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INDIAN INSTITUTE OF ASTROPHYSICS

IIND BLOCK, SARJAPUR ROAD, KORAMANGALA,
BANGALORE-560 034

PUBLIC TENDER NOTICE NO:RFT/COMP/012/14-15 23rd JUNE 2014

The Director, Indian Institute of Astrophysics invites Quotations/Bids Two bid system (both Technical bid and Commercial bid) from reputed firms for the following.

Sl.No.	Description	Quantity	E.M.D (Refundable) Rs.	Tender Fee (Non-refundable) Rs.
.	Annual Maintenance Contract for IT Infrastructure and Management at IIA Koramangala (Main Campus and BHASKARA Hostel), and IIA, CREST, Hosakote. As per the specification / terms & conditions in the ANNEXURE - I.	01 No.	42,500/-	300/-

Note: The Tender documents with Specification details are available on IIA website www.iiap.res.in/tenders.htm. Hence the interested tenderers may at their option down load the same from our website (as no hard copies of Tender documents is/are provided from this office) and submit their offer both Technical bid and Commercial bid along with EMD (refundable) & Tender fee (non-refundable) prescribed therein, only in the form of Demand Draft drawn in favour of Director, IIA. However, your offer with Technical bid and Commercial bid should be superscribed in different envelopes mentioning the tender notice no., Date of opening, and submit the Technical bid and Commercial bid in separate sealed envelopes addressed in favour of Director, Indian Institute of Astrophysics, Bangalore – 560 034.

02. The firms who fulfill the following requirements shall be eligible to submit their bid. Joint ventures are not acceptable.

(a) Tendering Company shall be professionally managed and equipped with facility for the supply and maintenance of tendered items.

(b) The tenderers should have completed, the last 3 financial years (i.e., current year and two previous financial years) at least one similar single work for a minimum value of Rs.15 Lacs.

(c) The total contract amount received during the last 3 financial years, and the current financial year should be minimum of 150% of the above mentioned value. The tenderer should submit Audited Balance Sheet duly certified by the chartered accountant to this effect. They should also submit Bankers Solvency Certificate to a minimum of Rs.15 Lacs.

(d) The Private Body Contractor shall be required to produce the TDS Certificate indicating the Income Tax deducted by the client for the execution of similar items, completed individually of value not less than Rs.15 Lacs.

03. The Bids supported by the above information should be submitted in Sealed envelopes duly superscribed with the name of work/item. The completed Bids both Technical bid and Commercial bid will be received by this office **upto 15.00 Hrs. latest by 21st July 2014.**

04. If any information furnished by the tenderers is found incorrect at a later stage, the firm shall be liable to be debarred from tendering and taking up work in IIA. The Institute reserves the right to verify the particulars furnished by the tenderers.

05. The interested tenderers may contact Mr.Anish Parwage, Engineer-C (Computer) (Ph.No.080-22541292) to discuss Technical Clarification and Shri.Y.K.Raja Iyengar (Ph.No.080-22541244) for

Commercial Clarifications, if any, on or before 15th July 2014 during office hours, before submitting bids.

06. The firms should submit the bids superscribed along with EMD and Tender fee of prescribed amount **upto 15.00 Hrs. Latest by 21st July 2014.** The Technical Bids will be opened in presence of the bidders or their authorized representatives **at 15.30 Hrs. on 21st July 2014.**

07. Incomplete bids are liable for rejection.

08. Late / delayed offer will not be considered.

09. IIA is not responsible for any delay / loss of documents in transit.

10. No bids will be considered if prescribed Tender Fee and EMD is not found with the Technical bid.

11. The offer should be valid for a minimum period of 120 days from the date of opening of bid.

12. The Commercial / Price bids will be opened in the presence of vendors or their representatives only for those vendors Quotes qualify in technical evaluation. The opening of Commercial bids date will be intimated later. However, the decisions for finalization shall be done by a technical evaluation committee being nominated for this purpose approved by the Head of the Institution.

13. IIA reserves the right to reject any or all tenders without assigning any reasons.

**Administrative Officer
IIA, Bangalore-34**

ANNEXURE - I

Name of the proposal :

IT Infrastructure and Management at IIA Koramangala (Main Campus and BHASKARA Hostel), Bangalore and IIA, CREST, Hosakote.

Introduction/background about the Item :

Computer Support and maintenance at IIA (Main Campus and BHASKARA Hostel) Bangalore and Crest Campus, Hosakote. We expect the successful vendor to be a single point of contact for any IT related problems.

Scope of Items :

The scope of the proposed contract comprises of the following managements:

1. Web

1. Server to be kept updated with latest security patches.
2. Monitoring and prevention of attacks.
3. Regular web updates (CMS).
4. Periodic developmental activities.
5. Database maintenance.
6. CMS configuration and updation
7. The on-site web support personnel should be responsible for web development activities as and when required.

2. Ping Availability of clusters and servers. The vendor will be responsible for monitoring the servers uptime 24x7 and report the problem in case of any issue with the availability of the servers.

1. HYDRA.
2. CYGNUS
3. FORNAX
4. KASPAR
5. MAIL
6. WEB
7. ANTI-SPAM (BRIGHTMAIL)
8. FTP
9. LDAP, DNS, DHCP, OPENVPN, CLOUD, PRINTSERVER
10. UVIT, TAUVEK, KSO, ADITYA1, PEGASUS, CADS.
11. PRINTS, LIBSYS, KOHA.
12. AND OTHER INSTITUTE SERVERS

3. LAN maintenance.

1. Maintenance of existing wired network and addition where necessary. The vendor's responsibility includes maintenance and repair of LAN cables in case of any wear/tear or cable cuts, crimping new cables, checking of connections from end-to end in case of any disruption of service.
2. Maintenance of networking equipment (routers, switches etc). The vendor will be responsible for checking the device in case of any failure and co-ordinate with the OEM to get it replaced/repared in case it is under warranty/out of warranty. The responsibility of taking the device under warranty/out of warranty to service station for repair and transporting it back will be on IIA stores. But the vendor will be responsible for following it up with the OEM to fastrack the repair. The vendor will also be responsible for installation of the newly purchased devices by IIA.
3. Maintenance of wireless routers, access points. The vendor will be responsible for checking the connectivity, signal strength and configuration of existing devices as well as installation and configuration of new additions. He will also be responsible for providing viable solutions in case of weak signal strength/poor connectivity.

4. Hardware and software support for individual users.

1. Mix of operating systems – largely linux, Windows and MacOS but may include others OS as well. The vendor will be responsible for installation and maintenance of these OS on Desktops and laptops as well. Their responsibility also includes resolution of problems related to OS, networking issues, configuration of printers.
2. Maintenance and handling of Laptops, desktops, printers and print accounting server (CUPS and Pykota). It will be the responsibility of the vendor to monitor and manage the print server and rectify the issue in case of any problem.
3. The vendor will be responsible for handling mix of vendors and warranties for different hardwares in IIA.
4. Hardware under warranty will be coordinated with OEM. The vendor will be responsible for checking the device thoroughly thin case of any failure and co-ordinate with the OEM to get it replaced/repared in case it is under warranty. The vendor will also be responsible for installation of the newly purchased hardware devices by IIA. The responsibility of taking the device under warranty to service station for repair and transporting it back will be on IIA stores. But the vendor will be responsible for following it up with the OEM to fastrack the repair.
5. Support for installing specific applications including preparation of automated installation packages. This includes preparation of documentation for the same as well.
6. Short term visitor support as well as support for staff. The vendor will be responsible for installation of required OS, resolving networking issues, installation of necessary packages/software/applications, configuration of printers, preparing of necessary

documentation related to specific software installation as well as installation of Anti-Virus on official Desktop and Laptop.

7. Migration support (eg. Webmail to Thunderbird). This includes installing the required package on the users laptop, perform the migration and performing final check to ensure that the migration has been done properly.

8. Maintenance of applications and operating systems.

9. Weekly mandatory visits to HOSAKOTE/CREST campus and report has to be submitted to IIA, Bangalore Office (excluding call visits if required).

5. Backup strategy.

1. Daily web backups has to be performed and maintained by the vendor.

6. Proactive identification of problem areas.

1. Preparation of RFPs. It includes helping IIA with preparation of RFPs if required and provide information about the latest trends and technologies available in the market to meet the necessary requirement.

2. Coordination with external vendors for procuring necessary software and hardware.

7. 24/7 support.

1. The vendor should provide single telephone number/email for all IT related problems.

2. Problem resolution within 2 hrs during regular office hours (Mon–Sat, 9 – 6).

3. After office hours problem logging with in 1 hour + emergency support (on –call basis).

4. 24X7 monitoring of servers and data center, which includes BMS, PAC, UPS.

5. Raise issues with service provider as and when required. The vendor will be responsible for raising the ticket with the service provider like NKN, SIFY etc and follow it up till the problem is resolved.

8. Monitoring and Reporting

1. Problem reports: when taken; estimated time to resolution; when fixed has to maintained by the vendor on a daily basis.

2. A monthly report with number of problems filed; number resolved; time for resolution has to be produced by the vendor to IIA authorities.

3. Monitoring of print queues. Monthly reports of printer usage per user has to be maintained by the vendor and produced to IIA authorities.

4. Monitoring of internet usage; incoming/outgoing bandwidth; web pages visited; files uploaded/downloaded has to be maintained by the vendor and produced to IIA authorities on a monthly basis.

Eligibility Criteria Of the Vendor :

1. Vendor must have at least 4 years of experience in government institutions with similar platform, unix environment. Experience in research organizations preferred.

2. Must be able to demonstrate expertise with all relevant hardware and software.

3. Must be able to demonstrate sufficient manpower to guarantee 24/7 support (minimum manpower requirement is 2 excluding web server support person).

4. Reference letters from clients required.

5. Must have executed at least three similar projects in the last 5 years.

6. Two-bid public tender has to be followed: Technical and Commercial.

Contract Clauses :

1. Payment to be made quarterly.

2. Vendor agrees to give 3 months notice before contract termination and vice versa from IIA.

3. Penalty clauses to be agreed on.

4. On-site deputation requires qualified personnel with minimum 2 years of relevant experience.

5. Transportation for HOSAKOTE support will be provided by IIA. (IIA, Bangalore to CREST Hosakote)

Penalty Clauses :

Failure in 24 hrs monitoring and reporting the problem with in 2 hrs during regular office hours will invite a penalty of 5% of the quarterly payment which will be deducted from the quarterly payment, limited to a maximum of 15% in case of multiple incidence of similar nature in the same quarter.

Failure in 24 hours monitoring and reporting in case of a problem within 1 hour after office hours will invite a penalty of 5% of the quarterly payment which will be deducted from the quarterly payment, limited to a maximum of 15% in case of multiple incidence of similar nature in the same quarter.

Failure in maintenance and updation of Web Server including daily web backups will invite a penalty of 5% of the quarterly payment which will be deducted from the quarterly payment, limited to a maximum of 15% in case of multiple incidence of similar nature in the same quarter.

For further information/clarifications

For any other technical clarifications, the following person may be contacted during office hours.

ANISH PARWAGE

ENGINEER-C (COMPUTER)

Mail Id: anish@iiap.res.in

Contact No. 080-22541292 (O)

080-22541319 (O)

Indian Institute of Astrophysics

Bangalore-560034

For any administrative matters, the Purchase officer may be contacted during office hours.

Y. K. RAJA IYENGAR

PURCHASE OFFICER

Mail Id: ykri@iiap.res.in

Contact No. 080-22541244 (O)

Indian Institute of Astrophysics

Bangalore-560034

Phone: 25530672-76 **Fax:** 25534043
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INDIAN INSTITUTE OF ASTROPHYSICS

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BANGALORE-560 034

PUBLIC TENDER NOTICE NO:RFT/COMP/012/14-15 DATED 23rd JUNE 2014

NO:RFT/COMP/012/14-15

23rd June 2014

M/s.

Dear Sirs,

The Director, Indian Institute of Astrophysics, Bangalore invites Sealed Tenders for the AMC of IT Infrastructure and Management detailed in the Tender Form hereto annexed. The Tender Terms and conditions enclosed are also may be noted carefully. If you are in a position to quote for the AMC in accordance with the requirement, please submit your quotation in the attached Tender Form also.

Your Tender must reach this office on or before the date and time indicated in the Tender Schedule.

Thanking you,

Yours faithfully,

Y K Raja Iyengar
Stores & Purchase Officer

Encl: as above.

Phone: 25530672-76 **Fax:** 25534043
www.iiap.res.in

Email: purchase@iiap.res.in **Website:**



INDIAN INSTITUTE OF ASTROPHYSICS

IIND BLOCK, SARJAPUR ROAD, KORAMANGALA,
BANGALORE-560 034

TENDER FORM

NO:RFT/COMP/012/14-15
2014

23rd June

FROM:

TO

THE DIRECTOR,
Indian Institute of Astrophysics.,
Bangalore-560 034.

Sir,

I/We hereby offer to for AMC of IT Infrastructure and Management indicated below at the price hereunder quoted and agree to hold this offer open till_____. I/We shall be bound to AMC of IT Infrastructure and Management hereby offered upon the issue of the Work Order communicating to the acceptance thereof on or before the expiry of the last mentioned date. You are at liberty to accept any one or more of the items of such stores. I/We not withstanding that the offer in this tender has not been accepted in whole, shall be bound to supply such items and such portion or portions of one or more of the items as may be specified in the said Purchase Order communicating the acceptance.

Sl.No.	Description of the item(s)	Quantity	Unit	Rate	Dely.
01.	Annual Maintenance Contract for IT Infrastructure and Management at IIA Koramangala (Main Campus and BHASKARA Hostel), and IIA, CREST, Hosakote. As per the specification / terms & conditions in the ANNEXURE - I.	01 No.			

Place at which the AMC is required : IIA, 2nd Block, Koramangala, Bangalore-34

Date by which the AMC are required : Within 30 days from the date of receipt of Work order.

2. I/We have understood the contents of the tender annexed to the invitation to this Public Tender and have thoroughly examined the specifications quoted or referred to herein and/are fully aware of the nature of the Job required and my/our offer is to AMC of IT Infrastructure and Management strictly in accordance with the requirements subject to the terms and conditions contained in the Work Order, if communicated on the acceptance of this tender either in whole or in part.

Date:

Signature and seal of Tenderer

TERMS AND CONDITIONS OF CONTRACT

1. DEFINITIONS :

a) The terms 'Purchaser' shall mean the Director, Indian Institute of Astrophysics, Bangalore-560034.

b) The term 'Contractor' shall mean, the person, firm or company with whom or with which the order of AMC is placed and shall be deemed to include the Contractor's successors, representative, heirs, executors and administrators unless excluded by the contract.

c) The 'AMC' shall mean that Annual Maintenance Contract as per Annexure I.

d) The terms 'Work Order' shall mean the communication signed on behalf of the Purchaser by an Officer duly authorized intimating the acceptance on behalf the Purchaser on the terms and conditions mentioned or referred to in the said communications accepting the tender or offer of the contractor for Annual Maintenance Contract for IT Infrastructure and Management or part thereof.

2. PRICES :

Tenders, offering firm prices will be preferred, where a price variation clause is insisted upon by a tenderer, quotations with a reasonable ceiling should be submitted. Such offers should variably be supported by the base price taken into account at the time of tendering and also the formula for any such variations.

3. DUTY EXEMPTION :

a)Excise duty exemption certificate will be provided if considered against the categories of items tendered, under the Govt. of India Notification No. 10/97 valid till 2016.

4. GUARANTEE AND REPLACEMENT :

The contractor shall guarantee that the AMC shall comply fully with the specifications laid down, for workmanship and performance.

5. TEST CERTIFICATE :

Wherever required Test Certificate should be sent along with the relevant documents.

6. PAYMENT :

Contractor's bill will be passed only after the AMC have been tested/verified by the Purchaser for payment.

7. RECOVERY OF SUMS DUE :

Whenever there is breach of contract whether liquidated or not, money arising out of or under this contract against the contract, the Purchaser shall be entitled to recover such sum by appropriating, in part or whole, the security deposited by the Contractor, if a Security is taken against the contract. In the event of the Security being insufficient or if no security has been taken from the Contractor, then the balance or the total sum recoverable as the case may be shall be deducted from any sum then due or which at any time thereafter may become due to the contractor under this or any other contract with the Purchaser. Should this sum be not sufficient to cover the full amount recoverable, the Contractor shall pay to the Purchaser on demand the remaining balance due. Similarly, if the purchaser has or makes any claims, whether liquidated or not, against the Contractor under any other contract with the purchaser, the payment of all moneys payable under the contract to the Contractor including the Security Deposit shall be withheld till such claims of the Purchaser are finally adjudicated upon and paid by the Contractor.

8. INDEMNITY :

The Contractor shall warrant and be deemed to have warranted that all AMC against this contract are free and clean of infringement of any patent, copy right or trade mark, and shall at all time indemnify the purchaser against all claims which may be made in respect of the AMC for infringement of any right protected by patent, registration of design or trade mark and shall take all risk of accidents of damage which may cause a failure of the supply from whatever cause arising and the entire responsibility for sufficiency of all the means used by him for the fulfillment of contract.

9. ARBITRATION:

In the event of any question, dispute or difference arising under these conditions contained in the Work Order in connection with this contract, (except as to any matters the decision of which is

specially provided for by these conditions), the same shall be referred to the sole arbitration of the Head of the Institution or of some other person appointed by him. It will be no objection that the arbitrator is a Government Servant, that he has to deal with matter to which the Contract relates or that in the course of his duties as Government Servant he has expressed views on all or any of the matters in dispute binding on the parties of this Contract.

a) IT IS TERMS OF THIS CONTRACT:

If the Arbitrator be the Head of the Institution.,

i) in the event of his being transferred or vacating his office by resignation or otherwise, it shall be lawful for his successor-in-office either to proceed with the reference himself, or to appoint another person as arbitrator, or,

ii) in the event of his being unwilling or unable to act for any reason, it shall be lawful for the Head of the Institution, to appoint another person as arbitrator or,

b) If the Arbitrator be a Person appointed by the Head of the Institution:-

In the event of his death, neglecting or refusing to act, or resigning or being unable to act for any reason, it shall be lawful for the Institution either to proceed with reference himself or to appoint another person as arbitrator in place of the outgoing arbitrator. Subject as aforesaid the Arbitration Act, 1940 and the rules there under and any statutory modifications thereof for the time being in force shall be deemed to apply to the arbitration proceedings under this clause. The Arbitrator shall have the power to extend with the consent of the Purchaser and the Contractor the time for making a publishing the award. The venue of Arbitration shall be the place as the Purchaser. In his absolute discretion may determine. Work under the contract shall if reasonably possible, continue during Arbitration proceedings.

10. COUNTER TERMS AND CONDITIONS OF SUPPLIERS :

Where Counter Terms and Conditions/printed or cyclostyled conditions have been offered by the Contractor, the same shall not be deemed to have been accepted by the Purchaser, unless specific written acceptance thereof is obtained.