2.18.3 If a Force Majeure situation arises, the Contractor shall promptly notify the CSIR-IGIB in writing of such conditions and the cause thereof within 21 days of its occurrence. Unless otherwise directed by the CSIR-IGIB in writing, the Contractor shall continue to perform

its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

2.18.4 If the performance in whole or in part or any obligations under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 days, either party may at its option terminate the contract without any financial repercussions on either side.

2.19 Termination of Contract

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

2.19.2 This contract shall commence on the Effective Date and shall remain in force unless terminated in accordance with the terms set forth. If both the parties i.e. CSIR-IGIB and the service provider have mutually agreed, the contract may be renewed for further period of one year after the initial term of three years with the same rates, terms & conditions.

2.20 Termination for Convenience

2.20.1 The CSIR-IGIB, by written notice sent to the Contractor, may terminate the Contract, in whole or in part, at any time. The notice of termination shall specify that termination is for the CSIR-IGIB's convenience, the extent to which performance of the Contractor under the Contract is terminated, and the date upon which such termination becomes effective.

2.20.2 Either Party (CSIR-IGIB and the service provider) shall have the right to terminate this contract at any time:

(i). Without Cause and for Convenience – On the delivery of ninety (90) calendar days' prior written notice
(ii). With Cause – in the event that the other party commits a material breach of the contract and fails to cure such default to the non-defaulting party's reasonable satisfaction within thirty(30) days.

2.20.3 Effect of Termination:- Upon expiration or termination of this agreement all rights and benefits granted by this Agreement shall revert to the respective parties and CSIR-IGIB shall pay all amounts due to the Service Provider upto the effective date of termination.

2.21 Settlement of Disputes

2.21.1 The CSIR-IGIB and the Contractor shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

2.21.2 If, after twenty-one (21) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the CSIR-IGIB or the Contractor may give notice to the

other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the Services under the Contract.

2.21.3 The dispute settlement mechanism/arbitration proceedings shall be concluded as under:

"In case of Dispute or difference arising between the CSIR-IGIB and the Contractor relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Indian Arbitration & Conciliation Act, 1996, the rules there under and any statutory modifications or re-enactments thereof shall apply to the arbitration proceedings. The dispute shall be referred to the Director General, Council of Scientific & Industrial Research and if he is unable or unwilling to act, to the sole arbitration of some other person appointed by him willing to act as such Arbitrator. The award of the arbitrator so appointed shall be final, conclusive and binding on all parties to this order".

2.21.4 The venue of the arbitration shall be the place from where the purchase order or contract is issued.

2. 21.5 Notwithstanding, any reference to arbitration herein,

(a)   The parties shall continue to perform their respective obligations under the Contract unless they otherwise agree; and

(b)   The CSIR-IGIB shall pay the Contractor any amount due to the Contractor.

2.22   Governing Language

2.22.1 The contract shall be written in English language which shall govern its interpretation. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the English language only.

2.23   Applicable Law

2.23.1 The Contract shall be interpreted in accordance with the laws of the Union of India and all disputes shall be subject to place of jurisdiction as specified in SCC.

2.24   Notices

2.24.1 Any notice given by one party to the other pursuant to the contract/order shall be sent to the other party in writing or FAX or e-mail and confirmed in writing to the other party's address specified in the SCC.

2.24.2 A notice shall be effective when delivered or on the notice's effective date, whichever is later.

2.24.3 **All payments due under the contract shall be paid after deduction of statutory levies (at source) (like IT, etc.) wherever applicable.**

B. SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract (SCC) shall supplement and / or amend the General Conditions of Contract (GCC). Whenever there is a conflict, the provisions herein shall prevail over those in the GCC.

GCC Clause Ref	Condition
GCC 2.1.1(m)	The CSIR-IGIB is: **CSIR-Institute of Genomics & Integrative Biology, Near Jubilee Hall, Mall Road, Delhi-11007**
GCC 2.9.1	The amount of the performance security shall be **3%** of the total Contract value.
GCC2.2.11.1	Payment shall be made after rendering satisfactory services on quarterly basis on submission of bill by the Contractor duly certified by the user scientist for satisfactory services.
GCC 2.23.1	The place of jurisdiction is Delhi/New Delhi.
GCC 2.24.1	For notices, the CSIR-IGIB's address is The Director CSIR-IGIB, Near Jubilee Hall, Mall Road, Delhi-110007
GCC 2.24.1	Telephone/Mob.: 9899383199 (Email will be primarily mode of contact) Email address: sanjeev.kulshan@igib.res.in

CHAPTER 3

Instructions for Online Bid Submission

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.

More information useful for submitting online bids on the CPP Portal may be obtained at: https://etenders.gov.in/eprocure/app**.**

REGISTRATION

1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: https://etenders.gov.in/eprocure/app) by clicking on the link "**Online bidder Enrollment**" on the CPP Portal which is free of charge.

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 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 DSC's 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) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

2) 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.

3) 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.

4) 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, annual reports, auditor certificates 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.

SUBMISSION OF BIDS

1) 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.

2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

3) Bidders are requested 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 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). The BOQ in Excel file is protected. 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.

4) 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.

7) 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 openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

5) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

6) Upon the successful and timely submission of bids (ie 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.

7) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1) 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.

2) 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 Helpdesk.

CHAPTER 4

Annexure-I
SCHEDULE OF REQUIREMENT, TECHNICAL SPECIFICATIONS & OTHER DETAILS

CSIR-IGIB invites proposal for IT-Infrastructure management services (IMS)/Facility management services (FMS) as detailed in this document. Both IT-IMS and IT-FMS terms are used interchangeably and refer to the same services mentioned in this document.

SCHEDULE OF REQUIREMENTS

Table 1: Summary of the requirement for IT-Infrastructure management services (IMS) at CSIR-IGIB.

S. No.	Description	Qty
1.	Manpower Services	6
2.	Centralized Service Desk Tool	1
3.	IT Vendor Management Services	Service
4.	IT Asset Management Services	Service
5.	Local/Wide Area Network Management Services	Service
6.	High Performance Computing, Storage & VMware Management Services	Service
7.	Server & Operating System (OS) Management Services	Service
8.	Virus Management Services	Service
9.	End User Computing Management Services	Service
10.	ITIL Compliant Service Desk & Asset/Inventory Management Service	Service
11.	Enterprise Monitoring Software Service (EMS)	1

SPECIFICATION & TECHNICAL DETAILS

(i) CSIR-IGIB desires to have management of complete IT Infrastructure, which should include IT-Infrastructure Managed Services (IMS) of its existing IT infrastructure at Mall Road Campus (CSIR-IGIB, Near Jubilee Hall, Mall Road, Delhi-110007) & Mathura Road Campus (CSIR-IGIB, South Campus, Mathura Road, Opp: Sukhdev Vihar Bus Depot, New Delhi 110025) and associated offices, geographically situated in Delhi through IT enabled maintenance and delivery processes.

(ii) The Service Provider shall be responsible to carry out IT-IMS of the entire IT infrastructure of Servers, Storage, PCs, Printers, other Peripherals, Operating Systems, Office Automation Software, other related hardware and software etc. as detailed in this document. This is aimed to achieve maximum uptime of the installed Systems/devices/equipment for optimum utilization of resources, and availability of various equipment and services to end users.

(iii) Service Provider should note that systems and other associated Peripherals are currently under Comprehensive Warranty/Annual Maintenance Contract (AMC) support with respective original equipment manufacturers (OEMs)/Principal Vendors of the Systems, IT-IMS Service Provider should provide vendor management for these systems.

(iv) A brief description of IT-Infrastructure Managed Services (IMS) is as indicated below:

    (a) IT-Infrastructure Managed Services (IMS): IT-Infrastructure Managed Services (IMS) should cover various technical services such as support for High Performance Computing (HPC), Servers, Storage, VMware Environment, Workstations, Desktop & Laptop computers, their Operating Systems (OS), Uninterruptible Power Supply (UPS), Printers, Scanners, Audio-Visual (AV) system, Video Conferencing (VC) equipment, Virus Protection including management of antivirus server, Network Management Services, Vendor Management services, IT Asset Management, Service Desk services etc. for all the IT Systems covered under the scope of work.

    (b) When a user requests for a service as per scope of work, it shall be referred to as a call or incident.

(v) Other details of the services to be provided under this contract shall be as described in the subsequent sections & sub-sections of this document.

PERFORMANCE

The Service Provider shall be responsible for carrying out IT-IMS for IT Infrastructure, covered under the scope of work.

The Service Provider shall undertake to perform all services under this contract with all reasonable skill, diligence and care in accordance with sound industry practices to the satisfaction of CSIR-IGIB and accept full responsibility for the satisfactory quality of such services as performed by them.

Any defects or deficiencies noticed in the Service Provider's services will be promptly set right by the Service Provider upon the receipt of communication from CSIR-IGIB to improve their performance within the sufficient cure period mutually agreed between the parties failing which CSIR-IGIB may terminate the Contract as provided in the Terms & Conditions of the Contract.

ITEMS & FACILITIES TO BE PROVIDED BY THE CSIR-IGIB

a) Antivirus Infrastructure: namely antivirus server hardware with server OS, antivirus server console software, antivirus client software, and Server Client Access Licenses (CALs), along with necessary software licenses, their renewals or support agreements with OEM/Principals for centralized management of antivirus software and services shall be provided by CSIR-IGIB, separately at its own cost.

b) CSIR-IGIB at its own cost will provide the software to be deployed/installed on the equipment and peripherals covered under IT-IMS service in this contract. It includes their licenses, their renewals or support agreements with OEM/Principals/the respective software vendors, as applicable.

c) CSIR-IGIB shall at its own cost provide suitable software tools (OS, MS-Office, Adobe Acrobat Professional etc.) for performing various IT-IMS related activities.

d) CSIR-IGIB at its own cost will provide necessary space/sitting arrangement along with desktop/laptop with internet connection. It would consist of table/chair/furniture as available in the office premises of CSIR-IGIB. The Service Provider may, at his own cost, arrange for any special/specific furniture requirements required for setting up Service Desk and to keep their spares/inventory at the central location of CSIR-IGIB.

e) Provision of at least one telephone line with '0'/direct dialling facility at concerned Service Desk will be made by CSIR-IGIB at his own cost as far as possible or by registering the complaints and co-ordination purpose at the main CSIR-IGIB location. If required, CSIR-IGIB may also provide more than one telephone line with '0'/local dialling facility at concerned Service Desk.

f) CSIR-IGIB at its own discretion cost and to the extent feasible will provide few e-mail accounts for the Service Desk, if so required.

g) CSIR-IGIB will provide names and contact numbers of CSIR-IGIB personnel, who need to be contacted, if an issue needs to be escalated by the Service Provider.

h) List of Agencies with whom the Service Provider will need to coordinate for Vendor Management.

i) CSIR-IGIB will, at its own cost, provide adequate media and necessary hardware and software resources for carrying out backup and restoration drills for server administration.

j) Printing stationery required for Management Information Services (MIS) reports, inventory collection and user acknowledgments, communication with OEM/Principals and users, or call sheets, will be provided by CSIR-IGIB at its own cost.

k) Scanner hardware & software for scanning and digitizing user acknowledgment sheets or any other document by the Service Provider as per scope, will be provided by CSIR-IGIB at its own cost.

l) Internet, Intranet and e-mail connectivity at CSIR-IGIB's location will be provided by CSIR-IGIB at its own cost.

m) To provide access/security rights for the Service Provider to perform the OS administration, as and when required, as per CSIR-IGIB's security policy.

n) The faults pertaining to electric power, earthing and network infrastructure considered external to the equipment and peripherals covered under IT-IMS services, shall be rectified by the CSIR-IGIB separately at his own cost.

o) This contract will be operated by a concerned IT representative of the CSIR-IGIB.

p) The quarterly payments will be made by CSIR-IGIB, as per terms of the contract.

q) The network passive faults shall be rectified by CSIR-IGIB separately at its own cost.

SERVICE PROVIDER RESPONSIBILITIES

a) The Service Provider should be a total solution provider and shall cover the total scope of the Contract. The Service Provider shall ensure availability of all technical expertise, manpower resources, etc. and all the expenses incurred for the same will be borne by the Service Provider.

b) The Service Provider should confirm unconditional acceptance of full responsibility of executing the Scope and Services of the Contract finalized as per this Tender.

c) The Service Provider must identify a senior level Manager for entire project execution, management and regular liaison/discussions with CSIR-IGIB during the contract period.

d) All the manpower including resident service engineers (RSE) and other staff deputed by the Service Provider for execution of the contract should be employees of the Service Provider under the company's payroll. The Service Provider has to give an undertaking for the same, and CSIR-IGIB will have the right to verify it.

e) The Service Provider shall at his own cost, arrange to provide a comprehensive Service Management Software System (SMSS). It shall include all software tools necessary for proper functionality. The Service Provider shall then deploy, setup, configure and manage the SMSS at CSIR-IGIB's premises during the contract period. The SMSS software should have features as defined in Annexure-I. The number and type of role based licenses of SMSS stipulated therein also have to be provided by the Service Provider at no additional cost to CSIR-IGIB. Service Provider is free to provide SMSS of any make/brand which complies with the requirements indicated therein.

f) CSIR-IGIB shall at its own cost, arrange and place at the CSIR-IGIB's premises, the server hardware & operating System (Windows 2008/2012 Standard Edition or Linux-CentOS) required for running the SMSS. The Service Provider has to configure and ensure that the application (SMSS) deployed by them is capable of handling the capacity/load on the site. If the service provider needs any other version of the operating system, then they have to arrange it at their own cost. Also note that the database/any other software required to run the SMSS needs to be arranged by the Service Provider.

g) Service Provider has to integrate short message service (SMS) with their own SMS server and e-mail server.

h) Regardless of the mechanism of delivery of SMS adopted by the Service Provider, e-mail & internet connectivity shall be provided by CSIR-IGIB. However, the SMS delivery mechanism shall be configured by the Service Provider as per the network and internet connectivity infrastructure of CSIR-IGIB.

i) The charges as payable to the SMS service provider/mobile telephone service provider for delivering the SMSs to the users should be borne by the Service Provider.

j) The Service Provider may at its own discretion and cost, arrange and use suitable bar code reader/scanner (or printed asset names/codes) for recording the hardware asset details in the asset management software. The ownership and responsibility of maintenance of the bar code reader shall remain with the Service Provider.

k) Apart from the software tools provided by CSIR-IGIB, those available natively, or those specifically mandated to be provided by the Service Provider at his own cost, if the Service Provider prefers to use any other software tool for delivering various IT-IMS, the same may be arranged by the Service Provider without any additional cost to CSIR-IGIB.

l) The ownership and responsibility for maintenance of the hardware & software provided by the Service Provider for the aforesaid requirements would remain with the Service Provider

without any additional cost to CSIR-IGIB. The said hardware/software can be removed and taken back by the Service Provider upon the Completion/Termination of the Contract.

m) Any space provided to the Service Provider at CSIR-IGIB's premises shall be only for the purpose and period of the operation of the Contract. The Service Provider shall have no claim for any minimum/maximum amount of space for setting up his facility at CSIR-IGIB's location. The amount of space shall be provided to the extent feasible, at the sole discretion of CSIR-IGIB.

n) In this regard or for any other aspect pertaining to this contract, bidder before bidding or otherwise, is free to inspect the site to assess the actual site conditions.

o) The management tool, to be provided by Service Provider, for the helpdesk should be simple to use, but able to generate reports related to calls such as daily, weekly, and monthly call reports. The solutions provided by the engineers, response time for each call, all the actions taken for the call, etc. The Service Provider has to provide detailed documentation & user manual about the helpdesk tool which should be easily understandable to naive users. Desktop with the OS (Windows/Linux) will be provided by the CSIR-IGIB.

p) It will be decided by the CSIR-IGIB team, after the installation of ITSM tool, that the Service Provider has to conduct training sessions (one at each campus) for their Internal staff at both the campuses. In any case the training should be without any additional cost. After installation of ITSM tools, the Service Provider may be required to conduct Training sessions for the CSIR-IGIB staff at both the campuses.

q) Service Provider has to assign a person at CSIR-IGIB for handling generation of tickets and allocation of the call to respective engineers.

r) Vendor Management: Service Provider should maintain relationship with existing OEMs and resolve the ticket/issue with respective OEM in case of any breakdown in the existing setup.

s) Service Provider has to appoint a Service Manager from his organization who will work as a single point of contact (SPOC) for CSIR-IGIB related to any IT-IMS issues and reviews, further same will be responsible deployment and managing the personnel responsible for various activities under this contract.

t) Service Provider is responsible to provide on-site replacement in case of absence of on-site staff. Service Provider should intimate CSIR-IGIB in advance of the planned holidays of the on-site staff and provide the replacement(s) accordingly. Service Provider will share a robust mechanism of attendance with CSIR-IGIB on a weekly basis, without any fail. CSIR-IGIB holds rights to verify the on-site staff attendance by an independent mechanism.

u) Service Provider is responsible to provide the summary of the tickets raised/resolved on a weekly basis to CSIR-IGIB without any fail.

v) The Service Provider shall assist CSIR-IGIB by providing technical recommendations and suggesting appropriate replacement material options for defective hardware components, ensuring compatibility and functionality with existing systems, as and when required. The Service Provider shall not be responsible for providing/supplying replacement hardware parts or materials. However, the Service Provider shall deploy qualified engineers on-site to carry out the installation or replacement of components including IT peripheral hardware, e.g. computers, laptops, printers, scanners, switches or other devices, once the replacement parts are procured and made available by the CSIR-IGIB, within a mutually agreed timeframe, ensuring minimal disruption to operations.

w) The Service Provider shall ensure that its deployed manpower is fully responsible for the mobilization, handling, and positioning of all IT-related equipment, tools, and materials required for the execution of IT-IMS services on-site. The Service Provider's personnel shall not rely on housekeeping staff or any other external resources for carrying out such mobilization activities. All necessary steps to prepare and position items for IT work shall be managed by the Service Provider's team to ensure timely and efficient service delivery. Any delays or disruptions caused due to non-compliance with this requirement shall be addressed and resolved promptly by the Service Provider without shifting responsibility to the CSIR-IGIB and its departments.

SERVICE LEVEL REQUIREMENTS (SLR)

For the purpose of monitoring service levels and non-performance deductions (NPDs), the reference timings for calculating the same shall be as described below:

Working Timings:

All days from Monday to Saturday except holidays (i.e. except gazetted holidays for central government organizations in Delhi, India) are referred to as working days in this document. The working timings are from 0900 hrs to 1800 hrs on all working days (1-hour break for meal/refreshment is inclusive). However, in rare cases, if official meetings or other official activities are being held on a holiday or beyond above-mentioned timings on weekdays, relevant resource personnel(s) need to be present on-site as per the requirement.

On Call Services:

For emergency requirements, the on-call services should be available round the clock on 24x7 basis.

Service Desk services:

These shall have to be provided during working timings indicated above.

Table 2: Summary of severity level of IT issues and expected turnaround time.

Priority	Description	Response Time*	Resolution Time*	SLA
Severity 1	A Problem that affects the entire process or 80% of the users in a location, or a member of the Power User Group. e.g.: Server down, Network failure	15 minutes	4 Hrs#	99%
Severity 2	A Problem that affects the productivity of the individual user but does not affect the entire group	45 minutes	6 Hrs	97%
Severity 3	All Planned Maintenance & installation related activity which are carried out with prior approval of the user without affecting the Productivity of the users	4 hours	2 Business Days	95%
Severity 4	Installation, configuration or troubleshooting of applications on the High Performance Computing Environment	4 hours	3 Business Days	94%

Severity Levels & SLA

Response Time

*Measured within Service Window Response Time
This is a defined as the time for the call logged on the Helpdesk on a working day.

Resolution Time

This is defined as the time taken to close the call or provide a workaround solution to user who logged the call for an issue.

 # Severity 1: Considering networks, CSIR-IGIB has multiple WAN links (redundant links from the same Internet Service Provider (ISP)) and have L3 switches on high availability (HA) mode. Considering Servers, the server infrastructure is based on HCI solution with multiple storages mounted on it. Service providers have to make suitable backup strategies and should be able to restore backup in a reasonable time as mentioned in the HCI solution docs. If any issue/delay from a third party will not affect the SLA with the service provider, which is already mentioned in the tender document.

Requirement of User Satisfaction Ratings

Table 3: Range and meaning of user satisfaction ratings.

1	2	3	4	5
Very Dissatisfied	*Somewhat Dissatisfied*	*Neither Satisfied nor Dissatisfied*	*Somewhat Satisfied*	*Very satisfied*

Service Provider should commit an average quarterly user rating between 1 to 5 on a scale of 5. CSIR-IGIB shall be using only direct real-time reports from the service desk solution to review the user satisfaction. Proposed Service Desk Solution should be able to capture the User satisfaction ratings. In addition to this, the service provider has to conduct a user satisfaction survey either through the service desk tool or any other method (Google Forms/Any other software/Hard Copy) at least once in every six months.

RESOLUTION TIME

i. The parameters for Response and Resolution Time shall be applicable for all systems as per scope of work, IT-IMS by the Service Provider.

ii. Response Time is the total time taken by the Service Provider between registering the complaint at Service Desk or through web/telephone, to reach the user.

iii. Resolution Time is the total time taken by the Service Provider between registering the complaint at Service Desk or through web/telephone at respective location and rectifying the fault. This time includes time taken to reach the site, diagnose, repair/replace the faulty components/module/device; installation, configuration & repair of operating system and all other applicable software including antivirus software; escalation of call and coordination with the OEM/Principal or other applicable third party for resolution of the call as per requirement; installation, shifting/reinstallation of systems along with applicable software; and IT-IMS etc. to make the systems functional as per requirement..

iv. The resolution time will be measured as a time differential between call log and call closure after resolution, as recorded at the Service desk.

v. Failure to resolve the calls within the specified Resolution Time will result in non-performance deductions (NPDs) specified in this document. However, in respect of service level delivered by the Service Provider, CSIR-IGIB shall have the right to

disagree with the call closure in case of unsatisfactory call resolution, for which the decision of CSIR-IGIB/IT-in-charge will be final.

vi.   IT-in-charge of CSIR-IGIB can open/close/put on hold any incident or call raised by any user. The call may pertain to any IT-IMS of the Service Provider.

vii.   The maximum allowed individual call/incident resolution time are as below:

Criticality level	Allowed individual call/incident resolution time for systems under only IT-IMS of the Service Provider
All Systems	Maximum 6 hours per incident

SERVICE WINDOW

(a) The service window or the timings considered for calculation of non-performance deductions against an incident shall be as indicated below:

Table 4: Non-performance deductions criteria.

S. No.	Parameter/Criterion
1.	For systems under IMS only, calculation of non-performance deductions will be made during working timings only.
2.	The equipment shall be treated as 'not available' or 'down' from the time the call is registered through service desk software or through web/phone till the time the call is closed. Hardware AMC/Warranty calls would attract involvement of AMC/Warranty OEM for resolving the calls and this would not impact performance of IT-IMS Service Provider.
3.	The time duration during which the equipment shall be treated as 'not available' or 'down' shall also be referred to as downtime. This downtime, taken along with the exclusions from downtime, if applicable, shall form the basis for calculating non-performance deductions. Hardware calls would not be applicable for IT-IMS performance.
4.	Unless specified otherwise in the Parameters/Metric for Non-performance Deductions, the working timings shall be used for calculating all non-performance deductions. Wherever timings/days other than the working days/timings have been explicitly indicated for calculating compliance or deductions, the same shall be applicable.

EXCLUSIONS FROM THE DOWNTIME CALCULATIONS

i.   It is expressly clarified that the responsibility of getting the call resolved will continue to be with the Service Provider. In case, the Service Provider is unable to provide a solution by their own, the Service Provider can use OEM/Principal/Third party support to resolve the call. However, in such cases, exclusion from downtime shall be allowed only if the OEM/Principal is obliged to provide the solution as per the Contract/agreement with CSIR-IGIB. No exclusion from downtime calculations shall be allowed in case the OEM/Principal is not required to provide the solution as per their contract with CSIR-IGIB, or if no such contract exists.

ii. In case the Service Provider tries to obtain support from Agencies/departments of CSIR-IGIB's establishment, exclusion from the downtime calculations shall be allowed only if the resolution of the defect is the responsibility of CSIR-IGIB. It shall be applicable on systems covered under IT-IMS of the Service Provider.

iii. In case a user is not available or any condition occurs by which the engineer cannot access the equipment for reasons not ascribable to the Service Provider, such timing shall be excluded from the downtime calculations.

iv. For IT-IMS calls not closed by the end of the day preceding CSIR-IGIB's closed holiday, the holidays will not be considered for non-performance deductions.

v. Downtime that occurs for reasons not attributable to the Service Provider will be excluded from the downtime calculation provided the Service Provider lodges a complaint/call with the concerned agency. The time period which shall qualify for exclusion/subtraction from the duration which the equipment is considered 'not available or down' shall begin from the time the Service Provider escalates/logs the call with the concerned agency as listed below:

Table 5: Summary of Service Provider action items against the issues in the context of downtime.

Issue	Action to be taken by Service Provider
Warranty support calls/problems	Call successfully lodged with respective OEM/Principal of the system as applicable
Electrical connection/Power Supply related problem	Problem escalated to and acknowledged by User
Problem related to Network infrastructure considered external to the IT asset covered under IT-IMS	Problem escalated to and acknowledged by user and concerned agency (like Telecom Dept. of CSIR-IGIB)
Problem related to custom developed software applications	Problem escalated to concerned application developer or CSIR-IGIB
User demands/requests for deployment of software or hardware, which is not originally provided by the IT in-charge of CSIR-IGIB for deployment with the user	Requirement escalated to the concerned IT in-charge of CSIR-IGIB
Problem/situation for which no apparent solution exists	Requirement escalated to the concerned IT in-charge of CSIR-IGIB

Detailed Schedule of Requirement:

1. MANPOWER SERVICES

The bidder shall make best efforts to ensure gender diversity in the deployment of on-site personnel for IT Facilities Management Services (FMS). While merit and technical competence shall remain the primary criteria for selection, the deployment plan is expected to reflect a balanced and inclusive workforce, with reasonable representation of qualified female professionals. CSIR-IGIB reserves the right to review the proposed staffing plan, including gender-wise composition, as part of the evaluation or during the contract implementation phase.

The bidder should enclose a detailed proposal regarding the deployment of manpower required to handle the IT infrastructure of CSIR-IGIB (details as per Annexure-A) in two-tier structure as given below:

Manpower Section:

Table 6: Required Manpower eligibility and major (but not limited to) responsibilities.

S. No.	Description	Quantity	Qualification/Skill Set	Major (not limited to) Responsibilities
1	Network Engineer	1	**Education*:** "B.E. /B. Tech. /MCA or equivalent" OR "Graduate (IT/CS/ECE/EE or equivalent)" **Certification:** CCNA (Routing and Switching) OR equivalent/higher certification **Experience:** Minimum 3 years of experience as a Network Engineer handling large networks and should hold expertise in Network & Security technologies.	1. Installation & configuration of routers, L 2/L 3, Core switches, WLC, AP's. Should be able to do the network configuration as per organization requirement, and passive infra etc. 2. Should manage devices such as Firewall, IPS, NAC, SLB/LLB, WAF etc. (if any). 3. Diagnose and resolve the network issues. This includes issues related to routing, switching, VLANs etc. 4. Optimizing network performance by analysing traffic patterns, identifying bottlenecks, and implementing solutions to improve efficiency and reliability. 5. Implementing changes to the network infrastructure following change management processes and procedures. Ensuring changes are tested and documented before implementation. 6. Co-ordinate with other teams like Application, DR, Desktop Support etc. for prompt resolution of issues. 7. Recommend network related changes with latest technologies based on industry best practices.

				8. Conduct in-depth root cause analysis (RCA) for recurring network issues or outages. Identify underlying causes and develop solutions to prevent similar incidents in the future. 9. Ensure network compliance with industry regulations and standards.
2	High Performance Computing, Linux Engineer	1	**Education*:** "B.E. /B. Tech. /MCA or equivalent" OR "Graduate (IT/CS/ECE/EE or equivalent)" **Certification:** Industry-recognized Linux certification at the foundational or intermediate level or higher (e.g. RHCT, RHCSA etc.) **Experience:** Minimum 3 years of working experience in Linux System Administration.	1 Installation, configuration, and maintenance of Linux/Unix based High Performance Computing (HPC) systems (e.g., Red Hat, CentOS, Ubuntu). 2 Tuning and optimizing of HPC systems and associated applications/devices to achieve high performance and efficiency. 3 Set up and manage user accounts, groups, and permissions in job scheduler (*viz.* Slurm, kubernetes), including configuring fairshare, QoS, and account associations for efficient job scheduling and resource allocation. 4 Ability to work closely with research teams to understand and address computational needs. 5 Assessing current and future requirements to HPC systems scalability effectively.
3	HCI Engineer	1	**Education*:** "B.E. /B. Tech. /MCA or equivalent" OR "Graduate (IT/CS/ECE/EE or equivalent)" **Certification:** Virtualization Administrator certification or equivalent/higher (e.g. VCP, NCP etc.) **Experience:** Having a minimum 3 years of experience in managing Virtualization/Hyper-Converged Infrastructure	1. Plan, implement, and manage HCI solutions, ensuring seamless integration with existing infrastructure. 2. Use monitoring tools to track performance, troubleshoot issues, and apply optimizations across the HCI environment. 3. Design and implement robust backup and disaster recovery strategies, leveraging Virtualization environment native tools or third-party solutions.

			(HCI) environments.	4. Assess infrastructure needs and perform seamless upgrades to meet future scalability requirements without downtime. 5. Ensure the HCI setup complies with applicable government IT policies and standards, performing regular audits as needed. 6. Maintain detailed documentation of the HCI setup, configurations, and operational processes for knowledge sharing and compliance purposes.
4	Desktop & IT Peripheral Support Personnel	2	**Education*:** Graduation OR Diploma (10+3) in IT/CS/ECE/EE or equivalent **Experience:** Minimum 1-year experience in the relevant area	1. Provide technical support for desktops, laptops, and peripheral devices, including installation, configuration, and troubleshooting. 2. Install, configure, update, and maintain operating systems (e.g., Windows, Linux, macOS) and enterprise software as per organizational requirements. 3. Address end-user technical queries and provide resolution within defined SLAs (Service Level Agreements). 4. Diagnose and resolve desktop connectivity issues related to LAN/WAN, Wi-Fi, VPN, and other network-related concerns. 5. Liaise with external vendors for hardware procurement, repairs, and warranty claims.
5	AV System Support Personnel	1	**Education*:** Graduation OR Diploma (10+3) in IT/CS/ECE/EE or equivalent **Experience:** Minimum 1-year experience in the relevant area	1. Configure, install, and test AV equipment such as projectors, microphones, speakers, etc. 2. Perform regular maintenance and troubleshooting to ensure system reliability. 3. Integrate AV systems with existing IT networks and software platforms.

				4. Maintain logs of installations, repairs, and upgrades for compliance and reporting purposes.
				5. Provide training to end-users on operating AV systems effectively.
				6. Maintain smooth functioning of AV equipment and software, including DSPs, control systems, and video conferencing platforms.
				7. Assist in Institutional meetings, seminars, etc.

Note:

(i) *All the educational qualifications degrees/diplomas must be from a recognized University or Govt. authorized body/Institutions.

(ii) In the event of an increased workload over time, the Service Provider shall be entitled to monthly remuneration for deploying one additional Desktop & IT Peripheral Support Personnel, as specified in the tender terms.

(iii) Verification of qualification/experience/certification is the responsibility of Service Provider. Latter is liable for any falsification of facts and may lead to termination of contract. CSIR-IGIB holds the right to cross-check these at any point of time.

(iv) Under normal operating conditions, the assigned seating arrangements shall be as follows:

- Personnel supporting Network, HPC & Linux, HCI, AV system support, and one Desktop & IT Peripheral Support Personnel shall be stationed at CSIR-IGIB, Mathura Road Campus.

- An additional Desktop & IT Peripheral Support Engineer shall be stationed at CSIR-IGIB, Mall Road Campus.

Although staff will have designated primary locations, they are required to provide support at the any of the two campuses as and when directed by CSIR-IGIB, to ensure seamless services across both the locations.

Table 7: Schedule of shift of on-site workforce.

S. No.	Designation	Count	Shift Type	Timings
1	Network Engineer	1	General Shift (Monday to Saturday)	9:00 AM – 6:00 PM
2	High Performance Computing, Linux Engineer	1	General Shift (Monday to Saturday)	9:00 AM – 6:00 PM
3	HCI Engineer	1	General Shift (Monday to Saturday)	9:00 AM – 6:00 PM
4	Desktop & IT Peripheral Support Personnel	2	General Shift (Monday to Saturday)	9:00 AM – 6:00 PM
5	AV System Support Personnel	1	General Shift (Monday to Saturday)	9:00 AM – 6:00 PM

Remote Infrastructure Monitoring

IT-IMS partner has to provide Remote Infrastructure Monitoring Support of 24X7 for services like DNS, Web Servers, Firewall, Routers etc. (~50 servers/VMs/appliances) i.e. Proactive monitoring of servers and network devices. CSIR-IGIB expects its Network and Web Servers should have more than 99% of uptime. If any issue occurs on these servers/appliances & network links (WAN), then SMS & email should be generated & sent to corresponding resident engineers and other officials of CSIR-IGIB. The 24X7 monitoring tool should be installed at the Network Operations Center (NOC) of the service provider (or at a third party NOC). Since CSIR-IGIB has redundant Internet Links, the service provider can integrate the monitoring tool with the servers/appliances which are hosted in the Data Center, CSIR-IGIB.

TECHNICAL SERVICES OF SKILLED IT PROFESSIONALS

I. The IT-IMS partner shall provide on-site technical services of skilled IT professionals from 9:00 AM to 6:00 PM on all weekdays (Monday through Saturday, excluding major gazetted holidays for Govt. Institutions in Delhi, India). Skilled means that the concerned person has the requisite qualifications to perform the works detailed above with a motivation to learn and with a positive growth career path. Persons must communicate clearly and concisely. Their qualifying degrees must be from approved University and preferably from reputed Institutions or Universities that cultivate values in their students. If CSIR-IGIB will find the persons deployed not suitable to our system, then CSIR-IGIB reserves the right to ask the IT-IMS partner for replacement within 72 hours. In addition, persons deployed must adhere to the general norms of CSIR-IGIB as specified from time to time. The on-site team should report to Head-IT/IT in-charge, CSIR-IGIB.

II. On request from the CSIR-IGIB, the IT-IMS partner will have to provide one or all services beyond working hours on working days and also on holidays on mandatory basis.

SCOPE OF WORK

The IT-IMS shall be provided at all CSIR-IGIB's locations, for the entire IT Infrastructure installed at CSIR-IGIB's locations in Delhi, including those installed at the office locations of CSIR-IGIB (including hostel and guest house).

a) Mall Road Campus – Onsite Support
b) Mathura Road Campus – Onsite Support

The scope of work covers the various equipment and services required for IT-Infrastructure Managed Services (IMS):

a) Management of Network infrastructure (like routers, switches, Network cabling).
b) Necessary action shall have to be taken by the Service Provider for providing various IT-IMS as per requirements, based on logged calls or otherwise as applicable, duly considering the warranty status of the peripheral/ equipment and requirements.
c) The Backup and restore services will be required for the servers (excluding HPC) only.
d) The details of each of the required IT-IMS for the entire IT Infrastructure installed at all CSIR-IGIB's locations in Delhi as per Annexure-A given in the subsequent Para's/sections.
e) This shall also include any facility, which may be created by the Service Provider for testing and repair of various equipment at CSIR-IGIB's premises (without any additional cost payable by CSIR-IGIB) which would help quick repair, testing and redeployment of that equipment.
f) The details of each of the IT-IMS are given in following Paragraphs. The activity list is not exhaustive and any such activity that has not been listed but is essential for completion of work would be considered part of the Scope at no additional cost.
g) IT-IMS shall be required to be provided to all the systems as per existing inventory, which is given in this tender document irrespective of whether the system is under OEM Warranty/AMC or out of OEM warranty/AMC.

The actual hardware/ software to be covered under this contract shall be gradually changing as per the growth/IT requirements. However, indicative details of installed/upcoming IT equipment to be covered under IMS services etc. along with their associated Peripherals are given in this tender document. The list therein indicates equipment by generic nature to be covered for IMS services by the Service Provider.

The Service Provider shall provide sufficient resources to fulfil Service Level Requirements and availability as defined in this document.

The scope of work and other details described herein shall also be subject to the exclusions and other terms indicated in previous sections.

2. Centralized Service Desk

Scope:

The objective of the Service Desk is to provide a Single Point of Contact for all the Users and IT Department– for reporting their calls, knowing status on the calls, Management Information Services (MIS) reports, log complaints, get status updates on outages etc. The tool has to be provided by the Service Provider along with all the necessary licenses for the smooth operation of the tool during the contract period.

Deliverables:

2.1   Call Logging
i.   Receive calls, service requests, queries, change requests from End Users and IT through one of the agreed modes for communication.
ii.   Log Tickets in the Service Desk Tool on behalf of users calling service desk over email web or telephone.
iii.   Log Tickets with the correct category, severity, problem description, user information.

2.2   Initial analysis and resolution
i.   Provide call resolution as per the SOP's, workarounds and error database and knowledge management system.
ii.   Provide resolution on service requests.

2.3   Call Routing
i.   Route the calls to the appropriate support team.
ii.   Route calls to vendors in case of issues pertaining to vendors.
iii.   Route Service Requests to the appropriate teams (like User Management Group, Mail Management Group etc.).

2.4   Escalation
i.   Escalate issues are going beyond the service levels.
ii.   Escalate issues pertaining to vendors' non-performance or delays.
iii.   Escalate issues pertaining to users' non-availability or non-cooperation.
iv.   Escalate customer complaints to the appropriate management staff for further action.

2.5   Customer User Notification
Notify the users on the ticket with information on who is working on the ticket and the status of the ticket.

2.6   Reporting & Documentation (Preparation of MIS)
i.   Extract agreed reports from the Service Desk tool and send it to the concerned groups/upload in the common folder/URL (Dependent upon the functionality of the tool. This will be checked during transition).
ii.   Maintain all the documents up-to-date in the common folder/URL.
iii.   Maintain up-to-date information on the customer contacts, vendor contacts, management contacts, service-level agreement (SLA) matrix, Severity and categorization matrix.

3. IT Vendor Management

Scope:

It will cover the IT vendors of CSIR-IGIB for servers, desktops, laptops, printers, network, etc. at all IT-facility management (FM) locations.

Deliverables:

i.   Maintaining a database of the various vendors with details like contact person, telephone nos., escalation matrix, response time and resolution time commitments etc.

ii.   Logging calls with vendors.

iii.   Co-coordinating with the vendors to get the Incident & problems resolved.

iv.   Escalating problems, if required.

v.   Keeping track of the hardware entered into by CSIR-IGIB, with the various vendors.

vi.   Analyzing the performance of the different vendors vis-à-vis their maintenance contract entered into with CSIR-IGIB.

vii.   Bill/Invoice tracking & process, PO and contract/agreement, as applicable and reporting.

viii. Conduct the monthly meet with respective vendor(s) to review the performance and SLA parameters.

4. IT Asset Management Services

Scope:

It will cover all IT assets at all the offices. The following IT assets of CSIR-IGIB would be tracked by Service Provider including Desktops, Laptops, Servers, Routers, Wireless access points, switches, Printers/multiple function devices (MFDs), Scanners, Projectors and other personal digital assistants (PDAs) etc.

Deliverables:

i. Centralized Asset Tracking System Software Asset Management and License Tracking - manual data updating.

ii. AMC/Warranty tracking for Hardware and Software Assets.

iii. Reports to provide variance count of the Software License.

iv. Asset payments and tracking.

v. Brand and model specification for the assets, Ensure immediate use of the asset.

vi. Capture and record the initial configuration of the asset in the service desk module.

vii. Define and implement the process for tracking assets, for the complete life cycle of the asset, until it is refreshed.

viii. Track the software licenses, so that no misuse of the same occurs.

ix. To keep assets in their custody in safe and secure manner and issue them only after specific instructions from Authorized personnel in IT have been received.

x. To create and maintain the asset database for all the IT assets mentioned above.

xi. To record and maintain the details for all the IT assets like serial number, asset code, installation date, expiry date, department and hardware configuration details.

xii. Providing information of the expired assets/about to expire assets to CSIR-IGIB.

xiii. Asset installation signoff from users by onsite FM engineer for defined assets.

5. Local/Wide Area Network Management Services

Scope:

The objective of this service is to ensure a reliable performance of the Network in the CSIR-IGIB offices. The service should ensure a good quality of network services available to the users.

Deliverables:

i. Validate & monitor end-to-end network.
ii. Capture performance and capacity measurements for all components of the network.
iii. Validate existing configuration diagrams, including both physical and logical network topologies and if required for the amendment or create the new one.
iv. Document all findings, raw data and associated analysis in a manner that clearly conveys the baseline configuration and network performance and capacity.
v. Maintenance, monitor, preventative and break/fix activities of networks and review the Logs on daily, weekly, Monthly, Quarterly, yearly intervals.
vi. Maintenance, preventative and break/fix activities, of wireless Access Points.
vii. For any passive cabling issues, log a call to Passive Service provider.
viii. Vendors will assist CSIR-IGIB in setting up alarms and thresholds in their network based upon functionality available in the tool.
ix. All managed network devices in CSIR-IGIB network configuration and management.
x. Monitor and control configuration aspects like IP address, subnet mask.
xi. Creating new users (Administrative and Privileged) and managing them.
xii. Backup configuration files periodically or otherwise as and when approved changes are made.
xiii. Maintaining active Asset inventory for all active LAN/WAN/Wi-Fi elements.
xiv. Recommend on the possible solution/workaround to address the probable causes of failure.

6. High Performance Computing, Storage & HCI Management Services

Scope:
The objective of this service is to manage the state-of-the-art Data Center that includes High Performance Computing, Storage & HCI/Virtualization infrastructure of CSIR-IGIB.

Deliverables:

a) High Performance Computing
i. CSIR-IGIB runs Linux-based Scientific Applications and Linux-based High Performance Computing (HPC) environment. All technical & day-to-day operational issues to be handled by the technical specialist deployed at the site.
ii. HPC Cluster & application troubleshooting, user interaction at client site will be the sole responsibility of the technical specialist deployed at the site.
iii. Special Intel Kubernetes Cluster.
iv. Personnel should be able to prepare usage based on jobs and time.

b) Virtualization and HCI Management
i. Management of virtualized infrastructure resources including the hypervisor platform, virtual machines (VMs), memory, storage, compute, and network components across the Hyper-Converged Infrastructure (HCI) environment.
ii. Responsible for the implementation, configuration, deployment, and ongoing support of the HCI platform's virtualization layer and associated management tools that host enterprise applications, ensuring performance, availability, and scalability.
iii. Implement operational strategy and standards, and applied research that align with the firm IT strategy vision and realization; including project and budget planning and execution.
iv. Develop technical and operational standards, procedures, documentation, and performance metrics related to the virtualization platform and HCI environment, including but not limited to resource provisioning, monitoring, maintenance, and lifecycle management.
v. Produce metrics and status reports to present infrastructure performance and work initiative progress to leadership.
vi. Analyse and resolve complex enterprise system hardware and software problems; interface with peer teams and vendors to coordinate solutions.
vii. Managing Users, Groups, Permissions, and Roles in the VM Environment.
viii. Monitor the virtualization infrastructure environment using built-in performance dashboards, topology maps, logs, and analytics tools provided by the platform to assess resource utilization and optimize system performance.
ix. Managing Tasks, Events, and Alarms.

c) Storage & Backup
i. Manage current storage environment (Usage, Performance, Availability, Alert and resolve any performance issues).
ii. Determine allocation of different storage types.
iii. Maintain proper backup schedule.
iv. Restore and recover data as requested.
v. Forecast storage growth.
vi. Evaluate & suggest best solution for new requirements.
vii. Responsible for planning and execution of the storage installation.
viii. Integrate the new storage with existing storage environment.

7. Server & OS Management Services

Scope:
The objective of Server Management Services is to proactively monitor the system health and take corrective actions so that a downtime is avoided or minimised. It will cover the Windows/Linux-based Servers installed at CSIR-IGIB. The Service should also ensure timely recommendations on usage and reliability of the system for any capacity or upgrade analysis

Deliverables:

Proactive Monitoring – (9x6)
In addition to the 24x7 Remote Infrastructure monitoring, the onsite team has to do proactive Monitoring of all Servers in CSIR-IGIB offices on a 9x6 basis. Some of the key parameters would be (certain parameters depend on the OS being monitored)
a. Availability of the Server
b. Disk space Utilization, Memory Utilization.
c. Processor Utilization.
d. System Availability.
e. Simple Network Management Protocol (SNMP) Trap, subject to SNMP being open and available at the servers.
f. Ping.
g. Log review.
h. Security Policies of logins.

Call/Exception Handling
a. Coordinate with vendors in case of problems arising due to hardware failures or otherwise, in which case the involvement of the vendor or principles is required.
b. Reinstallation of OS, arising due to incidents of OS crashes or problems where a reinstallation is required.
c. Installation of OS and applications as per the installation documents.
d. Trends on the incidents/problems/changes.
e. Recommend on the possible solution/workaround to address the probable causes of failure.
f. Problem management and fixing of all errors and problems.
g. Setting up any server within stipulate time frame.

System Administration Tasks
a. Creating and managing volumes.
b. Assign Protocol addresses.
c. Manage Multiple interfaces and IP Addresses.
d. Manage Access rights & Folders.

User Management Services
a. Creation of new users and deletion/modification of existing users on request.
b. Create and maintain users' groups.
c. Create and maintain users' profiles.
d. Create login and logon scripts.
e. Assigning and Maintaining user access rights as per policies defined and agreed upon by CSIR-IGIB.
f. Assign and maintain space usage restriction.
g. Configuring and maintaining print servers and print queues.

Release Management

a. Deploy OS patches and Security Patches as per policy.
b. Follow a Plan, Test and Roll-out strategy as defined in the existing processes and policies.
c. Maintain the Complete Configuration Information of the Servers.
d. Assist CSIR-IGIB to define standard naming convention policies.

Security Administration Tasks

a. Monitor access and security restrictions on the Server.
b. Restricted access to Business Applications.
c. Execution of the Hardening policy of the Operating Systems as per baseline agreed upon.
d. Execution of User Password Control Policy.
e. Global Policy Deployment.
f. Anti-Virus support on server (patch updating).
g. Note: User ID & Access rights are maintained & managed by the respective department application team.
h. Manual Antivirus patch update to be automated.

Implementation of Best Practices

a. Controlled Release of Patches.
b. Rigorous Control Procedures for Patch Deployment/Upgrades.
c. Periodic System Information Backup.
d. Periodic Schedule Maintenance Activity (which may include restart of the systems).
e. Recommendation and Configuration of Redundant Array of Independent Disks (RAID), Load Balancers for Critical Systems.

8. Virus Management Services

Scope:

Service covers all Desktops, Laptops & Servers of CSIR-IGIB and is managed through the Central Antivirus Server setup. The service also monitors and manages the Antivirus Systems at the Internet Gateways.

Deliverables:

a. Central Antivirus Server.
b. Managing Central Antivirus Server.
c. Updation of Virus definition files.
d. Scheduling virus definition updates from the Master server to primary and secondary servers Regular Management Tasks.
e. Managing the servers, desktops & laptops from the centralized Antivirus console.
f. Scheduling and performing Antivirus sweep scans across all assets.
g. Taking precautionary actions in terms of definition file updates and interim solutions released during the high alert situations.
h. Troubleshooting virus related incidents.
i. Weekly report on successful versus attack, failed Virus definition updates on all the systems.
j. Escalation and coordination with respective Principal for problem resolution.
k. Vendors will use the patches and fixes provided by the Principal to resolve the problems within the limitations of Antivirus tools. However, CSIR-IGIB should retain the annual subscription with these Principals for getting these patches.

Notification to CSIR-IGIB

l. Alerting and notifying the users in CSIR-IGIB about new viruses and its impact.
m. Sending Newsletters on the latest trends and vulnerabilities relevant to CSIR-IGIB Setup Anti-Virus Tasks.
n. Registering and updating the antivirus tool on the server periodically as per CSIR-IGIB contract with the antivirus tool vendor.
o. Diagnosing and rectifying any virus problems that can be fixed by the antivirus tool supplied by CSIR-IGIB.
p. Vendor will use the patches and fixes provided by the principal to resolve the problems. However, CSIR-IGIB should retain the annual subscription with these Principals for getting these patches.
q. Providing feedback on any new viruses detected.

9. End User Computing Management Services

Scope:
IT-IMS shall be provided by the Service Provider for all the Installed Desktop PCs, Workstations/Laptops/Notebooks/Netbooks/Tablets, Printers, Scanners, client-end UPS and other associated peripherals as mentioned below along with all other actions, which are necessary for optimum utilization of the assets. The Service Provider shall collect and maintain the details of all such accessories/components installed with the systems covered under IT-IMS.

Deliverables:
a) Maintaining, installing any Operating Systems, desktop/client office automation software, e-mail clients, browsers, applications, clients of any application etc., as and when required. In addition to this, other services, such as relocation of Systems (Install, Move, Add or Change: IMAC), adding/removing accessories, attachment or other devices peripherals will also be provided by the Service Provider.

b) Installing, reinstalling, configuration, reconfiguration, reloading, updating of any desktop & laptop machines with various proprietary or open source software including Operating Systems (like Mac OS, MS Windows), Automation software like MS Office or Open Office, Antivirus software solutions, Intranet/Internet connectivity tools, browsers like Internet Explorer/Chrome/Firefox/clients of any application, or any other software along with their applicable patches/updates in networked/non-networked environment as per requirements.

c) It shall also include configuration of services and mail clients like Lotus Notes/MS Outlook/Outlook express/for Post Office Protocol (POP) / Internet Message Access Protocol (IMAP)/Webmail Services through Squirrel mail/Gmail/Yahoo mail or any other clients or any other services etc.

d) Configuration/reconfiguration of client machines to ensure optimum network connectivity and services availability to all Users.

e) Re-establishment of the network connectivity and application/services availability after any hardware/software failure. Checking the external Local Area Network (LAN) connections/communications which are considered parts of machines for uninterrupted desktop operation. Configuration and other problems related to network hardware and software components considered part of the IT asset included in the IT-IMS shall have to be resolved by the Service Provider at no additional cost to CSIR-IGIB.

f) Maintaining record of all new installed machines, movement of machines and change in configuration of machines.

g) In case of Hard Disk failure, the Service Provider shall make all attempts possible to retrieve the data & transfer to new Hard Disk using various software tools (to be arranged by CSIR-IGIB). In case all attempts to recover the data fail, the report for the same has to be produced to CSIR-IGIB. Recovery of lost data from damaged Hard Disk where third party laboratory support is required is not covered in this scope of work.

h) Regular check-up and cleaning of registry to protect the PCs against the Viruses/Worms/Spyware etc.

i) Installing/reinstalling/configuring the printers, print servers including installation & repair of their software, drivers, patches & updates and resolving all printing problems of the users as per requirements.

j) Installing/reinstalling/configuring the scanners including installation & repair of their software, drivers, patches & updates and resolving all the scanning problems of the users as per requirements.

k) Installing/reinstalling/configuring the Standalone UPS and all other peripherals to ensure optimal functionality of the assets as per the requirements of the users.

l) Making arrangements to get all software bug fixes, patches, and upgrades from the Internet or the concerned software principals. Liability of availability of fixes is with OEM.

m) Arranging/downloading Operating System and other Software and software tools, application of bug fixes, updates, upgrades provided by the OEM, or by downloading from the internet, if need arises.

n) Arranging/downloading drivers for peripherals, Software tools and upgrades from Internet or from concerned software principals, or as provided by CSIR-IGIB and its subsequent application at designated PCs/Peripherals as and when required. Further, storage media like DVD/CD/USB Pen drives etc. required by the IT-FMS personnel for providing IT-IMS (deploying software at user's PCs etc.) would have to be arranged by the Service Provider at his own cost.

o) Proper Asset Management of the PCs/peripherals.

p) Performing any Install, Move, Add or Change (IMAC) at client level. Service Provider needs to maintain and provide IMAC for assets (assets may be either under IMS or under AMC support of the bidder). This shall include shifting & relocation of Systems, Installation and configuration of equipment, peripherals & components, adding/removing accessories, reinstallation/attachment of equipment, peripherals and components, collecting and updating details of the users and the assets being installed and any other activity as per requirements. Maintaining record of all new machines installed movement or shifting of machines, changes in configuration of machines. Service Provider shall also perform any first time installation of items/systems/peripherals, or any other activity as required, wherever contracts with the suppliers/OEMs of such systems/peripherals etc. does not include its first time installation in their scope of work. The items may be required to be installed at any/ all of the locations of CSIR-IGIB as and when required.

q) In case of any IMAC, required IT-IMS shall have to be provided by the Service Provider at the new location without any additional cost to CSIR-IGIB.

r) Service Provider shall also provide all applicable IT-IMS to all peripherals attached to the desktop/laptop/ thin clients, servers, UPSs, scanners, printers, web camera, wireless keyboard and mouse, speakers, wireless network cards.

s) Service Provider may also refer to any help document/online knowledge base of the software & hardware OEMs/Principles for resolving the IMS related calls at the earliest.

t) Cleaning of registry from remnants of viruses/worms, incompletely uninstalled programs etc. The Service Provider may use their own registry maintenance tools.

u) Audio Visual/Video (AV) Systems: The resident engineers should be able to handle audio visual requirements of the Institute. The operation of all audio visual equipment are under the scope of the service provider. The IT FMS personnel should have the skills of operation & basic troubleshooting of AV systems such as video conferencing (VC), Projectors, large displays, mics, speakers, amplifier etc. CSIR-IGIB has one auditorium at each campus and several meeting rooms and the engineers need to follow the schedules and have to provide necessary AV/IT support during meetings/conferences or any other events as per the requirements of the Institute.

10. ITIL COMPLIANT SERVICE DESK & ASSET/ INVENTORY MANAGEMENT SERVICE

Required tools for Service Desk and Asset/Inventory management may be installed by the vendor at their own cloud/CSIR-IGIB site. CSIR-IGIB shall not be making any upfront payment for these services, but shall be paying only the Quarterly service charges although required server (on HCI platform) with operating system (Window-2008/12 or higher or CentOS/Unix/Linux) would be provided by CSIR-IGIB. The OS (other versions than mentioned above)/DB/etc. required for the proposed solution to be provided by the Bidder. The bidder should be in a position to implement the security policies of the CSIR-IGIB on the infrastructure provided for the proposed solution and able to manage all security logs independently. Any WAN & LAN Link required for the proposed solution shall be provided by CSIR-IGIB.

SERVICE DESK SERVICE TOOL:

a) The proposed solution shall provide a web-based service support system to automate incident, problem, change, knowledge management, interactive support and self-service.

b) The proposed solution shall provide an out-of-box reporting dashboard that indicates analytics about daily service support operations.

c) The proposed solution shall support multi-tenancy to enable different tenants (departments/group organizations) to use the same physical instance of the service desk.

d) Minimum 8 named licenses should be used by bidder to maintain the CSIR-IGIB infrastructure.

e) Should have a mechanism to assign tickets automatically to respective technicians based on the skill set available in the tool.

f) Should be able to intimate customer/technicians/managers through mail/SMS when tickets are raised in the tool.

g) Should be able to raise a ticket through Email using a standard template.

h) Should support both Response time (time-taken to acknowledge) SLA and Resolution time (time-taken to close the ticket) SLA.

i) Should be able to raise a ticket at the vendor service desk using standard protocol.

j) Should able to Integrate with Active Directory (AD)/Lightweight Directory Access Protocol (LDAP).

11.ENTERPRISE MANAGEMENT SYSTEM SERVICE (EMS)

a. The system should discover heterogeneous physical devices like Layer 2 (L2) & Layer 3 (L3) switches, Routers, Servers, Desktops, Kiosks, Storage and all other SNMP enabled devices and do mapping of LAN & WAN connectivity with granular visibility.

b. Should be able to do self-monitoring and self-healing.

c. The system must be able to support mapping and modeling of the infrastructure grouped by network connectivity, physical location of equipment and user groups or departments

d. The system must provide visualization tools to display Enterprise topology and device to device connectivity. The hardware and software devices listed in the Annexure-A (List of IT Assets) (excluding Desktops/Laptops/Peripherals) must be visible in the L2/L3 topology.

e. Servers and networking equipment procured by the Institute during the operational phase of the contract shall also be made visible in the topology upon request by the Institute.

f. The system should support real time customizable dashboards for an unlimited number of functional users.

g. The dashboards must support grouping of any hardware & software devices to have an effective view for the operational team.

h. It should support real time automated multi-level escalation on account of an event. The Institute should also be able to decide and configure the actions (such as emails, running a script, raise a ticket etc.) on any alert or on a group of filtered alerts.

Fault Management

a) The proposed solution should provide out of the box root cause analysis with multiple root cause algorithms (like Parent Child Relation & Trend on Alarms received) inbuilt for root cause analysis.

b) It should have a strong event correlation engine which can correlate the events on the basis of event pairing, event sequencing etc.

c) The system should support creating and monitoring of rising or falling thresholds with respect to basic key performance indicators for network, system and application infrastructures and provide immediate notification when service metrics fall outside the baselines.

d) Should be able to format enterprise traps with user defined message. It should support all IT infrastructure elements listed in the RFP and other standard IT Infrastructure procured during the process of the contract. Bidder has to provide for at least 100 licenses under managed services during contract period but needs to give unit rate in commercial format so any new equipment can be added later during contract period. Licenses would remain with Bidder.

Configuration Management

a) The system should support device configuration (router & switches) capture and upload whenever needed.

b) The proposed system should be able to administer configuration changes to IP elements by providing toolkits to automate the following administrative tasks of effecting configuration changes to IP element (router & switches)
   i.   Capture running configuration
   ii. Capture startup configuration
   iii. Upload configuration
   iv. Write startup configuration

c) The proposed solution must be able to perform real-time or scheduled capture of device configurations Integration Features

d) The proposed EMS must support seamless integration to the proposed ITIL Service Desk for auto ticket creation & closure.
e) The solution must support multiple protocols like SNMP, Corba, XML, and TMF814 so as to integrate with other EMS solutions.

Performance Management Features

a) The proposed solution must scale to large networks while supporting a single web interface for accessing all types of reports. The system must support multiple locations and a distributed deployment for collection and monitoring.
b) The proposed solution should be capable of handling the fault and performance management of
    i. Network
    ii. Links and bandwidths
    iii. Servers
    iv. OS and processes
    v. Storage
    vi. Database tier
    vii. Web tier
    viii. Application layer
    ix. Middleware applications
    x. Web URLs

The details of the Data center and Network asset list that need to be covered under the monitoring system are provided in Annexure-A. Other standard assets procured during the contract period shall also be monitored.

TRAINING & DOCUMENTATION

The proposed tool for helpdesk should be simple to use, but able to generate reports related to calls such as daily, weekly and monthly call reports, solutions provided by the engineers, response time for each call, all the actions taken for the call etc. The Service Provider has to provide detailed documentation & user manual about the helpdesk tool which will be easily understandable to naive users. If necessary (will be decided by CSIR-IGIB after the installation of such a tool), the Service Provider has to conduct training sessions (one or two sessions at each campus) for users at both the campuses of CSIR-IGIB. This training should be provided without any additional cost by the Service Provider. Service Provider is responsible for all the documentation of the work assigned and actions taken to complete the jobs/tickets/assignments.

ANNEXURE – A: DETAILS OF PRESENT IT INFRASTRUCTURE

The list of IT assets is subject to periodic upgrades, additions, and changes based on future procurement plans. Configuration and brief details of different IT assets located at CSIR-IGIB's premises in Delhi are given below:

Table 8: Summary of the equipment under various categories.

S. No.	Item Description	Approx. No. of items (at each location)		Remarks
		Mathura Road Campus	Mall Road Campus	
Networking Equipment				
1	Routers	1	1	Cisco ASR-1000, Owned & managed by NKN (NIC)
2	Firewall	1	1	(Fortinet FG-500E)
3	Firewall-Analyzer	1		FAZ on VM
4	L3 Switches	2 (Rukus ICX 7750)	1 (Brocade) StandaloneIC X 7450	PO placed for replacement of all active network components at CSIR-IGIB Mathura Road campus with OEM Brocade/Ruckus (ICX 7750)
5	Managed L2 Switches	19 (ruckus) 2 (Extreme)	14 (Brocade) ICX 7250	ICX 7650 & ICX 7150
6	Unmanaged Switches	2	0	
7	Wireless Controllers	2 (Rukus)	IP-Com	Ruckus Zone Director 1200
8	Wireless Access Points	42 (Rukus)	24 (IP-Com)	Ruckus Zoneflex R610
9	LAN throughput	1000 Mbps	1000 Mbps	
10	External Connectivity	1 (NKN) – 1Gbps	1 (NKN) – 1Gbps	Redundant external connectivity is in place
Servers				
1	HPC Cluster: comprises 2 master node in HA, 4 I/O node with Lustre parallel file system, 24 compute node with 3 Nos SMP nodes, 1 NVidia-DGX1 and 1 Dell Server with 2 NVidia T4 GPU. Cluster Tool Kit: xCAT RM: SLURM Container Orchestration: Singularity HPC is configured using CentOS 7.7 Apparently GPU nodes are installed with Ubuntu-	Lenovo SR630 (24Nos) SR850 (3Nos.) Nvidia-DGX1 Dell PowerEdge R740 FusionStor Invento Series		24 Node Cluster+ 3 Node SMPs + 1 Node Nvidia-DGX1 + 1 Node Dell Server with 2 NVidia T4 GPU + 6 Nodes

	18.04			
2	Intel Kubernetes Cluster	Dell PowerEdge C6420		4 Node Cluster with 1 NUC
3	LDAP Server for centralized log-in	HCI VMs		2 nodes
4	Servers for IT Infra	Lenovo VX series (3 Nos.)		3 Servers for Virtualization
5	Servers for Miscellaneous	4		ThinkSystem SR570

Storage

1	Storage for VM Infra	Over 500 TB Usable		Stacbloc 201 Server
2	Storage for HPC	160TB Usable		Lenovo DE6000H Storage
3	DDN NAS	3PB		DDN Intelliflash
4	NetApp NetApp DDN	240TB 1 PB 500TB		

Desktops/Laptops/Macs/Workstations

1	Desktop(Windows/Linux)	200	150	
2	Laptop	50	50	
3	Mac (Desktop + Laptop)	20	10	
4	Workstation (Linux/Windows)	35	15	

Peripherals (Printers/Scanners/AIOs)

1	Network Printers	3	8	Common Printers
2	Printers	40	40	Connected directly to PC
3	Scanners	10	20	
4	Dot-Matrix Printer		2	

Audio Visual Equipment's

1	AI and other cameras for zoom, MS Teams etc	1		Multiple OEM
2	Projector	5	2	Sony/Optoma
3	Matrix Switcher, Streaming Media Encoder and related AV equipment	1 Set	1 Set	Multiple vendors
4	Complete Audio system	1	1	Multiple vendors

Details of Applications/Software Solutions etc.

1	Mail Server	Mailing services Hosted at NIC
2	Kaspersky Security for VM and Kaspersky Endpoint Security for Business	60 + 500 Licenses
3	VM (Enterprise Edition)	Stacbloc HCI management console

4	Backup (for VM Environment only)	VM Cloning and snapshots
5	Web Servers	Apache & IIS
6	Active Directory	Windows-2012
7	AD features: DNS, DHCP, WSUS, Print Server, File Server etc.	Yes
8	HPC Applications	Amber, Blast, Gromacs, Rmpi, Velvet, Bowtie, Bwa, Mirdeep, HTSeq, STAR, R, GATK, AI/ML frameworks, deep learning architecture, containerized application using singularity etc.
9	Parallel File system	Lustre 2.12.4

Additional Terms and Conditions:

(I)   CSIR-IGIB reserves the rights to interview the engineers and check for the suitability of candidates in context of knowledge, qualification and experience. CSIR-IGIB reserves the right to continue/discontinue/resume any or all of the human resources with a notice period of 30 days.

(II)   The IT-IMS partner should ensure 100% attendance of the manpower deputed to CSIR-IGIB by arranging standby engineer/personnel whenever required. The above requirement of manpower is the minimum and the bidder can propose in their bids for any addition.

(III)   An overlapping period of minimum 30 days must be maintained by the bidder if a new resource replaces an old/existing resource. The overlapping period is required for Knowledge Transfer (KT) and training onsite.

(IV)   IT-IMS contract should be valid for addition of hardware/software at any site up to 5% increase per annum during the tenure. Provision of renewal after 3 years per annum on satisfactory performance may be considered.

CSIR-IGIB requires 24x7 availability of all such resources. They must be present in person during regular working hours. Given the critical nature of IT services, they may be required to be on site at any time to address any unforeseen or planned issues/events. Therefore, the bidder must plan accordingly to facilitate the same as per their own company policies.

Bidder's Pre-Qualification Criteria

Parameter	S. No.	Criteria	Supporting Document
		Minimum Qualifying Criteria	
Parameter	**S. No.**	**Criteria**	**Supporting Document**
Organizational	1	A Company/Firm registered in India for a period of at least Ten (10) years at the time of bid submission.	Copy of Certificate of Incorporation duly attested by authorized bid signatory.
	2	Bidder should have valid PAN, Service Tax registration.	Copy of PAN & Service Tax registration duly attested by authorized bid signatory.
	3	The Bidder should have a registered office with legal presence in India. The Bidder should have Registered Office/Head Office/Branch Office in Delhi/NCR.	Valid proof of office in Delhi/NCR duly attested by the authorized bid signatory.
	4	Computer/IT Professionals - Manpower Strength: The Bidder should have at least 50+ resources on payroll within India including the following technology domains as on the date of bid submission: a) Desktop & IT peripheral support Personnel b) Network Engineer c) HCI Engineer d) HPC&Linux Engineer e) AV Personnel	Certificate from HR duly attested by the authorized bid signatory
	5	The bidder should have strong capabilities in providing support framework using ITIL process. Should have employed at least 2 ITIL professionals.	Attach declaration for compliance of required Manpower strength and proof of ITIL document from the Authorised representative.
Financial	6	Average Annual Turnover of the Bidder should be minimum 3 Crores for "Similar Works" during each of the last three financial years (i.e. FY 2022-2023, 2023-24 & 2024-25)	Copy of Audited Balance Sheet & Profit & Loss account for last three years should be submitted. In case the audit is ongoing for 2024-25, provisional statements duly attested by auditor should be submitted.
	7	Bidder should have a positive net Profit Before Tax (PBT) in the last three financial years ended with 31st March, 2025	Copy of Audited Balance Sheet & Profit & Loss account for last three years should be submitted.

Experience	8	Should be in the business of 'Similar Works' in India for at least 7 years as on the bid submission date. *'Similar Work' includes only IT-IMS/FMS Resources services in Data Centre or at critical environment.	Copies (s) of acceptance (or) award letters from clients for each project; (and) Completion certificate by the client.
	9	Bidder should have satisfactory completed (minimum 1 year of services) for 'Similar Works' as follows during the last five financial years from the date of Bid Submission. 1. 3 Completed Similar Works costing >1.20 Crores (INR) OR 2. 2 Completed Similar Works costing >1.60 Crores (INR) OR 3. 1 Completed Similar Work costing >2.50 Crores (INR)	Copies (s) of acceptance (or) award letters from clients for each project; (and) Completion certificate by the client.
	10	The bidder must possess valid certifications as of the date of bid submission, including CMMI Level 3 or 5, ISO 9001:2015, and ISO/IEC 27001:2013	Copy of valid certifications duly attested by authorized bid signatory

CHAPTER 5

Compliance Sheet

Bidders have to fill the compliance sheet below and submit it with technical bid. Any deviation from the specification should clearly mention in the remarks field. Also attach the technical documentation of the proposed solution.

5.1 Compliance Sheet for ITB/GCC/SCC:

S.N.	Clause Ref	Particulars	Compliance / Details	Deviation, if any	Remarks
1	ITB 1.1	Do you qualify to bid as per Bidder's Eligibility			
2	ITB 1.3 & GCC 2.3	Have you signed and submitted the declaration about abiding by the Code of Integrity			
3	ITB 1.5	Have you prepared & submitted the bid as per Chapters mentioned in this Clause			
4	ITB 1.10	Have you submitted the Bid in two separate covers as per this clause			
5	ITB 1.15.1	Is the Bid validity for minimum 120 days			
6	ITB 1.14	Bid Security			
7	ITB 1.38 & GCC 2.9	Do you agree to comply this Clause for submission of Performance Security			
8	GCC 2.6	Do you agree to Contract Period & Price Clause			
9	GCC 2.11 & SCC 3	Do you agree to the Terms of Payment clause			

CHAPTER 6

Contract Form

Contract No. _____ Date: _____

THIS CONTRACT AGREEMENT is made

the *[insert: number]* day of *[insert: month]*, *[insert: year]*.

BETWEEN

     (1)   The Council of Scientific & Industrial Research registered under the   Societies Registration Act 1860 of the Government of India having   its registered office at 2, Rafi Marg, New Delhi-110001, India   represented by _____*[insert complete name and address of*   CSIR-IGIB* (hereinafter called "the CSIR-IGIB"), and

     (2)   *[insert name of Contractor]*, a corporation incorporated under the laws

        of *[insert: country of Contractor]* and having its principal place of   business at *[insert: address of Contractor]* (hereinafter called "the   Contractor").

WHEREAS the CSIR-IGIB invited bids for certain Goods and ancillary services, viz., *[insert brief description of Goods and Services]* and has accepted a Bid by the

Contractor for the supply of those Goods and Services in the sum of *[insert Contract Price in words and figures, expressed in the Contract currency(ies)]* (hereinafter called "the Contract Price").

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

01.   In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

02.   The following documents shall constitute the Contract between the CSIR-IGIB and the Contractor, and each shall be read and construed as an integral part of the Contract:

     (a)   This Contract Agreement

     (b)   Special Conditions of Contract

     (c)   General Conditions of Contract

     (d)   Technical Requirements (including Schedule of Requirements and Technical Specifications)

     (e)   The Contractor's Bid and original Price Schedules

     (f)   The CSIR-IGIB's Notification of Award

(g)   *[Add here any other document(s)]*

03.   This Contract shall prevail over all other Contract documents. In the event of any discrepancy or inconsistency within the Contract documents, then the documents shall prevail in the order listed above.

04.   In consideration of the payments to be made by the CSIR-IGIB to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the CSIR-IGIB to provide the Goods and Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

05.   The CSIR-IGIB hereby covenants to pay the Contractor in consideration of the provision of the Goods and Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Union of India on the day, month and year indicated above.

For and on behalf of the Council of Scientific & Industrial Research

Signed: *[insert signature]*

in the capacity of *[insert title or other appropriate designation]*

in the presence of *[insert identification of official witness]*

Signed: *[insert signature]*

in the capacity of *[insert title or other appropriate designation]*

in the presence of *[insert identification of official witness]*

 For and on behalf of the Contractor

Signed: *[insert signature of authorized representative(s) of the Contractor]*

in the capacity of *[insert title or other appropriate designation]*

in the presence of *[insert identification of official witness]*

CHAPTER 7

Other Forms

(To be enclosed as indicated below)

Table of Contents

Sl. No.	Name of Form
1.	Performance Security Form (to be enclosed with the technical bid)
2.	Format of declaration of abiding by the code of integrity and conflict of interest to be submitted by the bidder.
3.	Bidder Information Form (to be enclosed with the technical bid)
4.	Performance Statement Form (to be enclosed with the technical bid)
5.	Bid Form (to be enclosed with the priced bid)
6.	Bid Security (EMD)

Note : Please refer ITB clause 1.10 of the bidding documents for other documents to be attached with the bids/offers.

1. **Performance Security Form**

MODEL BANK GUARANTEE FORMAT FOR PERFORMANCE SECURITY

To,

…………………………..

WHEREAS ……………………………….

(name and address of the Contractor) (hereinafter called "the Contractor") has undertaken, in pursuance of contract no. ……. dated ....to supply (description of services) (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the Contractor shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the Contractor such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the Contractor, up to a total of .... (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Contractor to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Contractor before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Contractor shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the ….. day of ………, 20…………..

(Signature of the authorized officer of the Bank)

………………………………………………………….

Name and designation of the officer

………………………………………………………….

Seal, Name & Address of the Issuing Branch of the Bank

Note: While issuing the Bank Guarantee, the Bank should immediately send by Registered Post (A.D.) an unstamped duplicate copy of the Guarantee with a covering letter directly to the Director, CSIR-IGIB to compare with the original BG for the correctness, genuineness, etc.

2. **Format for declaration by the Bidder for Code of Integrity & no conflict of interest**
(On the Letter Head of the Bidder)

Ref.No: _____   **Date** _____

To,

_____

_____

(Name & address of the CSIR-IGIB) 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 mentioned under Para 1.3.0 of ITB of your Tender document and have no conflict of interest.

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

    Thanking you,

<div align="right">

Yours sincerely,

Signature
(Name of the Authorized Signatory)
Company Seal

</div>

3. **Bidder Information Form**

(a) The Bidder shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted. This should be done of the letter head of the firm]

Date: *[insert date (as day, month and year) of Bid Submission*]

Tender No.: *[insert number from Invitation for bids]*

Page 1 of _____ pages

01.	Bidder's Legal Name *[insert Bidder's legal name]*
02.	In case of JV, legal name of each party: *[insert legal name of each party in JV]*
03.	Bidder's actual or intended Country of Registration: *[insert actual or intended Country of Registration]*
04.	Bidder's Year of Registration: *[insert Bidder's year of registration]*
05.	Bidder's Legal Address in Country of Registration: *[insert Bidder's legal address in country of registration]*
06.	Bidder's Authorized Representative Information Name: *[insert Authorized Representative's name]* Address: *[insert Authorized Representative's Address]* Telephone/Fax numbers: *[insert Authorized Representative's telephone/fax numbers]* Email Address: *[insert Authorized Representative's email address]*
07.	Attached are copies of original documents of: *[check the box(es) of the attached original documents]* Articles of Incorporation or Registration of firm named in 1, above.

Signature of Bidder   _____

Name _____

Business Address _____

4. **Performance Statement Form**

(For a period of last 3 years)

Name of the Firm……………………….

Order Placed by (full address of Purchaser)	Order No. and date	Descript-tion of services and quantity	Value of order	Date of comple-tion of deliver as per contract	Date of actual completion of delivery	Contact person along with Telephone No., FAX No. and e-mail address	Remarks if any

Signature and Seal of the manufacturer/Bidder ………………………….

Place   :

Date   :

5.   **Bid Form**

[The Bidder shall fill in this Form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date: *[insert date (as day, month and year) of Bid Submission]*

Tender No.: *[insert number from Invitation for Bids]*

Invitation for Bid No.: *[insert No of IFB]*

To: *[insert complete name of CSIR-IGIB]*

We, the undersigned, declare that:

(a)   We have examined and have no reservations to the Bidding Documents, including Addenda No.: *[insert the number and issuing date of each Addenda];*

(b)   We offer to supply in conformity with the Bidding Documents and in accordance with the Delivery Schedules specified in the Schedule of Requirements the following Services *[insert a brief description of the Services];*

(c)   The total price of our Bid is: *[insert the total bid price in words and figures, indicating the various amounts and the respective currencies];*

(d)   Our bid shall be valid for the period of time specified in ITB Sub-Clause 1.16.1 from the date fixed for the bid opening, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;

(e)   If our bid is accepted, we commit to obtain a performance security in accordance with ITB Clause 1.39 and GCC Clause 2.9.1 for the due performance of the Contract and also submit order acceptance within 14 days from the date of contract in accordance with ITB Clause 1.38;

(g)   The following commissions, gratuities, or fees have been paid or are to be paid with respect to the bidding process or execution of the Contract: *[insert complete name of each Recipient, its full address, the reason for which each commission or gratuity was paid and the amount and currency of each such commission or gratuity]*

Name of Recipient	Address	Reason	Amount
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

(If none has been paid or is to be paid, indicate "none.")

(h)   We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed.

(i)   We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Signed: *[insert signature of person whose name and capacity are shown]*

In the capacity of *[insert legal capacity of person signing the Bid Submission Form]*

Name: *[insert complete name of person signing the Bid Submission Form]*

Duly authorized to sign the bid for and on behalf of: *[insert complete name of Bidder]*

Dated on _____ day of _____, _____*[insert date of signing]*

6. <u>Bid Security/EMD Form</u>

Bid Security/EMD Form Whereas ………………… (hereinafter called "the Bidder") has submitted its bid dated ………………… (date of submission of bid) for the supply of ………………………… (name and/or description of the goods) (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that WE ………………… (name of bank) of …………. (name of country), having our registered office at …………………… (address of bank) (hereinafter called "the Bank"), are bound unto ………………………….. (name of Purchase) (hereinafter called "the Purchaser") in the sum of _____ for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this _____ day of _____ 20_____. THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or

2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity: (a) fails or refuses to execute the Contract Form if required; or (b) fails or refuses to furnish the performance security, in accordance with the Instruction to Bidders.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee shall remain in force up to and including forty five (45) days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date. ……………………….. (Signature of the Bank) With date & seal