॥ सा विद्या या विमुक्तये ॥

ಭಾರತೀಯ ತಂತ್ರಜ್ಞಾನ ಸಂಸ್ಥೆ ಧಾರವಾಡ
भारतीय प्रौद्योगिकी संस्थान धारवाड

Indian Institute of Technology Dharwad

Near High Court, PB Road, Dharwad-580011
TEL NO: +91 836 2212 839

TENDER FOR ANNUAL MAINTENANCE CONTRACT (AMC) OF INFORMATION & COMMUNICATION TECHNOLOGY (ICT) SOFTWARE SERVICE AT IIT DHARWAD

Tender No.: IITDH/CS/CCS/2021-22/ICT/04

NOTICE INVITING TENDER (NIT)

1.	Date of Tender Publishing on website	19.08.2021
2.	Start date for Submission of queries via email to arcs@iitdh.ac.in	19.08.2021
3.	End date for Submission of queries via email to arcs@iitdh.ac.in	26.08.2021 till 1100 AM
4.	Date of rebuttal/reply of queries (to be uploaded on the website) and publishing revised tender (if required)	27.08.2021 at 0500 PM
5.	Tender submission start date	27.08.2021
6.	Last Date and Time for Submission of Tender	09.09.2021 up to 1100 AM
7.	Opening of Technical Bid	09.09.2021 at 11.30 AM
8.	Location of tender box / address for bid submission/ e-bids can also be sent on **arcs@iitdh.ac.in**	**The Assistant Registrar (C&S) IIT Dharwad Pune Bengaluru Highway Near High Court Dharwad bench Dharwad, Karnataka – 580011**
9.	Venue for opening of Technical Bid	Same as above
10.	Duration of Contract	One year ● Please pay attention to the contract duration clause at General Instructions to bidders.
11.	Earnest Money Deposit (EMD)	EMD will not be charged however if the bidders withdraw or modify their bids during period of validity, they will be suspended for participating in any of the IIT Dharwad requirement (including this requirement) for 05 year
12.	Tender value	Rs. 10,75,000.00 + GST
13.	Schedule of Opening Commercial Bids	Schedule for opening of Commercial Bids will be notified only to the bidders qualifying the Technical Bid evaluation. Presence of the bidder or his/her authorized representative at the time of opening of the Commercial bids is highly preferable.

Detailed tender notice can be downloaded from the website of the Institute at: http://iitdh.ac.in/announcements_tenders.php

The right to suspend the tender process or part of the process, to accept or reject any or all the tenders at any stage of the process and/or to modify the process or any part thereof at any time without assigning any reason thereto vests with IIT Dharwad

Sd/-
Assistant Registrar (C&S)
IIT Dharwad

GENERAL INSTRUCTIONS TO TENDERERS/BIDDERS

1.   IIT Dharwad invites Open Tender Enquiry (OTE) under two bid system **for AMC of ICT software services at IIT Dharwad.** Technical Bid (along-with supporting documents) shall be submitted in sealed envelope and then encased inside one sealed envelope super scribed '**Technical Bid for AMC of ICT software services at IIT Dharwad**' All the pages of this tender document along with applicable Appendices (duly signed and stamped by the authorized signatory of the bidder) will form the technical bid.

2.   **The Price Bid** as per the format annexed with this tender document, should be duly filled, stamped and signed by the authorized signatory of the bidder and sealed in a separate envelope with '**Price Bid for AMC of ICT software services at IIT Dharwad**' written over it.

3.   The Technical bid and the Price bid shall be sealed in one envelope with '**Tender for AMC of ICT software services at IIT Dharwad**' written over it. Password protected technical bid and password protected commercial bid (both must be separate documents) can be sent by the bidders through email to arcs@iitdh.ac.in strictly as per the schedule given at NIT. The bidders will be required to inform the password to open the document only at the time of opening of bids.

4.   The technical bids shall be opened as per schedule placed at **Notice Inviting Tender (NIT).** The vendors who are short listed after qualifying technical bid evaluation will be called for opening of price bids subsequently. IIT Dharwad reserves the right to reject any or all the tenders/bids without assigning any reason thereof**.**

5.   The tender **for AMC of ICT software services at IIT Dharwad** shall initially be awarded for a period of three months from the date of issue of work order. After successful run of service for a period of three months and delivery of essential contractual obligations, the contract will be extended further for 9 months to complete one year. The contract may thereafter be extended on a year to year basis for a period of two years (maximum 3 years in total) based on mutual agreement and subject to providing satisfactory services by the firm to IIT Dharwad. The option to extend contract beyond the initial three months or beyond the initial first year shall be solely depend upon IIT Dharwad. It may also be noted that the rates quoted by the firm, terms & conditions of the tender document shall remain unchanged during the first year of contract. Beyond the first year, an increase of maximum 4% in the finalized rate of AMC exclusive of GST may be admissible on case to case basis.

6.   For any query/clarification please contact Assistant Registrar (C&S) IIT Dharwad during working hrs on phone No 0836-2212-823 and at arcs@iitdh.ac.in. Bidders can seek clarifications only till the end date of submission of queries. No query / input from bidders will be addressed from the point of view of modification in IIT Dharwad requirement after the end date of submission of query is over.

7.   **Performance Guarantee**. The detail of performance guarantee is given at **Serial 3 (e)** of 'Special Terms and Conditions' under 'Contract Implementation'. Format of Performance Bank Guarantee is provided with the tender document.

SCOPE OF WORK

1.   The scope of the work includes the existing Information and Communication Technology (ICT) software infrastructure at IIT Dharwad, as listed in **Appendix A**. It also includes **any additional software** as and when the requirement comes up. The **additional software** refers to new software developed by other teams that require support from the base software infrastructure. Since this AMC covers the base software infrastructure, the bidder will be expected to support the new software being developed with regards to base infrastructure services. As a further elaboration, the scope of this contract will require supporting any new extensions or features (including security and reliability features) in the existing base software infrastructure as required by the Institute. As an example, if a new best practice for maintaining redundancy in the system is recognized, the vendor must migrate the system to the new redundancy model. As another example, many software packages are being developed by other teams. These new software packages may require some support from the current software that comes under the scope of this tender, like LDAP-based authentication. The vendor is expected to provide support to such software development teams.

2.   The services required to be performed are as follows: -

(a) **Initial Documentation**- A thorough and complete documentation of the current ICT infrastructure is to be submitted to the CCS <u>within 30 working days</u> from the date of award of the contract.

(b) **Monitoring** - The ICT software infrastructure must be continually monitored for its health, usage, performance bottlenecks, as well as security attacks.

(c) **Maintenance** - On detection of an issue, the Support Service must attend to it and provide a resolution as per the Service Level Agreement terms. This also includes raising tickets with Original Equipment Manufacturers as well as Internet Service Providers. This also includes periodic backing up of configurations of various hardware and software, so as to enable a quick restore in the event of a failure.

(d) **Policy updates and feature updates** - During the course of the support period, it may be found that certain functionalities require changes/updates/modifications. Extensions may be required, and new features may need to be implemented. The bidder would be required to incorporate these functionalities. Bidder shall be responsible for collation of all such enhancement requests submitted by IIT Dharwad.

(e) **Software updates** - As and when new versions of the used software are available, updates will have to be done.

(f) **Periodic Documentation** - Clear and complete documentation of all tasks performed is mandatory. This documentation has to be submitted to the IIT Dharwad.

(g) **Reporting** - Aside from continual monitoring and responding to anomalies, the Support Service are also required to present monthly reports of the health, usage, and other pertinent information regarding the ICT infrastructure.

(h) **Support** - The Support Service shall also provide usage support, regarding the various IIT Dharwad computer center services, to the members of the IIT Dharwad community.

(i) **Audit readiness** - An internal or external team may seek an audit of the work being done at any point of time. The vendor must be ready to demonstrate at any time during the contract

period that all contract requirements are being fulfilled and all best practices are being maintained.

3. The Service Provider shall provide reports / log of all issues raised including their current status. The frequency of these reports /log would be decided by IIT Dharwad.

4. The Service Provider has to ensure a 24x7x365 call addressing mechanism. The Service Provider will provide routine maintenance services on a regular period. The institute reserves a right to modify this periodicity of routine maintenance. The Service Provider will in addition provide maintenance as on required basis and ensure a maximum uptime.

5. The Service Provider is required to ensure that one personnel is assigned at the site to serve IIT Dharwad and should have the necessary skills to meet the listed requirements with the help of backend remote support. Further, the Service Provider will arrange to visit IIT Dharwad's site if warranted by the detected/ reported Fault.

6. In case of complaint is received from users, violation of contractual obligations and penal provisions given in this document, penalty will be Imposed as per this tender document.

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

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

8. Uptime, Downtime and associated Penalty the Service Provider needs to maintain the uptime as follows: -

a) The entire software services are required to be up and running with 99.5% uptime on a monthly basis, barring scheduled and mutually agreed upon downtime. The solution once implemented and accepted by the IIT Dharwad, shall be functional with an uptime of 99.5% on 24*7*365 basis.

b) The required software service shall have the highest possible uptime.

9. **Calculation of Uptime/Downtime**. "Downtime" is total minutes in a month software services were not fully functional (which can be attributable to the Service Provider). Up-time is calculated on monthly basis as: -
{Total Minutes in the Month – Downtime of software services in minutes} x 100 / Total Minutes in a Month
   ● Where the total minutes in the month are calculated as (60*24* total no. of days in that particular month.)

10. **Calculation of Penalty**. In case, the Service Provider exceeds downtime more than 0.5% of total minutes in the month, then a penalty of 1% of Total value of work will be imposed. Such

penalty will be deducted from the performance guarantee submitted against the Contract or from the bill amount that is due for payment to the Service Provider.

11.   **Minimum eligibility Criteria**. IIT Dharwad has set up minimum eligibility criteria for the bidders. All bidders must meet the following criteria before they apply for the bid. The bidders meeting the criteria must enclose their supporting documents along with the technical bid: -

Sl. No.	Criterion	Documents to be provided
a)	The bidder shall be a company or partnership registered under the respective Indian acts i.e. Companies Act -1956, the partnership Act -1932 or a Proprietor, having their registered offices in India. Proof of establishment of company/business for a period of more than 3 years.	Copy of Certificate of incorporation for company, Partnership deed for partnership firm and registered office document for the proprietor need to be submitted. All entities are to submit their bank details.
b)	Bidder should be registered with Income Tax and Goods & Service Tax departments	(a) Attested copy of PAN/GIR Card (b) Attested copy of Goods & Service Tax registration certificate
c)	The bidder or any of its partners/directors etc. should not have been black listed/debarred by any of the government agencies or department	Self-Declaration in the format as appended.
d)	Bidder should have minimum 3 years' experience in AMC of IT software support at any IITs/IISc/NITs/IIMs or other equitable educational institutions/government organizations / reputed corporate entities.	Certified Work Orders/ Supply Orders /Agreement for the award of AMC of IT software support to fulfil the criteria. The date of tender opening will be taken to calculate the experience.
e)	At least 3 successfully completed works of 'AMC of IT software support (similar in scope and size of the work detailed in this tender document) at any IITs/IISc/NITs/IIMs or other equitable educational institutions/government organizations / reputed corporate entities.	Satisfactory Work Completion certificates / Work orders of works, similar in scope and size as of the work detailed in this tender document.
f)	Income tax returns (ITRs) for last three consecutive financial years	Copy of Income tax returns for last three consecutive financial years (period from 2018- 19, 2019-20 and 2020-21).
g)	Bidder should accept the tender document and sign all the pages of the tender document and stamped on each page of tender document. The bidder shall specify an authorized representative with written power of attorney of the signatory of the bid to commit the bidder. It must be noted that such representation be available till the currency of the contract. In case of companies, the change in representation will be informed along with a fresh Power Of Attorney/authorization.	All the pages of the tender document should be signed by the bidder. Power of attorney / authorization along with Name, contact details and designation of the representative, duly signed by the proprietor, all the partners and the board (as the case may be) must be submitted along with the technical bid.

Note: - Any firm/bidder not fulfilling any of the above mentioned criteria duly supported by the indicated documents shall be out-rightly rejected and the bid shall not be considered for further evaluation.

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

a) First -evaluation on the basis of documentary validation against minimum eligibility criteria given in this tender document. Bids not meeting minimum eligibility criteria will be rejected.

b) Second - bids will be awarded technical score by a technical committee on the basis of parameters

given at Serial 12 (g) below. Scores will be awarded for each parameter separately and final score will be arrived at by summation of these scores out of a maximum of 100. Bidders will have to score at least 70 in order to be technically qualified. Financial bids of only technically qualified bidders will be opened.

c) Third - financial bids of technically qualified bidders (scoring at least 70 or more marks) will be opened and the financial scores will be calculated through a normalization process where the lowest bidder (i.e. L1) will be given a 100 and scores of all other bidders will be normalized against this. For example – If A is the lowest bidder who has bid say Rs.20 for a project and B and C are the other 2 bidders with bids of Rs.40 and Rs.60, normalized scores of A is taken as 100, B is taken as (100*20/40=50) and C is taken as (100*20/60=33.3).

d) Fourth - after calculating technical and financial scores, they will be multiplied by respective weightages (i.e. 0.7 for technical score and 0.3 for financial score for this tender) to find the total score.

e) Final step - to recommend the award of contract / work to the vendor with the highest total score. Post approval of the competent authority, the work / contract shall be awarded.

f) There should be no ambiguity in quoted price and the rate must be as per the price bid format. Conditional offer or the proposal not furnished in the format attached at Annexure 'D' shall be considered non-responsive and is liable to be rejected.

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

Sl. No.	Technical parameter	Score criteria	Score out of 100
(a)	Proof of performing / having performed similar tasks in other academic institutions.	a. Centrally Funded Technical Institutes - 25 b. Others - 20	25
(b)	Proof of organization-level and individual-level certifications relevant to the scope of work. For example, "Cisco CCNA" ,"Extreme, ISO and CMMI Certified Specialist" certifications.	a. Relevant certification - 5 marks b. No certification - nil	5
(c)	A combination of written tests, task-based tests, and interview, to evaluate the suitability of the vendor to carry out the work.	Written test, Task based test and Interview by committee - 70 (The evaluation will be made on the topics related to the services listed at **Appendix A**)	70
Total			**100**

Special Terms and Conditions

1.   The bidding firms are advised to study carefully the various clauses contained in the Special Terms and Conditions before submitting their bids. Firms willing to participate in the tender may also visit IIT Dharwad, Dharwad and acquaint themselves with the nature and quantum of work involved before submitting the bids.

2.   TDS @ 1% or 2% shall be made from the amount payable to the Service Provider. The TDS certificate will be issued by IIT Dharwad. Payment of income tax on profits of the firm is the sole responsibility of the Service Provider

3.   **Contract Implementation**.

(a) Sub-contracting of the work will not be allowed.

(b) Persons below the age of 18 years shall not be engaged for the work. The Service Provider will submit medical certificate/any other certificate as age proof of the workmen deployed by him. The Service Provider will also submit medical certificate to the effect that the workmen deployed by him are fit for work and are not suffering from any contagious disease.

(c) The Service Provider will be accountable for any accident, injury and loss of life to the workers deployed by him and shall be responsible for payment of compensation as per law. If need arises, the institute will recover such amount form the Service Provider to effect payment to the affected person(s).

(d) **Institute reserves the right to terminate the contract at any time without assigning any reason**. However, wherever feasible the institute may consider notification of the annulment in advance to the Service Provider.

(e) The successful agency / firm / company will have to deposit a refundable interest free security deposit in form of DD / Performance Bank Guarantee (PBG) in favor of **Registrar, IIT Dharwad** of Rs. (**approx. 3% of the contracted value of service**) at the time of award of work from a scheduled/ nationalized bank payable at Hubli / Dharwad. This PBG shall cover entire period of contract and shall remain valid for a period of 60 days beyond the period of contract. Deductions shall also be made from Service Provider's PBG during implementation of the contract that may become due as **penalties for violation of rules, terms and conditions**, damages, liabilities or for other causes. The format of PBG is given at an **Appendix E** to this document.

4.   **Safety & Insurance.**

(a) The Service Provider shall follow safety procedures in all respects.

(b) The Service Provider will adhere to safe working practices and will take all safety measures necessary for safety of his workmen. He will remain responsible for the safety of his engaged persons. The Service Provider should provide all necessary safety instructions, personal protective safety equipment to the persons engaged by him as applicable and required.

(c) The Service Provider shall be liable to bear all expenses/damages/compensation in the event of any injury or loss of life of the personnel engaged by him while on duty.

5.   **Security**

(a) The Service Provider shall be bound by all security procedures followed at IIT Dharwad and abide by security instructions for all purposes. Workmen engaged by him will be liable for check and search by the security on duty while mustering in and out and also at the other random places and timings. Any breach/violation of security

regulations in the work premises by any of the Service Provider's persons shall be Service Provider's responsibility.

(b) The Service Provider will be responsible for good conduct of his workmen. If any workman is found indulging in undesirable activities, he will have to be withdrawn immediately as asked by the institute and replaced with a new person.

(c) Institute reserves right to disallow any or all of the Service Provider's men from being deployed inside the institute campus without assigning any reason.

(d) In the event of any damage to the property of the institute or life of its employees and/or their dependents the Service Provider shall be liable for payment of compensation and/or prosecution in accordance with applicable law and provisions. Compensation for damage to the property of the institute will be as assessed by authorized representative(s) of the institute and shall be recoverable from the Service Provider at market value.

6. Statutory Obligations

(a) The Service Provider shall abide by and comply with the provisions of all the Acts, Rules and notifications issued by Central/State Govt. as applicable from time to time in respect of the contracted work and all staff employed by him at his own cost and risk, including the following:

    I.   Contract Labour (Regulation and Abolition) Act 1970

    II.   Contract Labour (Regulation & Abolition) Central Rules 1971

    III.   Payment of Wages Act 1936, Payment of Wages (Amendment) Act 2005

    IV.   Minimum Wages Act 1948

    V.   Minimum Wages (Central) Rules 1950

    VI.   Employees' Compensation Act 1923

    VII.   The E.P.F. and Miscellaneous Provisions Act 1952

    VIII.   Employees State Insurance Act 1948

    IX.   The Child Labour (Prohibition and Regulation) Act 1986

(b) Liability arising due to failure to adhere to statutory or other legal provisions attributable to the Service Provider shall be borne by the Service Provider himself.

(i) The Service Provider shall maintain up to date records required for compliance with the provisions of all the Acts and Rules made by Central/State Govt. as applicable from time to time in respect of the contracted work.

(ii) If a bidding firm/ Service Provider is found violating any statutory provisions concerning labour laws or has given incorrect/false/misleading information, affidavit or documents at any stage of tender or contract, necessary action as deemed fit, that may include debarring of the firm, shall be initiated.

7. General

(a) The persons employed by the Service Provider, will have no right whatsoever to claim permanent/temporary employment in this organization. There will be periodical as well as surprise checking of the services provided by the Service Provider for the subject job by the representative of the institute. In case of default, the contract will be liable for short closure of supply order forfeiting the security deposit.

(b) If any employee of the Service Provider is found to have committed misconduct or misbehavior, the institute at its sole discretion, may direct the Service Provider to remove such employee and the Service Provider shall remove such employee(s) without questioning the decision of the institute.

(c) The personnel deployed by the Service Provider will not become member of any trade union of the Institute. If the personnel employed by the Service Provider indulge in union activities which affect the service obligation of the Service Provider or safety and security of the Institute, the contract will be liable for termination. In the event of violation, they will be debarred from entering Institute premises and contract can also be considered for termination.

(d) Further, the personnel deployed by the Service Provider shall not engage themselves in any undesirable activities within the institute premises. They shall not indulge in any business dealings with any agency directly or indirectly associated with Institute or in trade union activities. In the event of violation, they will be debarred from entering the Institute and contract can also be considered for termination and forfeiture of the security deposit.

(e) The personnel deployed by the Service Provider shall be available at the place of work defined for them. They must not visit undesignated places without valid authorization by Institute.

(f) No housing/accommodation will be provided by the institute to the personnel deployed by the Service Provider unless otherwise specifically provided in the contract.

8. **Indemnity Clause.** The Service Provider has to execute an indemnity bond stating " The Service Provider indemnifies IIT Dharwad of any issues arising out of "AMC of ICT software services at IIT Dharwad" that may cause any adverse claim against IIT Dharwad."

9. **Payment of bills** It must be noted that advance payment of bills will not be made at all. The bills will be settled in a monthly basis. The bills should be clear, GST compliant and should mention the period of service for which they are being raised. The bills should be assisted by invoice and breakup of the bill.

10. **Arbitration Clause.** Any dispute, difference or disagreement between IIT Dharwad and the bidder concerning the existence, validity, interpretation, performance, termination or breach under this Contract, shall be amicably resolved in good faith. Failing which, the matter shall be referred for settlement by arbitration in accordance with provisions of Indian Arbitration & Conciliation Act, 1996, as amended from time to time. Either Party may refer the dispute to the sole Arbitrator, to be nominated by the Competent Authority of IIT Dharwad. The language of arbitration proceedings shall be English and the venue and jurisdiction of the arbitration shall be Dharwad. The arbitration award shall be final and binding on both the Parties.

Description of ICT Services within scope of the Tender Document

The following services are operational at IIT Dharwad.

1) LDAP server- OpenLDAP is used. There are around 1000 users organized into 5 LDAP categories: students, research scholars, faculty, staff, and guests. This service is used to authenticate access to the Internet, as well as to the campus Wi-Fi network. It is also used to authenticate access to the eduroam service.

2) LDAP support to current and future institute software services

LDAP is also used to authenticate access to other services like Moodle, bighome, gitea, and others. The LDAP administrative portal should be capable of managing

user account not only individually but also in bulk modes.

3) LDAP support for SSL VPN and IPSec VPN - Some Institute members are allowed access to the internal network from outside using SSL VPN and IPSec VPN. The authentication for this is also based on the LDAP credentials.

4) Proxy to regulate Internet access -Access to the Internet is regulated through a proxy based on LDAP credentials. Internet usage has to be logged, as prescribed by the Government of India.

5) WiFi access -Access to the WiFi is using LDAP credentials. Two sets of access points are employed in different areas of the campus: CISCO and Mojo.

6) Administration of wireless network access through CISCO infrastructure

7) Radius server - A radius server is employed to enable access to the eduroam service for the Institute members.

8) The schematic representations of the Server Work-Flows and related authentications should be submitted to CCS dept of the institute for references.

9) Detailed documents about the integration of LDAP authentication on campus network should be submitted and updated as per modifications.

10) Maintenance of core switch and policy management.

11) Internal and external DNS, DHCP policy administration and updation.

12) Interfacing with the Firewall -The Firewall is managed by a third party. For issues related to the Internet, public IPs, external DNS, etc., it would be required to work alongside the third party.

13) Web reverse proxy server

14) In-campus cloud storage for Institute members (including faculty websites) - A QNap storage server is used to provide a cloud service to the Institute members. The software interface is bighome.

15) NTP server – Installation and maintenance.

16) FTP server - Many useful software resources such as Linux distributions and packages are hosted in the local FTP server. Aside from maintaining this service, the distributions and packages have to be kept up-to-date.

17) Git server - A gitea server provides software version controlling service to the Institute members. Automated critical data backup service - Images of the various services have to be backed up once every week to enable quick recovery in case of a service crash.

18) Proxmox clustering of services - The services are spread across three servers. The number of servers are expected to grow. Proxmox is used to virtualize these three servers to provide separate VMs for each service.

19) Ceph-based redundancy - Redundancy is employed to respond to the failure of any hardware server by migrating the VMs to the other servers.

20) Automated service usage logging - The usage of every Institute service must be logged, and must be retrievable based on service ID, IP, LDAP ID, MAC ID, and other identifiers.

21) Server and switch monitor service and the alert service - A monitor service is used to monitor the status of the various servers and switches on campus. An alert service is configured to provide email alerts for different events in the ICT infrastructure.

22) Reactive trouble-shooting and proactive bottleneck detection

23) Institute website security certificates - SSL certificates to provide secure access to the Institute websites need to be maintained and kept up-to-date.

24) Security certificates for services like Moodle

25) Administration of storage server - A storage server is used for the various services like Bighome cloud service, FTP server storage, usage logs, backing up of critical data, and others.

26) Any other ICT software that may be incorporated in the future.

27) Maintenance of security of the entire ICT software infrastructure. This includes but is not limited to network attacks, denial of service, malware ransomware, viruses etc. Proactive detection and   reactive responses such as isolation are necessary.

Evaluation of Responsiveness

Sl. No.	Criterion	Documents to be provided (please specify location of the document submitted (page no) of technical bid)	Whether provided (Yes / No)	Location (page no) of the document
a)	The bidder shall be a company or partnership registered under the respective Indian acts i.e. Companies Act -1956, the partnership Act -1932 or a Proprietor, having their registered offices in India.	Copy of Certificate of incorporation for company, Partnership deed for partnership firm and registered office document for the proprietor. All entities are to submit their bank details.		
b)	Bidder should be registered with Income Tax and Goods & Service Tax departments	(c) Attested copy of PAN/GIR Card (d) Attested copy of Goods & Service Tax registration certificate		
c)	The bidder or any of its partners/directors etc. should not have been black listed/debarred by any of the government agencies or department.	Self-Declaration in the format as appended.		
d)	Bidder should have minimum 3 years' experience in AMC of IT software support at any IITs/IISc/NITs/IIMs or other equitable educational institutions /government organizations / reputed corporate entities.	Certified Work Orders/ Supply Orders /Agreements for the award of AMC of IT software support to fulfil the criteria. The date of tender opening will be taken to calculate the experience.		
e)	At least 3 successfully completed works of 'AMC of IT software support (similar in scope and size of the work detailed in this tender document) at any IITs/IISc/NITs/IIMs or other equitable educational institutions /government organizations / reputed corporate entities.	Satisfactory Work Completion certificates / Work orders of works, similar in scope and size as of the work detailed in this tender document.		
f)	Bidder should accept the tender document and sign all the pages of the tender document. The bidder shall specify an authorized representative with written power of attorney of the signatory of the bid to commit the bidder. It must be noted that such representation be available till the currency of the contract. In case of companies, the change in representation will be informed along with a fresh Power Of Attorney/authorization.	All the pages of the tender document should be signed by the bidder. Power of attorney / authorization along with Name, contact details and designation of the representative, duly signed by the proprietor, all the partners and the board (as the case may be) must be submitted along with the technical bid.		

Date: **Signature of the bidder with seal**

Price Bid for AMC of ICT software services at IIT Dharwad (in INR only)

Description	Total cost of AMC (Rs.) (All Inclusive except GST)	GST (Rate)
(a)	**(b)**	**(c)**
AMC of ICT software services at IIT Dharwad as per the requirement given in the tender document. (cost of AMC for the duration of one year is to be quoted)		

*Please note that the duration of contract will be as per tender terms.

The price should be quoted strictly as per the format and in Indian Rupees only. The bidder is to acquaint himself with the scope of work, all terms, conditions and penalty details etc. of the tender document before quoting the rates. The work / contract shall be awarded as per evaluation criteria of this tender document.

Declaration

I/We certify that all the particulars furnished above are true and correct and based on documentary evidence, and I have fully read and understood the tender document. I undertake to accept and abide by the scope and all other terms and conditions of the tender document. It is also certified that the offer submitted has no deviation from the terms and conditions of the tender document. I/we understand that if any of the above particulars is found to be false or misleading, our bid is liable to be summarily rejected at any stage and my/our company is liable to be blacklisted/debarred by IIT Dharwad for at least 3years.

Date: **Signature of the bidder with seal**
Place:

SELF-DECLARATION – NO BLACKLISTING

(Date)

The Assistant Registrar (C&S)
IIT Dharwad

Dear Sir,

Ref: Tender for AMC of ICT software services at IIT Dharwad

In response to the Tender Document for AMC of ICT software services at IIT Dharwad, I/ We hereby declare that presently our Company/ firm _____ is having an unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

We further declare that presently our Company/ firm _____ is not blacklisted or debarred and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission including violation of relevant labour laws.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our security deposit may be forfeited in full and the bid, if any to the extent accepted may be cancelled at any stage and the contract may be terminated and we shall be debarred from bidding in future against any other tender.

Yours faithfully,

Place: Signatures_____

Date: Name_____

                                                Seal of the Organization

FORMAT FOR PERFORMANCE GUARANTEE BOND

(To be typed on <u>Non-judicial stamp paper</u> of the value of Indian Rupees of One Hundred) (TO BE ESTABLISHED THROUGH ANY OF THE NATIONAL BANKS (WHETHER SITUATED AT HUBLI / DHARWAD OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT HUBLI / DHARWAD OR ANY SCHEDULED BANK SITUATED AT HUBLI / DHARWAD. BONDS ISSUED BY CO -OPERATIVE BANKS ARE NOT ACCEPTED.

To,
The Registrar,
Indian Institute of Technology Dharwad
Dharwad, Karnataka– 580011.

LETTER OF GUARANTEE

WHEREAS Indian Institute of Technology, Dharwad (Buyer) has invited Tenders vide Tender No _____Dt._____for '**AMC of ICT software services at IIT Dharwad**' AND WHEREAS the said tender document requires that any eligible successful tenderer (seller) wishing to supply the service in response thereto shall establish an irrevocable Performance Guarantee Bond in favor of **"Registrar, Indian Institute of Technology, Dharwad"** in the form of Bank Guarantee for Rs ----------- **Only**)(3% (three percent) of the contract value) and valid till **as per para 3(e) under Special Terms and Conditions** from the date of issue of Performance Guarantee Bond may be submitted within 15 (Fifteen) days from the date of Order Acknowledgment as a successful bidder.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said tenderer (seller) failing to abide by any of the conditions referred in tender document / purchase order / performance of the catering service this Bank shall pay to Indian Institute of Technology, Dharwad on demand and without protest or demur Rs _____**(Amount of PBG)**

This Bank further agrees that the decision of Indian Institute of Technology, Dharwad (Buyer) as to whether the said Tenderer (Seller) has committed a breach of any of the conditions referred in tender document / purchase order shall be final and binding.

We, ... (name of the Bank & branch) hereby further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the Tenderer (Seller) and/ or Indian Institute of Technology, Dharwad (Buyer).

Notwithstanding anything contained herein:
1. Our liability under this Bank Guarantee shall not exceed Rs_____.
2. This Bank Guarantee shall be valid up to _____ (date) and
3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if IIT Dharwad serves upon us a written claim or demand on or before _____ (date).

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at .... situated at _____ (Address of local branch).

Yours truly,

Signature and seal of the guarantor:

Name of Bank:

Address:

Date: