

# INDIAN ASSOCIATION FOR THE CULTIVATION OF SCIENCE

2A & 2B, RAJA S C MULLICK ROAD, JADAVPUR, KOLKATA 700032

## TENDER NOTICE

NIT No. IACS/CCRES/MAIL-WEB-Network/2020-21/24

Dated: 23/12/2020

**Sub:** Emergent request for outsourcing the functioning of the Centre for Computer Research, Education & Services (CCRES) including all hardware & Software support

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|---------------------------------------------------------------|-----------------------------------------------------------------------|
| Tender Notice No.                                             | NIT No. IACS/CCRES/MAIL-WEB-Network/2020-21/24      Dated: 23/12/2020 |
| Tender issue date                                             | 23.12.2020                                                            |
| Last date and time of submission of complete tender documents | 30.12.2020                                                            |
| Date and time of Opening tender                               | 31.12.2020                                                            |
| Place of pre bid meeting and Opening of Tender                | J.C Bose Meeting Room                                                 |
| Date of Pre Bid Meeting                                       | 28.12.2020                                                            |
| Venue of meeting and bid opening                              | J.C Bose Meeting Room                                                 |
|                                                               |                                                                       |

**Technical Bid Evaluation:** The Technical Bids will be evaluated in the presence of the representatives of intending bidders who will be able to clarify technical aspects of their bids, if any, required by the Technical Evaluation Team

**Opening of price-bid:** The Price Bids of the bidders qualifying the technical bid will only be opened. The rest of the bids will be rejected. Please note that IACS will not provide any accommodation or reimbursement of any expenses to any of the bidders for attending opening of technical bid. Quotations received incomplete or beyond the stipulated time will be summarily rejected. Bidders should submit their past experience for supplying and successful installation of smart classroom system to other research Institutes/Universities/other organizations in India. Please provide documentary proofs of such successful installation and supportive documents that the system is running successfully.

## 1. TECHNICAL BID

The technical bid should contain technical specifications and should be kept in a separate sealed envelope duly super-scribed as 'TECHNICAL BID' against Tender no. **IACS/CCRES/MAIL-WEB-Network/2020-21/24** dtd. 23.12.2020 on the outer cover of the envelope as already detailed above. It should be clearly mentioned on the envelope as "Price Bid for Outsourcing the functioning of the Centre for Computer Research, Education & Services (CCRES) including all hardware & Software support". All eligibility criterion and technical details should be submitted and complied with Annexure A to H mentioned below.

## **2. PRICE BID**

The financial bid indicating (item-wise) price for the item(s) mentioned in the technical bid should be kept in a separate sealed envelope duly super scribed as 'PRICE BID' against Tender no. **IACS/CCRES/MAIL-WEB-Network/2020-21/24** dtd. 23.12.2020 on the outer cover of the envelop as already detailed above. Price bids of only technically qualified bidders will be opened and they will be intimated the date and time of the opening of price bid at their e-mail ids. Rest of the bidders will stand rejected.

3. Both these bids should be put in a bigger cover super-scribed with the NIT no. and date.

4. Bidders bid must remain valid for 180 days.

5. The bidders bid should exclusive of GST. GST as per applicable rate will be allowed later on if found lower.

6. Document of Earnest money deposit is to be attached with the price bid. The Earnest money deposit should be in favor of IACS. The amount if paid in demand draft should have 90 days validity period.

7. Performance security – 10% of the bid value is to be deposited by the lower bidder, in the form of DD, Payorder, Payable at Kolkata or in the form of Bank Guarantee.

8. Regarding any clarification in respect of Technical bid to be communicated with [admap@iacs.res.in](mailto:admap@iacs.res.in).

9. IACS expert committee reserves the right to reject any or all the tenders received without assigning any reason there of.

## 1. Introduction:

Indian Association for the Cultivation of Science hereinafter referred as **IACS** invites sealed tender from companies/bidders/vendors for Email Solution and Collaboration Technology, Revamping of IACS Website and Network & Server Support for IACS (Applicants) wishing to be considered for short listing for participating in bidding process of the proposed procurement of standardized Email solution and collaboration tools/services, hereinafter referred to as the Solution.

## 2. Background:

IACS is in the process of procurement of a new Email Solution and Collaboration Technology, Revamping of IACS Website & Network Support for the use of its faculty, staff, student and other related entities. A comprehensive solution should be provided by the interested parties along with having adequate capability, technical know-how and experience of maintenance the functionality for 24\*7\*365 availability under DC-DR setup along with the other features for end users productivity.

**3.** One System Manager is required to take care of all the services, facilities and the deployed site engineers at IACS. The System manager will be responsible for job distribution and complete the jobs assigned by IACS within a scheduled time. The manager would also act as a liaison officer between the vendor and IACS. Requirement will be informed to the manager and the manager will complete the tasks using the site engineers stationed in IACS. The vendor should be responsible for integrity and confidentiality of all classified data including user level data. Any misuse will be treated as per govt. rules and policies. Before going for final signoff both sides should ensure the complete compliance of IT rules and policies of Govt. of India. Any update/modification of service/server/network will be done by the vendor without disturbing the existing services. There should be a clear SLA (service level agreement) and the jobs should be submitted through a standard ticketing system with time stamp. There should be a defined Escalation Matrix in place.

## Annexure - ‘ A’

The applicants may please note that the eligibility criteria given below are indicative only. These criterions may be suitably broaden/modified as per specific need of the project.

| Sr. No. | Eligibility Criteria                                                                                                                                                                                                                                   | Compliance (Yes/No) | Supporting documents to be Submitted                                                                                                                                                              |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1       | The vendor must be a firm/ company / organization registered under Companies Act/ Partnership Act/LLP Act etc.                                                                                                                                         |                     | Copy of the Certificate of Incorporation issued by Registrar of Companies and full address of the registered office                                                                               |
| 2       | The solution should have been implemented E mail solution in at least 10 large scale organizations (Governments / Regulatory Agencies/ PSU/University/Autonomous Institute/Private Organizations where number of email boxes/users are more than 200). |                     | Reference with following details for each reference to be provided:<br>1. Name of the Organization with address<br>2. Name of the Official<br>3. Contact number of Official<br>4. Technology used |
| 3       | A Web based Application or Website solution should have been implemented in at least 2 large scale organizations (Governments / Regulatory Agencies/ PSU/University/Autonomous Institute/ Private Organizations.                                       |                     | Reference with following details for each reference to be provided:<br>1. Name of the Organization with address<br>2. Name of the Official<br>3. Contact number of Official<br>4. Technology used |
|         |                                                                                                                                                                                                                                                        |                     |                                                                                                                                                                                                   |

|   |                                                                                                                                                                                                 |  |                                                                                                                                                                                                                                                                                                             |
|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4 | Support provided at least 1 organization (Governments / Regulatory Agencies/ PSU/University/Autonomous Institute/ Private Organizations where users are more than 200.                          |  | <p>for each reference to be provided:</p> <ol style="list-style-type: none"> <li>1. Name of the Organization with address</li> <li>2. Name of the Official</li> <li>3. Contact number of Official</li> <li>4. No of Manpower deployed</li> </ol>                                                            |
| 5 | The company/firm should be profit making Organization for last 3 years.                                                                                                                         |  | Audited Balance Sheet for the last 3 years (as per section - 71.1) should be Enclosed.                                                                                                                                                                                                                      |
| 6 | The company/firm should not have been declared ineligible for corrupt/blacklisted and fraudulent practices by the Govt. of India/State Governments / Regulatory Agencies/ PSU/ Private Company. |  | Declaration to be provided by Authorized Signatory on the company letter head                                                                                                                                                                                                                               |
| 7 | The company/firm Must have their office with support services available in Kolkata.                                                                                                             |  | <p>The Bidder should have manpower on their payroll with certification</p> <p>i) at least 1-2 certified linux (RHCE/ RHCA/ RHCVA) and 1-2 certified windows (Microsoft 365 Certified) professional</p> <p>ii) at least 1-2 certified PHP/SQL/JAVA professional</p> <p>in Kolkata with Documentary proof</p> |

## Annexure - ‘ B’

### **Scope of work for the proposed mail solution should have:**

1. An N-tier architecture comprising of Web, Application, Middleware and Database layer/Database components.
2. A Production and Disaster recovery site (replica of production) [Active-Passive deployment] and a near DR site so as to maintain minimal disruption of services with real time replication between the sites.
3. A Backup and restoration of mails/mail archives with ability to store at least 5 years of mails.
4. Capability to send Bulk mails/promotional mails from specific mail ID to all IACS users.
5. Capability to send Bulk mails/promotional mails to various group like faculty, student, staff etc.
6. Should have options for administrator to create group account for specific group of people and options for addition and deletion user member as per the requirement.
7. Should have options for administrator to activate, deactivate the user.
8. Capability to support minimum 1,500 users with provisioning of up to 10,000 users.
9. Capability to integrate with existing Email security Gateway of IACS.
10. Capability to migrate the existing the data (Mails/users) from the existing mailing solution (postfix).
11. Should support Virtualization to reduce the cost of hardware & Management.
12. Support for multiple sub domain on single application.
13. Capability to Create Mailing Lists, access Control Level etc. and also ability to control Attachment size, type and extension etc.
14. The proposed mail solution should provide Front-end user management to Administrators with full administration controls for audit purpose.
15. Capability to send Automatic Newsletter to internal staff/student.
16. Capability for Mail Queue management/Priority Management and should handle SMTP Secured connection.
17. Capability to provide access through web url as well as mobile apps for android, windows & mac.
18. Capability to provide access from Mobile devices and Mobile Apps with real time syncing of mails between all the access points and should support third party email clients like ms-outlook, thunderbird etc..
19. Functionality for automatic password reset/Password Management.
20. A responsive web application to access mails over internet and a mail client out of the Box.
21. Capability to control user/Disk quota by administrators.
22. Capability to provide Alerts and monitoring interface and solution support Remote Administration for administrators.
23. The proposed mail solution should have Content Filtering, support by

- an Antivirus/Anti-spam/Antimalware/Anti Ransomware solution.
24. The proposed mail solution should have mail filtering, block IP or mail ID, mark spam (IP & mail ID) for entire domain for administrators.
  25. The proposed mail solution should have detailed log of users (ISP, username, login IP, time of login and logout, browser and location) for audit purpose.
  26. Support of delivering mail to the specific user created folder in mail box via user interface using filter via filter management.
  27. Data Loss Prevention (DLP) capabilities: Keeps organization safe from users mistakenly sending sensitive information to unauthorized people. Three categories of actions
    - Block sensitive content mail from being sent based on policies
    - Rights-protect sensitive mails at server before sending to recipients based on admin policies
    - Provide Policy Tips to users to inform policy violations before sensitive data is sent.
  28. Capability to integrate with the authentication servers (LDAP/ADFS etc.) and Integration with applications using API. SSO with windows desktop credentials should be enabled.
  29. Capability to send and receive authenticated and encrypted emails and archived mail backup and restore at user level.
  30. The proposed Mail Messaging OEM application should be an enterprise class, commercially available solution and should have a version history and published future roadmap for next 5 years.
  31. Support to mark/filter Spam/Junk mail management at user level.
  32. Capability at the end-user to remotely wipe data from mobile devices without Administrator intervention.
  33. Ability to open documents/spreadsheets/presentations on mobile devices (iOS, Android and Windows) to open/edit attachments in email.
  34. Rich features e.g. mail search, calendar and Task Management along with desktop sharing capabilities from all types of clients-thick/fat, thin browser clients.
  35. Large 50GB mailboxes and unlimited archival mailboxes for user/s.
  36. Ability for users to protect mail and document attachments to limit forward/print/copy.
  37. Ability to see user presence and initiate Instant Messaging/Audio/Video/Mail from within the mail client.
  38. Ability to log/archive a variety of content for compliance purposes. This content includes IM transcripts/chats, content added/shared/deleted, slide flips, original content files, attachments.
  39. Automatically move non-important mails to separate folders to help reduce clutter in the mailbox.
  40. Creation on policies to automatically deliver email from primary mailbox to archive mailbox after certain number of days.
  41. Should support conditional mail routing for email users on different email domains.
  42. Ability to paste objects, files and URLs into IM message before

- sending mail/s.
43. Ability to search and retrieve content from archive based on date, sender/recipient, or content.
  44. Ability to share files or other content from collaborative workspaces.
  45. The solution should conform to all the industry level certifications.
  46. SLA Monitoring (measurable terms/parameters).
  47. Conform to IACS's IT policy guidelines.
  48. Inbuilt DLP/ Spam/Malware control/Anti ransomware & Zero Day Threat protection.
  49. The proposed mail solution can be hosted as, on premises (With Hardware and Software), A Private Cloud or a Public Cloud.
  50. The entire solution to ensure that in any case of audits (Internal / CERTin /cyber cell of police), it should be able to provide all necessary proofs with documentary evidence.
  51. The mailing solution shall have the capability to download the mail in the container of Mobile.
  52. Capability to integrate any third party DLP and other third party application of institute to send and receive the mail based on various rules setup by user and/or mail administrator.
  53. Capability of enhancing/integrating the services / functionality of mail with other internal system like oracle/ dspace/ biometric/ booking / UMS software.
  54. Mailing solution should have all industry standard security features
  55. Mailing solution should have audit logs covering user log, transaction logs, system log etc.
  56. The companies should provide solution for:

**a. License Model**

**b.Hosted service model**

- i. On Public Cloud
- ii. Private Cloud
- iii. Hybrid

**c. On premises (With Hardware and Software) Based out in India**

## Annexure - ‘ C’

IACS Website Revamping Assignment would comprise as follows:-

### Scope of Work

- i. Linux based database driven approach
- ii. Preparation of the website as per GOI Guidelines for website.
- iii. The entire website should be dynamic in nature with a CMS (Content Management System).
- iv. Should have mobile compatibility
- v. Should be a secure website
- vi. Website layout that automatically adjusts the page size to monitor
- vii. There will be one main IACS website template and different template for other links appear on the main page
- viii. Main content & all other sub content should be originated from different database.
- ix. Departmental page will highlight departmental activity (dynamic)
- x. Search engine optimized web design.
- xi. Implement current technologies available, including PHP, Java, MySQL/PGSql, XHTML, CSS and XML, to develop powerful and efficient website. All the software tools to be used to create all the component of the WebPages must be of open-sourced.
- xii. Graphic resizing as needed to help make the site more viewer-friendly.
- xiii. The design, development, database design should make the portal with corporate look, user friendly, easy to access or navigate, and should attract the visitors.
- xiv. There should be an online registration facility for all applicants.
- xv. Administrator should be able to gain control over the front end content, edit, add or delete contents of the front end through Administrator Control Panel (ACP). There should be a user management part with different levels of access.

- xvi. Browser independent development or Cross Browser compatibility.
- xvii. Open in http & https (SSL certificate) mode.
- xviii. Proper training to administrator about website functionality, adding contents, add/edit/modify menu, database management to run the website alone after 6 months from launching the website.
- xix. Proper training to user level to upload contents & video etc.
- xx. Vendors must install all necessary software including OS to run website in the server supplied by IACS.
- xxi. Bidder will have to submit three design options to finalize the site color schemes, layout, images, promotional areas etc. by IACS.

**PROPOSED FUNCTIONALITY:**

- i. Online job/recruitment application system:
  - a. After submitting application form, generate a pdf and send email to advertiser attaching the pdf.
  - b. Admin can set specific mail ID of owner per advertisement
  - c. Users can update their profile (With ID & password)
- ii. Department admin can update the departmental page.
- iii. Online form for Grievance, Hall booking, Guest House.
- iv. Admin Interface for
  - a. Add IACS Colloquium
  - b. Add open thesis colloquium
  - c. Add Departmental Seminar
  - d. Add Conference
  - e. Add Endowment lecture
  - f. Add News (important research, individual and institutional achievements)
- v. On expiry of the last date all information should be moved to archives section.

- vi. Admin section must be protected by username and password and using encryption.
- vii. At database level password should be stored in encrypted format.
- viii. No username/password should be viewed or recovered. Only reset password options should be available through browser and email.
- ix. Main Navigation Panel: Administrator can add/edit/delete menu, which will change on navigation bar.
- x. News and Event update: Latest news and events will appear on home page with 'read more' link, after clicking on this, details will appear.
- xi. Integrated Search functionality: An effective search system integration where user can search any content by entering text in the Search Box
- xii. Site Map: From this section a user will be able to see the tree structure of all pages/sections and subsection of that site. He/she will be able to navigate from here also.
- xiii. Archive: An archive for all the uploaded News/Events/Conferences/Photos/Videos.
- xiv. Visitor Counter: Actual visitors visiting this site will be tracked.
- xv. Video File: Administrator can upload video file or add a video link, it will show on front-end through youtube/jwplayer (This should be enabled for individual departments too through the departmental administrator).
- xvi. Photo Gallery: Administrator controlled dynamic gallery containing relevant photos.
- xvii. Contact Us: A contact us form with google map integration.
- xviii. Event Calendar.
- xix. Tenders: The tender would be listed category wise and date of expiry wise. If a corrigendum is issued for the tender then it should be listed below that tender. On expiry of the last date of submission the tender should be moved to archives section of Tender. Also cancelled tenders should be listed under cancelled tenders section under Tenders.
- xx. Secure password protected content to be made available to specific users.
- xxi. 100 online administrative forms for internal use (over intranet). After submitting the form, a pdf will generate for printing/Save.

xxii. Social networking site attached button.

xxiii. Any other as per user requirement: The total implementation will have to be in phases, through continuous consultation with CRR representatives.

**Deliverables:**

Bidder has to handover the Source Code, Patches & Releases (If any), all content used in the designing of the Website, along with User Manual, Installation Guide and any other if required for creation of development environment and hosting, launching of the site for the purpose of copyright and intellectual properties.

**Copyright and Trademarks:**

On the bottom of every page, there should be a link navigating to an information page regarding copyright of IACS. Name of the developer must not appear anywhere in the website.

## Annexure - 'D'

### Scope of work for the maintenance of servers

The Centralized Computer Infrastructure consists of 9 servers which include the mail server, web server, proxy server, FTP server, DNS server, SMTP server, Mailstore server, Digital repository server and gateway server. The basic operating system on all the centralized servers is Linux.

The following activities will be primary scope for the agency:

1. Maintaining the mail server, including all components of the mail service like postfix, Horde, dovecot, amavis, spamassassin and clamav. Ensuring that mail flow is not hampered due to any issues pertaining to the mail server.
2. Maintenance of the web server including the Operating System, Apache, etc (whatever software is used for the web server). Regular updating of IACS Website with data provided by the Institute. Ensuring that the website is not hampered due to issues in the web server.
3. Maintenance of Proxy servers, DNS servers, FTP server, Gateway server, Digital Repository server etc.
4. Maintenance of Eduroam service
5. Maintenance of the disaster recovery site in IACS.
6. HPC related services.

## Annexure - ' E'

### **Scope of work for the maintenance of Network**

The network of IACS consists of 38 Nos. managed Layer 2 switches, 2 number of Firewalls (CISCO-5545x & 5516x), 3 number of Routers (2 No. CISCO ASR 1002 & 3925), 3 number of core switches (CISCO 4507+E & 2 Nos. 4503), 1 number of CISCO NAC-SNS-3515-K9, 1 No. of WLC-4404 and 1 no of WLC-AIRCT5520-K9. The following activities will be primary scope for the agency:

1. All activities including maintenance and configurations of all managed network devices, addition, modification and deletion of VLAN's based on the inputs from the Institute, fine-tuning the bandwidth usage.
2. Maintenance of the firewall configuration, add/modify/delete firewall rules, fine-tuning the internet bandwidth.
3. Maintenance and modification of WiFi system for different SSIDs with multiple authentication mechanism as per the requirement of the institute.
3. Maintenance of LAN including diagnosis and rectification of faults and laying the LAN cables as per the user requirements.
4. Remote connectivity through VPN.

## Annexure-F

### Online teaching

Providing arrangement of online teaching at B Sc, M Sc level, facilitate sharing the knowledge between sister universities,/institutions for advancement of research work. Hardware would be provided by IACS and vendor will responsible for the implementation of online teaching facility for IACS users including the installation of required software.

### Digitization of IACS official documents:

Digitization of all IACS official documents in A4 size and in miscellaneous sizes and implementation of document management system (DMS) including searching where already digitized pages to be stored in the digitization server.

### Comprehensive Ticketing System:

IACS campus comprises with student, faculty and the staffs, the committee recommended that a comprehensive ticketing system should be implemented. Through this system any problem regarding network or server or any kind of IT related services can be raised and it will be tracked by the user until solved with reasonable time. The tracking system should show and send information of each progressive step of the ticket to the user.

### Single authentication ID for user:

Instead of different authentication for different applications a single authentication ID through an authentication server for users should be implemented, so that users can access all the services through single authentication system. In that case each user will have single authentication ID and password instead of using different authentication for mail, proxy, gateway server, VPN and other services.

## **Terms and Conditions**

### **7. BID SECURITY:**

a) An Account payee Demand Draft/Pay Order of Nationalized Bank/Scheduled Commercial Bank for 2.5 % of the bid value drawn in favour of “Indian Association for the Cultivation of Science payable at Kolkata (State Bank of India, Jadavpur University Branch, A/C No. 11079699211, IFSC: SBIN000093, MICR Code: 700002048)” is to be furnished by the bidders as Bid Security money along with Technical Bid, except Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department.

b) The Demand Draft for the Bid-Security should have at least 90 (ninety) days validity period of opening of the bids.

c) In case of non-award of the work the Bid Security money would be returned to the unsuccessful Bidders.

### **8. PERFORMANCE SECURITY:**

An Account Payee Demand Draft on any commercial bank of India of 10% of the total order value in the name of “Indian Association for the Cultivation of Science” is to be furnished by the successful bidder as Performance security. Performance Security may be furnished in the form of Fixed Deposit Receipt or Bank Guarantee from a Nationalized Bank/Scheduled Commercial Bank. Performance security money should remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. Bid security money or EMD will be refunded to successful bidder on receipt of the Performance security money.

### **11. DOCUMENT**

1. The model number, make and a printed literature of the product should be submitted positively.
2. Manufacturers / exclusive distributors / vendors should have history of supplying this type of systems to this or other scientific organizations. Availability of a list in this regard would be preferred.
3. Bidder should submit their past experience for supplying and successful installation of similar units to other research Institute/Universities/other organization in India. Please provide documentary proofs of such successful installation and project completion.
4. Certificate of valid authorization from the OEM to participate in this tender process.
5. The tender should accompany a compliance chart.
6. Income Tax Return ( for the last 3 years)
7. PAN Card copy
8. GST Certificate
9. Authorized dealership certificate should be provided in case of principal manufacturing company is not quoting directly.
10. Documentary proof of Servicing facility and service engineer stationed at Kolkata.
11. Documentary proof of all other qualification of the bidder mentioned in the eligibility.
12. Annexure-I in letter head with company seal and signed.

### **12. GENERAL INSTRUCTIONS**

1. Validity of tender: Tender submitted should remain valid for at least six months from the date of

opening the tender. Validity beyond six months from the date of opening of the tender shall be lapsed by mutual consent.

2. Vendor has to provide certificate of valid authorisation from the OEM Company. The OEM shall take over all responsibility of the Vendor. This undertaking should also clearly mention that the spares availability will be ensured for at least five years in future.

3. Servicing facility within India is a must while service engineer stationed at Kolkata will be preferred.

4. Incomplete and conditional tenders as well as tenders received after the due date will be summarily rejected without assigning any reasons thereof.

5. At any time prior to the bid due date, IACS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder during pre-bid meeting, modify the bidding documents. The amendment(s) will be notified on the institute website. Prospective bidders are advised to occasionally visit the website ([www.iacs.res.in](http://www.iacs.res.in)) for any amendment.

5. Service facility: In Kolkata, supplier should mention their details of service setup and man powers that are responsible for after sales support. Response time should be within 24 hrs.

6. Proposed delivery schedule should be mentioned clearly.

7. Guarantee certificate, users manuals etc. are to be handed over to the user after successful commissioning of the system.

8. In the event of date being declared a closed holiday for purchaser's office, the due date for submission of bids and opening of the technical bids will be the following working day at the appointed time.

9. In case of any dispute, the decision of IACS authority shall be final and binding on the bidders.

13. Once the pre-bid meeting is over and issues are clarified, no query or objection or complain shall be entertained in connection with the tender. Absence of any vendors in pre-bid conference shall not be considered as justification for making query or objection thereto. Also, non-attendance in the pre-bid meeting is not a disqualification for participating in the tender process.

10. The authority of IACS reserves the right to reject any or all of the tenders received without assigning any reason thereof

11. All necessary installation and implementation (both software and hardware) will be completed within the time frame of three months from the date of receiving the work order. Job wise time frame of installation and implementation should be enclosed.

12. One mid-term evaluation of performance of the vendor will be done after a period of six months from the starting date of the job. Subject to satisfactory performance they would continue their work for the remaining six months. Their term can be renewed further for a total period of three years after evaluation of each previous year's performance.

**Acting Registrar**

Vendor Details

1. Company/Vendor Name:

2. Registered Address:

3. Kolkata Office (If not same as No. 2):

4. PAN No:

5. GST No:

6. Bank Name:

7. Bank Address:

8. Bank Account No.

9. Bank IFSC/MICR No.