



ALL INDIA INSTITUTE OF AYURVEDA (AIIA)

(An Autonomous Organization under the Ministry of AYUSH, Govt. of India)

Gautampuri, Sarita Vihar, Mathura Road, New Delhi - 110076

Phone: 011-26590401/402

Email: director@aiaa.gov.in

Website: www.aiaa.gov.in

Tender for

For

“Comprehensive Annual Maintenance Contract (CAMC) of various IT infrastructure equipment and Services” at AIIA. New Delhi

(Signature)

Important Information Date Sheet

Event	Particulars
Date of publication of TENDER	17.07.2020 01:50 PM
Date and time for Pre bid Conference	29.07.2020 11:50 AM
Last date and time for Bid submission	07.08.2020 01.50 PM
Date & Time of Opening of Technical Bids	07.08.2020 03.50 PM
Date of Presentation	Will be intimated
Date for opening of Financial Bids	Will be intimated
Place of Submission of TENDER	Director All India Institute of Ayurveda Gautampuri, Sarita Vihar, Mathura Road, New Delhi-110076 email:director@aiia.gov.in

AIIA New Delhi will not be responsible for non-receipt /non-delivery of the bids due to wrong addresses / postal delays / courier delays or any other similar reasons

SECTION I

1 GENERAL

1.1 Background

The All India Institute of Ayurveda (AIIA) New Delhi is an autonomous organization under the aegis of Ministry of AYUSH Government of India. It will be a 200 bed referral hospital and also impart post graduate, doctoral, post doctoral and super-specialty programme in major streams of Ayurveda. The organization will broadly have two Wings – Hospital and Academic Wings. The Hospital Wing will have various Units like Registration, OPD, IPD, Laboratory, Pharmacy, Radiology, OT etc. The Academic Wing will comprise of Administration, Library, Conference/Class Rooms, Rooms of senior faculty members etc.

1.2 Need For Request For Proposal

AIIA has well established Information Communication and Technology (ICT) and Information Technology (IT) infrastructure. AIIA needs some additions in the existing ICT infrastructure.

Director, All India Institute of Ayurveda (AIIA), Gautampuri, SaritaVihar, New Delhi; now invites tender for selection of a Technical Bidder, which should be a PSU/State PSU/CMMI III or above level company (the "Bidder") who shall provide "The Comprehensive Annual Maintenance Contract (CAMC) for proper functioning of exiting IT infra equipment's and services " at AIIA.

AIIA intends to select the Bidder through this TENDER in accordance with the procedure set out herein.

1.3 Due diligence by Applicants

Applicants are encouraged to inform themselves fully about the assignment and the local conditions before submitting the Proposal by paying a visit to AIIA and the Work site and analyzing the given drawings.

1.4 Sale of TENDER Document

02/10/17

TENDER document can be obtained between 10:00 hrs and 05:30 hrs on all working days on payment of a fee of Rs.1,000 (Rupees One Thousand only) in the form of a demand draft issued from Scheduled Bank payable at New Delhi drawn in favor of "Director , All India Institute of Ayurveda New Delhi". The document can also be downloaded from the Official Website www.aiia.gov.in. However the payment towards the TENDER document can be made in the form of a DD at the time of submission of the document, in case of a downloaded TENDER.

1.5 Validity Of The Proposal

The Proposal shall be valid for a period of not less than 120 days from the Proposal Due Date (the "PDD").

1.6 Brief Description Of The Selection Process

The AIIA has adopted a single stage, two-step selection process (collectively the "Selection Process") in evaluating the Proposals comprising technical and financial bids to be submitted in two separate sealed envelopes. In the first step, a technical evaluation will be carried out as specified in Section III, based on this technical evaluation, a list of short-listed applicants shall be prepared as specified in the second step, a financial evaluation will be carried out as specified in Clause 3.2. Proposals will finally be ranked according to their combined technical and financial scores as specified in Clause 3.2. The first ranked Applicant shall be selected for negotiation as specified in clause 3. (the "Selected Applicant") while the second ranked Applicant will be kept in reserve.

1.7 Currency Conversion Rate And Payment

All payments to the Bidder shall be made in INR in accordance with the provisions of this TENDER. The Bidder may convert INR into any foreign currency as per Applicable Laws and the exchange risk, if any, shall be borne by the Bidder.

1.8 SCHEDULE OF SELECTION PROCESS

AIIA would endeavor to adhere to the following schedule:

Nos. of Days	Activities
D-0	Publication of TENDER
D-21	Submission of bid TENDER
D-21	Opening of technical bid
D-28	Technical Evaluation
D-30	Opening of Financial Bid & Evaluation
D-32	Approval of Empowered Committee
D-35	Award notification (Letter of Intent – LOI)

1.9 LOCATION

The IT CAMC will be required in the campus of AIIA, at Gautampuri, SaritaVihar, Mathura Road, New Delhi Pin 110076.

1.10 Termination:

1.10.1 By the Client:

The client may terminate this contract, by not less than thirty (30) days' written notice of termination to the selected bidder, to be given after the occurrence of any of the events specified in paragraphs (a) to (b) of this Clause.

a. If the Bidder do not remedy a failure in the performance of their obligations under the contract within thirty (30) days of receipt of being notified or within such further period as the client may have subsequently approved in writing. The client will have an option to invoke Risk Purchase clause by which client will have the option to engage different party at the cost of the incumbent consultant. The liability of the Consultant will be limited to Liquidated Damages and incremental differential renegotiated cost of the work management services.

b. If the Bidder become insolvent or bankrupt.

1.10.2 By the Bidder:

(Handwritten signature)

The bidder may terminate this contract, by not less than thirty (30) days written notice to the client, such notice to be given after the occurrence of any of the events specified in paragraph (a) to (b) of this Clause

- a. The Client is in material breach of its obligations pursuant to this Tender and has not remedied the same within thirty (30) days (or such longer period as the bidder may have agreed in writing) following the receipt by the Client of the bidder's notice specifying such breach.
- b. The Client fails to pay any money due to the Consultant pursuant to this contract, which is not subject to dispute within forty five (45) days after receiving written notice from the bidders that such payment is overdue and payable.

1.11 Obligations of The Bidders:

The bidder shall perform the services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound Management practices, and employ appropriate advanced technology and safe methods. The Bidder shall always act, in respect of any matter relating to this Tender or to the services, as faithful advisers to the client, and shall at all times support and safeguard the client's legitimate interests in any dealings with sub- Bidder or third Parties. Consultant will furnish a Performance Bank Guarantee (10% of the work cost) for completion of the work in stipulated time and resources provided.

1.12 Obligations of the Client:

- a. **Change in the Applicable Law** :If, after the date of this agreement, there is any change in the Applicable Law with respect to taxes and duties which increases or decreases the cost of services rendered by the Bidder, then the remuneration and reimbursable expenses otherwise payable to the Bidder under this contract shall be increased or decreased accordingly by agreement between the parties and corresponding adjustments shall be made to the amounts referred to in Clauses as the case may be.
- b. **Services and Facilities:** The Client shall make available to the selected bidder the services and facilities as mutually agreed to execute the work efficiently.

1.13 Settlement of Disputes:

- a. **Amicable Settlement:** The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this contract or the interpretation thereof.
- b. **Dispute Settlement:** Any dispute between the parties as to matters arising pursuant to this contract which cannot be settled amicably within thirty days after receipt by one party of the other party's request for such amicable settlement may be submitted by either party for settlement in accordance with the provisions specified in SCC.
- c. **Liquidated Damages:** If the consultant is not able to complete the Work Report in time & the delay on this account is solely attributable to the consultant, then the consultant shall be liable for Liquidated Damages for delay @ 1% of the fee (excl. of taxes) subject to maximum of 10% of the fee payable for the stage of approval of Work Report.

1.14 Arbitration

In the event of any dispute or difference relating to the interpretation and application of the provisions of this Agreement, such dispute or difference shall be referred by either party for arbitration to the Sole Arbitrator in the Department of Public Enterprises to be nominated by the Secretary to the Government of India In-charge of the Public Enterprises. The Arbitration and Conciliation Act, 1996 shall not be applicable to arbitration under this Clause. The award of the arbitrator shall be binding upon the parties to the dispute, provided however and party aggrieved by such award may make a further reference for setting aside or revision of the award to the Law Secretary, Department of Legal Affairs, Ministry of Law and Justice, Government of India. Upon such reference the dispute shall be decided by the Law Secretary or the Special Secretary / Additional Secretary, when so authorized by the Law Secretary, his decision binds the parties finally and conclusively. The parties to the dispute will share equally the cost of arbitration as intimated by the Arbitrator.



1.15 Bid collection and submission details:

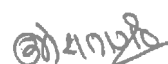
Tender reference Number	F.No A-17001/9/4/2019-AIIA
Offer Validity Period	Tender should remain valid for 120days
Earnest Money Deposit (EMD)	Rs 75000/= (Seventy five thousand)by Demand Draft from a nationalized Bank in favor of The Director, All India Institute of Ayurveda (AIIA).
Address for communication	The Director, All India Institute of Ayurveda (AIIA), Gautampuri, Sarita Vihar, Mathura Road, New Delhi - 110076
Place where tender offers would be opened	The Director, All India Institute of Ayurveda (AIIA), Gautampuri, Sarita Vihar, Mathura Road, New Delhi - 110076
e-mail	director@aiia.gov.in

Section II

2 Role/Scope Of The Bidder

2.1 Pre Qualification Criteria of Bidder

- A. The Bidder should be a Central Government/State Government PSU (Public Sector Unit)/ CMMI III or above level company having demonstrable track of IT services in a Large Institution/company envisaged here and shall have experience to **Comprehensive Annual Maintenance Contract (CAMC) services** ,IT solution architects, and ICT system administrator.
- B. Annual average turnover of the bidder should be more than Rs.40 Crore in last three financial years ending 2018-19.
- C. The Bidder must have completed similar nature **Comprehensive Annual Maintenance Contract (CAMC) for proper functioning of exiting IT infra equipment's and services** work in last 5 years, completion of which should fall at least one day earlier of the last day of submission of TENDER.
- D. The Bidder is required to submit certificate of completion of assignment from the respective institute as a proof of meeting the above qualifying criteria and submit copies of the completion certificate.
- E. The Bidder should not be blacklisted in any of the Indian Government Department.
- F. The Bidder should be one stop solution to "**Comprehensive Annual Maintenance Contract (CAMC) for proper functioning of exiting IT infra equipment's and services,**"
- G. The Bid would be technical evaluated as per terms and conditions mentioned here.
- H. The splitting of work/services are not allowed.
- I. The Bidder should be an ISO 9000:1-2015, ISO 27000:1-2013 & ISO 20000:1-2011, certified for servicing.
- J. The Bidder should have office in Delhi NCR.
- K. The Bidder must have successfully executed CAMC service contracts aggregating to 4 crore or above during the last three financial years 2016-17, 2017-18 & 2018-19, out of which the vendor must have executed at least two CAMC contracts each of the value of Rs. 50 Lac



or above.

L. The bidder should have to submit non – blacklisting certificate.

2.2 Submission of Technical Bid

- A. The Tender in the form of hard copies duly signed by authorized signatory, stamped and page numbering on each page will be considered.
- B. The Tender – both **Technical and Financial** duly filled in the prescribed proforma at Form 'A' to 'D' & Form 'E' shall be placed in sealed separate envelopes with a name of work written on the envelope and addressed to "The Director, All India Institute of Ayurveda, Gautampuri, Sarita Vihar, New Delhi -110076
- C. The 1st envelope (Technical Bid) shall contain the DD of Tender Fee and EMD by the way of Demand Draft along with the documents as mentioned in the terms and conditions (Form 'A' to 'D').
- D. The 2nd envelope (Financial Bid) shall contain priced schedule of Quotation, duly signed, Stamped and page numbering by the authorized signatory of the bidder. (Form 'E').
- E. The Technical bids shall be opened at **3.00 PM on the closing date** in Committee Room, All India Institute of Ayurveda (AIIA), Gautampuri, Sarita Vihar, Mathura Road, New Delhi – 110076 in the presence of such bidders or their authorized representatives, who may wish to be present.
- F. The bidders, whose Technical bids are accepted, will be informed about the date of the opening of financial bids.
- G. All entries in the Technical bid in the proforma Form 'A' to 'D' should be filled up clearly. No overwriting or cutting is permitted in financial bid. However, cutting, if any, in the Technical Bid must be initialed by the person authorized to sign the technical bids.
- H. The bidder shall submit documents mentioned in Form 'A' to 'D' with Technical Bid.
- I. The Financial Bid of the Technically Qualified Bidder will ONLY be opened.
- J. The price schedule of quotation as per format enclosed, duly signed, stamped and page numbering by the authorized signatory of the bidder is to be submitted. The unit rate and prices shall be quoted by the bidder entirely in Indian Rupee to be entered in words also.
- K. The breakup of Basic Price, GST, other taxes/charges, if any to be clearly mentioned in Indian rupee only.
- L. Financial Bid in any other form except in the specified format given, will not be accepted and shall be SUMMARILY REJECTED.
- M. Both the above envelopes should clearly be marked on top of envelope about type of envelope i.e., details of contents in envelope (Technical Bid/Commercial Bid as the case may be), name of agency submitting the

bid and addressed to "The Director, All India Institute of Ayurveda, Gautampuri, Sarita Vihar, New Delhi -110076"

- N. The main envelope containing the Technical Bids, Financial Bids and Earnest Money Deposit must be superscripted ' TENDER for **Comprehensive Annual Maintenance Contract (CAMC) for proper functioning of exiting IT infra equipment's and services** at All India Institute of Ayurveda'.
- O. Please note that the envelope containing Technical and Financial Bids are sealed properly, i.e. either wax or with adhesive cello tape on both ends. Rates quoted should be neat and clean without cutting/overwriting.

2.3 Technical terms and conditions

1. The service and CAMC execution location is **All India Institute of Ayurveda** (Ministry of AYUSH, Government of India), Gautampuri, Sarita Vihar, Mathura Road, New Delhi-110076.
2. Scope of work/services
 - a. The scope of work/services broadly covers the following: The scope of work covers rectification of all equipment's mentioned in annexure A with their accessories, printers, scanners etc. including supply of their spare parts. The maintenance contract is comprehensive inclusive of Operating System (OS) and all other Software support on all the systems covered under it. Any problem related to OS maintenance, reloading of OS with all device drivers, system configuration & network configuration etc. shall be attended & rectified by the vendor.
 - b. LAN support: The scope of work covers the maintenance of Local Area Network (LAN) between switches equipment's and maintenance of LAN covers: Checking of cable connectivity, Crimping of node, Punching of IOs and Cabling, if there is any fault in the existing cable, between Switch and IOs.
 - c. The scope of services also covers: Responding to breakdown calls on any equipment under the contract and repair/replacement of the defective component required for smooth working of the equipment. Formatting of Hard Disk Drive (HDD), installation of software. Data recovery from corrupt hard disc drives using data recovery tools. Co-coordinating with OEMs for rectification of a problem for the equipment under warranty. Internet access and networking Over all maintenance status check and coordination with ISPs for uninterrupted internet access to all. This includes operation and maintenance of all the wireless access points, switches and routers up to the WAN port. Operation and maintenance of the firewall system which includes periodic monitoring and revision in the



firewall rules and also troubleshooting in case of new service software patches etc. The job includes maintenance of troubleshooting existing systems of which are running at AIIA .

3. In The CAMC of website, only existing page of aia website (www.aiaa.gov.in) hindi and english version will be maintained.
4. The list of equipment and services which are to be covered in CAMC is attached as annexure A.
5. After the inspection of equipment, the equipment and services found working CAMC is started immediately i.e with effective for CAMC period. The details of equipment/instrument for Comprehensive Annual Maintenance Contract is to be prepared .
6. After the inspection of equipment, the equipment and services found not working are required to repair for inclusion of CAMC. A separate list to be prepared and jointly verified. Then the Vendor will provide the estimate cost of repair of the equipment within 5 days and AIIA will provide the decision for the same within 7 days. If approved then the same will be repaired with in 10 days after receiving the approval from AIIA. The same will be considered as for CAMC immediately up to the CAMC date.
7. All software & device drivers are to be provided by AIIA based on the copyrights of the respective Manufacturer/Developers.
8. The vendor shall be on comprehensive maintenance service basis and no extra charges for any general wear and tear for the spare parts shall be borne by vendor. The Comprehensive AMC will cover replacement of same or equivalent nature(if same is not manufactured by OEM) also, if required of all equipment like CPU, Hard Disk, Mother Board, RAM, CD/DVD Drives, Speaker, Microphone, Mouse, Key Board, cards, cables, SMPS, Printers, Multifunctional, switches, LCD projector and all other parts not specifically mentioned. The CAMC shall include repair/replacement of all other vital/non-vital components as mentioned above required for smooth operation of the equipment. Only Original Equipment Manufacturer's parts shall be used. Software calls concerning operating system, software installation in under CAMC equipment and service (Only Original licensed software and will be provided by AIIA) and application problems shall be serviced under CAMC.
9. The Vendor will be responsible for loss of data. However Customer are encouraged to take a backup all data stored on the hard disk of their PC before giving the PC for service.
10. The services comprise preventive and corrective maintenance covering hardware as well as trouble shooting to make operational all sort of OS/windows

updates/Driver updates/system software installation like MS Office, Acrobat Reader etc. /Network & Bug related problems, configuring mail client outlook etc. and also includes carrying out necessary repairs and replacement of all parts and fittings including plastic parts. CAMC is comprehensive in nature and includes all parts of the computers/Servers/printer (including plastic part) excluding toner, inkjet cartridges and ribbons, of the printers. Any defective part of the computers/Servers/printer (including plastic part) has to be repaired/replaced by the vendor at his own cost. Parts so replaced should be new original parts of the OEM depending on the item under contract. All small accessories of computers/Servers/printer, which are essential for running the item, are covered under CAMC. All type of adopters, amplified speakers, all power supplies of computers/printers/Laptop/scanner are to be repaired/replaced by the vendor, irrespective & the cause of the fault development

11. The CAMC will not cover the following-
 - a. UPS Battery,
 - b. Subscription license
 - c. Consumables (cartridge, paper etc.)
 - d. Toner refilling.
12. CAMC shall include the repair caused by virus attack and shall also support in upgrading the anti-virus to be updated.
13. During the period of contract, it will be responsibility of the vendor to keep the equipment in perfect working order. The repair work will have been to be carried on-site. Only in exceptional circumstances the vendor will be permitted to take out the requisite equipment for repairs with prior permission of the IT Section. However, in such circumstances, the standby arrangement of compatible equipment shall be provided by the vendor for no extra cost.
14. The uptimes for equipment's and services will be 99 % and will be calculated as Quarterly failing which penalties will be calculated as per respective penalty clause on pro rata basis.
15. The Vendor will arrange to provide alternatives / standbys component in case of hardware breakdowns of equipment or service and if resolution may takes more than 24 Hrs for the equipment which are not mentioned in Annexure C .
16. Vendor will arrange to provide alternatives / standbys component in case hardware breakdowns of equipment's and service and if resolution may takes more than 12 Hrs for equipment mentioned in Annexure C .
17. The vendor will be responsible for satisfactory completion of repairs at the earliest. However, in case the repairs/maintenance have not been carried out satisfactorily within 24 hours of reporting of complaint, the vendor will be



- penalized ₹ 500/- per 24 Hrs and per equipment for the equipment which are not mentioned in Annexure C. The charges will be deducted from the subsequent payments.
18. The vendor will be responsible for satisfactory completion of repairs at the earliest. However, in case the repairs/maintenance have not been carried out satisfactorily within 8 hours of reporting of complaint, the vendor will be penalized ₹15000/- per 12 Hrs and per equipment/service for items mentioned in Annexure c. The charges will be deducted from the subsequent payments
19. The firm will depute two well-mannered and technically qualified and competent resident engineers posted at the IT Section. The service shall be provided on Monday to Friday between 8.30 AM to 5.00 PM. If need arises, the engineers may also be called on Saturday/Sunday/Holiday. A Complaint Register/online system is maintained to monitor complaints entered in the register with date and time. The engineer shall sign the register every day and file his report regarding position of the complaints. The engineer shall also require to make daily attendance (in and out) in the register maintained in IT Section and bio metric . **Payment of emoluments etc. to the engineer, etc. will be the responsibility of the successful bidder.**
20. In case the deputed service engineers fail to perform the assigned task satisfactory or cause absence, the company shall arrange substitutes for the consideration of this. The substitute shall be allowed to work after the consideration of IT Section of this . The substitute shall be allowed to work after the approval of IT Section of , further, the assessment of performance shall also be done by IT Section .
21. The vendor will be required to maintain Job card for the product under CAMC and lodge all complaints, action taken, parts replaced, time taken in rectification, etc. which shall be duly signed by user, engineer and IT section. Payment will be made on the basis of productions of executed job card/reports and on production of pre-receipted bills.
22. The vendor would require to clean all the equipment covered under CAMC from outside as well as inside once on quarterly basis.
23. The vendor shall invariably furnish the complete address of the premises of its offices, god owns and workshops where inspection can be made.
24. The vendor is required to maintain sufficient stock of spares to provide timely services.

25. The vendor shall maintain the equipment as per manufacturer's guidelines and shall use standard component for replacement. Until and unless written order is conveyed by competent authority of department, the original specification/ characteristics/ features shall not be changed.
26. Immediately on award of contract, the Vendor would give a report taking over all equipment (giving their configuration) in all working condition. It shall be the responsibility of the Vendor to keep all the equipment/instrument etc. working satisfactorily throughout the contract period and also to hand over the equipment/instrument etc. to the Department in working condition on expiry of contract. In this connection, if any equipment/instrument etc. which is noted as non-working till the last hour of the CAMC the vendor shall be liable for maintenance without payment of any extra cost by the AIIA.
27. In case if requisite parts are not available, the same should be replaced by the Vendor with the parts of higher level compatible with the system. After signing of contract any excuse as spare parts not available will not be entertained.
28. Any dispute during the period of this contract, which has not been specifically covered by this agreement, shall be decided by the Director. The jurisdiction of Delhi Courts shall apply in case of any dispute.
29. That the agreement has been executed in the English language in two originals and each party has retained one original. In witness whereof each of the parties hereto has caused this agreement to be executed as on the day, month and the year written above.
30. If service provided by the Vendor is not found satisfactory as per the functioning of the equipment, the reserves the right to terminate the Contract without any notice or assigning any reason thereof and amount paid for the above said purpose has to be refunded in favor of the Director AIIA, New Delhi.
31. The vendor himself represented as specialized in CAMC and trouble shooting of the equipment mentioned in this agreement.
32. The firm/agency shall make its own arrangements for installation of driver/anti-virus & other required software for smooth working of computer, printer, peripherals including LAN etc. for item which is mentioned in annexure A and B. However licensed are provided by AIIA.
33. Only valid licensed software shall be installed in the computers. In case, instance of pirated software installation is found by the BEE during the periodic audits, it may invite an imposition of 10,000/- as penalty per instance. Re-occurrence of such activity may result in termination of contract.
34. If any of the service engineers/supporting personnel to be deputed for maintenance of equipment remains on leave or absent, a suitable



substitute shall immediately be provided, failing which deduction of 500/- per day of leave/absence of each such service engineer and a deduction of 200/- per day of leave/absence for each such supporting personnel shall be deducted from the outstanding bills of the vendor. For each occurrence of late reporting to duty of service engineers / supporting personnel, penalty equal to half the penal deduction due to absence of respective person shall be levied.

35. The Vendor or his Service Engineer shall intimate the status of complaints pending/rectified on daily basis. The Vendor shall also submit a consolidated report furnishing the details of calls attended, remedial action taken & their status and a list of standby equipment provided on monthly basis.
36. Quarterly preventive maintenance report signed by respective users would be submitted to the client, failing which quarterly penalty of 200/- (Rs. Two Hundred Only) per user would be levied and recovered from the quarterly payment of bills.
37. The Bidder shall manage required spares as standby so as to put these in systems whenever required systems/peripherals can be repaired urgently. Any cost incurred towards transportation of the faulty/repared as well as standby equipment shall be borne by the Bidder.
38. Preventive Maintenance Terms and Conditions
 - A. The vendor shall carry out preventive maintenance at least once in three months in respect of each of equipment under the Contract. A certificate shall be obtained by the vendor from the concerned users that the preventive maintenance has been carried out satisfactorily at least once in three months and shall be enclosed along with log book meant for carrying out preventive maintenance while submitting the quarterly bill of maintenance charges for payment.
 - B . The schedule of preventive maintenance shall be as follows
 - I- Cleaning of all equipment using air vacuum cleaner, cleaning liquid, brush and soft muslin clothes.
 - II- Running of test program to ensure quality print/data reliability.
 - III- Ensuring the covers, screws, switches etc. are firmly fastened.
 - IV- Running of diagnostic software for system performance.
 - V- Satisfactory working of LAN nodes.
39. The vendor is supposed to do a thorough system audit/ check of the following on quarterly basis and submit a report with suggestions for improvement:
 - (a) All computer hardware
 - (b) All installed software
 - (c) Server room infrastructure and LAN
 - (d) Internet access including wireless internet access
 - (e) Switches, router and firewall

2.4 Annexure A - List of item which to be covered in CAMC

S. No	Item Description\$	Make	Model	Year of purchase	Quantit y#
Work					
1	Data Center Cum Server Room Work(Maintenance ,monitoring etc as per requirement)	ITI		2018	1
2	LAN				
2.1	LAN Point (Cat 6)Maintenance ,monitoring etc as per requirment	D Link	CAT6	2018	600
2.2	LAN Fiber cable Maintenace ,monitoring etc as per requirement		Multi Mode(6 core)	2018	3
Hardware					
3	Aadhaar Based Attendance Machine	Real Time	T-502	2018	6
	Aadhaar Based Attendance Machine	Mantra	MFS 100	2018	1
5	Board Room Equipment				
5.1	Amplifier	Bosch	PLE-1ME-120	2018	1
5.2	Chairman Unit	Bosch	CSECML	2018	1
5.3	Control Unit	Bosch	CSECU	2018	1
5.4	Delegate Unit	Bosch	CCSEDL	2018	14
5.5	Speakers	Bosch	LBD 0606	2018	8
6	Desktop Based VC Equipment	Quantum	QHM-49LM&QH M-888	2018	5
7	Desktops PC	Acer	154460	2018	21
8	Interactive Kiosk with Touch Screen	ITI	CUSTOMIZ ED	2018	5
9	LED TV of assorted sizes 65"	Intex	6500	2018	1
10	LED TV of assorted sizes 50"	Intex	5010FHD	2018	5
11	LED TV of assorted sizes 40"	Intex	4018FHD	2018	21
12	Library Management System (Based on RFTD Tags)				

(Signature)

12.1	In/out Reader with Antenna/Exit Point of library	Wavelinx	Wavelinx	2018	1
12.2	Reader for issue and return	Wavelinx	Wavelinx	2018	1
12.3	RFID hand held reader	Wavelinx	C3000-HDL	2018	1
11	Mini PCs	RDP	XL-200C	2018	192
12	Network Access Control with Bio- Metrics	Mantra	Biotime-5	2018	11
13	Network Switches				
13.1			SF300-24M	2018	11
13.2			SF300-24	2018	20
13.3			SG300-28	2018	3
13.4			SF302-08PP	2018	14
13.5			WS-C36050-24TS	2018	2
13.6			SG500X-24MPP	2018	4
13.7			SG300-10PP	2018	1
14	Network Video Recorder with Storage	Hikvision	DS-7632NI-E2	2018	4
15	Surveillance Camera (Dome/Bullet)	Hikvision	DS-2CD201F	2018	90
16	Podium with android and touch screen with speakers and MIC along with control unit	ITI	CUSTOMIZED	2018	2
17	Projectors with Projection Screens	Benq	MS527	2018	14
18	Q Management System				
18.1	Q Display LED	Databyte		2018	35
18.2	Q Management Token Dispenser with (35 Counter Display)	Datebyte	AQMS-32	2018	2
19	Network Racks of assorted sizes (42U,	Rackom	Rackom	2018	2
20	Network Racks of assorted sizes (6U, 4U)	D-link, Rackom	D-link, Rackom	2018	34
21	Server Including Operating Systems	Dell	R530	2018	4

22	Unified Storage System Q SAN (with 40 Tb Usable Capacity)	Q-SAN	P600Q-D212		2018	1
23	UTM	Sophos Cyberoam	CR100iNG		2018	1
24	Wireless Equipment	D-link	2230		2018	70
25	Router	Cisco	ISR4331/K9		2018	1
26	KVM Switch	Digisol	DG- KV4208D		2018	1
27	Printers					
27.1	Printers - Small	RICHO	SP-111		2018	39
27.2	Printers - Medium	RICHO	SP-212SNW		2018	18
27.3	Printers -Heavy Duty	RICHO	SP-310 SFN		2018	8
28	E-Podium	Agmatel	EX-Dt21		2016	1
29	Sony Multimedia Projector	Sony	VPL-CH350		2016	1
30	Sony Multimedia Projector	Sony	VPL-CH375		2016	1
31	Display Thunderbolt 27"	Apple	Mac		2016	1
32	Mac Mini Desktop computer	Apple	Apple		2016	1
33	Mac Book Air 13"	Apple	Apple		2016	1
34	Desktop Computer	Acer	Acer Verito M-200		2016	30
35	DTC printer	HID	DTC1250e		2017	1
36	Konica Minolta	Konica Minolta	BH215		2016	1
37	Konica Minolta	Konica Minolta	Bh454e		2016	1
38	Konica Minolta Printer	Konica Minolta	BH227		2018	1
39	Konica Minolta Printer	Konica Minolta	BHc224e		2016	1
40	Konica Minolta Printer	Konica Minolta	BH554e		2016	1
41	UPS System					
41.1	80 KVA line interactive UPS with Battery Sets	Uniline	SOKVA3P		2018	1
41.2	Battery Sets(120AH)	Amaron	Quanta		2018	32
43	Printer LaserJet ProMFP	HP	M1213nf MFP	NA		1
44	Printer LaserJet	HP	M202DW	NA		1
Services						

1	Network Video Recording management (maintains, service , configuration, upgradations and installation if required)	Hikvision	NA	2018	1
2	Network Management System (maintains, service , configuration, upgradations and installation if required)	D-link	NA	2018	1
3	Wi-fi Controller management (maintains, service , configuration, upgradations and installation if required)	D-link	NA	2018	1
4	Network Load Balancer Services (maintains, service , configuration, upgradations and installation if required)	Micrsoft	NA	2018	1
5	Q SAN System(maintains, service , configuration, upgradations and installation if required)				
6	Central file Server allotted through AD Login to users	Micrsoft	NA	2018	1
7	Active directory Active and passive mode management (maintains, service , configuration, upgradations and installation if required)	Microsoft	NA	2018	1
8	DNS , DCHP active and Passive management (maintains, service , configuration, upgradations and installation if required)	Microsoft	NA	2018	1
9	Antivirus server (maintains, service , configuration, upgradations and installation if required)	Kaspersky	NA	2020	1
10	Linux server (maintains, service , configuration, upgradations and installation if required)	CentOS, Mysql etc as per requirement	NA	2018	1

11	Web Server active mode management (maintains, service , configuration, upgradations and installation if required)	Microsoft .net	NA	2018	1
12	SQL Server Active passive mode (maintains, service , configuration, upgradations and installation if required)	Microsoft SQL	NA	2018	1
13	Firewall (maintains, service , configuration, upgradations and installation if required)	Cyberroam100ing	NA	2018	1
14	KIOSK Server(maintains, service , configuration, upgradations and installation if required)	Wordpress and Mysql hoasted aiiia local server	NA	2018	1
15	Website(aiia.gov.in)(maintains, service , configuration, upgradations and installation if required)	Wordpress and Mysql hoasted NIC cloud server	NA	2018	1
16	Centralized software installation server(maintains, service , configuration, upgradations and installation if required	Microsoft	NA	2018	1
17	Windows update server(maintains, service , configuration, upgradations and installation if required	Microsoft	NA	2018	1
18	VLAN Management (maintains, service , configuration, upgradations and installation if required)	NA	NA	2018	1
19	Hypervisor Virtual Machine Management (maintains, service , configuration, upgradations and installation if required)	Microsoft	NA	2018	12

21/11/18

20	IHMS and IIMS Server Management, .net and SQL server environment with active web server and active passive SQL server and Load Balancing (maintains, service, configuration, upgradations and installation if required)	Microsoft	NA	2018	6
21	Installation and maintenance of Software provided by AIIA	NA	NA	2018	NA
22	Other existing server, Service and System at AIIA	NA	NA	NA	NA

Note

\$ -AIIA is reserve right to remove equipment from this list at time of finalization of CAMC Agreement

-The Quantity may vary at time of finalization of CAMC Agreement

2.5 Annexure C - Critical Item list (List of item for penalty @₹1500 per 12 hrs per equipment)

SI. No.	Name of the Equipment	Qty.
1.	Physical Server	4
2.	Virtual Server	12
3.	Firewall	01
4.	All Application services	NA
5.	Switches and related equipment	53
6	LAN Network of Data	NA
7	Q Management display	35
8	Q Dispenser	02

Section III

3 QUALIFYING REQUIREMENT

3.1 Method of selection of the Work Management vendor for Design & Implementation Submission of Bids

The bids are invited only from Central Government/State Government PSUs in the field of Information Technology. The bids should be submitted in two separate sealed envelopes (one for technical bid and other for financial bid indicating on the top of the sealed cover of each whether it is a financial or technical bid) and these two envelopes shall be put in a bigger envelope duly sealed. In case, any bidder submits more than one bid or more than two envelopes in the bigger envelope, his bid will be summarily rejected without assigning any reason. Further, each page of the technical and financial bids should be numbered and signed by the authorized signatory.

3.1.1 The Technical Bid Shall Contain:

- a. Name & Short C.V. of Principal Officers for the work
- b. Organizational Structure
- c. Audited Financial Statement for the last three years (2016-17 to 2018-19) with year-wise turnover and Net Profit/Loss (PAT)
- d. List of major completed assignments relating to Work in which Design and Built of IT services was undertaken in previous 5 years, along with documentary evidence of acceptance of the Reports
- e. C.V. of all the Bidders/Experts with the firm. Format at Form –‘A-1’
- f. Copy of certificate for service tax, copy of PAN, copy of TAN and Copy of GST.
- g. Any other information to highlight their strength and the claim to undertake the Design and Built of IT services for Universities.

Along with the above information, details regarding agency's credentials, team's composition, infrastructure and experience of the organization/institution in undertaking similar work, names and addresses of at least three clients from whom the experience/ competency of the applicant can be ascertained, is also required to be provided. The organizations should also provide evidence in support of their experience in Design and Built of IT services. Technical bid should be given



separately at Form-'A' to D in addition to give the details in the work documents.

(A) The Financial Bid Shall Contain:

The financial Bid shall be in Form-'E' with details of cost break up for cost all related works for completion and commissioning and CAMC

3.2 SELECTION PROCESS:

- a) Opening of big envelope in presence of bidders will be done immediately after closing of bid time in the Committee Room, AIIA Mathura Road Sarita Vihar, New Delhi 110076
- b) Immediately after opening of big envelopes, Technical bids for each scheme will be opened first in the presence of bidder and their documents will be page numbered and signed by the Screening Committee Members.
- c) Evaluation of technical bids will be done by the Screening Committee of the Director, AIIA subsequently.
- d) Financial bids of only the technically qualified agencies/organization/institutions will be opened in their presence on the date and time to be intimated them through Website/E- mail/ Telephone (Details to be provided by bidders).
- (e) The bids will be evaluated as per Combined Quality Cum Cost Based System (CQCCBS) method based on Manual of Policies and Procedure of Employment of Bidder, Ministry of Finance, Government of India dated 31st August, 2006. For details, please refer to website of Ministry of Finance, Government of India.

-For Technical Bids, 70% weightage shall be assigned and for Financial Bids 30% weightage will be assigned.

-The Proposal with the lowest cost will be given a financial score of 100 and other proposals given financial scores inversely proportional to their prices

-The total score of both the technical and the financial bid shall be obtained by weighing the quality and cost scores and adding them up.

The highest point's basis shall be considered for award of the contract as illustrated below: Highest points basis: On the basis of the combined weighted score for quality and cost, the Bidder shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1

followed by the proposals securing lesser marks as H-2, H-3 etc. the proposal securing the highest combined marks and ranked H-1 will be invited for negotiations, if required and shall be recommended for award of contract.

As an example, the following procedure can be followed. In a particular case of selection of Bidder, it was decided to have minimum qualifying marks for technical qualifications as 70 and the weightage of the technical bids and financial bids was kept as 70: 30. In response to the RFP, 3 proposals, A, B & C were received. The technical evaluation committee awarded those 75, 80 and 90 marks respectively. The minimum qualifying marks were 75. All the 3 proposals were, therefore, found technically suitable and their financial proposals were opened after notifying the date and time of bid opening to the successful participants. The price evaluation committee examined the financial proposals and evaluated the quoted prices as under:

Proposal	Evaluated cost
A	Rs.120.
B	Rs.100.
C	Rs.110. *

Using the formula LEC / EC , where LEC stands for lowest evaluated cost and EC stands for evaluated cost, the committee gave them the following points for financial proposals:

$$A: 100 / 120 = 83 \text{ points}$$

$$B: 100 / 100 = 100 \text{ points}$$

$$C: 100 / 110 = 91 \text{ points}$$

In the combined evaluation, thereafter, the evaluation committee calculated the combined technical and financial score as under:

$$\text{Proposal A: } 75 \times 0.70 + 83 \times 0.30 = 77.4 \text{ points.}$$

$$\text{Proposal B: } 80 \times 0.70 + 100 \times 0.30 = 86 \text{ points}$$

$$\text{Proposal C: } 90 \times 0.70 + 91 \times 0.30 = 90.3 \text{ points.}$$



The three proposals in the combined technical and financial evaluation were ranked as under:

Proposal A: 77.4 points : H3

Proposal B: 86 points : H2

Proposal C: 90.3 points : H1

Proposal C at the evaluated cost of Rs.110 was, therefore, declared Successful and recommended for negotiations/approval, to the competent authority.

Financial bids having any negotiation clause or condition shall be summarily rejected.

3.3 Technical bid Evaluation Criterion

S. No.	Criterion	Evaluation Criteria
A	FINANCIAL STRENGTH	40 marks
(i)	Average Annual financial turn over on CAMC of ICT work during the last three consecutive from financial year 2016-17, 2017-18, 2018-19	<ul style="list-style-type: none"> • >10 cr. : 20marks • >8 <=10 : 15marks • >6<=8 : 10marks • >=4<=6 : 5marks • <4 : 0marks
	Average Annual financial turn over on CAMC of IT Services similar to mentioned in this tender work during the last three consecutive from financial year 2016-17, 2017-18, 2018-19	<ul style="list-style-type: none"> • >10 cr. : 20marks • >8 <=10 : 15marks • >6<=8 : 10marks • >=4<=6 : 5marks • <4 : 0marks
B	ORGANIZATIONAL STRENGTH	30 marks
	Technical Manpower-Strength- The Bidder should have minimum number of 100 employee strength on their payroll	
(i)	Engineer with qualification Post Graduate and Above in relevant stream with minimum two year relevant work experience e.g network management, system administration etc.	<ul style="list-style-type: none"> • >200employee : 10 marks • > 150<= 200 : 8marks • >100 <=150 : 6marks • >=50<=100 : 4marks • <50 : 2 marks
	Engineer with qualification Graduate in relevant stream with minimum two year relevant work experience e.g network management, system administration etc.	<ul style="list-style-type: none"> • >200employee : 10 marks • > 150<= 200 : 8marks • >100 <=150 : 6marks • >=50<=100 : 4marks • <50 : 2 marks

(Handwritten signature)

	Engineer with qualification three year diploma in relevant stream with minimum three year relevant work experience e.g network management, system administration etc.	<ul style="list-style-type: none"> • >200employee : 10 marks • > 150<= 200 : 8marks • >100 <=150 : 6marks • >=50<=100 : 4marks <50 : 2 marks
C	RELEVANT EXPERIENCE	30 marks
(i)	Value of works completed (each exceeding Rs. 50 lac) in last five years	<ul style="list-style-type: none"> i. >Rs.20 Cr : 20Marks ii. > Rs. 15<= 20 : 8Marks iii. > Rs. 10<= 15 : 6Marks iv. > Rs. 5<=10 : 4 Marks v. Rs. 5< : 2Mark <p>Details of works to be furnished by the bidder in a separate Annexure to be enclosed with this.</p>
(ii)	<p>Bidder should have successfully implemented at least two(2) similar work* in last 5 years ending with 31/3/2020 work for Government department/ University in India.</p> <p>* similar work A work would be treated as a similar work which has evidence from the work order or related document cover the requirement mentioned under the scope of work in this TENDER . Similar work means</p>	<p>No of Works (10 marks)</p> <ul style="list-style-type: none"> i. >=5 : 10Marks ii. = 4 : 8Marks iii. =3 : 6Marks iv. =2 : 4 Marks v. =1 :0 Marks <p>Details of works to be furnished by the bidder in a separate Annexure to be enclosed separately with this.</p>

TIME SCHEDULE FOR COMPLETING THE WORK:

(i)	The successful bidder after receiving the award letter of the contract shall submit his/her acceptance.	Within One Week after receiving the LoI is placed on the selected bidder
(ii)	Submission of draft Agreement for CAMC OF ICT equipment's and services	Within One Week after receiving the LoI is placed on the selected bidder
(iii)	Submission of Performance Security	Within two Week after receiving the LoI is placed on the selected bidder
(iv)	Submission of inspection report of ICT equipment's and services	Within 10 days after receiving the LoI is placed on the selected bidder
(v)	The date of start of CAMC shall be after	Submission of Performance Security and inspection report of ICT equipment's and services. To be notified as per mutual agreement

3.4 PENALTY

As mentioned in the clause 2.3 different points and this tender document.

3.5 SAVING CLAUSE

The Director, AIIA has the right to terminate the contract at any time if it comes to know that the contract has been procured fraudulently or misrepresented and corrupt practices and forfeit the security / bank guarantee etc.

3.6 Court Jurisdiction

In case of any dispute, this shall be subject to the exclusive jurisdiction of Court at Delhi/New Delhi.

3.7 EARNEST MONEY DEPOSIT

The Earnest Money Deposit (EMD) amounting to Rs. 75000/- (Rupees Seventy five thousand only) in the form of Demand Draft (valid for 1 year) of Rs. 75,000/(Rupees Seventy five thousand only) drawn in favor of the Director, AIIA, and payable at New Delhi should be enclosed with the "technical bid". The EMD would be forfeited if the bidder withdraws his/her bid during the validity period. TENDER/Bid received without EMD shall not be considered.



EMD of unsuccessful bidders will be returned after process of selection is over or within 30 days after the expiry of the bid validity, whichever is later. The EMD will be forfeited in case of the successful bidder fails to execute the contract agreement and deposit of security deposit within the stipulated time. No Interest shall be payable by AIIA New Delhi for SUM deposited as EMD.

3.8 PAYMENT TERMS AND CONDITIONS

- A. No advance payment will be made to the Bidder. The performance of the Bidder will be monitored/assessed by the I.T. Division on quarterly basis after submission of bills by the bidder for the completed quarter. Accordingly the payment will be made on quarterly basis after certification of I.T. Division for satisfactory performance of the services rendered by the Bidder for the said quarter and production of Preventive Maintenance Reports. The payment will be made through e-payment mode. Bidders are requested to submit their complete bank details in their offer.
- B. The final 25% CAMC charges will be released only after assessing the overall performance/service rendered by the vendor and subject to the condition that the firm must ensure and satisfy that all machines are perfectly in working condition on the last day of the contract.
- C. The TDS will be deducted u/s 194c of the IT Act, 1961.
- D. The Vendor shall be required to hand over all the equipment's in perfect working condition on expiry/ termination of the Contract, failing which it shall be open to the AIIA to get the equipment, found faulty, repaired from any external agencies at the cost and risk of the Vendor and the expenses incurred shall be deducted from the Performance bank guarantee and/or outstanding bills, if any, of the vendor. If the amount of Performance bank guarantee and/or outstanding bills is found inadequate, the balance amount shall be payable by the vendor to the purchaser and AIIA shall be entitled to recover it from him.
- E. Any damage caused for AIIA property or personnel within AIIA premises by the vendor's Representative (RE/Tech. Asst of Vendors) during the operation of the contract will be to his account and are recoverable.
- F. AIIA New reserve the right of addition/deletion of the quantity of the items under the contract, either before the start of the CAMC or at the starting each quarter during the CAMC under intimation to the contractor and the payment will be made on pro-rata basis, and deduct amount from payments as per terms and conditions of the contract.

3.9 PERIOD AND AWARD OF CONTRACT :

- 3.9.1 The CAMC shall be awarded for a period of one year on rendering satisfactory services with the lowest bidder. The performance of the Bidder will be assessed by the I.T. Division on quarterly basis. In case the services of the firm are found not satisfactory at any time during the period of the contract, the Director, AIIA reserves the right to terminate the contract along with forfeiture of the performance security. The Contract shall be extended up to (1+2) three years as per mutual agreement and same terms and conditions.
- 3.9.2 Variation of charges/price: There will be no change in the agreed amount of service charges during the currency of the contract. However, in case if the service provider concludes the contract with other parties for similar equipment on the similar terms and conditions at low - charges/ rates, the same charges/price will be automatically made applicable by the service provider from that date for the remaining period of contract.

3.10 Bank Guarantee:

- 3.10.1 The Vendor will be required to submit Performance Guarantee by way of Bank Guarantee for a sum equal to 10% of the contract value within 15 working days of signing of this agreement. PBG shall be valid up to two months beyond the date of CAMC period. The performance security (Bank guarantee) shall be returned to the vendor within one months after expiry of the contract period.
- 3.10.2 Acceptance and daze of start of the contract: The successful bidder after receiving the award letter of the contract shall submit his/her acceptance immediately along with the required performance bank guarantee within 15 days of issue of the award letter.
- 3.10.3 The date of start of CAMC shall be after:
- (i) Submission of Acceptance and Performance Security
 - (ii) Submission of inspection report within 10 days



SECTION-IV

INFORMATION & INSTRUCTIONS FOR BIDDERS

4 GENERAL

4.1 Tender Document Fee

All bidders are required to furnish an Demand Draft from nationalized bank for Rs.75,000/- (Rupees Seventy five thousand only) towards EMD and Bank Draft from any scheduled bank for an amount of Rs.1,000/- (Rupees One Thousand only) drawn in favor of " Director, AIIA" payable at New Delhi towards non-refundable Tender Document Fee.

4.1.1 Letter of Transmittal and Forms 'A' to 'E' seeking information /documents are given in Section V.

4.1.2 All information called for in the enclosed forms should be furnished against the relevant columns in the forms. If for any reason, information is furnished on a separate sheet, this fact should be mentioned against the relevant column. Even if no information is to be provided in a column, a 'nil' or 'no such case' entry should be made in that column. If any particulars/ query are not applicable to the applicant, it should be stated as 'not applicable'. The applicants are cautioned that not giving complete information called for in the application forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information shall result in the applicant being summarily disqualified. Applications made by telegram or telex and also those received late will not be entertained.

4.2 The application should be type written, without cutting or over writing. The applicant should sign each page of the application.

4.3 The applicant may furnish any additional information, which is deemed necessary to establish capability to successfully complete the envisaged work. Superfluous information need not be furnished and no information shall be entertained after submission of TENDER document unless specifically called for.

4.4 Any information furnished by the applicant found to be incorrect either immediately or at a later date, would render him liable to be debarred from taking up the work.

4.5 Prospective bidders can seek any clarification regarding work requirements and TENDER document from the office of the, HOD, IT Dept, AIIA, Gautampuri, Sarita

Vihar, Mathura Road, New Delhi, 110076,

- 4.6 The Director, AIIA, reserves its right not to respond to any question raised or provide clarification sought in its sole discretion.
- 4.7 **Jurisdiction:** All disputes arising shall be subject to the jurisdiction of the appropriate court at Delhi alone, and shall be governed by laws of India.
- 4.8 The discretion and decision of Director, AIIA, Government of India in respect of the TENDER shall be final and shall not be open to be challenged in any Court of Law.
- 4.9 **Final Decision Making Authority:** Director, AIIA, Government of India reserves the right to accept or reject any application and/or to annul the selection process and reject all applications at any time without assigning any reason or incurring any liability to the applicants.

4.10 Organizational Structure

The applicant should have sufficient number of Solution Architects and other software and networking professionals. The applicant should submit a list of key professionals stating clearly how they would be deployed in this work and in-house capability of the firm should be brought out, clearly indicating the disciplines for which the firm will need to appoint sub- Bidders.

Even though an applicant may satisfy the above requirements, he would be liable to disqualification, if he has:-

- a) Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the TENDER document.
- b) Record of poor performance such as abandoning work, not properly completing the assigned work, or financial failures/weaknesses, have been black listed in any of the Govt. Ministry, PSU, local bodies etc.
- c) Record of poor performance in any of the works related to Ministry of AYUSH completed or being executed.

4.11 Confidentiality

The bidders shall not disclose any proprietary or confidential information relating to the work, the services, this contract or the client's business or operations without the prior written consent of the client.

4.12 Tentative cost of the work:

The tentative Cost of the complete work is Rs.30 lac (Rupees thirty lac).

4.13 Information To Be Given In The Required Formats:

Bidders should furnish the following:



4.13.1 ORGANIZATION INFORMATION

Bidders are required to submit the following information in respect of their organization (Form - 'A').

- a) Name & postal address, Telephone & Fax Number etc.
- b) Year of establishment and commencement of practice.
- c) Copies of original documents defining the legal status, place of registration and principal places of business.
- d) Name & title of Directors
- e) Name and designation of officers to be associated with the work and authorized to act for the organization.
- f) Information on any litigation in which the applicant was involved during the last seven years including any current litigation.
- g) Brochures and Annual reports of last three years.

4.13.2 List of Works

List of similar assignments/works successfully completed/ongoing during the last five years

(Form 'C').

4.13.3 LETTER OF TRANSMITTAL

The applicant should submit the Letter of Transmittal attached under Section-V of the TENDER document.

4.13.4 DISCLAIMER

The information in this document has been prepared to assist the applicants in preparing the TENDER and it is clarified that:

- i. It does not constitute an invitation to offer or an offer in relation to the transaction.
- ii. This document does not constitute any contract or agreement of any kind whatsoever.
- iii. This document does not claim to contain all the information that interested parties and their advisors would desire or require in reaching decisions as to the transaction. Interested applicant should form their own view as to what information is relevant to such decisions and make their own independent investigations in relation to any additional information.
- iv. Neither the information in this document nor any other written or oral information in relation to the transaction or otherwise is intended to form the basis of or the inducement for any investment activity or any decision to enter into any contract or arrangement in relation to the transaction and should not be relied on as such. Neither AYUSH-GOI nor their employees or

- advisors shall be liable to any interested party or any entity under any law including the law of contract, tort, the
- v. principles of restitution or unjust enrichment or otherwise for any loss, expenses or damage which may arise, or be incurred, or suffered, in connection with this document, or any matter that may be deemed to form part of this document, or any other information supplied by or;
 - vi. On Behalf of Director, AIIA-GOI or their employees or advisors or otherwise arising in any way from the selection process mentioned herein.
 - vii. Director, AIIA-GOI is not bound to accept any or all the responses to the Tender. Director, AIIA reserves the right to reject any or all responses without assigning any reasons. No applicant shall Have any cause of action or claim against Director, AIIA -GOI or its officers, employees, advisors, agents, successors or assignees for rejection of its response.
 - viii. Failure to provide information that is essential to evaluate the applicant's qualifications or substantiation of the information supplied, shall result in disqualification of the applicant.
 - ix. It shall not be assumed that there shall be no deviation or change in any of the herein mentioned information. While this document has been prepared in good faith, neither Director, AIIA-GOI nor any of their respective officers or employees or advisors or agents make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Any liability is accordingly expressly disclaimed by Director, AIIA- -GOI or any of their respective officers, employees, advisors or agents, whether negligent or otherwise.



Section – V

LETTER OF TRANSMITTAL

FROM:

To:

Director, AIIA,

Gautampuri, Sarita Vihar, Mathura Road, New Delhi, 110076

SUBJECT: Submission of “Expression of Interest” to Design, Built, Commission and ICT along with existing IT Infra for ALL INDIA INSTITUTE OF AYURVEDA at Gautampuri, SaritaVihar, New Delhi

Sir,

Having examined the details given in TENDER Notice and TENDER document for the above work, I/We hereby submit the relevant information.

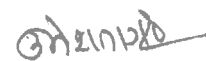
1. I/We hereby certify that all the statements made and information supplied in the enclosed forms 'A' to 'E' and accompanying statements are true and correct.
2. I/We have furnished all information and details necessary for TENDER and have no further pertinent information to supply.
3. I/We also authorize Director, AIIA, Govt. of India or their authorized representatives to approach individuals, employers and firms to verify our competence and general reputation.
4. I/We submit the following certificates along with details in prescribed format in support of our suitability, technical know-how and capability for having

successfully completed the following works :
Name of Project **certificate From**

Enclosures

Date of submission

Signature(s) of applicant(s)
Seal of Applicant(s)



Technical Bid

FORM - 'A'

ORGANISATIONAL STRUCTURE

Name of the Firm/Company		
Full Address of the Company		
Year of Establishment		
Telephone Number		
Fax Number		
E-Mail Address		
Website		
Sector's in which the company/firm has provided services to Government Department in India		
	Technical	
	Non- technical	
No of Years of presence in India		
	FY	Turnover(Rs.)
	2016-17	
	2017-18	
Details of Authorized Representative	Name	
	Designation	
	Mobile	
	Office	
	Email	

Signature

Format of C.V for Team leader/ Experts/Bidders

1. Name	
2. Designation	
3. Area of Expertise	
4. Total work experience	
5. Experience in relevant field	Name of the work/dwelling units/date of award

Date
Station

Signature of the Authorized person

Seal

Handwritten signature

DETAILS OF QUALIFYING PARAMETERS

Sr. No.	Tender particulars requirement	(Ref. Page No. in Proposal)	Details of Particulars provided
1.	EMD of Rs.75,000/- (Rupees Seventy five thousand only) in the form of Bank Guarantee from nationalized bank and Tender Document Fee of Rs. 1,000/- (Ten Thousand Rupees only) in the form of Demand Draft issued by a scheduled bank.		
3.	Proposal validity 120 days from last date of Submission of Proposals		
4.	Qualifying Works [As per Form – C]		
5	Power of attorney for authorized signatory		
6.	Financial turnover of years 2016-17, 2017-18, 2019-19, (Rs. crore). Out which Design and Built of IT services (Rs. crore), 2016-17, 2017-18, 2019-19.		

Details of Comprehensive Annual Maintenance Contract (CAMC) of various IT infrastructure equipment and Services) Works completed in the Last Five Years

(More similar pages may be added in case qualifying works are more than one)

Name of assignment & location			Page No. of TENDER for cross referencing and verification of information
Work Cost & Fee (Rs. In Crores)	Work Cost	Fee	
Commencement date	Scheduled	Actual	
Completion Date	Scheduled	Actual	
Reasons for delay, if any			
No. & Staff involved and functions performed	Staff involved (Discipline-wise)	Staff-Months	
Name of Associated firm(s), if any			

21/11/20

	Any other		
No. & Staff of associated firms involved and functions performed	Staff involved (Discipline-wise)	Staff-Months	

Name of Senior Staff (Work Director, team leader) involved & functions performed		
Narrative description of work including size, features etc.	Use up to a quarter page	
Description of actual services provided	Use up to a quarter page	
Proof of having completed the work to the satisfaction of Client		
Name & address of Clients Officer to whom reference may be made		

- CV of Team leader and Team members with photo, educational qualification and experience should be attached.

FINANCIAL CAPABILITIES

Form D

(Rs. In lacs)

Financial Year	Financial turnover	Net Profit
2016-17		
2017-18		
2018-19		
Average Annual Turnover over the past three years		

Audited balance sheet/ IT return to be submitted in support of above turnover

Signature

Note:

1. Applicants are required to page no. their Tender submission document and for cross referencing and verification of information mentioned in the above matrix, the page no. at which the details are enclosed in their TENDER
2. Use Separate sheet for each work
3. Only those works shall be considered for evaluation for which the letter of award and successful completion/occupancy certificate are enclosed.
4. The evaluation shall be based on the qualitative aspects of the applicants work, therefore, please indicate the salient features of the work undertaken including all such factors like time / Cost / quality aspects. You may also enclose photographs etc. to substantiate on the same.



FORM – E

Performa For Financial Bid

1- For Comprehensive Annual Maintenance Contract (CAMC) of various IT infrastructure equipment and Services

S. N.	Name of equipment/Service	Per unit Cost (in Rupees) excluding Applicable taxes.	Number of Equipment/ Services	Total Cost (in Rupees) excluding Applicable taxes.	GST with (GST rate)	Total Cost (in Rupees) including Applicable taxes.
Grand Total						