

Request For Proposal (RFP)
for
IT Facility Annual Management Service Contract
for
Indian Council of Medical Research
(Ministry of Health & Family Welfare)
Confidential
January, 2018

Indian Council of Medical Research,
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P.O. Box No. 4911
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Note: This document contains a total of 57 pages. No change in the document by the bidder is permissible.

Confidential

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DISCLAIMER

1. Though adequate care has been taken while preparing the RFP Document, the Bidders shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately. If no intimation is received from any Bidder within seven (07) days from the date of notification of RFP Document/ Issue of the RFP Document, it shall be considered that the RFP Document is complete in all respects.
2. I.C.M.R. reserves the right to modify, amend or supplement this RFP Document.
3. While this RFP Document has been prepared in good faith, neither I.C.M.R. nor their employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP Document, even if any loss or damage is caused by any act or omission on their part.

Place: New Delhi

Date: 29-08-17

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1. BID INFORMATION SHEET

The time schedules for various RFP related events are as follows:-

Document Description	RFP Document for Comprehensive IT Facility Annual Management Services Contract for Indian Council of Medical Research (ICMR Hqrs and ICMR Institutes) (Ministry of Health & Family Welfare)
RFP Document No.& Date	BIC/22/02/2016
Last date & Time of Submission of Response to RFP Document	13/02/2018 (17:00 Hrs)
Bid Opening (Technical Bids Only)	To be declared later
Declaration of bidders qualified for opening commercial bid	To be declared later
Validity of RFP	180 (One hundred eighty) days from the date of opening of RFP.
Cost of RFP Document (non-refundable)	Rs. 1000/- (inclusive of GST) to be submitted in the form of Demand Draft/Pay order/ Fixed Deposit Receipt/ Banker's Cheque or Bank Guarantee of the commercial banks/online payment in favor of "Director General, ICMR", payable at New Delhi along with the response to RFP Document in favor of "Director General, ICMR".
Bid Security/EMD	Rs 5,00,000/- (Rupees Five Lakhs Only) in the form of Demand Draft/Pay order/ Fixed Deposit Receipt/ Banker's Cheque or Bank Guarantee of the commercial banks/online payment in favour of "Director General, ICMR", payable at New Delhi valid for at least 45 days beyond the final bid validity period. (As per provision of GFR 170)
Name, Designation, Address and other details (For Submission of Response to RFP Document)	T Ramni Sr Administrative Officer Indian Council of Medical Research, V RamalingaswamiBhawan, Ansari Nagar East, New Delhi-110029
Important Note: Prospective Bidders are requested to remain updated for any notices/amendments/clarifications etc. to the RFP Document through the websites www.icmr.nic.in . No separate notifications will be issued for such notices/amendments/clarifications etc. in the print media or individually.	

2. INTRODUCTION

The Indian Council of Medical Research (ICMR), New Delhi, the apex body in India for the formulation, coordination and promotion of biomedical research. ICMR is one of the oldest medical research institutions which spearheads bio-medical and health research in the country. ICMR's mandate covers capacity building in research in the country; providing fellowships and funding to foster research in medical colleges and research/ academic institutions; initiate nationwide task force projects oriented to new knowledge generation, technology development, evaluation of products or interventions and generating evidence for programmatic improvement and policy, making it the foremost research body that works to promote, formulate, fund and co-ordinate biomedical research in India. ICMR works in close collaboration with all science ministries and departments as well as the department of health and ministry of AYUSH.

ICMR's research priorities are aligned to the nation's health priorities. Research has focused on maternal and child health, nutrition, communicable diseases and non-communicable diseases. The Council promotes biomedical research in the country through intramural and extramural research undertaken by a network of affiliated 25 National institutions/Research Institute/Regional Medical Research Centre and also supports Centres of Excellence in key areas to undertake cutting edge research. ICMR plays a crucial role in India's public health landscape. They are undertaking innovative or pioneering research by addressing problems associated with individual health as well as with public health.

Intramural research is carried out currently through the Council's 25 Research Institutes/Centres/Units. These include (i) 19 mission-oriented national institutes located in different parts of India that address themselves to research on specific areas such as tuberculosis, leprosy, cholera and diarrhoeal diseases, viral diseases including AIDS, malaria, kala-azar, vector control, nutrition, reproductive health, immunohaematology, oncology, medical statistics, etc; (ii) 6 Regional Medical Research Centres/Research Institute that address regional health problems, and also aim to strengthen or generate research capabilities in different geographic areas of the country, dealing with food & drug toxicology, viral diseases, handling microorganisms of highly infectious nature, prenatal diagnosis for neonatal retardation etc and supply of various animal models and feeds for experimental purposes.

Extramural research is promoted by ICMR through (i) Setting up Centres for Advanced Research in different research areas around existing expertise and infrastructure in selected departments of Medical Colleges, Universities and other non-ICMR Research Institutes. (ii) Task force studies which emphasize a time-bound, goal-oriented approach with clearly defined targets, specific time frames, standardized and uniform methodologies, and often a multicentric structure. (iii) Open-ended research on the basis of applications for grants-in-aid received from scientists in non-ICMR Research Institutes, Medical colleges, Universities etc. located in different parts of the country.

In addition to research activities, the ICMR encourages human resource development in biomedical research through (i) Research Fellowships (ii) Short-Term Visiting Fellowships. (iii) Short-Term Research Studentships. (iv) Various Training Programmes and Workshops conducted by ICMR Institutes and Headquarters.

Realizing the critical role of Information and communication technologies (ICT), the organization established Local Area Network (LAN) in ICMR. ICMR has installed and is managing Local Area Network (LAN) consisting of over around 4600 nodes spread across 25 institutes of ICMR. Internet access is provided through 2X2 Mbps line from NIC and 1Gbps line from NKN at each location. ICMR has established and managing Video Conferencing facility at eight major institutes of ICMR. Recently ICMR has signed an MoU with the project ECHO for setting up ICT enabled communication across the network. The facility is being used extensively for National and International Conferencing and meetings. ICMR is also managing centralized email and antivirus services.

The ICT setup at ICMR is being used extensively for facilitating and managing research activities which include developing and managing epidemiological, biochemical, clinical and patient data on various diseases including sensitive diseases such as Leprosy, tuberculosis, STDs etc.

Document Purpose

The comprehensive IT FMS is imperative for maintenance of all IT assets, liaising with vendors, providing support for internet, intranet, video conferencing, network management etc. as and when required. The RFP is restricted for Public Sector Undertaking (PSU) / Society under GoI only as the ICMR Hqs and ICMR institutes are dealing with the clinical/biomedical/sensitive data.

3. Definitions

- “Request for Proposal (RFP)” means all Volumes and its Annexures and any other documents provided along with this RFP or issued during the course of the selection of bidder, seeking a set of solution(s), service(s), materials and/or any combination of them.
- “Contract / Agreement / Contract Agreement / Master Service Agreement” means the agreement to be signed between the successful bidder and ICMR, including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
- “Bidder” means any Public Sector Undertaking (PSU) / Society under GoI offering the solution(s), service(s) and /or materials as required in the RFP. The word Bidder when used in the pre-award period shall be synonymous with parties bidding against this RFP, and when used after award of the Contract shall mean the successful party (System Integrator (SI)) with whom the agreement is signed for rendering of services for implementation of this project.
- “Proposal / Bid” means the Pre-Qualification, Technical and Commercial bids submitted for this project against this RFP.
- “AMC” shall mean Annual Maintenance Contract.
- “CAMSC” Comprehensive Annual Maintenance Service Contract.
- “Authorized Signatory” shall indicate the authorized person/signatory who can discuss and correspond with the ICMR, with regard to the obligations under the contract.
- “Bid” shall mean the Commercial and the Price Bid submitted by the Bidding Company/Bidder/Bidder along with all documents /credentials/ attachments, formats, etc., in response to this RFP Document, in accordance with the terms and conditions hereof;
- “Bidding Company” shall refer to such single Company that has submitted the response in accordance with the provisions of this RFP Document;
- “Bid Deadline” shall mean the last date and time for submission of Bid in response to this RFP document as specified in information Sheet of this document including all amendments thereto;
- “Chartered Accountant” shall mean a person practicing in India or a firm whereof all the partners practicing in India as a Chartered Accountant(s) within the meaning of the Chartered Accountants Act, 1949;
- “Company” shall mean a body corporate incorporated in India under the Companies Act, 1956 or the Companies Act, 2013, as applicable;
- “Contract” shall mean the Contract signed by the Parties and all the attached documents listed in the RFP document, also including all amendments / clarifications thereof;
- “FMS” shall mean Facility Management Service;
- “ICMR” shall mean Indian Council of Medical Research (ICMR Hqrs and ICMR Institutes) (An Autonomous Body under MOHFW)

- “MOHFW” shall mean Ministry of Health & Family Welfare
- “OEM” shall mean Original Equipment Manufacturer;
- “Selected Bidder or Successful Bidder” shall mean the eligible Bidder who has been selected based on this RFP Document issued by ICMR;
- “Services” shall mean requirements defined in this RFP Document including all necessary and additional services associated thereto to be delivered by the bidder
- “RFP Document” shall mean the bidding document issued by ICMR including all Flowcharts, Drawings, Photographs, Formats & Annexures etc. vide RFP Document no. BIC/22/02/2016 dated 22.01.2018 and also including all amendments / clarifications thereof;
- “The Goods” means all the material/ services, which the Vendor is required to supply to the Organizational Authority under the Contract;
- “The Government” means the Government of India.
- “Day” means calendar day;
- “Week” means calendar week;
- “Month” means calendar month;
- “TEC” means Technical Evaluation Committee;

4. Bid Information and Instructions to Bidders

4.1 Technical and Commercial Eligibility and BID format

➤ **Bidder Eligibility Criteria:**

- The bidder should be a Public Sector Undertaking (PSU) / Society under Govt undertaking. Bidder preferably should have direct presence across India, particularly in the cities where ICMR has institutes. Proof of the same should be enclosed.
- Bidder should be registered with the GST Council with GST number.
- Minimum three years experience in Information Technology –wired/wireless Internet/LAN Network Management, Cloud services/Server management.
- Bidder should have completed, in last three financial year (i.e. current year and two previous financial years) at least one similar assignments of amount Rs.25 Lacs each or above, preferably for Govt. Dept. /Undertaking / PSE etc. Preference will be given to multiple site assignments.

➤ **Bidding Process :**

- The bidders should submit their proposal in (Hard copy and Soft copy) in sealed envelope with the documents in support of the EMD, general format, scope, and comprehensive details. The bidders satisfying the technical requirements of the facility management Services RFP as asked by ICMR and accepting the Terms and conditions of this document shall be short-listed and may be called for a presentation.
- ICMR reserves the right to change above bidding process.
- Quality and Cost Based Selection (QCBS) method will be used as per the Rule 192 of GFR, 2017.
- Additional features / enhancements offered by the bidder, over and above the ones asked for in the RFP documents, shall not be considered for evaluation of bids

4.2 Instructions to Bidders

- The cost of bidding and submission of RFP documents is entirely the responsibility of bidders, regardless of the conduct or outcome of the process.
- **Language of Bids:** The bid and supporting documents shall be submitted in English.
- **Period of Bid validity:** The bids shall be valid for a period of **180 days** from the closing date of the bid.
- **Format and Signing of bid:** Each page of the bid document should be numbered as 'page n of total x pages'. Each page of the bid document must be signed and duly stamped by an authorized person of the bidding firm. Each bid will be submitted in the legal name of the Bidder.

- **Last Date and Time for acceptance of Bids:** Duly completed Bids along with all supporting documents should reach the address given by latest by **13-02-2018 1700 Hours**. Incomplete bids shall summarily be rejected.
- **Signing of Contract:** The successful bidder shall be required to enter into a Service Level Agreement with ICMR.
- **Enclosures of RFP Document:** The bidder must submit the following documents with the RFP:
 - Point wise compliance of the each clause enumerated in the RFP document.
 - Pre-Bid.
 - Technical Bid.
 - Financial Bid.
 - Signed Copy of the RFP Document.
 - E.M.D amount of Rs.5 Lakhs in the form of Demand Draft/Pay order/ Fixed Deposit Receipt/ Banker's Cheque or Bank Guarantee of the commercial banks/online payment in favour of "Director General, ICMR", payable at New Delhi valid for at least 45 days beyond the final bid validity period. (As per provision of GFR 170). Any deviation with the RFP document should be clearly stated with the reasons thereof, as per Technical deviation format given.
 - Bids without supporting documents will not be entertained.
- **Mode of Bids Submission:** The bid, complete in all respect should be dropped in the box (available at ICMR's reception) or should be sent by post in the name of **The Director General, Indian Council of Medical Research, V Ramalingaswami Bhawan, Ansari Nagar East, New Delhi-110029**.
- Incomplete bids shall be summarily rejected.
- Any bid received after due date & time will not be entertained and considered.
- **Method of Submission**
The response to RFP Document should be in double bid systems and its details are given below:-
 - i) **Covering Envelope** – Super scribed as "Covering Envelope containing cost of the RFP document Demand Draft/Pay order/ Fixed Deposit Receipt/ Banker's Cheque or Bank Guarantee of the commercial banks/online payment in favour of "Director General, ICMR", payable at New Delhi (As per provision of GFR 170) towards EMD" at the top of the Envelope; and "Name & Address of the Bidder" on the left hand side bottom;

It should be addressed to ICMR and shall contain:

A. Covering Letter as per Format - 1.

- B. DD/Pay order Rs. 1000/- towards the cost of the RFP document
- C. EMD of Rs.5,00,000/- (DD/Pay Order)

ii) **“Techno-Commercial Envelope”** - Super scribed as “Techno-commercial Proposal in response to RFP Document _____ (Mention the RFP Document No)” at the top of the Envelope; and “Name & Address of the Bidder” on the left hand side bottom;

This envelope shall be sealed and shall contain the required documents as mentioned in this document.

iii) **“Financial Envelope”** - Super scribed as “Financial Bid in response to RFP Document _____ (Mention the RFP Document No)” at the top of the Envelope; and “Name & Address of the Bidder” on the left hand side bottom;

It shall be sealed and shall contain the Financial bid as per the format mentioned in Section 9 - Format 5.

The Sealed Covering Envelope, Techno-commercial envelope and the Financial Envelope shall be placed in a bigger envelope which shall have the following Sticker:

Response to RFP Document for “Comprehensive IT Facility Annual Management Services at Indian Council of Medical Research (ICMR)”	
RFP Document No.	
Last Date of Submission	
Date and Time of Opening of Techno-Commercial Bids	
Bids Submitted by	(Enter Full name and address of the Bidder)
Authorized Signatory	(Signature of the Authorized Signatory) (Name of the Authorized Signatory) (Stamp of the Bidder)
Bid Submitted to	Director General Indian Council of Medical Research V RamalingaswamiBhawan, Ansari Nagar East, New Delhi-110029

Important Note: The Bidders shall not deviate from the naming and the numbering formats mentioned above, in any manner.

5. BID EVALUATION

5.1 Criteria for Evaluation

- I. The overall objective of this evaluation process is to select the capable and qualified PSU/Society in the business domain of developing and rolling out hardware and other infrastructure, providing associated capacity building, training and handholding support as well as associated managed services and who will provide a comprehensive solution towards Supply, Installation, Testing, Commissioning and Operations & Maintenance of hardware provisioning for setting up of IT-FMS at ICMR.
- II. The competitive bids shall be evaluated in the following stages:
 - Stage 1 – Pre-Qualification (PQ) Criteria
 - Stage 2 – Technical Qualification Criteria (Technical Bid)
 - Stage 3 – Financial Bid
- III. The first stage would be to evaluate the bidders' credentials as per the Pre-Qualification Criteria mentioned in Section Table 5.1. The bidders having successfully cleared ALL the Pre- Qualification criteria will only be allowed for Technical Bid Opening.
- IV. The technical score of all the bidders would be calculated as per the criteria mentioned in Table 5.2. All the bidders who achieve at least 70 marks in the technical evaluation would be eligible for the next stage, i.e. Financial Bid opening.
- V. Proposals of Companies would be evaluated as per Technical Evaluation Criteria. Bidders should clearly indicate, giving explicit supporting documentary evidence, with respect to the above, in absence of which their proposals will be rejected summarily at the qualification stage itself.

5.1.1 Pre-Qualification Criteria

TEC will evaluate the Bid based on each criterion mentioned in this document and satisfy itself beyond doubt on the Bidder's ability / position to meet the criteria. Those Bidders who qualify on ALL the criteria as brought out in table below will only be considered as "Qualified under Stage 1" of evaluation and will be considered for evaluation under Stage-2.

Those Bidders who do not qualify at Stage 1 will not be considered for any further processing. The EMD money in respect of such Bidders will be returned on declaration of Successful Bidder. It is therefore advised that only those Bidders who are sure of meeting all the eligibility criteria respond to this RFP process. Evaluation of eligibility criteria will be as per the information/ response provided by the bidder and the supporting documents as mentioned below:

Table 5.1

S. No.	Pre-Qualification Criteria	Proof Required
1	The PSU/Society should be an entity registered in India under the Company Act,1956 or Society Registration Act for last 5 years as on 31st March, 2017	Copy of Certificate of Incorporation / Registration
2	Overall Turnover Average annual turnover of the PSU/Society during the last three Financial years 2014-15, 2015-16, 2016-17from IT infrastructure services should be at least INR 50 crores.	<p>Audited financial statements (reflecting overall turnover)/ annual report containing financial statement for the last three financial years</p> <p>A certificate duly certified by the statutory auditor/CA of the bidder clearly mentioning the average annual turnover of the bidder from Network services.</p> <p>As per Format – 8</p> <p>Note: In case turnover in foreign currency, the value should be shown in INR as per the conversion rate prevailing at that time.</p>
3	PSU/Society should have a positive Net Worth as on 31st March 2017or at the closing of the previous financial year.	<p>Statutory Auditor's certificate, and certificate of Audited Profit and Loss Statement and Balance Sheet</p> <p>Annual report of the bidder containing financial statement (Profit and Loss Statement and Balance Sheet)</p> <p>As per Format – 9</p>
4	The PSU/Society should have a valid Service Tax Registration and Income Tax returns and PAN card.	<p>Copy of Service Tax Registration</p> <p>Income Tax returns for last 3 financial years(till 2016-17)</p> <p>Statutory Audit report from CA for last 3financial years(till 2016-17)</p> <p>Copy of PAN card</p>

5	As on date of submission of the bid, the PSU/ Society should not be blacklisted by any Government entity in India.	Certificate duly signed by authorized signatory As per Format – 11
6	Letter of authorization from OEM	The PSU/ Society should be an authorized representative of the OEMs. A letter of authorization from original manufacturer must be furnished. As per Format-10

5.1.2 Technical Qualification Criteria

This evaluation will be carried out on a total score of 100 on the basis of the following evaluation parameters defined in this section. (Format 4)

Table 5.2

S. No	Criteria	Max Criteria/ Sub Criteria Marks
1	Company Profile	20
2	Past Experience of the bidder in Network Solutions	30
3	PAN India Presence	20
4	Work Plan, approach, proposed methodology and Technical Presentation	20
5	Coordination with ISP Provider	10
	Total Points	100

5.2 Techno-Commercial Evaluation:

- Depending on the evaluation criteria mentioned in Table 5.2, each Technical Bid will be assigned a technical score out of a maximum of 100 Marks.
- Only the bidders, who score a Technical score of 70 (Seventy) or more, will qualify for the financial bid evaluation.

- The score of the bidder who secures the highest Technical Score will be taken as 100 and the Scores of other bidders will be normalized using the following formula.

Normalized Technical Score of a Bidder $T_n = \{\text{Technical Score of the bidder } T_b / \text{Score of the Bidder with the highest technical score } T_{\max}\} \times 100\}$ (adjusted to 2 decimals)

5.3 Financial Bid Evaluation

- I. The Financial Bids of technically qualified PSUs/ Society (i.e. scoring ≥ 70 marks) will be opened on the prescribed date in the presence of bidder representatives.
- II. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- III. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- IV. Any conditional bid will be rejected.
- V. Errors & Rectification: Arithmetical errors will be rectified on the following basis: “If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.
- VI. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
- VII. In the event that there are 2 or more bidders having the same value in the financial bid, the bidder securing the highest technical score will be adjudicated as the “Best responsive bid” for award of the Project.

Bidders qualified after Techno-Commercial evaluation shall be notified of financial bid opening date & time. Representative of qualified bidders desirous of attending the financial bid opening may join the same at scheduled date and time at ICMR, New Delhi office.

- The financial evaluation shall be based in accordance with the following criteria –
 - The bidder with the lowest total cost will be awarded a score of 100.
 - Scores of other bidders will be normalized using the following formula.

Normalized Financial Score of a Bidder $F_n = \{(\text{cost of the bidder with the lowest cost } F_{\min} / \text{total cost of the bidder } F_b) \times 100\}$ (adjusted to 2 decimals)

The complete financial proposal (Ref: Format 5) consists of the following:

1. **Covering Letter**
2. **Table-A: Cost Break Up**

Evaluation of the bid will be done on the basis of **Total Cost towards comprehensive IT FMS (TC)** at **Sl. No. 3 in Table-A: Cost Break-up** in Section 9, Format 5) inclusive of all taxes & duties. Contract will be awarded to the bidder, whose Total cost (TC) as per financial proposal in Section 9, Format - 5) has been determined to be lowest evaluated offer after evaluating the technical offers.

Contract can be awarded even if only one bidder qualifies technical offer. However, ICMR reserves the right to take appropriate decisions in such case and shall not be binding on the ICMR to award the contract.

The format for financial bid is placed in Section 9 **Format 5**.

➤ **Ranking of Bidders**

- For the purpose of ranking the bids, a weightage of 70:30 for the technical proposal and financial proposal will be given to determine the ranking of bidders. The composite score of a bidder shall be calculated as under:

Composite Score = 0.70 x Normalized Technical Score T_n + 0.30 x Normalized financial Score F_n

- The Best Value Bid will be the one with the highest Composite Score.
- In the event the bid composite bid scores are 'tied', the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project."

6.SPECIAL CONDITIONS OF CONTRACT (SCC)

6.1 Terms of Reference

➤ Brief Requirements

Through this document, ICMR is looking for an outsourced partner to provide **IT Infrastructure Managed Services** at their various locations in India.

IT Infrastructure Managed Services Requirement brief

Provision of Resources of different skill set and Requirement of Resources in Different locations as per following:

S No	No of Nodes	Staff	Total Post	site	Total Staff
1	1 - 100	1. Network Engineer (One)	1	15	15
2	101 - 200	1. Network/Security/Video & Voice Operator cum Field Engineer(One) 2. Network Engineer (One)	2	4	8
3	201 - 300	1. Sr. Network/Security/Video & Voice Operator cum Field Engineer (One) 2. Network/Security/Video & Voice Operator cum Field Engineer (One) 3. Network Engineer (One)	3	4	12
4	301 - 400	1. Network Administrator (One) 2. Security Administrator (One) 3. Sr. Network/Security/Video & Voice Operator cum Field Engineer (One) 4. Network Engineer (One)	4	2	8
5	401 - 500	1. System Administrator (One) 2. Network Administrator (One) 3. Sr. Network/Security/Video & Voice Operator cum Field Engineer (Two) 4. Network Engineer (One)	5	2	10
6	500 - 600	1. Project Manager (One) 2. Sr. System Administrator (One) 3. Sr. Network Administrator (One) 4. Sr. Network/Security/Video & Voice Operator cum Field Engineer (Two) 5. Network Engineer(One)	6	0	0
7	Above 600	1. Project Incharge (One) 2. Project Manager (One) 3. Sr. System Administrator (One) 4. Sr. Network Administrator (One) 5. Sr. Network/Security/Video & Voice	8	1	8

		Operator cum Field Engineer (Three) 6. Network Engineer (One)			
			Total	28	61

Total Requirement of Resources:

Project Incharge	1
Project Manager	1
Sr. System Administrator	1
Sr. Network Administrator	1
System Administrator	2
Network Administrator	4
Security Administrator	2
Sr. Network/Security/Video & Voice Operator cum Field Engineer	13
Network/Security/Video & Voice Operator cum Field Engineer	8
Network Engineer	28
Total	61

Current Availability of Nodes in Different locations:

S. No.	Institute Name and Location	Nodes
1	ICMR HQ - Delhi	615
2	NIMS, New Delhi	75
3	NIOP New Delhi	84
4	NIMR, New Delhi	310
5	ICPO, Noida- UP	145
6	NIRRH, Mumbai	230
7	NIIH, Mumbai	55
8	NICED, Kolkata	285
9	NARI, Pune	430
10	NIV, Pune	470
	A. ERC, Mumbai	38
	B. MCC, Pune	76
11	NIREH, Bhopal	60
12	NIN, Hyderabad	350
13	ICMR-National Animal Resource Facility for Biomedical Research (NARFBR)	Not Required
14	NIE, Chennai	175
15	ICMR-National Institute for Reserch in Tuberculosis (NIRT)	Not

		Required
16	NJIL&OMD, Agra	81
17	NIOH, Ahmedabad	105
	A. ROHC, Kolkata	25
	B. ROHC, Bangalore	25
18	NCDIR, Bangalore	60
19	RMRIMS, Patna	230
20	VCRC, Puducherry	Not Required
	A. CRME, Madurai	35
21	National Institute of Traditional Medicine, Belagavi	45
22	NIRTH, Jabalpur	128
23	RMRC, Port Blair	85
24	RMRC, Dibrugarh	270
25	RMRC, Bhubneshwar	80
26	DMRC, Jodhpur	72
	Total	4579

Detailed requirement per location:

S. No.	Institute Name and Location	Nodes	Positions		
			S. No.	Position	Number
1	ICMR HQ - Delhi	615	1	Project Incharge	1
			2	Project Manager	1
			2	Sr. System Administrator	1
			3	Sr. Network Administrator	1
			4	Sr. Network/Security/Video & Voice Operator cum Field Engineer	3
			5	Network Engineer	1
				TOTAL	8
2	NIMS, New Delhi	75	1	Network Engineer	1
				TOTAL	1
3	NIOP New Delhi	84	1	Network Engineer	1
				TOTAL	1

			1	Network Engineer	1
				TOTAL	1
4	NIMR, New Delhi	310	S. No.	Position	Number
			1	Network Administrator	1
			2	Security Administrator	1
			3	Sr. Network/Security/Video & Voice Operator cum Field Engineer	1
			5	Network Engineer	1
				TOTAL	4
5	ICPO, Noida-UP	145	S. No.	Position	Number
			1	Network/Security/Video & Voice Operator cum Field Engineer	1
			2	Network Engineer	1
				TOTAL	2
6	NIRRH, Mumbai	230	S. No.	Position	Number
			1	Sr. Network/Security/Video & Voice Operator cum Field Engineer	1
			2	Network/Security/Video & Voice Operator cum Field Engineer	1
			3	Network Engineer	1
				TOTAL	3
7	NIIH, Mumbai	55	S. No.	Position	Number
			1	Network Engineer	1
				TOTAL	1
8	NICED, Kolkata	285	S. No.	Position	Number
			1	Sr. Network/Security/Video & Voice Operator cum Field Engineer	1
			2	Network/Security/Video & Voice Operator cum Field Engineer	1

			3	Network Engineer	1
				TOTAL	3
9	NARI, Pune	430	S. No.	Position	Number
			1	System Administrator	1
			2	Network Administrator	1
			3	Sr. Network/Security/Video & Voice Operator cum Field Engineer	2
			4	Network Engineer	1
				TOTAL	5
10	NIV, Pune	470	S. No.	Position	Number
			1	System Administrator	1
			2	Network Administrator	1
			3	Sr. Network/Security/Video & Voice Operator cum Field Engineer	2
			4	Network Engineer	1
				TOTAL	5
10A	ERC, Mumbai	38	S. No.	Position	Number
			1	Network Engineer	1
				TOTAL	1
10B	MCC, Pune	76	S. No.	Position	Number
			1	Network Engineer	1
				TOTAL	1
11	NIREH, Bhopal	60	S. No.	Position	Number
			1	Network Engineer	1
				TOTAL	1
12	NIN, Hyderabad	350	S. No.	Position	Number
			1	Network Administrator	1
			2	Security Administrator	1
			3	Sr. Network/Security/Video & Voice Operator cum Field Engineer	1
			4	Network Engineer	1
				TOTAL	4

13	NARFBR, Hyderabad	NR	Not Required														
14	NIE, Chennai	175	<table border="1"> <thead> <tr> <th>S. No.</th> <th>Position</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Network/Security/Video & Voice Operator cum Field Engineer</td> <td>1</td> </tr> <tr> <td>2</td> <td>Network Engineer</td> <td>1</td> </tr> <tr> <td></td> <td>TOTAL</td> <td>2</td> </tr> </tbody> </table>			S. No.	Position	Number	1	Network/Security/Video & Voice Operator cum Field Engineer	1	2	Network Engineer	1		TOTAL	2
S. No.	Position	Number															
1	Network/Security/Video & Voice Operator cum Field Engineer	1															
2	Network Engineer	1															
	TOTAL	2															
15	NIRT, Chennai	NR	Not Required														
16	NJIL&OMD, Agra	81	<table border="1"> <thead> <tr> <th>S. No.</th> <th>Position</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Network Engineer</td> <td>1</td> </tr> <tr> <td></td> <td>TOTAL</td> <td>1</td> </tr> </tbody> </table>			S. No.	Position	Number	1	Network Engineer	1		TOTAL	1			
S. No.	Position	Number															
1	Network Engineer	1															
	TOTAL	1															
17	NIOH, Ahmedabad	105	<table border="1"> <thead> <tr> <th>S. No.</th> <th>Position</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Network/Security/Video & Voice Operator cum Field Engineer</td> <td>1</td> </tr> <tr> <td>2</td> <td>Network Engineer</td> <td>1</td> </tr> <tr> <td></td> <td>TOTAL</td> <td>2</td> </tr> </tbody> </table>			S. No.	Position	Number	1	Network/Security/Video & Voice Operator cum Field Engineer	1	2	Network Engineer	1		TOTAL	2
S. No.	Position	Number															
1	Network/Security/Video & Voice Operator cum Field Engineer	1															
2	Network Engineer	1															
	TOTAL	2															
17A	ROHC, Kolkata	25	<table border="1"> <thead> <tr> <th>S. No.</th> <th>Position</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Network Engineer</td> <td>1</td> </tr> <tr> <td></td> <td>TOTAL</td> <td>1</td> </tr> </tbody> </table>			S. No.	Position	Number	1	Network Engineer	1		TOTAL	1			
S. No.	Position	Number															
1	Network Engineer	1															
	TOTAL	1															
17B	ROHC, Bangalore	25	<table border="1"> <thead> <tr> <th>S. No.</th> <th>Position</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Network Engineer</td> <td>1</td> </tr> <tr> <td></td> <td>TOTAL</td> <td>1</td> </tr> </tbody> </table>			S. No.	Position	Number	1	Network Engineer	1		TOTAL	1			
S. No.	Position	Number															
1	Network Engineer	1															
	TOTAL	1															
18	NCDIR, Bangalore	60	<table border="1"> <thead> <tr> <th>S. No.</th> <th>Position</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Network Engineer</td> <td>1</td> </tr> <tr> <td></td> <td>TOTAL</td> <td>1</td> </tr> </tbody> </table>			S. No.	Position	Number	1	Network Engineer	1		TOTAL	1			
S. No.	Position	Number															
1	Network Engineer	1															
	TOTAL	1															
19	RMRIMS, Patna	230	<table border="1"> <thead> <tr> <th>S. No.</th> <th>Position</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Sr. Network/Security/Video</td> <td>1</td> </tr> </tbody> </table>			S. No.	Position	Number	1	Sr. Network/Security/Video	1						
S. No.	Position	Number															
1	Sr. Network/Security/Video	1															

				& Voice Operator cum Field Engineer	
			2	Network/Security/Video & Voice Operator cum Field Engineer	1
			3	Network Engineer	1
				TOTAL	3
20	VCRC, Puducherry	NR	Not Required		
20A	CRME, Madurai	35	S. No.	Position	Number
			1	Network Engineer	1
				TOTAL	1
21	NITM, Belgavi	45	S. No.	Position	Number
			1	Network Engineer	1
				TOTAL	1
22	NIRTH, Jabalpur	128	S. No.	Position	Number
			1	Network/Security/Video & Voice Operator cum Field Engineer	1
			2	Network Engineer	1
				TOTAL	2
23	RMRC, Port Blair	85	S. No.	Position	Number
			1	Network Engineer	1
				TOTAL	1
24	RMRC, Dibrugarh	270	S. No.	Position	Number
			1	Sr. Network/Security/Video & Voice Operator cum Field Engineer	1
			2	Network/Security/Video & Voice Operator cum Field Engineer	1
			3	Network Engineer	1
				TOTAL	3

25	RMRC, Bhubneshwar	80	S. No.	Position	Number
			1	Network Engineer	1
			TOTAL		1
26	DMRC, Jodhpur	72	S. No.	Position	Number
			1	Network Engineer	1
			TOTAL		1

➤ **IMS Scope of Work at Sites:**

Service Provider will be contracted to provide IMS for IT infrastructure. Service Provider will place required people at different locations of the client.

➤ **Monitoring**

An independent committee will monitor the activities of the selected firm. ICMR Technical Advisory committee will decide the members of the committee. This committee will also responsible for midterm review of the progress of the work and review of the final draft report. Day-to-day activities/work can be monitored by the head of the respective institute of ICMR.

Different designated people will have following job profile.

1. Project Incharge: Project Incharge will be placed in Delhi and will coordinate with the teams at all ICMR locations. The Project Incharge will ensure that IT FMS teams at all the locations are working efficiently and team members deliver the required services at different locations timely and efficiently. He/She will act as responsible contact regarding cyber security and other communications with the Government of India.

2. Project Manager: Project Manager will organize, coordinate and motivate teams at host institute and regional. The Project Manager will ensure team members deliver the required services at different locations timely and efficiently.

3. Sr. Network Administrator/Network Administrator: The network administrator will ensure that the network of client is up and running. The Network Administrator will manage network software and hardware, Network security etc.

4. Sr. System Administrator/ System Administrator: System Administrator will ensure that systems (compute servers and other hardware) including OS and software remains up and running. The system administrator will ensure installation, configuration of new systems; regular updates of the systems including OS and periodical backup of system and data.

5. Security Administrator: The Security Administrator will frame cyber and network security policies for ICMR in consultation with the representatives of ICMR and IT-FMS team, ensure security policy compliance, manage software, hardware and Network security etc. Periodically scan all the systems for virus. Updating of antivirus in all computers.

6. Sr. Network/Security/Voice & Video Administrator cum field engineer: Ensure that Video conference setup is running properly and also coordinate/organize/facilitate video conferencing support for various meetings and activities.

7. Network/Security/Voice & Video Administrator cum field engineer: will be responsible for configuration and management and troubleshooting of networks, desktops, peripherals, LAN maintenance etc.

8. Network Engineer: will be responsible for troubleshooting of networks, desktops, peripherals, LAN maintenance etc.

The IMS will have to carry out following activities / works and look after following areas:

➤ **Hardware**

- Management of IT infrastructure.
- Resolution of user calls related to Servers / Desktop / Laptop computers, printers, networking etc. (day to day problem fixing);
- Troubleshooting and resolution of computer hardware problems related to laptops, printers, monitors, CPU, Keyboard, Mouse, LAN, switches etc;
- Complete server administration;
- Troubleshooting of hardware related problems and coordination with vendors for warranty, spare replacements etc. and submit requirements to ICMR for further necessary actions. ICMR will purchase/repair the hardware as per the Government of India rules.
- Daily Backup and restoration of data on servers
- Provide support for in-house/office software;
- Monitoring and troubleshooting LAN / WAN / VPN / intranet etc.
- Daily call and resolution reporting, infrastructure health status reporting, usage reporting, exception reporting.
- Timely Coordination with AMC vendors and recommendation to ICMR for initiation/renewal of AMC
- Coordinating with the AMC vendors for keeping the IT infrastructure up and running.
- ICMR will provide a list of compatible/approved brands for replacements/repairs of networking equipments under CAMSC. It will provide flexibility to the firm without compromising the quality.

➤ **Software**

- Updating and maintenance of software and data
- Periodic generation of required reports.
- Install / upgrade system software, operating systems and drivers.
- Problem diagnosis and rectification on Operating Systems available at the institute
- Configuration & management of accounts on Google Apps, Maintaining mail backups of user accounts and other system backups etc. Spam Monitoring etc. Storage media will be provided by ICMR for backup purpose.

➤ **Network Maintenance Services**

- Management of Wired and wireless LAN / WAN Network hardware and software.
- Configuring and maintaining logs of network activity. Generating periodic reports of network activity.
- Network Troubleshooting – Wired and wireless LAN, Internet, Intranet by coordination with the vendor.
- Restoration of connectivity of node with the Server. Rectification of fault in wired and wireless LAN point, Patch cord and RJ-45 I/Os.
- Assistance to users to log on to the network.
- Configuration of printers and other Network peripherals on the network.
- Attending corrective maintenance calls related to restoration of networking of hubs / switches / routers and other active components.

➤ **Back-Office Support**

- Escalated support available from certified professional, in case staff is unable to complete the task as and when required.
- Technical specialists available for onsite support on complex problems as and when required.
- Online telephonic technical assistance should also be available from the technical specialists as and when required.

➤ **Vendor Co-ordination**

- Maintaining database of the various vendors (Application software, Website, CAMSC, Warranty service providers etc.) with details like contact person, telephone numbers, escalation matrix, response time and resolution time commitments etc.
- Logging calls with vendors.
- Coordinating with the vendors to get the problems resolved.

➤ **Asset Management**

- Asset tracking and analysis of IT equipment, Software Media and Software licensees available with the Institute
- Periodic reports on pirated software load, availability and requirement of genuine software in the Institute
- Required action should be requested to ICMR for further necessary action.

➤ **Virus / Spam Control Services**

- Formulation of Network security policies in consultations with ICMR representatives
- Implementing and monitoring compliance with the developed policies in ICMR
- Installation of Antivirus software, Manage Antivirus Server
- Diagnose and rectify any virus related problems
- Antivirus software will be provided by ICMR.
- Any other activity / duties assigned to staff which is necessary for ICMR to have and bidder can provide for smooth functioning of ICMR.

➤ **Instructions to Bidders**

- Bidder shall create a process document for carrying out the IT-FMS and submit the same to the customer within one month of the award of the contract. This document shall clearly define all the processes to be undertaken by the bidder and standard operating procedures (SOP), the processes involved to meet all the requirements in the scope of work and SLA.
- Bidder will provide the sufficient resources to full fill service level requirements and availability as defined in this document.
- Bidder shall have to keep the call records updated with applicable call resolution time detail, exclusion etc., for all office locations in Excel on monthly basis. Complaint log report need to be submitted to ICMR on quarterly basis without fail along with the invoices, duly certified by each office Incharge.
- Escalation matrix shall be given for the staff and other activities so that backup supports ~~to~~ be available.

➤ **Service Level Agreement (SLA)**

- The availability / downtime of different category of services covered under this contract, viz. wired and wireless network Network/Internet, hardware and software resources etc. shall be calculated as per service level agreement and parameters for downtime calculations of different category of IT devices indicated in this document. The reference timings for calculating the same shall be as described below:
- Normal Working Timings: - The working timings are from 09:00 hrs to 17:30 hrs From Monday to Friday.
- Emergency Call services: - For emergency requirements, services should also be made available on holidays as and when required.
- The equipment shall be treated as not available or down from the time the call is registered through web/phone till the time equipments repaired and restored to the user to his/her satisfaction.
- Downtime that occurs for reasons not attributable to the Contractor will be excluded from the downtime calculation.
- If calls not closed by the end of the day preceeding customer's closed holiday, the holidays (including Saturdays) will not be considered for non-performance deductions.
- Availability/ downtime of individual systems will be monitored on day to day basis and shall be computed on quarterly basis.
- The non-performance deductions etc. shall be calculated and submitted to customer by the bidder as per parameters/methodology indicated in this document. Using the methodology indicated in the document customer shall certify the same.
- The parameter for Response and Resolution Time shall be applicable for all systems as per scope of work.
- Response Time is the total time taken by the bidder between registering the complaint through web/telephone
- Resolution Time is the total time taken by the bidder between registering the complaint through web/telephone at respective location and rectifying the fault.

- Failure to resolve the calls within the specified Resolution Time will result in Non-performance Deductions specified in this document.

➤ **Asset Management :**

- Create hardware & software asset database by recording information related to all the available hardware and software. Existing data already available for this purpose will be made available to the bidder. However, the same would have to be checked and updated by the bidder on his own by taking a physical census of all the equipments (Switches, Firewalls, Routers etc.) at the beginning of the contract period by the bidder at his own cost.
- Collect, check and update the asset database inventory details as and when required. Bidder shall record all information of new machines, movements within site/ locations, changes in configuration of machines, machines deleted or taken out of service etc. by noting the information available, collect any further required information from the OEM/ Principals/ third party as applicable, and also physically cross check the same, if required. Each asset being managed would be assigned a unique asset IDs per customer policy.
- Bidder shall put visible & durable tags on each asset (as applicable), indicating asset details, helpdesk contact details, Next action detail etc. at no additional cost to the customer.
- **Non performance charges:** are as per below detail: all call to be classified under critical ,essential and non-critical with clearly defined time resolution and their deduction as given below :

a) Fault Category

Fault category	Description
Critical	Business Operations Severely Impacted e.g. Complete Network Down. Server down due to software/operating system failure, non availability of backup of the system and system having critical data etc.
Essential	Business Operations Degraded Partial network down, non-critical servers down due to software/operating system failure, no backup available of the system
Noncritical	Low Impact Business Operations PC down due to network issues

b) Resolution Time Line

Category	Allowed individual call Response time(ICMR)	Allowed individual call response time(ICMR-HQ)	Allowed individual call response time(ICMR-Institutes)
Critical	1hours	1hours	1hours

Essential	4 hours	4 hours	4hours
Non-critical	6 hours	6 hours	6hours

c) Deductions

Sr. no.	Critically level	Deduction
1	Critical	Rs. 500/ per hours delay beyond defined resolution time
2	Essential	Rs. 400/ per hours delay beyond defined resolution time
3	Non-critical	Rs. 300/ per hours delay beyond defined resolution time

Dedicated Automatic System for tracking & record keeping: A dedicated 24 Hrs helpline ticketing system should be provided where user/s can register their complaints either by phone or by text without any additional cost for complain registering. After receiving complain one reference/token number should be automatically assigned to the user. The staff should have documentary evidence of successfully attending the complaint duly signed from the user before closing on the online system or the call should be closed by the user not by the FMS team member. The performance will be calculated based on the time recorded in the online complaint management system. One Administrator access of this system should be given to ICMR.

- Bidder shall also ensure the deployment of qualified & trained engineer other than the regular Project Incharge/ Project Manager as Service/support engineer to attend the IT infrastructure (including printer, desktops scanners Laptops and various peripherals including networking equipments) indicated in this document.
- Backup Support to staff should be trained in advance for the respective site and name, contact detail should be shared with ICMR to avoid any services delay in case of Project Manager or other staff absence/leave.
- The bidder shall ensure that all its personnel deputed for required services during the tenure of the agreement and any time thereafter strictly maintain confidentiality of all information relating to the work and shall not, unless so authorized in writing by ICMR, divulge or grant access to any information about the work or its results. The bidder and/or his deputed persons shall not destroy/alter any report, note and technical data relating to the operation/work and not required by ICMR. The obligation is continuing one and shall survive after the completion/termination of this agreement. Any violation in this regard may lead to the termination of the agreement by ICMR alongwith penalty of at least equivalent of Bank Guarantee submitted with ICMR.
- The bidder and/or his deputed personnel's shall indemnify and keep customer harmless and free from any/all claims arising under or by reason of this agreement or pertaining to licensing of any software deployed incidental or consequential to this contract, if such claim resulting from the fault and/or negligence or wilful act or omission of the higher authority of the bidder or its personnel deputed at customer's premises.

- The bidder and his deputed personnel shall maintain strict discipline and good conduct among its employees and shall abide by and conform to all the rules and regulations promulgated by the customer i.e. ICMR. In case if any unacceptable incident makes customer feel that the conduct of any of the bidder personnel is detrimental to customer interest, customer shall have the unqualified right to request the bidder for the removal of such a person either for incompetence, unreliability, misbehaviour, security reasons etc. while on or off the job. The bidder shall comply with any such request of customer to remove such personnel at the bidder's expense unconditionally. The bidder will be allowed a maximum of one week period to replace the identified personnel with a competent and qualified person at his own cost.
- The wages to be paid by the successful bidder to staff should not be less than the minimum wages as fixed by government authorities and as amended time to time.
- The bidder shall be responsible for compliance with all the statutory provisions relating to payment of wages/EPF/ESI, labour act etc in respect of personal deployed to ICMR.

6.2 Modus Operandi for Staff

➤ Modus Operandi

- **Requirements:** Refer Clause “Terms of Reference” of the RFP
- **Timings-** 9:00 AM to 5:30 PM – Monday to Friday
- **Call logging** –Through telephone, e-mail or by personally intimating the staff.
- **Call status and registering user feedback** – Closing of call on confirmation with the end-user. Unless the end-user is satisfied the status of the call will remain open.
- **Escalation** – IT Services of specialist for escalated support. Escalation matrix to be provided along with technical bid document.
- **Asset Management and equipment History** – Complete asset management and document the nature of problem occurring in a particular machine and identifying it to a particular component or software shall be maintained by project manager for ICMR(HQ) and its concerned Sub-Offices.
- **On-call support** for non-resident locations i.e. at Sub-Offices / Labs etc. in case of urgent cases.
- If the equipment is under warranty then the same should be repaired through the warranty provider else it will be done by bidder.
- All issues to be classified under critical, essential and non-critical with clearly defined resolution timelines.
- In case of absence/Leave, backup should be provided immediately and the backup staff should be sufficiently trained on the activities of the site.
- In case of Resign / transfer of the staff, replacement (with sufficiently trained as per the qualification and experience) should be immediate with no gaps in the support operations. Knowledge transfer to the new staff should be completed within the shortest possible time. If this is not followed strictly Rs.1000/- per day shall be deducted from the next due invoice.

- All processes and systems should be documented and approved by ICMR personnel for knowledge transfer purposes.
- In case of urgency staff would be called on Saturday/Sundays and holidays also.
- Bidder should provide each Staff with a mobile phone, at own cost, so that staff can be contacted in case of any services. All the mobile numbers have to be provided to ICMR. Bidder should ensure that mobile phones should be functional round the clock for prompt response. Bidder shall also provide some additional alternative contact numbers.
- ICMR has full right to call the staff on any day of the week round the clock without any additional charges.

➤ **Qualification and other conditions: -**

Skill Set Required for Different Designation:

Onsite Technical Service Personnel: The minimum qualifications and experience of the technical service personnel and their functional responsibilities would be as follows. It is expected that at least two technical service personnel will be available on site at all times.

S. No	Designation	Qualification with Experience	Skill Set
1	Project Manager	BE/B.Tech/MCA/M.Sc.(IT)/M.Sc.(CS) with 7 + Years of Relevant Experience OR ME/M.Tech with 5 + Years of Relevant Experience of managing a Team on a similar project and should have at least two relevant certification in the same area.	I) Inter Personal Skill II) Management of Team III) L2, L3, MPLS, VPN, Servers, DNS
2	Sr. Network Administrator	BE/B.Tech/MCA/M.Sc.(IT)/M.Sc.(CS) with 6 + Years of Relevant Experience OR ME/M.Tech with 4 + Years of Relevant Experience and should have relevant certification in the area of Networking.	I) BGP, OSPF II) L2, L3 III) VPN, Firewall
3	Network Administrator	BE/B.Tech/MCA/M.Sc.(IT)/M.Sc.(CS) with 4 + Years of Relevant Experience OR ME/M.Tech with 2 + Years of Relevant Experience and should have relevant certification in the area of	I) BGP, OSPF II) L2, L3 III) VPN, Firewall

		Networking.	
4	Sr.System Administrator	BE/B.Tech/MCA/M.Sc.(IT)/M.Sc.(CS)with 6 + Years of Relevant Experience OR ME/M.Tech with 4 + Years of Relevant Experience and should have relevant certification in Systems (Windows or LINUX).	I)Operating Systems II) Servers (Windows or Linux) III) DNS, DHCP, Proxy, AD
5	System Administrator	BE/B.Tech/MCA/M.Sc.(IT)/M.Sc.(CS)with 4 + Years of Relevant Experience OR ME/M.Tech with 2 + Years of Relevant Experience and should have relevant certification in Systems (Windows or LINUX).	I)Operating Systems II) Servers (Windows or Linux) III) DNS, DHCP, Proxy, AD
6	Security Administrator	BE/B.Tech/MCA/M.Sc.(IT)/M.Sc.(CS)with 4 + Years of Relevant Experience OR ME/M.Tech with 2 + Years of Relevant Experience and should have relevant certification in the area of Networking.	I)BGP,OSPF II)L2,L3 III) VPN, Firewall
7	Sr.Voice& Video Administrator	BE/B.Tech/MCA/M.Sc.(IT)/M.Sc.(CS)with 6 + Years of Relevant Experience OR ME/M.Tech with 4 + Years of Relevant Experience and should have relevant certification in the area of Networking or Video Conference administration.	I)VC Devices(Polycom/Tenbergs/Any) II) MCU, Visual Concerts III) SIP Servers
8	Voice & Video Administrator	BE/B.Tech/MCA/M.Sc.(IT)/M.Sc.(CS)with 4 + Years of Relevant Experience OR ME/M.Tech with 2 + Years of Relevant Experience and should have relevant certification in the area of Networking or Video Conference administration.	I)VC Devices(Polycom/Tenbergs/Any) II) MCU, Visual Concerts III) SIP Servers

9	Network Engineer	BE/B.Tech) in Computers/ Electronics/IT with 1 + Year of Relevant Experience. Or B.Sc. or Higher or Diploma(3 Years) in Computers/ Electronics/IT with 2 + Year of Relevant Experience.	I)Modems, L2 Circuits II) LL & LAN Maintenance III) Field level troubleshooting
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- Staff must have proficient knowledge of the English Language.
- Bio-data of posted staff should be submitted at ICMR.
- ICMR has right to replace the staff if not satisfied without assigning any other reasons.

➤ **Modus - Operandi for Comprehensive Onsite Maintenance:**

- Staff available at ICMR (HQ) shall do comprehensive onsite maintenance with the help of its other company staff available at ICMR (HQ) and other locations.

7. General Conditions of Contract (GCC)

7.1 Terms and Conditions

Rates: The charges quoted should include the entire infrastructure required to render the services without any hidden charges. All costs in the bid should be expressed in Indian Rupees without any dependence on exchange rate, duty or tax structure.

- No payment over and above the quoted charges will be made by ICMR. Except Service tax/GST as applicable shall be paid by ICMR.
- **Indemnity:** Bidder shall indemnify, protect and save ICMR against all claims, losses, costs, damages, expenses, legal suits and other proceedings, resulting from failure or mal-functioning of the equipment or facilities provided as above or resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the hardware, software and network equipment etc. It shall be at ICMR's discretion to enforce a penalty to make up for the losses incurred due to any of the above reasons.

Periodic Backup/ Preventive Maintenance: In the term periodic backup/preventive maintenance, the period for the particular will be decided by the ICMR i.e. hourly/daily/weekly/monthly etc.

- **Technical Inspection and Performance Evaluation:** ICMR may carry out a visit to the Bidders premises to assess the level of services and facilities etc. & performance evaluation (benchmarking) of solutions offered during the process of Technical Evaluation or thereafter, if required.

➤ **Payments:**

- Payments for Services will be made by ICMR monthly after completion of the services for the month on submission of invoice along with performance reports.

Note - In case of advance payment if any safeguard of ICMR in the form of Bank Guarantee is to be obtained from the bidder.

- In case of reduction in cost or in ward credit of GST, benefit shall accrue to ICMR.
- **Publicity:** Any publicity by the vendor in which the name of ICMR is to be used should be done only with the explicit written permission of ICMR. If vendor fails to do so, it shall be considered a breach of contract.
- **Performance Security:** - The successful bidder shall furnish, for the due and faithful fulfilment of the contract by him/her, an interest free security deposit in the form of Demand Draft/Pay order/ Fixed Deposit Receipt/ Banker's Cheque or Bank Guarantee of the commercial banks/online payment in favour of "Director General, ICMR", payable at New (As per provision of GFR 171) equivalent to 10% of the annual value of the contract valid for a period of 60 days beyond the date of completion of all the contractual obligation, which would be extended subsequently with the renewal of the contract. Bank Guarantee Performa is given in Format2.

- Security deposit will be forfeited in case of non-compliance of any terms and conditions of contract and government rules, regulations, instructions etc.
- The work would be initially awarded for one year, which may be extended on yearly basis for subsequent years (not exceed three year) if the performance of the bidder were found satisfactory. A request by bidder has to be made 3months before the expiry of the contract to ICMR for extension and renewal. ICMR in this regard has complete discretion on extension and renewal of the contract.
- **Force Majeure: -**
 - Notwithstanding the provisions of the RFP, the Bidder shall not liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its failure to perform its obligations under the contract is the result of an event of Force Majeure.
 - For purposes of this Clause, “Force Majeure” means an event beyond the control of the Bidder and not involving the Bidder and not involving the Bidder’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the client, either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
 - If a Force Majeure situation arises, the Bidder shall promptly notify the client in writing of such conditions and the cause thereof. Unless otherwise directed by the ICMR in writing, the Bidder shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event, the client may terminate this contract by giving a written notice of minimum 30days to the Bidder, if as a result of Force Majeure, the Bidder being unable to perform a material portion of the services for a period of more than 60 days.
- In case of any damage / theft of ICMR resources (Hardware / Software / Network /Database) sole responsibility lies on the bidder.
- In case of urgent / mission critical applications / failure bidders shall provide corrective maintenance support on Holidays / out of working hours.
- **Governing Law and Disputes**
 - All disputes, differences, claims and demands arising under or pursuant to or touching upon this contract shall be referred to the sole arbitrator constituted by the competent authority of ICMR. The award of the sole arbitrator shall be final and binding on both the parties under the provisions of the Arbitration and conciliation Act, 1996 or any statutory modification / re-enactment thereof for the time being in force. Such arbitration shall be held at New Delhi.
 - The vendor shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by ICMR or unless the matter is such that the work cannot

possibly be continued until the decision of the Arbitrator or the umpire, as the case may be, is obtained.

- The venue of the Arbitration shall be in Delhi. Any disputes would be subject to jurisdiction of Delhi courts only.

8. ANNEXURE 1

Letter for Invitation

Date: _____

Reference No: _____

From: Director General, Indian Council of Medical Research, V Ramalingaswami Bhawan, Ansari Nagar East, New Delhi-110029

Tel.#:

Fax#:

E-mail address#

To ,

XXXXXXXX

[Organization Name]

[Address Line1],

[Address Line2],

[Address Line3],

Subject: Request For Proposal (RFP) for Comprehensive IT Facility Annual Management Services Contract for Indian Council of Medical Research(Ministry of Health & Family Welfare) Confidential January, 2018

Dear Sir/Madam,

Greetings from ICMR...!

Indian Council of Medical Research an autonomous body under Ministry of Health and Family Welfare (MoHFW) is requesting for comprehensive IT Facility Annual Management Service Contract for Indian Council of Medical Research at New Delhi and its institutes located at different parts of the country through double bid system.

It is requested that after carefully reading all the terms and conditions of the RFP document, quotation includes Pre-Qualification, Technical bid and the Financial Bid sealed in a separate envelope may be submitted along with declaration that all the information and statements made in this Technical bid are true. Any misinformation or wrong information in the document will lead to disqualification. The timeline for submission of the proposal is {Date}{Time}.

For any further clarifications kindly get back to us.

Thank You

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Location: _____

Date: _____

9. FORMATS FOR BID SUBMISSION

The following formats are required to be submitted as part of the RFP Document. These formats are designed to demonstrate the Bidder's compliance with the Qualification Requirements set forth in Section 3 and other submission requirements specified in the RFP Document.

- i. Format of Covering Letter (Format 1)
- ii. Format for Performance Bank Guarantee (Format 2)
- iii. Compliance Sheet for Pre-Qualification (Format 3)
- iv. Format for Technical Bid (Format 4)
- v. Format for Covering letter of Financial Proposal and Financial Bid (Format 5)
- vi. Format for Draft Contract Agreement (Format 6)
- vii. Format for details of the Support personnel to be deployed at ICMR (Format 7)
- viii. Annual Turnover (Format 8)
- ix. Format for Statutory Auditor's Certificate for Furnishing Net worth Details (Format 9)
- x. Manufacturers'/Producers' Authorization Form (Format 10)
- xi. Declaration that the PSU/Society has not been blacklisted in last three years (Format 11)

The Bidder may use additional sheets to submit the information for his detailed response.

FORMAT-1

Covering Letter

(The covering letter should be on the Letter Head of the Bidding Company)

Date: _____

Reference No: _____

From: _____ (Insert name and address of Bidding Company)

Tel.#: _____

Fax#: _____

E-mail address# _____

To ,

**Director General
Indian Council of Medical Research
V RamalingaswamiBhawan,
Ansari Nagar East,
New Delhi-110029**

Sub: Response to RFP Document No-----dated ---- for RFP document for Comprehensive IT Facility Annual Management Service Contract at ICMR

Dear Sir,

We, the undersigned [insert name of the 'Bidder'] having read, examined and understood in detail the RFP Document hereby submit our response to RFP Document. We confirm that in response to the aforesaid RFP Document, we including have not submitted more than one response to RFP Document including this response to RFP Document. We are submitting application for Comprehensive IT Facility Annual Management Service Contract at ICMR Hqrs and at its Institutions

1. We give our unconditional acceptance to the RFP Document, dated [Insert date in dd/mm/yyyy], issued by ICMR. In token of our acceptance to the RFP Document, the same have been initialed by us and enclosed with the response to RFP Document.

2. We have enclosed EMD of Rs. (Insert Amount), in the form of DD/ Pay Order no.....[Insert DD/Pay Order number] dated [Insert date of DD/Pay Order].

3. We have submitted our response to RFP Document strictly as per Section 9 -Formats for Bid submission (Page 40 onwards) of this RFP Document, without any deviations, conditions and without mentioning any assumptions or notes in the said Formats. We are hereby submitting our Proposal, which includes Pre-Qualification, Technical bid and the Financial Bid sealed in a separate envelope.

4. We hereby unconditionally and irrevocably agree and accept that the decision made by ICMR in respect of any matter regarding or arising out of the RFP Document shall be binding on us. We hereby expressly waive and withdraw any deviations and all claims in respect of this process.

5. Familiarity with Relevant Indian Laws & Regulations:

We confirm that we have studied the provisions of the relevant Indian laws and regulations as required to enable us to submit this response to RFP Document, in the event of our selection as Successful Bidder.

6. We are enclosing herewith our response to the RFP Document with formats duly signed as desired by you in the RFP Document for your consideration.

7. It is confirmed that our response to the RFP Document is consistent with all the requirements of submission as stated in the RFP Document and subsequent communications from ICMR.

8. The information submitted in our response to the RFP Document is correct to the best of our knowledge and understanding. We would be solely responsible for any errors or omissions in our response to the RFP Document.

9. We hereby declare that our company has not been debarred / black listed by any Central/State Govt. Ministry or Department/Public Sector company/Government autonomous body.

10. We confirm that all the terms and conditions of our Bid are valid up to _____ (Insert date in dd/mm/yyyy) for acceptance (i.e. a period of ninety (180) days from the date of opening of RFP).

11. Contact Person

Details of the representative to be contacted by ICMR are furnished as under:

Name :
Designation:
Company :
Address :
Phone Nos.:
Mobile Nos.:
Fax Nos. :
E-mail address :

12. We have neither made any statement nor provided any information in this Bid, which, to the best of our knowledge, is materially inaccurate or misleading. Further, all the confirmations, declarations and representations made in our Bid are true and accurate. In case this is found to be incorrect after our selection as successful bidder, we agree that the same would be treated as a Seller's event of default.

Dated the _____ day of _____, 20...

Thanking you,

Yours faithfully,
(Name, Designation and Signature of Authorized Person)

FORMAT- 2

FORMAT FOR PERFORMANCE BANK GUARANTEE (To be on Rs 100/- non-judicial stamp paper)

In consideration of the ----- [Insert name of the Bidder] (hereinafter referred to as selected Bidder') submitting the response to Bid inter alia for "Comprehensive IT Facility Annual Management Service Contract at Indian Council of Medical Research (ICMR)" and at institutes in response to the Bid dated..... issued by Indian Council of Medical Research (hereinafter referred to as ICMR) and ICMR considering such response to the Bid of[insert the name of the selected Successful Bidder] (which expression shall unless repugnant to the context or meaning thereof include its executers, administrators, successors and assignees) and selecting Successful Bidder/Trader and issuing Letter of award No ----- to (Insert Name of selected Successful Bidder) as per terms of Bid and the same having been accepted by the selected Successful Bidder, M/s ----- , if applicable]. As per the terms of the RFP, the _____ [insert name, branch code & address of bank] hereby agrees unequivocally, irrevocably and unconditionally to pay to ICMR at [Insert Name of the Place from the address of ICMR] forthwith on demand in writing from ICMR or any Officer authorized by it in this behalf, any amount up to and not exceeding Rupees----- [Total Value] only, on behalf of M/s _____ [Insert name of the selected Successful Bidder]

This guarantee shall be valid and binding on this Bank up to and including..... and shall not be terminable by notice or any change in the constitution of the Bank or the term of contract or by any other reasons whatsoever and our liability hereunder shall not be impaired or discharged by any extension of time or variations or alternations made, given, or agreed with or without our knowledge or consent, by or between parties to the respective agreement.

Our liability under this Guarantee is restricted to Rs. _____ (Rs. _____ only).

Our Guarantee shall remain in force until.....ICMR shall be entitled to invoke this Guarantee till

The Guarantor Bank hereby agrees and acknowledges that ICMR shall have a right to invoke this BANK GUARANTEE in part or in full, as it may deem fit.

The Guarantor Bank hereby expressly agrees that it shall not require any proof in addition to the written demand by ICMR, made in any format, raised at the above mentioned address of the Guarantor Bank, in order to make the said payment to ICMR.

The Guarantor Bank shall make payment hereunder on first demand without restriction or conditions and notwithstanding any objection by ----- [Insert name of the selected Successful Bidder] and/or any other person. The Guarantor Bank shall not require ICMR to justify the invocation of this BANK GUARANTEE, nor shall the Guarantor Bank have any recourse against ICMR in respect of any payment made hereunder

This BANK GUARANTEE shall be interpreted in accordance with the laws of India and the courts at Delhi shall have exclusive jurisdiction.

The Guarantor Bank represents that this BANK GUARANTEE has been established in such form and with such content that it is fully enforceable in accordance with its terms as against the Guarantor Bank in the manner provided herein.

This BANK GUARANTEE shall not be affected in any manner by reason of merger, amalgamation, restructuring or any other change in the constitution of the Guarantor Bank.

This BANK GUARANTEE shall be a primary obligation of the Guarantor Bank and accordingly ICMR shall not be obliged before enforcing this BANK GUARANTEE to take any action in any court or arbitral proceedings against the selected Successful Bidder , to make any claim against or any demand on the selected Successful Bidder or to give any notice to the selected Successful Bidder or to enforce any security held by ICMR or to exercise, levy or enforce any distress, diligence or other process against the selected Successful Bidder

Notwithstanding anything contained hereinabove, our liability under this Guarantee is restricted to Rs. _____ (Rs. _____ only) and it shall remain in force until We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only if ICMR serves upon us a written claim or demand.

Signature _____
Name _____
Power of Attorney No. _____

For
_____ [Insert Name of the Bank] _____

Banker's Stamp and Full Address. Dated this ____ day of ____, 20__ Witness:

1.
Signature
Name and Address

2.
Signature
Name and Address

Notes:

2. The Performance Bank Guarantee shall be executed by any of the Nationalized Bank.

Format 3**Compliance Sheet for Pre-Qualification**

S. No	Basic Requirement	Required	Provided	Reference & Page Number
1	Document Fee		Yes/No	
2	Power of Attorney		Yes/No	
3	Particulars of the Bidders		Yes/No	
4	Earnest Money Deposit		Yes/No	
5	The PSU/Society should be an entity registered in India under the Company Act, 1956 or Society Registration Act for last 5 years as on 31 st March, 2016		Yes/No	
6	Overall Turnover Average annual turnover of the SU/Society during the last three Financial years 2014-15, 2015-16, 2016-17 from IT infrastructure services should be at least INR 50 crores.		Yes/No	
7	PSU/Society should have a positive Net Worth as on 31st March 2017 or at the closing of the previous financial year.		Yes/No	
8	The PSU/Society should have a valid Service Tax Registration and Income Tax returns and PAN card.		Yes/No	
9	As on date of submission of Yes/No the bid, the PSU/ Society should not be blacklisted by any Government entity in India.		Yes/No	
10	Letter of authorization from OEM		Yes/No	

Format 4
Format for Technical Bid

S. No	Criteria	Details
1	Company Profile	
2	Past Experience of the bidder in Network Solutions	
3	PAN India Presence	
4	Work Plan, approach, proposed methodology and Technical Presentation	
5	Coordination with ISP Provider	

Kindly enclosed the documents as desired above and mention the details and number of documents in each column in the table given above.

FORMAT- 5
FINANCIAL PROPOSAL
Covering Letter
(On Bidder's letter head)

[Date and Reference]

To,
Director General
Indian Council of Medical Research
V Ramalingaswami Bhawan,
Ansari Nagar East,
New Delhi-110029
Tel./Fax No.:.....

Sub: Response to RFP Document for Comprehensive IT Annual Facility Management Service Contract at ICMR vide RFP Document No.-----

Dear Sir,

I/ We, _____ (Applicant's name) enclose herewith the Financial Proposal for selection of my / our company for Comprehensive IT Facility Annual Management Service Contract at ICMR as a Bidder.

I/ We agree that this offer shall remain valid for a period of 180 (Ninety) days from the date of opening of RFP or such further period as may be mutually agreed upon.

Yours faithfully,

(Signature, name and designation of the Authorized Signatory)

Note: The Financial Proposal is to be submitted strictly as per forms given in the RFP Document.

FORMAT- 5

Subject: - Response to RFP Document No----- Dated-----forComprehensive Comprehensive IT Facility Annual Management Services at ICMR.

Note – Feasibility of calculations of resource wise/ post wise cost / remuneration per month and per annum may be consider (as per requirement of the resources at 6.1)

Table-A: Cost Break – up

Sl. No.	Key Technical service personnel	Annual Cost (in figure)	Annual Cost (in word)
1	Server & desktop Support Personnel		
	Hardware Maintenance Support Personnel		
	Service Tax (if any) /(GST)		
	VAT (if any)		
2	Service tax (if any) /GST		
	VAT (if any)		
3	Total Cost towards comprehensive IT FMS (TC)		

Note:

1. Total cost shall be quoted as a fixed amount in Indian Rupees only. Conditional proposal shall be summarily rejected.
2. In the event of any discrepancy between the values entered in figures and in words, the values entered in words shall be considered.
3. The values (both in figures and words) should be clear and there should be no overwriting. In case of the overwriting, ICMR reserves the right to take decision accordingly.
4. In the event of arithmetic calculation mistake, the individual price in words shall be considered for calculation.
5. All figures are to be rounded off to the nearest Rupee only. Any figures given in paisa will be not considered.

Authorized Signatory
Name
Designation
Name of the Company
Address

FORMAT- 6

Draft Contract Agreement (To be executed on Rs 100/- Stamp Paper/s)

This Agreement is made at New Delhi on the _____ day of _____ 2018 _____
Between Indian Council of Medical Research, Ansari Nagar, New Delhi 110029 hereinafter called
“the Purchaser” of the one part and _____ (Name of Successful Bidder) (Address of
Successful Bidder) _____ of _____ hereinafter
called “the Supplier” of the other part.

Whereas the Purchaser is desirous that certain Works should be executed, viz Comprehensive IT Facility Annual Management Service Contract at Indian Council of Medical Research (ICMR Hqrs and ICMR Institutes) (as described on these bidding documents) hereinafter called “the Works” and has accepted a bid by the Supplier for the execution and completion of such works and the remedying of defects therein. NOW THIS AGREEMENT WITNESSETH as follows:

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Conditions of Contract hereinafter referred to.
2. The following documents shall be deemed to form and be read / construed as part of this Agreement, viz:
 - Letter of Award and Acceptance
 - Bid Information Sheet
 - Bid information and Instructions to Bidders
 - Bid Evaluation
 - Special Conditions of Contract (SCC)
 - Modus Operandi for Staff
 - General Conditions of Contract (GCC)
 - Formats for submission of Bid
3. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to execute and complete the works by ** _____ and remedy any defects therein in conformity in all respects with the provisions of the Contract.
4. The Purchaser hereby covenants to pay the Supplier in consideration of the execution and completion of the works and the remedying of defects therein, the Contract Price of **Rs _____ being the sum stated in the letter of award subject to such additions thereto or deductions there from as may be made under the provisions of the Contract at the times and in the manner prescribed by the Contract.
5. Jurisdiction of Court: The Courts at Delhi/ New Delhi shall have the exclusive jurisdiction to try all disputes arising out this agreement between the parties with cause of action arising at New

Delhi. Other disputes with cause of action arising at the respective Institutes of ICMR shall be within the concerned Courts / Tribunals of respective city where the Institutes is situated.

IN WITNESS WHEREOF the parties hereto have caused their respective Common Seals to be hereunto affixed / (or have hereunto set their respective hands and seals) the day and year first above written.

For and on behalf of the Supplier
Signature of the authorized official
Name of the official
Stamp/Seal of the Supplier

For and on behalf of the Purchaser
Signature of the authorized official
Name of the official
Stamp/Seal of the Purchaser

SIGNED, SEALED AND DELIVERED

By the said _____
Name _____ on behalf of
the Supplier in the presence of:
Witness _____
Name _____
Address _____

By the said _____ Name
_____ on behalf of the
Purchaser in the presence of:
Witness _____
Name _____
Address _____

Note:

** Blanks to be filled by the Purchaser at the time of finalization of the Form of Agreement.

FORMAT- 7

Support Personnel Details

Sr. No.	Name and designation	Qualification / Certifications possessed	Years of Experience in bidder's Organization	Total years of experience	Mobile No.
1					
2					
3					
4					

Note: The updated CV of the above Support Personnel have to be submitted as part of RFP submission. Each CV must be signed and stamped by the authorized person on behalf of the Bidder.

(Signature, name and designation of the Authorized Signatory)

Format 8
Annual Turnover

We hereby certify that the average turnover of M/s _____ (name of the bidder) from IT infrastructure services for the last three years is as given below:

Annual turnover for the last 3 Financial Years in Indian Rupees (in Crores)			
Year (2014-2015)	Year (2015-2016)	Year (2016-2017)	Average

We also certify that the average annual turnover of M/s _____ (name of the bidder) or the last three years from Tele-Education/e-Classroom infrastructure Implementations is as given below:

Annual turnover from for the last 3 Financial Years in Indian Rupees (in Crores)			
Year (2014-2015)	Year (2015-2016)	Year (2016-2017)	Average

(Signature of Statutory Auditor/CA)

Name of Statutory Auditor/CA:

Name of Statutory Auditor/ca Firm: Seal

Format 9
Format for Statutory Auditor's Certificate for Furnishing Net worth Details

We hereby certify that Positive Net Worth of M/s _____ (name of the bidder) as on 31st March, 2017 is positive and is as given below: Net worth as on 31st March, 2017 in Indian Rupees (in Crores)

	Net worth as on 31st March, 2017 in Indian Rupees (in Crores)	
Particular		As on 31st March, 2017
Paid Up Share Capital		
Free Reserve		
Total		

(Signature of Statutory Auditor)
Name of Statutory Auditor:
Name of Statutory Auditor Firm:
Seal

Format 10
Manufacturers'/Producers' Authorization Form

“This form has to be provided by the OEMs separately for each of the products proposed. For Example if an OEM is providing 3 different products then OEM has to issue product wise separate Manufacturers Authorization Forms (i.e. 3 MAF)”

No. &Date:

To:

OEM Authorization Letter

Dear Sir:

Ref: Your RFP Ref: [*] dated [*]

We are established and reputable manufacturers / producers of _____ having factories / development facilities at (address of factory / facility) do hereby authorize M/s _____ (Name and address of Agent) to submit a Bid, and sign the contract with you against the above Bid Invitation.

We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Supplier:

- a. Such Products as the ICMR may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and
- b. In the event of termination of production of such Products:
 - i. Advance notification to the ICMR of the pending termination, in sufficient time to permit the ICMR to procure needed requirements; and
 - ii. Following such termination, furnishing at no cost to the ICMR, operations manuals and specifications of the Products, if requested.

We duly authorize the said firm to act on our behalf in fulfilling all installations, Technical support and maintenance obligations required by the contract.

Yours faithfully,
(Name)
(Name of Producers)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.

Format 11
Declaration that the PSU/Society has not been blacklisted in last three years

(To be submitted on the Letterhead of the responding SI)

{Place}

{Date}

To,

Ref: RFP Notification no Ref No: -----dated -----

Subject: Self Declaration of not been blacklisted in response to the RFP for Selection of IT-FMS at ICMR File No <xxx>>.

Dear Sir,

We confirm that our company, _____, is not blacklisted in any manner whatsoever by any of the State/UT and/or central government in India in last three years on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

Place:

Date:

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Note: The Bidder shall necessarily provide a copy of 'Power of Attorney' authorizing the signatory for signing the Bid on behalf of the Bidder in its Pre-Qualification Bid.