



**INDO FRENCH CENTRE
FOR THE PROMOTION OF ADVANCED RESEARCH
(IFCPAR)**

TENDER DOCUMENT

FOR

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC)
FOR
EPYGI M8L SIP EPABX SERVER, IP CAMERA SOLUTION,
POLYCOM VC, BOARD ROOM AV EQUIPMENT
IN CEFIPRA**

1.	Annexure - 1	:	Technical Bid Form
2.	Annexure - II	:	Financial/Price Bid (1,2 & 3)
3.	Annexure - III	:	Undertaking



Indo-French Centre for the Promotion of Advanced Research (IFCPAR/CEFIPRA) is a bilateral organization set up by Government of India and Government of France. The Centre commenced its activities in 1987 with the mandate to promote collaborative research between India and France in cutting edge Science, Technology and Innovation. CEFIPRA invites quotations for Comprehensive Annual Maintenance Contract (CAMC) of equipments as per details given below:

1. Parties:

The parties to the contract are the tendering vendors/firms (hereinafter referred to as vendor) and Indo-French Centre for the Promotion of Advanced Research, New Delhi (IFCPAR)

2. Scope of work:

i)	Comprehensive Annual Maintenance Contract (CAMC) for the following equipments: (A) EPYGI M8L SIP EPABX SERVER (B) IP CAMERA SOLUTION (C) POLYCOM VC (D) BOARD ROOM FOR AV EQUIPMENT
ii)	Online Support 24 X 7.
iii)	Telephonic support.
iv)	Onsite visits specifically on the meeting days in the Centre and once in fortnight.
v)	Installation/Re-installation and support for Operating Systems, running on Server.
vi)	Creating /modifying /deleting users and groups –Adding, Removing users and other routine server management tasks shall have to be done by the vendor.
vii)	Installation, Reinstallation & configuration of any office automation software and any other softwares & utilities as per requirement.
viii)	Restoration of operation of Server back after any failure using backup. data.
ix)	Recovery of data in case of Hard Disk or System crash –in case of Hard Disk failure, the vendor shall make all attempts possible to retrieve the data & transfer to new Hard Disk using available tools.
x)	Ensuring the confidentiality of the data.

xi)	The vendor shall check health of the batteries in servers (CMOS/RAID) and ensure that they get replaced at appropriate time without any additional cost to the CENTRE.
xii)	Ensure that Network Servers are kept virus/worm/spy ware free. vendor shall be required to arrange downloading latest anti-virus updates from the Internet & ensure its implementation immediately. Any other anti-virus and Spy ware tools with their updates for diagnosing & rectifying any virus/Worm/Spy ware problems will be provided by the Vendor without any additional cost to the CENTRE.
xiii)	Take backups of the server file systems and verifying all the system backups by periodically restoring the same.
xiv)	Any other work incidental to the maintenance

3.	Eligibility Criteria:
i)	Vendor should have sufficient experience for similar type of work for the last 3 years preferably in Governmental Department/Bi-national organization.
ii)	Vendor should have PAN/TAN number & GST registration in the firm name and should submit attested copies of these documents with technical bid.
iii)	Vendor shall have been in existence for not less than five years.

4. Preparation and Submission of Tender:

- i) The tender should be submitted in two parts, viz. Technical Bid and Financial Bid in the proforma given in Annexure II and Annexure III respectively with each bid kept in a separate sealed cover.
- ii) Each cover must contain the address of the Bidder and should be superscribed with the statement "**Technical Bid**" and "**Financial Bid**" of. Comprehensive Annual Maintenance Contract (CAMC) in IFCPAR/CEFIPRA.
- iii) These two covers should then be kept in another sealed cover addressed to Manager (A&A), Indo-French Centre for the Promotion of Advanced Research, 5-B, Ground Floor, India Habitat Centre, Lodhi Road, New Delhi 110 003"
- iv) The tender can be submitted before 5.00 P.M. on 18.06.2019. Financial bid will be opened after evaluation in Technical Bid.

- v) Any tender form with any correction, amendments, overwriting etc. shall be considered invalid and shall be rejected, without assigning any reason except if duly initialed with seal of the Bidder.
- vi) The tender is liable to be ignored if complete information is not given there-in, or if the particulars and data (if any) asked for in the schedule to the tender are not filled in.

5. Technical Bid:

- i) The Technical bid, having details of the vendor should be submitted in the form given in Annexure-II.
- ii) Copies of the following certificates will be enclosed with the Technical bid, otherwise the tender would be summarily rejected:
 - (a) Registration Certificate (in case of a Registered Firm)
 - (b) Copy of GST Registration Certificates
 - (c) Copy of PAN card.
- iii) The vendor should also submit an undertaking as given in Annexure III with the Technical bid.

6. Financial Bid:

- i) The Financial bid should be submitted in the form given in Annexure II.
- ii) The consolidated price quoted shall be firm & final and inclusive of all taxes, duties, GST etc. as applicable. No extra shall be payable on this account.
- iii) The rates will be valid for a period of two years, computed from the date of award of contract.
- iv) Rates should be written in figure and words clearly for each item.

7. Right of Acceptance and Other Provisions:

- i) The acceptance of the tender rests with IFCPAR. The Centre is not bound to accept the lowest tender bid and reserves the right to accept or reject any or all the bids without assigning any reasons thereof.
- ii) IFCPAR reserves the right to change any condition of the tender before opening of the Technical Bids. IFCPAR also reserves the right to relax any terms & conditions of this tender document to safeguard its interest.
- iii) The incomplete and conditional tenders will be rejected. Quoting unrealistic rates will be treated as disqualification, and such tender will not be considered for further evaluation.

- iv) The Competent Authority reserves the right to award any or part or full contract to any successful vendor(s) at its discretion and this will be binding on the bidders.
- v) The Bidders will be bound by the details furnished by him/her to the IFCPAR, while submitting the tender or at subsequent stage. In case, any of such documents furnished by the Bidder is found to be fictitious at any stage. In case, any of such documents furnished by the Bidder is found to be fictitious at any stage, it would be deemed to be a breach of terms of contract making him/her liable for legal action besides termination of contract.
- vi) IFCPAR reserves the right to block to black list a defaulting vendor.
- vii) Any enquiry after submission of the tender will not be entertained.
- viii) IFCPAR reserves the right to cancel the tender process without assigning any reason whatsoever, at any stage.
- ix) In case of failure to comply with the provisions of the terms and conditions mentioned in the tender, by the vendor that has been awarded the contract, the Competent Authority reserves the right to award the contract to the next higher bidder or any other outside agency and the difference of price shall be recovered from the defaulting vendor, which has been awarded the initial contract and this will be binding on the bidders.
- x) IFCPAR may terminate the contract if it is found that the vendor is blacklisted on previous occasions by any of the Government Departments/Institutions/Local Bodies/Municipalities/Public Sector Undertakings, etc.

8.	Terms and Conditions:
i)	Vendor should have adequate in-house infrastructure required for executing the job work assigned.
ii)	The accepted rates of the CEFIPRA will be valid initially for a period of two years and shall remain same throughout the period of contract and any request to increase the rates of any item will not be considered.

9. Termination of the Contract:

The Contract can be terminated by either party, i.e. IFCPAR or the vendor, after giving one month notice to the other party extendable by mutual agreement till alternate arrangements are made. However, IFCPAR reserves the right to terminate the contract without giving any notice in case the vendor commits breach of any of the terms of the contract. IFCPAR's decision in such a situation shall be final and shall be acceptable by the vendor without any objection or resistance.

10. Penalty:

- i) Subject to the provisions of the tender, any breach of contractual obligations shall render the vendor liable to any or all of the following sanctions:
 - a. Imposition of liquidated damages;
 - b. Termination of the contract for default
 - c. Blacklisting the vendor
- ii) IFCPAR reserves the right to impose the penalty of Rs. 500/- or upto 20% of the total value of the order per day, whichever is more on the vendor for un-satisfactory performance/unacceptable quality by the vendor.

11. Breach of Terms and Conditions

IFCPAR may terminate the contract without any notice in case the vendor commits a breach of the contract. IFCPAR's decision that the breach has occurred will be final and shall be accepted without demur by the vendor.

12. Subletting of work

The vendor shall not appoint any sub-contractor to carry out his/her obligations under the contract. Sub-contracting will lead to immediate termination of the contract. The vendor shall also not sublet/assign work to any other party relating to Annual Maintenance of any of the assigned equipment.

13. Force Majeure

- i) IFCPAR may consider relaxing the penalty as specified in the tender document, if and to the extent the delay in performance or failure to perform its obligations under the contract is the result of Force Majeure.
- ii) Force Majeure is defined as an event of effect that cannot reasonably be anticipated, such as natural disasters, act of states, the direct and indirect consequences of wars (declared or undeclared), national emergencies, strike at successful bidders premise, etc.

14. Arbitration

Director, IFCPAR will have the right to appoint arbitrator.

15. Legal Jurisdiction

All legal disputes shall be subject to the Delhi Courts only.

Please submit your quotations with all the necessary details/documents in sealed envelope latest by 18.06.2019 at the following address:

Manager (Admn. & Accounts)

Indo-French Centre for the Promotion of Advanced Research
IFCPAR/CEFIPRA

5-B, Ground Floor, India Habitat Centre

Lodhi Road, New Delhi 110 003.

Tel. 24682251 & 24682252

Website: www.cefipra.org

TECHNICAL BID

Basic information to be provided by the Bidder along with copies of supporting proof/documents

S. No.	Required Basic Information	Basic Information Provided by the Bidder with copies of proof
1	Name of the firm/bidder/Vendor	
2	Address	
3	Phone No. and Mobile No.	
4	Year of establishment of firm	
5	Type of firm/organization (sole Prop./Partnership/Pvt. Ltd. Company)	
6	PAN Number GST Number (Note: Attested copies to be provided against above)	
7	Total No. of years of experience for handling Annual Maintenance	
8	Description of the work/profile handled by the firm/organization	
9	Exact number of persons engaged by the organization/firm as on date	

Signature of the Bidder

Name of the Signatory

Name of the Firm/Agency

Seal of the Firm/Agency

Place:

Date:

FINANCIAL BID

Name of the Bidder	
Work Description	
Price quoted for undertaking assignment	
Signature of the Bidder	

Place:

Date:

UNDERTAKING (to be submitted with Technical Bid)

It is certified that I/my Firm/Agency/Company has never been black listed by any of the Departments/Autonomous Institutions/Universities/Public Sector Undertakings of the Government of India or Government of NCT of Delhi or any other State Government or reputed private institutions and no criminal case is pending against the said Firm/Agency as on _____

Signature of the Bidder

Name of the Signatory

Name of the Firm/Agency

Seal of the Firm/Agency

Place:

Date:

