



## **Institute of Physics**

Sachivalaya Marg, PO-Sainik School, Bhubaneswar-751005

### **Global Tender Notice No. 19/2014-15**

Last date of receipt of sealed quotations: up to 3.00 P.M. of 20<sup>th</sup> November, 2014

Sealed tenders are invited in two-bid format, for Maintenance of Computer Facility at Institute of Physics, Bhubaneswar. General Terms and Conditions and formats for Technical Bid and Price Bid can be downloaded from the official website of the Institute: [www.iopb.res.in](http://www.iopb.res.in).

The Institute reserves the right to accept or reject any or all quotations either in full or part, without assigning any reasons thereof.

DIRECTOR

**GENERAL TERMS AND CONDITIONS OF TENDER FOR  
MAINTENANCE OF COMPUTER FACILITY AT INSTITUTE  
OF PHYSICS, BHUBANESWAR.**

1. *The tender should be sent in Two-Bid Format:*

(a) *Technical Bid*

(b) *Price Bid*

*The “Technical Bid” and “Price Bid” should be separately enclosed in sealed envelopes with “Technical Bid for Maintenance of Computer Facility” and “Price Bid for Maintenance of Computer Facility” written on it. Both the Bids should be submitted in a Sealed Envelope, addressed to Director, Institute of Physics, Bhubaneswar mentioning “Quotation for Maintenance of Computer Facility” on it. In addition, all the envelopes should mention Name of Firm, Tender No. and Due Date on it. Every page of the quotation should be signed with date and seal of the firm.*

*The tender should be submitted in the Office of Director before due date and time.*

2. *The Technical Bid should contain:*

(a) *Copy of PAN card, TIN/VAT clearance certificate, Service Tax Registration Certificate.*

(b) *Compliance to Terms and Scope of Contract*

3. *The Price Bid should contain:*

(a) *Annual rate for Maintenance of Computer Facility*

(b) *Taxes applicable*

4. *A brief Profile of the firm with list of engineers and their technical qualifications available at local office in Bhubaneswar for undertaking maintenance of servers, PCs.’ and Network under Linux and Microsoft Windows Operating Systems.*

5. *List of organizations in and around Bhubaneswar, where the firm has taken contract for maintenance of IT facility with nature of work.*

**FORMAT FOR TECHNICAL BID FOR MAINTENANCE OF  
COMPUTER FACILITY**

<b>Sl. No</b>	<b>Description</b>	<b>Compliance/Deviation</b>
1	Serial No of Quotation and Date	Serial No:  Date:
2	Name of the Firm	
3	Address of the Firm	
	Telephone No.	
	Fax No.	
	E-mail:	
4	PAN No.	
5	Service Tax Registration No.	
6	TIN No.	
7	(i)List of ISO Certificates for Maintenance and Management of IT Facility, such as ISO/IEC 20000-1, ISO-9001 etc. obtained by the firm (Required)	

	<p>(ii) Copies of ISO Certificates to be attached</p> <p>(iii) Any other certificates</p>	
8	<p>Scope of work:</p> <p>(i) Configuration, Management, OS/Software loading/upgradation in following servers on Linux OS</p> <p>(a) Mail Server</p> <p>(b) Name Server</p> <p>(c) Web Server</p> <p>(d) NIS Server</p> <p>(e) NFS Server</p> <p>(f) Print server</p> <p>(g) Software License Server</p> <p>(h) DHCP Server</p>	
	<p>(ii) Implementation and Management of Firewall, Tripwire, Mailman, Antispam, Diskquota, Printquota and Software Packages on Linux/Windows OS.</p>	

(iii)	<i>Making User Account and Management of File Systems .</i>	
(iv)	<i>Configuration of UTM, Firewall, Router.</i>	
(v)	<i>Configuration and management of client PC's on Linux/Windows in the Institute.</i>	
(vi)	<i>Management and optimization of performance of LAN and sub-netting of LAN as per requirement.</i>	
(vii)	<i>Configuration and management of wireless LAN in different buildings connected by LAN</i>	
viii	<i>Configuration and Management of Network Link to residential quarters through ADSL Modems in the campus of Institute of Physics</i>	
(ix)	<i>Backup/restoration of data in File server and other critical servers as and when required.</i>	
(x)	<i>Writing scripts for efficient management of computer systems</i>	
(xi)	<i>Documentation of all configuration done and all scripts written</i>	
9	<i>Terms and conditions of service: (Acceptable/ Not acceptable)</i>	
(a)	<i>Period of contract: One year</i>	
(b)	<i>Two engineers will be deputed to work in Institute of Physics from 9.00AM to 5:30PM on all working days of the Institute. The engineers will sign in the attendance register kept in the computer center and would submit report of work done on every working day.</i>	
(c)	<i>The engineer will be available for service, if required, after office hours and on holidays without any additional payment.</i>	

	<p>(d) <i>Institute of Physics will provide access to computer systems as per requirement and will provide super user passwords, when needed. Farm will not misuse the super user privilege and will not reveal the password or transfer data to unauthorized persons/agencies.</i></p> <p>(e) <i>The Firm will make every effort to resolve the problems at the earliest using best expertise available.</i></p> <p>(f) <i>The programmes developed under this contract will be property of Institute of Physics and Farm will not have any claim on these programmes.</i></p> <p>(g) <i>The facility maintenance shall consist of corrective maintenance of software and will not include repair and replacement of defective hardware/parts.</i></p> <p>(h) <i>There will be penalty of Rs.2,000/- per day for nonattendance of engineer on the working days.</i></p> <p>(i) <i>The contract may be renewed, if needed, on satisfactory performance by farm. The terms and conditions of contract may be modified upon renewal, if necessary.</i></p> <p>(j) <i>If the performance of the firm is not satisfactory, Institute of physics may terminate the contract by serving one month notice to the firm. Under such circumstances, the firm will be paid only for the actual period of</i></p>	
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(k)	<p><i>service rendered on pro rata basis.</i></p> <p><i>The Firm will not be liable for failure to perform its obligations under this contract if such failures result from any force majeure act of God, fire, storm, earthquake, explosions, strike etc.</i></p>	
10	<p><i>Terms and conditions of payment:</i></p> <p><i>Payment will be made annually/half-yearly/ quarterly after expiry of the term upon satisfactory performance. Advance payment for the term can be made only upon receipt of bank guarantee for the amount from any nationalized bank (Acceptable/ Not acceptable)</i></p>	
11	<p><i>Address of local Office in Bhubaneswar: for Maintenance of Computer Facility</i></p>	
12	<p><i>Name, telephone and e-mail of two technical persons to be contacted for maintenance of Computer Facility</i></p>	<p><i>(a)Name:</i></p> <p><i>Mobile No:</i></p> <p><i>Email:</i></p> <hr/> <p><i>(b) Name:</i></p> <p><i>Mobile No:</i></p> <p><i>E-mail:</i></p>
13	<p><i>Escalation level for service: Level - I</i></p>	<p><i>Name:</i></p> <p><i>Address:</i></p> <p><i>Telephone</i></p> <p><i>E-mail:</i></p>

	<i>Level - II</i>	<i>Name</i> <i>Address</i>  <i>Telephone</i> <i>E-mail</i>
14	<i>Brief profile of your firm and list of engineers available at local office degree and experience in maintaining servers, PC's, Computer Network, IT Security (To be attached separately)</i>	
15	<i>List of organization to which your firm is currently providing Maintenance of Computer facility. Mention type of service OS and organization (Scientific, Industrial, Banking, Administrative) (To be attached separately).</i>	

*Authorised signature with seal of the firm:*

*Name:*

*Date:*



**FORMAT FOR PRICE BID FOR MAINTENANCE OF COMPUTR FACILITY**

<i>Sl No</i>	<i>Description</i>	
<i>1</i>	<i>Serial No of Quotation and Date</i>	
<i>2</i>	<i>Name of the Firm</i>	
<i>3</i>	<i>Address of the Firm</i>	
<i>4</i>	<i>Basic annual rate exclusive of tax for Maintenance of Computer facility</i>	
<i>5</i>	<i>Taxes applicable</i>	
<i>6</i>	<i>Total cost inclusive of tax for annual maintenance of Computer Facility</i>	
<i>7.</i>	<i>Increase in basic rate for Maintenance of Computer Facility for second year, if any.</i>	

*Authorised Signatory*

*Name*

*Seal of firm*

*Date*