



INSTITUTE FOR STEM CELL SCIENCE AND REGENERATIVE MEDICINE

TENDER FOR

Works Contract for Assistance in Operation and general Maintenance (O&M) of Instrumentation/Preparative and Analytical Equipment/EPABX/Audio Visual and Audio-Video conferencing system/Access control system and Gas Lines etc installed at inStem campus, Bangalore

TECHNICAL BID

GENERAL RULES AND DIRECTIONS FOR GUIDANCE O CONTRACTORS

Tender No. inStem/INS/6/2020-21

Dated: 05/01/2021

Institute for Stem Cell Science and Regenerative Medicine
GKVK Campus, Bellary Road, Bangalore-560065
Website: www.inStem.res.in
Telephone-080-23666001/67176001

Works Contract for Assistance in Operation and general Maintenance (O&M) of Instrumentation/Preparative and Analytical Equipment/EPABX/Audio Visual and Audio-Video conferencing system/Access control system and Gas Lines etc installed at inStem campus, Bangalore

inStem Introduction

The Institute for Stem Cell Science and Regenerative Medicine is a premier research institute in the field of research in stem cell biology under Department of Biotechnology Government.

Instruction to Bidders

Name of Work: Works Contract for Assistance in Operation and general Maintenance (O&M) of Instrumentation/Preparative and Analytical Equipment/EPABX/Audio Visual and Audio-Video conferencing system/Access control system and Gas Lines etc installed at inStem campus, Bangalore.

INSTEM invites bids in two bid system (Technical & Financial Bid) from experienced and reputed Contractors, agencies/firms engaged in Operation and Maintenance of EPABX System, Telephone Lines, Access control system and Gas lines having minimum of three-year experience in the field, as under: -

Tender No. inStem/INS/6/2020-21		Dated: 05/01/2021
Sr. No.	Type	Description
1	Name of Work	Works Contract for Assistance in Operation and general Maintenance (O&M) of Instrumentation/Preparative and Analytical Equipment/EPABX/Audio Visual and Audio-Video conferencing system/Access control system and Gas Lines etc installed at inStem campus, Bangalore.
2	Estimated Value	22,00,000/-
3	Earnest Money Deposit (EMD)	44,000/-
4	Tender Fees	500/-
5	Site Inspection and purchase of tender	Between 06/01/2021 to 20/01/2021
6	Pre Bid Meeting	21/01/2021 at 14.30 Hrs
7	Last Date of purchasing of tender document	20/01/2020 at 16.00 Hrs
8	Last date and time of submission	27/01/2021 at 14.00 Hrs
9	Opening of Technical bid	27/01/2021 at 14.30 Hrs
10	Opening of Financial Bid	Will be informed

Sealed tenders are invited in 2 COVER on behalf of Director, INSTEM, at office of Head SE&M from experienced vendors in Instruments/Equipment. Agency/Contractor who has done similar type of work with proven technical and financial capacity, possessing required infrastructure for the above work only will be considered.

Tender documents consisting scope of work and set of conditions of contract to be complied with by the tenderers whose tender may be accepted can be obtained from the office of the Head-SE&M, INSTEM on any working day between 10:00 Hours to 16:00 Hours on payment of Rs.500/- in cash (non-refundable) from **06/01/2021 to 20/01/2021**

IMPORTANT NOTE

All bidders should attend the PRE-BID MEETING on **21/01/2021 at 14.30 Hrs** in the office of Head-SE&M, INSTEM. It is important for the vendor to attend the pre-bid meeting to understand the exact requirements

TENDER SUBMISSION

Tenders shall be submitted in two parts simultaneously in separate sealed covers, super scribed as "COVER-I (Technical Bid)" and "COVER-II (Price Bid)". Both shall have the tender reference number and name of the work clearly written at the top of the cover. The covers shall have the name / seal of the bidder. Tenders will be received up to **27/01/2021 at 14.00 Hrs** at the above address.

COVER-I of the tender will be opened on the same day at **14.30 hrs** in the presence of attending tenderers. Opening of COVER-II (Price bid) will be intimated only to those tenderers who are qualified after evaluation of Technical Bid.

COVER-I shall contain the following

EMD as specified above in the form of Demand Draft of a scheduled Bank guaranteed by the Reserve Bank of India, in favour of INSTEM, Payable at Bangalore. Cash or Cheque or any other mode for the EMD will not be accepted.

A list of works of similar nature and magnitude (**One work of value of minimum Rs.17.60 Lakhs or two works of value of minimum Rs.13.20 Lakhs each or three works of value of minimum Rs.8.80 Lakhs each**) completed in the last 3 years, with proof.

Proof of technical, financial and organizational competence to execute the work of above nature and magnitude.

List of works on hand and Reference and contact details of similar completed & ongoing works.

Latest work experience certificate with respect to execution of similar works issued by client

COVER-II- Shall contain the following

Price bid fully filled, as per the given format

If clarifications are sought by the contractor during the bidding period, the same should be in writing. Both the clarifications from the tenderer and the response to the clarifications from **INSTEM** should be in writing and all such correspondences should be enclosed along with **COVER-I**.

Director, **INSTEM** does not bind himself to accept the lowest or any other tender, and reserves the authority to reject any or all the tenders or to allot parts of the works to different agencies without assigning any reason thereof.

NOTE: Each and every page of the offered bid shall bear the dated signature and seal of the contractor

The tenderers whose offers are found technically acceptable based on the technical evaluation, including, incase found necessary, inspection of works, executed/under execution by them, to ascertain the quality of work, workmanship, work culture etc., would be informed at the time and date of opening of "Price Bid". **The Price Bid shall contain only priced schedule of quantity in the printed format issued by INSTEM.**

The tenderer shall furnish all the documentary proof mentioned above. Any tender which does not fulfil any of the prescribed conditions will be liable to be rejected.

The safety of men, materials and tools used by the contractor towards this work, is wholly the responsibility of the contractor. In no case, **INSTEM** will be responsible for the safety of the men, materials and tools used by the contractor.

Opening of Technical Bids

Technical bids will be opened on **27/01/2020 at 14.30 Hrs** by the Tender Committee. **INSTEM** shall evaluate the technical bid to pre-qualify the bidders.

Opening of Financial Bids

- 1) Exact date and time shall be communicated through official E- mail address given in the bid document to the qualified bidders.
- 2) Conditional bids would be summarily rejected.
- 3) In case no bid or single bid is received, or any other reason whatsoever, **INSTEM** may at its sole discretion cancel the whole tendering process or extend the last date and time of submission of the bid.
- 4) Any separately submitted discount letter on the financial price shall not be considered by **INSTEM** and shall be a ground for disqualification. Evaluation of financial bid shall be considered only on the quoted price in the financial bid submitted by the bidders.

Contact Person

In case of any query, you may contact any of the following officials:

1. Shri Suresh kumar, Head SE & M at (080-23666430) & E-mail: sureshk@inStem.res.in
2. Shri P C Gautam Scientific Officer F at (08023666066) & E-mail: pchandra@inStem.res.in

Earnest Money Deposit (EMD)

Bidder should pay specified amount towards Earnest Money deposit as follows:

- a) **Rs.44,000 /- (Rupees forty-four thousand Only)** in the form of Demand Draft/PO drawn on any Nationalized /Schedule bank in favour of "INSTEM" Payable at Bangalore.
- b) EMD will not carry any interest.
- c) EMD will be refunded to the unsuccessful bidders after finalization of the tender and issuing the order EMD.
- d) The Earnest Money Deposit submitted by the bidder may be forfeited if,

Successful bidder fails to execute an Agreement within specified time as per intimation/request of the INSTEM,

- 1) Successful Bidder withdraws his tender or backs out after acceptance,
- 2) Bidder withdraws his tender before the expiry of validity period stipulated in the bidding document,
- 3) Bidder violates any of the terms and conditions of the tender,
- 4) Bidder revises any of the items quoted during the validity period,
- 5) Bidder is found to have indulged in fraudulent practices in the bid submission process.

Site Inspection

Before submission of offer, the bidders must inspect the site of work and the environments and be well acquainted with the actual work and other prevalent conditions, facilities available, position of material and labour, means of transport and access to Site, accommodation, etc. No claim will be entertained later on the grounds of lack of knowledge of any of these conditions.

Mandatory

The service Provider should have the Following qualifications: -

- 1) Experience in operation, maintenance, supply and installation of Instruments/Equipments.
- 2) Man power supply experience for Preparative and Analytical Instruments.
- 3) The service provider should have base in Bangalore.
- 4) The service provider should be in the field of Operation and general Maintenance (O&M) of Instrumentation/Preparative and Analytical Equipment/EPABX/Audio Visual and Audio-Video conferencing system/Access control system and Gas Lines for at least from last 3 years (as on 31/12/2020)

- (Relevant documents as shall be attached with Technical bid)
- 5) Service Provider should have its own contract support at Bangalore.
 - 6) The contractor should have the site visit for better understanding the requirement.
 - 7) It is mandatory to attend the prebid meeting

IMPORTANT NOTE

- 1) The bidder shall submit authenticated documentary proof in support of financial turnover certificates/annual audited reports of last 3 year certified by Chartered Accountant. "Similar work" means the Operation and general Maintenance (O&M) of Instrumentation/Preparative and Analytical Equipment/EPABX/Audio Visual and Audio-Video conferencing system/Access control system and Gas Lines.
- 2) The bidder shall submit signed of PO Copies/Work order copies/ completion/ performance certificate issued by client in support of satisfactory completion of similar works during the last 5 years.
- 3) The bidder shall submit signed copy of Tender Acceptance Letter.
- 4) The bidder should submit signed copy of detailed profile of the Organization, (giving list of works in hand and carried out during the last 5 years, names & addresses of the clients, value of work, number of manpower deployed and such other details in respect of works, along with testimonials and other relevant documents, i.e. Proof of Organization, ESI/PF Registration Code, Company Registration No., GST, ITR and PAN etc.)
- 5) The bidder should submit signed copy of partnership firm/partnership deed, if any.
- 6) The Bidder should be having adequate manpower, technical competence, equipment etc. to smoothly execute the work.
- 7) The contractor should have a Registered Office/Branch in Bangalore.
- 8) The contractor should also intimate official E-mail address and telephone no. for all communication in order to avoid loss of time. All communications from INSTEM shall be sent by E-mail/speed post.
- 9) The contractor may also submit 'Quality Plan'.
- 10) Integrity Pact (IP) shall also be applicable.
- 11) Offers of Bidders who are under suspension/banned/black-listed by any PSU/Govt. Department /PSU Banks/Govt. Autonomous bodies or otherwise shall not be considered. Further, if any of the partners/directors of the contractor's organization /firm is blacklisted or having any criminal case against him, his tender shall not be considered. An Undertaking to this effect should be submitted.
- 12) INSTEM reserves the right to request for any further documents/certificate/clarification from the bidder/contractor relevant to above qualifying criteria and the same must be submitted within stipulated time of receipt of any such communication from INSTEM, failing which suitable action shall be taken by INSTEM.
- 13) The contractor should have to signed Bidders Information along with supporting documents.

- 14) After opening of Technical bids, if a firm/Company fulfils the technical criteria, its financial bid will be opened.
- 15) Exact date and time for opening of Financial Bids shall be communicated through official E-mail address given by contractor.
- 16) The bidder may be summarily disqualified in case of non-submission of required documents.

Contract Period

The Contract will be initially for a period of ONE years with a provision of one-year extension subject to evaluation of the performance of service provider/Contractor by INSTEM before end of first year contract. The rates for the 2nd year, if renewed, shall be the prevailing rates of the 1st year quoted by the bidder, however all other terms and conditions will remain unchanged. The performance of the service provider/Contractor will be evaluated every three Months on a continuous basis and the extension /renewal of contract will be based on performance evaluated by INSTEM.

Award of Work

INSTEM reserves the right to split the job into two or more parts and to award the work to separate agencies/bidders subject to the work experience and fulfilment of other terms & conditions and Specifications to the suitability of INSTEM.

Acceptance / Rejection of Bid

INSTEM also reserves the absolute right to reject any or all the Bids at any time solely based on the past unsatisfactory performance by the bidder(s). The opinion/decision of INSTEM regarding the same shall be final and conclusive.

Amendment to Bid documents

- 1) At any time prior to the deadline for submission of Bids, INSTEM may, for any reason, whether at its own initiative or in response to a clarification sought by any prospective bidder, modify the bidding documents by amendment / addendum/corrigendum.
- 2) The corrigendum/amendment will be issued /published on website <http://inStem.res.in> only. Bidders shall be solely responsible to check the web site for the amendment issued in shape of Corrigendum and/or Addendum up to last date of submission of bid.

Clarification on Bids

- 1) To assist in the examination, evaluation and comparison of the technical bids, INSTEM may, at its discretion, ask the Bidder for a clarification on its Bid. No change in price of the Bid shall be sought, offered or permitted. If required, INSTEM reserves the right to ask the bidders to submit supplementary documents to support the documents already submitted by the bidder.

- 2) INSTEM reserves the right to conduct joint post bid discussion after opening the technical bids, for clarification on technical bid and may amend the technical bid requirements so as to bring all the bidders on to a common platform. In case of any alteration in the technical bid requirements, all the bidders shall be given equal opportunity to submit supplementary price offers for that item in which alterations have been made. The supplementary offer must indicate the amount which shall be added to or subtracted from the original price offered for that item. Both the original and the supplementary offer shall be evaluated jointly.

Execution of Contract Agreement

The successful bidder's responsibility under this contract commences from the date of issue of the work order by INSTEM. The Bidder shall submit an unqualified acceptance to the Work order within the period stipulated therein. The successful bidder shall be required to execute an agreement in the prescribed form, on a non-judicial stamp paper of Rs.100/- within 15 days from the issue of Work Order. The contract agreement shall be signed by a person duly authorized/empowered by the bidder. The bidder shall pay for all stamps duty and legal charges, incidental expenses, if any

Abnormal Rates

The bidder is expected to quote rate after careful analysis of cost involved considering all specifications and conditions of contract. In case it is noticed that the rates quoted by the bidder are unusually high or unusually low, it will be a sufficient ground for rejection of the tender unless the reasonableness of the rates is convincing. For scrutiny, the analysis for such rates is to be furnished by the bidder on demand.

Note: The above list of equipment is indicative only. Any equipment/device/wiring/panel etc. which is not indicated in the above list, but forms part of the overall system, shall be deemed to be included in the scope of work. The contractor may inspect the building/premises thoroughly, before quoting for the work. The contractor should physically inspect the entire systems which are to be covered under contract and also to make an assessment of the average consumption of consumables/spares etc., before quoting their rates.

The bidder should physically inspect the entire systems which are to be covered under contract and also to make an assessment of the average consumption of consumables/spares etc., before quoting their rates.

Shut Downs

No routine shut down shall be permitted during office hours. The contractor shall be at liberty to carry out maintenance on holidays and after office hours but with prior permission of INSTEM.

The contractor shall ensure trouble free and smooth operation and maintenance of the Systems at all times. All complaints have to be attended to, in minimum agreed time, as per industry norms/practice, failing which, INSTEM will be at liberty to get the work done on its own/another agency and recover the costs incurred from your running bills/security deposit.

Dispatch Instructions

- 1) The General Conditions of Contract form part of the Tender specifications. All pages of the tender documents shall be duly signed by hand of the authorized representative, stamped and submitted along with the offer in token of complete acceptance thereof. The information furnished shall be complete by itself. The bidder is required to furnish all the details and other documents as required in the following pages.
- 2) Bidders are advised to study all the tender documents carefully. Any submission in tender shall be deemed to have been done after careful study and examination of the tender documents and with the full understanding of the implications thereof. Should the bidder have any doubt about the meaning of any portion of the Tender Specification or find discrepancies or omissions in the scope of work or the tender documents issued are incomplete or shall require clarification on any of the technical aspect, the scope of work etc., bidder shall at once, contact the authority inviting the tender well in time (so as not to affect last date of submission) for clarification before the submission of the tender. Bidder's request for clarification shall be with reference to Sections and Clause numbers given in the tender documents. The specifications and terms and conditions shall be deemed to have been accepted by the bidder in his offer. Non-compliance with any of the requirements and instructions of the tender enquiry may result in the rejection of the tender.
- 3) Integrity Pact (IP) shall be applicable for all tenders / contracts as indicated in tender document. This integrity pact shall be issued as part of the Tender documents and shall be submitted by the bidder along with Technical bid duly filled, signed and stamped by the authorized signatory who signs the bid. Only those vendors / bidders who have entered into such an IP with INSTEM shall be considered qualified to participate in the bidding. Entering into this pact shall be a preliminary qualification.

Data to be Enclosed

1. Full information shall be given by the bidder in respect of the following. Non-submission of this information may lead to rejection of the offer.
2. Income Tax Permanent Account Number: Certified copies of Permanent Account Numbers as allotted by Income Tax Department for the Company/Firm/Individual Partners, Tender Acceptance Letter etc. shall be furnished along with tender.
3. Organization Chart: The organization chart of the bidder's organization, including names, addresses and contact information of the Directors/Partners may be furnished along with the offer.
4. An attested copy of the Power of Attorney/Authorization letter, in case the tender is signed by an individual other than the sole proprietor.
5. Proof of Turnover
6. Proof of Registration Number for PF, ESI, GST. PAN etc.
7. Evidence of minimum Three years' experience.
8. In Case of Individual Tender: His /her full name, address and place & nature of business.

9. In Case of Partnership Firm: The names of all the partners and their addresses. A copy of the partnership deed/instrument of partnership duly certified by the Notary Public shall be enclosed.
10. In Case of Companies: Date and place of registration including date of commencement certificate in case of Public Companies (certified copies of Memorandum and Articles of Association are also to be furnished) Nature of business carried on by the company and the provisions of the Memorandum relating thereof.
11. The Contractor should submit details of the terms and conditions of the personnel deployed by him at INSTEM. The contractor shall also ensure the police verification of each and every person deployed by him at INSTEM. The contractor shall also submit copies of the appointment letters of the personnel deployed at INSTEM, at the time of commencement of the contract or whenever change/replacement of any person (s) takes place during the period of the contract. INSTEM may ask to furnish the details of personnel deployed by the contractor at any time during the period of contract.

Language

- 1) The bidder shall quote the rates in English language and international numerals. These rates shall be entered in figures as well as in words. For the purpose of the tenders, the metric system of units shall be used.
- 2) All entries in the tender shall either be typed or written legibly in ink. Erasing and over-writing is not permitted and may render such tenders liable for rejection. All cancellations and insertions shall be duly attested by the bidder.

Price Discrepancy

In the case of financial bid opening, if there are differences between the rates given by the bidder in words and figures or in amount worked out by him, the following procedure for evaluation and award shall be followed:

In case of lump-sum price, if there is any difference between the amount in figures and in words, the amount quoted by the bidder in words shall be taken as correct.

Evaluation of Bids

Technical bids submitted by the bidder will be opened first and evaluated for fulfilling the Pre-qualification criteria and other conditions in NIT/Tender documents, based on documentary evidences submitted along with the offer.

- 1) In case the same qualifying experience is claimed by more than one agency, then the agency who has executed the work as per documentary evidence submitted shall only be qualified. Scope of qualifying work should be totally with the agency who has executed and in case it is only labour, consumables without tools & plants (T&P), then the responsibility of execution is assigned to the first agency and not to the agency who has executed only as labour supply contractor. Further, INSTEM reserves the right to ask for further proofs including submission of TDS certificates for the said job.

- 2) In case the qualifying experience is claimed by private organizations based on work order and completion certificates from another private organization, INSTEM reserves the right to ask for further proofs including submission of TDS certificates for the said job.
- 3) Assessing Bidder capacity for executing the current tender shall be as per Notice inviting Tender.
- 4) Financial bids of shortlisted bidders shall only be opened at office of Head SE&M, INSTEM Bangalore.
- 5) Financial bids of unqualified bidders shall not be opened.
- 6) Conditional bids may be rejected by INSTEM. The technical evaluation shall be made strictly on the basis of the documents submitted by the bidders in support of the eligibility, the technical and commercial response. All the required information shall be furnished strictly in prescribed schedules/Annexure only. Any information indicated other than prescribed schedules/Annexure shall not be entertained. The financial evaluation shall be made on the basis of the total price/charges as indicated in the schedule of rates/ financial. INSTEM is not bound to accept the lowest quoted offer. Conditions, if any, on any document enclosed with financial Bid shall not be considered. INSTEM's decision in this regard shall be final and binding.

Security Deposit

Upon acceptance of Tender, the successful Bidder is required to deposit an amount equivalent to 5% of the Contract Value as Security Deposit. The security Deposit should be furnished before commencement of the work by the contractor. Security Deposit may be furnished in any one of the following forms:-

- 1) Pay Order/Demand Draft in favour of INSTEM, Payable at Bangalore.
- 2) Bank Guarantee from Scheduled Banks/Public Financial Institutions as defined in the Companies Act.
- 3) The Security Deposit shall not carry any interest.
- 4) The validity of Bank Guarantees towards Security Deposit shall be up to the completion period as stipulated in the Work Order +3 Months, (i.e. 15 months) and the same shall be kept valid by proper renewal till the acceptance of Final Bills of the Contractor, by INSTEM.
- 5) It is the responsibility of the bidder to get the Bank Guarantees revalidated/extended for the required period as may be advised by INSTEM. INSTEM shall not be liable for issue of any reminders on expiry of the Bank Guarantees.
- 6) INSTEM reserves the right of forfeiture of Security Deposit in addition to other claims and penalties in the event of the Contractor's failure to fulfil any of the contractual obligations or in the event of termination of contract as per terms and conditions of contracts with INSTEM.

Return of Security Deposit

Security Deposit shall be refunded/Bank Guarantee(s) released to the Contractor after deducting all expenses /other amounts due to INSTEM, after completion of the contract (plus) three months.

Performance Bank Guarantees

Wherever 5% Bank Guarantees are to be furnished / submitted by the contractor, the following shall be complied with:

- 1) Bank Guarantees shall be from Scheduled Banks/ Public Financial Institutions as defined in the Companies Act.
- 2) It is the responsibility of the bidder to get the Bank Guarantees revalidated/extended for the required period as advice by INSTEM. INSTEM shall not be liable for issue of any reminders on expiry of the Bank Guarantees.
- 3) In case the Bank Guarantees are not extended before the expiry date, INSTEM reserves the right to invoke the same by informing the concerned Bank in writing, without any advance notice/communication to the concerned bidder/contractor.
- 4) Bidders to note that any corrections to Bank Guarantees shall be done by the issuing
- 5) Bank only through and amendment in an appropriate non judicial stamp paper.
- 6) The Original Bank Guarantee shall be sent directly by the Bank to INSTEM under Registered Post (Acknowledgement Due), addressed to the Head SE&M, INSTEM-TIFR, GKVK Campus , Bellary Road Bangalore-560065

Validity of Offer

The rates in the Tender shall be kept open for acceptance for a minimum period of 90 (ninety days) from latest due date of offer submission (including extension, if any). In case INSTEM calls for negotiations, such negotiations shall not amount to cancellation or withdrawal of the original offer which shall be binding on the tenders.

Rejection of Tender and Other Conditions

1. INSTEM reserves the right to accept or reject the tenders without assigning any reason whatsoever.

2. Conditional tenders, unsolicited tenders, tenders which are incomplete or not in the form specified or defective or have been materially altered or not in accordance with the tender conditions, specifications etc., are liable to be rejected.
3. Tenders are liable to be rejected in case of unsatisfactory performance of the bidder with INSTEM or bidder who do not comply with the latest guidelines of Ministry/Commissions of Govt. of India. INSTEM reserves the right to reject a bidder in case it is observed that they are overloaded and may not be in position to execute this job as per the required schedule. The decision of INSTEM will be final in the regard.
4. If a bidder who is a proprietor expires after the submission of his tender or after the acceptance of his tender, INSTEM may at their discretion, cancel such tender. If a partner of a firm expires after the submission of tender or after the acceptance of the tender, INSTEM may then cancel such tender at their discretion, unless the firm retains its character.
5. INSTEM will not be bound by any Power of Attorney granted by changes in the composition of the firm made subsequent to execution of the contract. They may, however, recognize such power of attorney and changes after obtaining proper legal advice, the cost of which will be chargeable to the contractor concerned.
6. If the bidder gives wrong information in his tender, INSTEM reserves the right to reject such tender at any stage or to cancel the contract if awarded and forfeit the Earnest Money/Security Deposit/any other money due.
7. Canvassing in any form in connection with the tenders submitted by the Bidder shall make his offer liable to rejection.
8. In case the proprietor, Partner or Director of the Company/Firm submitting the Tender, has any relative or relation employed in INSTEM, the authority inviting the Tender shall be informed of the fact as per specified format as per relevant annexure attached along with the offer.
9. The successful bidder should not sub-contract part or complete work detailed in the tender specification undertaken by him.
10. The Tender submitted by a techno commercially qualified bidder shall become the property of INSTEM who shall be under no obligation to return the same to the bidder. However, unopened financial bids and late tenders shall be returned to the bidders.
11. Discount letter, if any on financial price shall not be considered by INSTEM.
12. INSTEM shall not be liable for any expenses incurred by the bidder in the preparation of the tender irrespective of whether the tender is accepted or not.

Cancellation of Contract in Full or in Part

INSTEM at its sole discretion can terminate the contract at any time during the period of contract, If the Contractor:

1. At any time makes defaults in proceeding with the works with due negligence and continues to do so even after a notice in writing from the INSTEM Ltd.; or
2. Commits default in complying with any of the terms and conditions of Contract and does not remedy it or take effective steps to remedy it within 15 days after a notice in writing is given to him in that behalf by the INSTEM Ltd.; or
3. Fails to Quarterly performance evaluation of the service provider/contractor by INSTEM or third party inspection report or both; or
4. Violates any of the terms and conditions stipulated in the agreement/tender document.

Law Governing the Contract and Court Jurisdiction

The contract shall be governed by the law for the time being in force in India. The civil court having original civil jurisdiction at Bangalore shall have an exclusive jurisdiction in regard to all claims in respect of the Contract. No other civil court shall have jurisdiction in case of any dispute, under this contract.

Issue of Notice

1. Service of notice on contractor: Any notice to be given to the contractor under the terms of the contract shall be served by sending the same by Registered Post/Speed Post/E-mail to or leaving the same at the Contractor's last known address of the principal place of business (or in the event of the contractor being a company, to or at its Registered Office). In case of change of address, the notice shall be served at changed address as notified in writing by the Contractor to INSTEM. Such posting or leaving of the notice shall be deemed to be good service of such notice and the time mentioned to the condition for doing any act after notice shall be reckoned from the date so mentioned in such notice.
2. Service of notice on INSTEM: Any notice to be given to INSTEM under the terms of the Contract shall be served by sending the same by post or by E-mail.

Use of Office Space

No space belonging to INSTEM shall be occupied by the contractor without written permission of INSTEM. INSTEM will provide the seating space to the staff deputed by contractor.

Commencement of Work

1. The contractor shall commence the work as per the time indicated in the Letter of Intent/Work Order from INSTEM and shall proceed with the same with due expedition without delay.
2. If the contractor fails to start the work within stipulated time as per Work Order or as intimated by INSTEM at its sole discretion will have the right to cancel the contract. The Earnest Money and/or Security Deposit with INSTEM will stand forfeited without any further reference to him without prejudice to any and all of INSTEM's other rights in this regard.
3. All the work shall be carried out under the direction and to the satisfaction of INSTEM.

Rights of INSTEM

1. INSTEM reserves the following rights in respect of this contract during the original contract period or its extensions if any, as per the provisions of the contract, without entitling the contractor for any compensation.
2. To terminate the contract or get any part of the work done through other agency or deploy INSTEM's own/hired/otherwise arranged resources, at the risk and cost of the contractor after due notice period of two weeks by INSTEM in the event of:
 - a) Contractor's continued poor progress
 - b) Withdrawal from or abandonment of the work before completion of the work
 - c) Contractor's inability to progress the work for completion as stipulated in the contract
 - d) Poor quality work
 - e) Corrupt act of Contractor
 - f) Insolvency of the Contractor
 - g) Persistent disregard to the instructions of INSTEM
 - h) Assignment, transfer, sub-letting of contract without INSTEM's written permission
 - i) Non fulfilment of any contractual obligations
 - j) In the opinion of INSTEM, the contractor is overloaded and is not in a position to execute the job as per required schedule
- 3) To effect recovery from any amounts due to the contractor under this or any contract or in any other forms, the moneys INSTEM is statutorily forced to pay to anybody, due to contractor's failure to fulfil any of his obligations. INSTEM shall levy overheads of 5% on all such payments.
- 4) Performance Indicator/Uptime: The contractor during the contract shall be responsible to maintain the complete systems/equipment/software in good working condition by maintaining minimum uptime 95%, which would be calculated for each individual system, which form part of the overall system of

the building. The uptime would be calculated on monthly basis and proportionate deductions would be made from the payment to be made to the contractor for the correspondence quarter for which an uptime of 95% could not be maintained. The deduction would be as follows: -

SI No.	Uptime	Deductions
1	95 –100%	No deduction
2	80 –95%	5% of the total value of the Monthly bill
3	70 –80%	10% of the total value of the Monthly bill
4	Below70%	20% of the total value of the Monthly bill
Note:	(1) No complaints in regard to systems etc. should remain pending for more than 24hrs. However these need to be attended immediately without loss of time.	

Responsibilities of the contractor

- 1) Responsibilities of the contractor in respect of local laws, employment of works etc.
- 2) The contractor shall fully indemnify INSTEM against any claims of whatsoever nature arising due to the failure of the contractor in discharging any of his responsibilities. The following are the responsibilities of the contractor in respect of observance of local laws, employment of personnel, payment of taxes etc.
- 3) The Contractor should provide one set of shoes, umbrella to their employees.
- 4) The contractor at all times during the continuance of this contract shall, in all his dealings with local labour for the time being employed on or in connection with the work, have due regard to all local festivals and religious and other customs.
- 5) The contractor shall comply with all applicable State and Central Laws, Statutory Rules, Regulations etc. such as Payment of Wages Act, Minimum Wages Act, Workmen Compensation Act, Employer’s Liability Act, Industrial Dispute Act, Employers Provident Act, Employees State Insurance Scheme, Contract Labour (Regulation and Abolition) Act 1970, Payment of Bonus & Gratuity Act and other Acts, Rules and Regulations for labour as may be enacted by the Government during the tenure of the Contract and having force or jurisdiction at Site. The Contractor shall also give to the local Governing Body, Police and other relevant Authorities all such notices as may be required by the Law.
- 6) The Contractor shall pay all taxes, fees, license charges, deposits, tolls, royalties, commission or other charges which may be liable on account of his operations in executing the contract.
- 7) Contactor shall be responsible for provision of Health and Sanitary arrangements (more particularly described in Contract Labour Regulation & Abolition Act), Safety precautions etc. as may be required for safe and satisfactory execution of contract.
- 8) The Contractor shall be responsible for proper accommodation including adequate medical facilities for personnel employed by him.

- 9) The Contractor shall ensure that no damage is caused to any person/property of other parties working at site. If any such damage is caused, it is responsibility of the contractor to make good the losses or compensate for the same.
- 10) The Contractor shall arrange, coordinate his work in such a manner as to cause no hindrance to other agencies working in the same premises.
- 11) All safety rules and codes applied by the INSTEM at site shall be observed by the contractor without exception. The contractor shall be responsible for the safety of the equipment/material and works to be performed by him and shall maintain all light, fencing guards, slings etc. or other protection necessary for the purpose. Contractor shall also take such additional precautions as may be indicated from time to time by the Engineer with a view to prevent pilferage, accidents, fire hazards. Due precautions shall be taken against fire hazards and atmospheric conditions. Suitable number of Clerical staff, watch and ward, store keepers to take care of equipment/materials and construction tools and tackles shall be posted at site by the contractor till the completion of work under this contract.
- 12) The contractor shall arrange for such safety devices as are necessary for such type of work and carry out requisite site tests of handling equipment, lifting tools, tackles etc. as per prescribed standards and practices. INSTEM arrange will provide Basic tools and infrastructure required to perform the job
- 13) Contractor has to ensure the implementation of Health, Safety and Environment (HSE) requirements as per directions given by INSTEM.
- 14) The contractor will be directly responsible for payment of wages to his workmen. A pay roll sheet given all the payments given to the workers and duly signed by the contractor's representative should be furnished to INSTEM site for record purpose, if so called for.
- 15) In case of any class of work for which there is no such specification as laid down in the contract, such work shall be carried out in accordance with the instructions and requirements of INSTEM.
- 16) Maintenance of Registers and forms: The contractor shall be responsible to maintain the registers/forms as required under the prevalent labour laws in force from time to time. The contractor shall maintain the above neatly, completely and legibly for inspection by various statutory authorities and the company officials even at short notice
- 17) The Contractor shall maintain the records and log books during the contract period. The Schedule of preventive maintenance for all equipment will be prepared in advance by you, in consultation with officer-in-charge of INSTEM. Necessary records of the services\work carried out will be maintained and the same has to be countersigned by the officer- in-charge of INSTEM whenever asked by INSTEM.
- 18) The contractor shall keep proper upkeep of all areas under the contract.
- 19) INSTEM will not be responsible for any lapse on the part of the Contractor in enforcing of provisions of any Labour Acts /Laws, viz., Payment of Wages Act, Minimum Wages Act, Contract Labour (Regulation & Abolition) Act, 1970 and (Central) Rules, 1971 / Industrial Disputes Act, 1947 and (Central) Rules 1957, Employee's State Insurance Act, 1948 (ESI), Employee's Provident Funds and Miscellaneous Provisions Act, 1952 EPF), Gratuity, Workmen Compensation Act, Bonus Act, etc. It will be the contractor's responsibility to abide by all Statutory Laws/Regulations applicable to the contract labour engaged by him on the Contract Work. Receipt of any complaints on this ground viewed

seriously. It is expressly understood that the manpower deployed by the contractor are not on the rolls of INSTEM and no legal relationship of whatsoever subsists between INSTEM and such personnel employed by the contractor.

- 20) This being a pure works contract, the personnel engaged by the contractor and deployed by him at INSTEM premises will be in no way be deemed as working under employment of INSTEM and there shall not exist any employer-employee relationship between INSTEM and the contractor or his personnel deployed by him. The Contractor or personnel shall have nothing to do with INSTEM either in respect of wages/salary or such other statutory benefits or compensation etc. under the Labour Laws and other related Laws i.e. Gratuity, Bonus or Workmen Compensation Act or any other law in force. The contractor shall obtain an appropriate/adequate Policy i.e. Contractor All Risks (CAR) Policy so as to meet any obligation in any eventuality. The Contractor will be responsible for providing benefits like ESI, PF, Bonus, Group Insurance Scheme etc. under the relevant rules/laws of the State and Central Government. The Contractor shall be solely liable for any dispute that might arise in any matter in future for violation/non-compliance of Labour Laws/regulations and INSTEM will have no responsibility, whatsoever.
- 21) Thorough checking of employees of the contractor during entry/exit would be done by security staff of INSTEM.
- 22) The employees of the contractor will work strictly under the direction and administrative control of the contractor's Manager/Supervisor/Site Engineer. However, the contractor's supervisory staff will have to execute the work through their employees according to the requirement, need and/ instructions of the designated officers of INSTEM.
- 23) The employee of the contractor will ensure strict discipline and behaviour and diligent performance of their duties most befitting to the décor of the most modern mechanized building and the employees of the contractor shall not in any manner cause any interference, annoyance, nuisance etc. to INSTEM staff or its business or working and will be liable for immediately replacing/relocating the individual employee if the services rendered by him are not found to be satisfactory.
- 24) In case of any damage to INSTEM's property/premises for which contractor is accountable, the contractor will be liable to pay the compensation to INSTEM as may be advised by INSTEM. The contractor shall also take full responsibility and compensate INSTEM for any loss/damage/break-down caused to the installation due to negligence of his workers.
- 25) INSTEM will not be responsible for any injury/death caused to the employees provided by the contractor at site. It will be the responsibility of the contractor to abide with the all the provisions of the Workmen Compensation Act, 1923 and no compensation, whatsoever shall be paid by INSTEM in this regard.
- 26) The workforce deployed by the contractor should be adequately covered under Personal Accident Insurance Plan.

39. **Insurance**

- 1) It is the sole responsibility of the contractor to insure his materials, equipment, workmen, etc. against accidents and injury while at work and to pay

compensation, if any, to workmen as per Workmen's compensation Act. The work be carried out in protected area and all the rules and regulations of the INSTEM in the area of project which are in force from time to time will have to be followed by the contractor.

- 2) If due to negligence and or non-observation of safety and other precautions by the contactors, any accident/injury occurs to the property/manpower belong to third party, the contractor shall have to pay necessary compensation and other expense, if so by the appropriate authorities.
- 3) The contractor will take necessary precautions and due care to protect the material, while in his custody from any damage/loss due to theft or otherwise till the same is taken over by INSTEM. The contractor will submit necessary documents for lodging/processing of insurance claim. INSTEM will recover the loss from the contractor, in case the damage /loss is due to carelessness / negligence on the part of the contractor. In case of any theft of material under contractor's custody, matter shall be reported to police by the contractor immediately and copy of FIR and subsequently police investigation report shall be submitted to INSTEM for taking up with insurance. However this will not relieve the contractor of his contractual obligation for the material in his custody.

40. **Strikes & Lockout**

- 1) The contractor will be fully responsible for all disputes and other issues connected with his labour. In the event of the contractor's labour resorting to strike or the Contractor resorting to lockout and if the strike or lockout declared is not settled within a period of one week, INSTEM shall have the right to get the work executed through any other agencies and the cost so incurred by INSTEM shall be deducted from the Contractor's bills/deposits. Further, INSTEM reserves the right to terminate the contract in case of any strike/lockout of the contractor.
- 2) For all purposes whatsoever, the employees of the contractor shall in no case be deemed to be in the employment of INSTEM.

41. **Force Majeure**

The following shall amount to Force Majeure:

- 1) Acts of God, act of any Government, War, Sabotage, Riots, Civil commotion, Police action, Revolution, flood, Fire, Cyclones, Earth quake and Epidemic and other similar causes over which the contractor has no control.
- 2) If the contractor suffers delay in the due execution of the contractual obligation due to delays caused by force majeure as defined above, the agreed time of completion of the job covered by this contract or the obligations of the contractor shall be extended by a period of time equal to period of delay, provided that on the occurrence of any such contingency, the contractor immediately reports to INSTEM in writing the causes of delay and the contractor shall not be eligible for any compensation.

43. **Arbitration & Reconciliation**

- 1) In case amicable settlement is not reached in the event of any dispute of difference arising out of the execution of the contract or the respective rights and liabilities of the parties or in relation to interpretation of any provision by the contractor in any manner touching upon the contract, such dispute or difference shall (except as to any matters, the decision of which is specifically provided for therein) be referred to the sole arbitration of the arbitrator appointed by INSTEM.
- 2) The award of the Arbitrator shall be binding upon the parties to the dispute.
- 3) Subject as aforesaid, the provisions of Arbitration and Reconciliation Act 1996 (India) or statutory modifications or re-enactments thereof and the rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause. The venue of the arbitration shall be held at Bangalore and the language of the proceedings shall be in English. Subject to the above, the Courts at Bangalore alone shall have the jurisdiction to deal any disputes between the Parties pertaining to the contract.
- 4) The cost of arbitration shall be borne equally by both the parties.
- 5) Work under the contract shall be continued during the arbitration proceedings.
- 6) Failure to comply with any of the above conditions can result in termination of the contract, forfeiture of the security deposit, penalty as may be decided by INSTEM and future blacklisting of the contractor.

General Responsibility of the Contract Staff and Scope of work and Condition: -

Following are the things to be checked when performing the Preventive Maintenance: -

The Service Providers/Vendors shall depute suitable manpower with the suitable engineering degree to keep all the Preparatory and Analytical instruments are in good working conditions, at campus. Attend the complaints raised by INSTEM on regular basis. Support Scientific Community for Operations.

Staff will be responsible for replacement of spares such as PCB, Electronic components, Motors or any other cables or connectors etc.

INSTEM Reserve the Rights to change the staff provided by contractor/Service Provider, if services are found unsatisfactory.

INSTEM reserve the rights to deduct any proportionate amount from contractor payment on account of unsatisfactory or found delay in services or careless handling of any Preparatory and Analytical instruments etc. installed at INSTEM campus, Bangalore.

The service provider/Vendor shall ensure that the reported fault/support request is attended to promptly/immediately with 4 hours. The service provider/ Vendor shall be responsible for operation and maintenance of system at INSTEM.

Incase any of the items is required to be taken away for repair, the same shall be subject to the prior written permission of INSTEM.

In case the equipment cannot be repaired at site, it has to be taken to your service centre and stand by equipment shall be provided by you.

All repair/Maintenance/servicing/ replacement etc. is to be done by the vendor without any additional cost such as transportation cost etc.

The bidders should have sufficient arrangement for the said system with OEM for timely supply of required parts etc.

Bidders shall also arrange visit of its expert technician/ engineer at our site on regular basis (during the contract period) to have update about the functioning of the entire systems and take corrective measures for immediate rectification.

The contractor should maintain proper entry and upkeep of relevant log books/ register and work done/ carried out reports to the satisfaction of INSTEM. The same can also maintained in soft copy.

All the systems would be operated and maintained by the selected Contractor. Due to any wrong operations or improper maintenance of any machine, if any breakdown occurs in the systems or damage to the equipment, the contractor has to repair/replace the damage machine for smooth operation of the systems.

Any other servicing which are not covered but necessary for smooth and trouble free working of entire system are also included in the scope of work.

After completion of said contract period it will be the responsibility of the contractor to depute his representative for minimum period of 30 days to explain about the installed systems to the new contractor/agency.

Monthly Payment

The payment shall be released on monthly basis after the close of each month against the invoice provided by the contractor. The monthly bill for the above said contract shall be submitted by the contractor by 2nd of following month and payment shall be released upon satisfactory performance, after adjusting any cost borne by INSTEM due to any reason/damages caused by the contractor or his employees, down time etc., as applicable. Income tax and other taxes and surcharge at source, as applicable will be deducted from your payments at the prevailing rates. The payment for the shall be made on submission of the following documents:

- 1) Certificates (as per annexure attached) with regard to payment made in accordance with the latest Minimum Rates of Wages as fixed from time to time as per the State Govt., Delhi Administration or the Central Govt. whichever is higher. The Contractor shall furnish photo copies of monthly Wages Payment Sheet duly signed by individual employees along- with bills.
- 2) Photo copies of Bank Challans of previous month for the amount deposited in the bank for ESI and PF along with certificate.
- 3) The Contractor will furnish every month a certificate along-with bill to the effect that all statutory obligation/ requirements have been complied with in regard to wages, contribution to PF/ ESI/ Gratuity etc to their staff and INSTEM will not assume any responsibility thereto.
- 4) The contractor should provide one copy of pay slip duly signed by the employee before 5th of every month

All Annexures are to be submitted with the bids duly signed.

Head SE & M

Bid Evaluation Criteria

Bid evaluation committee will evaluate and compare the bids determined to be substantially in line with tender requirement. It is bid evaluation committee's intent to shortlist the proposal that is in line to requirement.

The evaluation shall be strictly based on the information and supporting documents provided by the bidders. It is the responsibility of the bidders to provide all supporting documents as listed in forms necessary to fulfill the mandatory eligibility criteria.

Pre-Qualification Criteria

Sl. No	Criteria	Supporting Documents
1	Bidder shall be legal entity registered in India since last three(3) years	Incorporation/ Registration certificate or equivalent
2	Bidder Shall have Minimum Average Annual Turnover of Rs 50 Lakh in past three year	Audited Balance/ CA certificate
3	Bidder's Experience in Handling similar Job and reference letter (Minimum Two)	PO copies and Performance/ Reference letter
4	Bidder Shall not be blacklisted by any of Government / Semi Government/ Autonomous body in India	Self-declaration, As per Annex
5	Bidder shall have base in Bangalore	Details of Registered office
6	Attendance in Pre- Bid Meeting to understand the requirement	Self-certification

- 1) The pre-Qualification evaluation committee will check if the bidder has deposited the EMD along with Technical Proposal and same are found to be in order.
- 2) The pre-Qualification evaluation committee with check the documentation furnished by the bidder will be examined prime facie to see if the company's capacity, skills base and other attributes as claimed are consistent with the need of project.
- 3) INSTEM may ask bidder for additional information, and /or arrange discussion to verify claims made in bid documents.
- 4) If the attached documents are not in line with requirement and the bidder fails to submit the required documents, the bid shall be rejected

a) Technical Evaluation Criteria

S No	Technical Parameter	Maximum Score
1	Experience in Relevant Field 10 Marks for experience for minimum 1 year 20 Marks for experience for minimum 1 to 2 year 30 Marks for experience for more than 2 to 3 year	30
2	Experience certificate/ Reference from exist clients (Minimum 2)	20
3	Financial strength 10 Marks if average annual turnover is minimum 50 Lakhs 15 Marks if average annual turnover is from 50 to 75 Lakhs 20 Marks if average annual turnover is more the 75 Lakhs	20
4	Technical presentation	20
5	Prebid Meeting	10

- 1) The bidder is required to submit the necessary document as proof of purchase order copy/ Completion certificate, project experience certificate, reference letter or relevant document in support of above parameter.
- 2) The evaluation will also be based on bidders proposed plan to take up the work, project management.
- 3) Presentation: - bidders has to make presentation to the bid evaluation committee at a date, time and venue as informed by INSTEM. The team will analysis the
 - a) Understanding of the requirement by bidder
 - b) Highlights of the proposed solution
 - c) Appropriateness of proposed plan
 - d) Support Team & Execution Capabilities
- 4) Technical bid shall be examined by the bid evaluation committee with respect to compliance, completeness and suitability for the tendered work. The bid which are in line with the requirement and fulfill all the qualification requirement will be considered "qualified".

Price bid of only "Qualified" bid will be open.

Note: It is mandatory to score minimum 50% of marks in each category and overall 75% to qualify.

Scope Summary:

Handling and support across all the Operation and general Maintenance (O&M) of Instrumentation/Preparative and Analytical Equipment/EPABX/Audio Visual and Audio-Video conferencing system/Access control system and Gas Lines at Campus.

Preventive maintenance support on all the Preparative and Analytical equipment assets.

Co-ordinate for maintenance support on all the Preparative and Analytical equipment assets.

Daily check of the Preparative and Analytical equipment.

Maintain inventory record of spares and accessories of Preparative and Analytical equipment.

Co-ordinate for new installations of Preparative and Analytical Equipment and accessories.

Maintain common user accounts for User ships.

SLA Management.

Incident Management.

Problems Management.

Service (Technical Deliverables):

- Escalate issues related to non-functioning of system, fault in instruments, non-performance of suppliers for service support or delay in attending the problem.
- Addressing the helpdesk requests and notify the users about the status and progress on their requests.
- Notify the users on any breakdown, planned/unplanned maintenance about unavailability of services to the users and all concerns.
- Maintain data on contact information about service support providers, escalation matrix.
- Identifying problems, reporting complaints to concern.
- Co-ordinate with Vendors for maintenance of Preparative and Analytical instruments.
- Periodic check of all Preparative and Analytical instruments.
- Service of support staff must be available on weekend, holidays after office hours as and when required.

General Check at Common Equipment rooms.

Checking logbooks and in common equipment rooms on daily basis and should monitor the usage of all the instrument and maintain the user list for all the instruments

Making sure that all the instrument are working properly and making sure that the

instrument table are cleaning and dust free and instruments are placed properly

Keeping record access to the users on online scheduler for various instruments

Scheduling shutdown of the instruments for UPS maintenance

Scheduling defrosting lyophilizers, freeze dryers, cryostats on weekly basis

Checking vacuum pumps oil level and replacing if required

Checking the performance of all the centrifuge machine on regular basis and should making sure the machines are not used by the unauthorised users

Checking all the rotors for high speed centrifuges and Ultra-high speed centrifuges on daily basis, getting all the rotors autoclaved and making sure rotors are lubricated and all O-rings are present

Maintain stock of all tubes for all the rotors and issue the centrifuge tubes to the users and maintain the record of the same.

Changing the towel kept in the centrifuge on weekly basis and making sure that centrifuge are kept clean and there is no chemical spillage inside the chamber
Checking lamp hours of flurolog, fluoromax instruments on daily basis and should cleaning the exhaust filter of furlong and fluoromax on weekly basis
Checking sonicator probe on regular basis and should keep the stock of the same
Changing buffers, milli-q water, methanol of ITC and DSC machine on regular basis
Washing the sample cell and reference cell for DSC and ITC machine on weekly basis
Scheduling the calibration of both DSC and ITC machine on regular basis
Replacing the syringe, fill port adaptor, tubing whenever require
Making sure that sample cell and reference cell always fill with water
Checking the performance of ITC and DSC on regular basis
Making sure that all the FPLC and HPLC pump are working fine
Checking plunger washing solution on daily basis
Checking the performance of UV-Visible spectrophotometer on regular basis
Calibrating the laminar air flow on regular basis an making sure that the inflow and down flow are within the range
Checking camera and filter of gel-documentation, image quant system on regular basis
Checking UV/white light trans illuminator are working properly
Calibrating the image quant system with Std. trays whenever require
Checking performance of RT-PCR machine on regular basis
Drain water from freeze dryers, cryostat on regular basis
Checking performance of vibratome, microtome, cryostat on regular basis and should lubricate microtome, vibratome, cryostat on regular basis
Keeping record of calibration due date of all common equipment's
Making sure all the Systems are working fine in all the common equipment room.

TRAINING POLICIES AND PROCEDURES

General training for common instruments will be held in the month of September and October. Students should undergo training before they start using the instruments. This is required because the instruments are very expensive & delicate. Keeping in mind that one would like to obtain the best possible and most useful data and prevent damage to the instruments and injury to personnel it is essential to undergo training. Researchers who anticipate the use of any instruments and have not been certified to use them should contact the Instrumentation Section to schedule training well in advance.

New students should also be supervised by experienced members of their research group initially as a part of their training. This is mandatory for the use of common facilities as well. This will help acquaint new users the manner in which the group members typically use the instruments and facilities. All users must be aware of the location of the instrument manuals and should have read the respective manuals.

The Instrumentation Engineer will also schedule additional training programs as and when required, subject to availability of time and instruments.

No common equipment should be removed or dislocated from the Equipment room without prior permission. Placement of new common equipment or individual-owned equipment in common areas will have to be done in consultation with the Instrumentation Section and the person in charge of the common area.

Users are requested to be vigilant and report the misuse/ mishandling of equipment and other infrastructure to the Instrumentation Engineer.

Service provider should keep common facilities neat and clean. Areas around the instruments should always be kept free of extra and non-essential items.

If any equipment is damaged due to the negligence of the user or improper use, the PI supervising the user will pay for the damages. The user may also be denied future access to the machines depending on the degree and severity of negligence.

The Service Providers/Vendors shall depute suitable manpower with the suitable engineering degree to keep all Equipments/systems in good working conditions, attending all breakdown call of Preparative and Analytical Equipment's required at campus. Attend the complaints raised by INSTEM on regular basis.

On set Preventive Maintenance before any usage of Preparative and Analytical equipment at INSTEM.

Staff should ensure that the request for Instrumentation support, reported fault is attended prominently/ immediately. If any instrument or machines is not repairable in short time, Standby machines or instruments shall be installed or move the setup from other locations.

Staff will be responsible for replacement of consumables and other accessories such as Centrifuge tubes, Rotor O-rings, Vacuum oils, Lubricants for all Instruments etc....

INSTEM Reserve the Rights to change the staff provided by contractor/Service Provider, if services are found unsatisfactory.

INSTEM reserve the rights to deduct any proportionate amount from contractor payment on account of unsatisfactory or found delay in services or careless handling of any equipment.

The service provider/ Vendor shall ensure that the reported fault/support request is attended to promptly/immediately within 4 hours. If any equipment/machine is not repaired within the above period, a stand by machine shall be provided immediately. Incase any machine is non repairable, then equivalent model of same or different make will be given as replacement without any additional cost. The service provider/ Vendor shall be responsible for operation and maintenance all the Preparative and Analytical Equipment etc... at INSTEM.

Incuse any of the items is required to be taken away for repair, the same shall be subject to the prior written permission of INSTEM.

Incuse the equipment cannot be repaired at site, it has to be taken to your service centre and stand by equipment shall be provided by you.
All repair/Maintenance/servicing/ replacement etc... is to be done by the vendor without any additional cost such as transportation cost etc.

The bidders should have sufficient arrangements for the said system with OEM for timely supply of required parts/ equipment's etc.

Bidders shall also arrange visit of its expert technician/ engineer at our site on regular basis (during the contract period) to have update about the functioning of the entire systems and take corrective measures for immediate rectification.

The contractor should maintain proper entry and upkeep relevant log books/ register and work done/ carried out reports to the satisfaction of INSTEM. The same can also be maintained in soft copy.

All the systems/equipment's would be operated and maintained by the selected Contractor. Due to any wrong operations or improper maintenance of any equipment, if any breakdown occurs in the systems or damage to the equipment, the contractor has to repair/replace the damage equipment's for smooth operation of the systems.

Any other servicing which are not covered but necessary for smooth and trouble free working of entire system are also included in the scope of work.

After competition of said contract period it will be the responsibility of the contractor to depute his representative for minimum period of 30 days to explain about the installed equipment's/ systems to the new contractor/agency.

Service Window and Service Level Agreement:

Location: - INSTEM, GKVK Campus

Days: - Monday to Saturday

Timings: - 8.30 AM to 6 PM.

Over all up time: - Better than 95% guarantee

Service Review Meeting:

Review meeting will be held once in a month on first Monday. To review the services or any issues during the last month and plan for upcoming period. Action will be identified as appropriate to improve work areas.

As such the normal agenda for such meetings will include,

Highlights of the past month performance statistics, concentrating on major or technical issues reported (based on the monthly report).

Any service breakdown trends and achievements.

Explanation of matters outstanding from previous month and in particular issues, which have been attended or about to be escalated.

Helpdesk feedback system.

Review of the scheduled workload such as fault resolutions, progress of approved changes, and implementation of works.

Suggestions for improvements in resolution of issues.

Issues with contract management, billing, invoicing and other financial matters in case any.

Assumption and Exclusions:

INSTEM would offer the following to the service provider:

INSTEM will supply the spares for machines which are not under warranty or not covering under AMC's. For warranty items the spares would be follow up from the OEM as per applicable.

The service provider would be responsible to log service calls and to resolve services related calls.

The team deployed at INSTEM locations would co-ordinate and report to Head Instrumentation or Designated staff in Instrumentation team.

INSTEM team would provide the consumables like: pen drive, cables etc whenever required for smooth running of system.

Email and telephone facility for team to communicate with end-users and office will be provided by INSTEM.

Internet access for accessing technical details and downloading the required documents or tools will be provided by INSTEM.

Storage place with locks and key arrangements for stocking files, manuals, spares etc.

INSTEM would provide computer systems and printer to the team deployed.

INSTEM would provide full access to equipment and will provide suitable working space to enable maintenance and services.

INSTEM would be providing proper site conditions, a standard power conditioning equipment's and air conditioning as per standards.

The facility provider shall not be responsible for failures due to manufacturing defects of any components in the system or network.

Repair cost of instruments will be borne by INSTEM.

All the spares or accessories and consumables will be provided by INSTEM.

Posting of Service Engineers:

Contractor will post additional engineers when found necessary due to a considerable increase in equipment during the period of contract. Such posting will be based on a mutual agreement between INSTEM and the Contractor.

INSTEM reserves the rights to check the credentials and knowledge of service engineers before posting as a service engineer to INSTEM.

The personnel posted should have suitable Engineering degree/Diploma and minimum of 3-year experience in handling similar assignments.

INSTEM reserves the right to qualify the service engineer. Before posting the resident service engineer to INSTEM's site, clearance should be taken, duly furnishing the bio data of the engineer to be posted along with his experience particulars.

Resident engineer posted by the contractor shall be available throughout the working hours on all working days. All engineers would be on call 24x7. In case of any emergency, engineer would be called after office hours as well. Replacement service Engineer shall be posted, if the regular service engineer is on leave etc. In case of absence of any service engineer at the site, due to whatever reasons, a penalty of Rs.400/- respectively per day will be levied.

All leave and/or absence of the service engineers posted at INSTEM will have to be planned in advance and proper replacement to be made available. In order to meet the contingency arising out of sudden and unplanned absence, the service provider may get the profile of engineers proposed to be substituted, approved from INSTEM at the commencement of the contract and at such intervals as and when required.

Quantities:

The Quantities of various items given in the schedules for provision of INSTEM are only approximate and are for the guidance of the contractor. As far as possible, they have been assessed correctly but are likely to vary during the execution of the work. However, the allied services to be provided is independent of the number/type/make of the equipment's available at the locations mentioned in the schedule and shall also include all the equipment's to be added in the future, during the contract of the contractor.

Instrumentation – Preparative and Analytical Instruments.

General Check at Common Equipment rooms.

Checking logbooks and in common equipment rooms on daily basis and should monitor the usage of all the instrument and maintain the user list for all the instruments
Making sure that all the instrument are working properly and making sure that the instrument table are cleaning and dust free and instruments are placed properly
Keeping record access to the users on online scheduler for various instruments
Scheduling shutdown of the instruments for UPS maintenance
Scheduling defrosting lyophilizes, freeze dryers, cryostats on weekly basis
Checking vacuum pumps oil level and replacing if required
Checking the performance of all the centrifuge machine on regular basis and should making sure the machines are not used by the unauthorised users
Checking all the rotors for high speed centrifuges and Ultra-high speed centrifuges on daily basis, getting all the rotors autoclaved and making sure rotors are lubricated and all O-rings are present
Maintain stock of all tubes for all the rotors and issue the centrifuge tubes to the users and maintain the record of the same.
Changing the towel kept in the centrifuge on weekly basis and making sure that centrifuge are kept clean and there is no chemical spillage inside the chamber
Checking sonicator probe on regular basis and should keep the stock of the same
Changing buffers, milli-q water, methanol of ITC and DSC machine on regular basis
Washing the sample cell and reference cell for DSC and ITC machine on weekly basis
Scheduling the calibration of both DSC and ITC machine on regular basis
Replacing the syringe, fill port adaptor, tubing whenever require
Making sure that sample cell and reference cell always fill with water
Checking the performance of ITC and DSC on regular basis
Making sure that all the FPLC and HPLC pump are working fine
Checking plunger washing solution on daily basis
Checking the performance of UV-Visible spectrophotometer on regular basis
Checking camera and filter of gel-documentation, image quant system on regular basis
Checking UV/white light trans illuminator are working properly
Calibrating the image quant system with Std. trays whenever require
Checking performance of RT-PCR machine on regular basis
Drain water from freeze dryers, cryostat on regular basis
Checking performance of vibratome, microtome, cryostat on regular basis and should lubricate microtome, vibratome, cryostat on regular basis
Keeping record of calibration due date of all common equipment's
Making sure all the Systems are working fine in all the common equipment room.

Training policies and procedures

General training for common instruments will be held in the month of September and October. Students should undergo training before they start using the instruments. This is required because the instruments are very expensive & delicate. Keeping in mind that one

would like to obtain the best possible and most useful data and prevent damage to the instruments and injury to personnel it is essential to undergo training. Researchers who anticipate the use of any instruments and have not been certified to use them should contact the Instrumentation Section to schedule training well in advance.

New students should also be supervised by experienced members of their research group initially as a part of their training. This is mandatory for the use of common facilities as well. This will help acquaint new users the manner in which the group members typically use the instruments and facilities.

All employee must be aware of the location of the instrument manuals and should have read the respective manuals.

The Instrumentation Engineer will also schedule additional training programs as and when required, subject to availability of time and instruments.

No common equipment should be removed or dislocated from the Equipment room without prior permission. Placement of new common equipment or individual-owned equipment in common areas will have to be done in consultation with the Instrumentation Section and the person in charge of the common area.

Employee are requested to be vigilant and report the misuse/ mishandling of equipment and other infrastructure to the Instrumentation Engineer. Service provider should keep common facilities neat and clean. Areas around the instruments should always be kept free of extra and non-essential items.

If any equipment is damaged due to the negligence of the user or improper use, the PI supervising the user will pay for the damages. The user may also be denied future access to the machines depending on the degree and severity of negligence.

The Service Providers/Vendors shall depute suitable manpower with the suitable engineering degree/Diploma to keep all Equipment/systems in good working conditions, attending all breakdown call of Preparative and Analytical Equipment's required at campus. Attend the complaints raised by INSTEM on regular basis and Preventive Maintenance before any usage of Preparative and Analytical equipment at INSTEM.

Staff should ensure that the request for Instrumentation support, reported fault is attended prominently/ immediately. If any instrument or machines is not repairable in short time, Standby machines or instruments shall be installed or move the setup from other locations.

Staff will be responsible for replacement of consumables and other accessories such as Centrifuge tubes, Rotor O-rings, Vacuum oils, Lubricants for all Instruments etc....

INSTEM Reserve the Rights to change the staff provided by contractor/Service Provider, if services are found unsatisfactory.

INSTEM reserve the rights to deduct any proportionate amount from contractor payment on account of unsatisfactory or found delay in services or careless handling of any equipment.

The service provider/ Vendor shall ensure that the reported fault/support request is attended to promptly/immediately within 4 hours. If any equipment/machine is not repaired within the above period, a stand by machine shall be provided immediately. In case any machine is non repairable, then equivalent model of same or different make will be given as replacement without any additional cost. The service provider/ Vendor shall be responsible for operation and maintenance all the Preparative and Analytical Equipment etc... at INSTEM

In case any of the items is required to be taken away for repair, the same shall be subject to the prior written permission of INSTEM.

In case the equipment cannot be repaired at site, it has to be taken to your service centre and stand by equipment shall be provided by you.

All repair/Maintenance/servicing/ replacement etc... is to be done by the vendor without any additional cost such as transportation cost etc.

The bidders should have sufficient arrangements for the said system with OEM for timely supply of required parts/ equipment's etc.

Bidders shall also arrange visit of its expert technician/ engineer at our site on regular basis (during the contract period) to have update about the functioning of the entire systems and take corrective measures for immediate rectification.

The contractor should maintain proper entry and upkeep relevant log books/ register and work done/ carried out reports to the satisfaction of INSTEM. The same can also be maintained in soft copy

All the systems/equipment's would be operated and maintained by the selected Contractor. Due to any wrong operations or improper maintenance of any equipment, if any breakdown occurs in the systems or damage to the equipment, the contractor has to repair/replace the damage equipment's for smooth operation of the systems.

Any other servicing which are not covered but necessary for smooth and trouble free working of entire system are also included in the scope of work.

After competition of said contract period it will be the responsibility of the contractor to depute his representative for minimum period of 30 days to explain about the installed equipment's/ systems to the new contractor/agency.

Operation and maintenance of Audio Visual system.

Audio Visual System

inStem has following Lecture halls, Seminar halls and Meeting rooms.

1. 150 Seater Auditorium.
2. 100 Seater Auditorium.
3. 25 Seater Lecture hall.
4. 20 Seater Lecture hall.
5. 12 Seater Seminar hall
6. 12 Seater Seminar hall
7. 12 to 20 Seater Seminar hall.
8. 8 to 10 Seater Seminar hall.

General Check at Lecture halls / Seminar halls / Auditoriums.

The standby systems of Audio visuals are checked for functionality.

AAA size and AA size batteries are sufficiently available at lecture halls and maintain the records of stocks.

Availability of the required Audio visual adaptors, power adaptors available at lecture halls / Auditorium.

Slide changers with pointers, wooden pointers are available at the lecture halls / Auditorium.

Lights in the lecture halls are working fine, replace if required.

Chairs at lecture halls should fine without any damage found or breakage. If found note down and report it to the concerned department and update the same after rectification.

Lecture halls Air conditioner needs to verify for functioning, in case of failure inform to the concerned department and update the same after rectification.
Clock time should be checked and replace the battery when required.
Projector screen movement to be checked.
Internet and WIFI to be checked for functionality.
Doors and windows movement to be checked for smooth functioning.
Sufficient markers with all colours availability in working condition. Replace with new ones if required.
Whiteboard to be checked and clean the board if needed.
Telephone facility available in the halls with Local, STD, ISD facility, check it by making test calls and record the same.
Timers functionality should be checked before the lectures. Keep the other set of timers as standby.
Standard Operating Procedure availability at Lecture halls/ Seminar halls for users to operate it user friendly.

Main Responsibility of the Contract Staff and Scope of work in Audio Visual system handling at various venues in CAMPUS.

Handling the Audio Visual systems for all the events scheduled at campus including major conferences, Annual Talks, Symposiums, Informal and Non Informal Seminars, non-Scientific Public Lectures etc.
There will be scheduled and also unscheduled meetings. The vendor should be ready with all kind of unscheduled meeting and arrange for the support.
Maintain common user accounts for Skype, Google hangouts, Goto meetings, zoom meetings, clear sea etc.
The system should be checked at least 45 minutes before any major events scheduled at Auditoriums with the all necessary requirement and checked. The staff should be present 30 minutes before the event commences.
Complete audio visual systems at the lecture halls / Auditoriums should be checked a day before the events/ Conferences/ Symposiums etc. also the standby audio system should be checked and kept ready.
Maintain complete documentation of the Audio Visual system along with the drawings.
Arrangement for the streaming of lectures at other venues in the campus.
Maintain the documents of "Record and Streaming permission" forms for each event in a file for future reference.
Setup the sound system for the cultural events planned at campus.
Trouble shooting technical problems occurred in Audio Visual system during the events, and resolve or provide alternate solutions.
Audio Visual related support needs to be extend within short notice from the users.
Attending the audio visual related helpdesk requests and reply to them.
Co-ordinate with the other institute technical team to perform the appropriate test runs for both video conference and audio conference meeting in advance to ensure that the Video and audio quality along with the data sharing is fine, both at near end as well as far end.
Setting up other video calls such as Clear Sea, Skype, Goto meetings, Google hangouts if requested by the users.
Maintain the Common Institute Skype accounts, Google hangout accounts, Clear Sea accounts.
Maintaining the inventory list of spares and accessories like Lamps, Spare adaptors, Spare Visual cables, Spare Audio cables etc.
Plan the man power distribution if more events happening at campus to handle the events.
Involvement in the process of new or re-installation and commissioning of the Audio Visual System.
Timers should be used for the public lectures, Symposiums, conferences and other lectures which are time bound.
Assigned audio visual work should be completed in time.

Check the inStem events calendar daily for any events scheduled on that particular day and co-ordinate with the users.

Editing the recorded video of the lectures and upload on the Institute's video gallery.

Maintain the videos on the video gallery of inStem website for future references.

Provide the video of the particular lecture when asked by the users or faculties with approval from the concern In-charge.

Upload the videos of scientific talks to the inStem You-tube channels after getting the prior permission from the concern Authorities.

Performing the preventive maintenance scheduled weekly for all the Lecture halls, meeting rooms,

Seminar rooms, Auditoriums and maintain the checklist, preventive Maintenance records.

Video Systems

Following are the things to be checked when performing the Preventive Maintenance

Lamp Life of the Projector has to be checked and record the Lamp hours used. Replace the lamp if required.

Blow the dust from the Projector.

Clean the Air Filter periodically so that there is no blockage of the Air coming out.

Verify the colour displayed from the projector so that the colours should match with the actual colour.

Cable connection to the projector to be checked for any damages or loose connection.

Availability of spare VGA or HDMI cables at Lecture halls/ Seminar halls.

UPS backup should be checked with Audio Visual running as load and record it. Follow up with the UPS maintenance team to make sure that the UPS is checked periodically by them at all Lecture halls.

Video conference system to be checked at lecture halls by making a test calls with the sample sites for the LAN connectivity check.

Audio Systems

Ground connection to the Audio rack to be checked for any earth leakage.

Blow the dust accumulated on the Audio system rack if required.

Sound / Volume level of the Power Amplifier should be checked for both Right and Left channel speakers for equal volume levels.

Wireless microphones to be checked by performing the mock presentation in the lecture hall to find out if any noise or breakage of sound etc.

Tune the Audio for the correct sound level in the lecture hall by adjusting the Bass, Treble and Gain of the Microphones so that perfect audio is maintained in the lecture hall or auditoriums for the smooth running of the events.

Label the respective microphones with their respective receivers so that it is easy to identify them.

The Service Providers/Vendors shall depute suitable manpower with the suitable engineering degree to keep all Equipment/systems in good working conditions, attending all Audio Visual Operations required at campus. Attend the complaints raised by inStem on regular basis. Support Scientific Community for Audio Visual Operations for Scientific talks.

On set Preventive Maintenance before Audio Visual conferences and presentation solutions at inStem.

Staff should ensure that the request for Audio Visual support, reported fault is attended prominently/ immediately. If any instrument or machines is not repairable in short time, Standby machines or instruments shall be installed or move the setup from other locations.

Staff will be responsible for replacement of consumables such as batteries of remote, touch panel batteries, Audio Visual cables, Mic's, HDMI Cables, LAN, VGA cables or any other cable or connectors etc. Projector lamps are also covered in the scope of contract.

Access control system:

Operation and maintenance of Access control system:

inStem has for door Access control system with software to operate the access control. We have around 80 doors connected with the access control system.

Sl.no	Access control system	Quantity	Brand/ Make
02	4 doors Access control	20	Spectra
03	Emergency Break glass	80	
04	Readers	80	
05	EM Locks	80	
06	Exit switches	40	

Installation of New Access control system

Coordinate with IT, civil and Electrical team for pre-installation requirement like LAN, power and masonry work before the installation.

Read the drawings, understand the requirement and plan the cable routings.

Coordinate with the IT team to get the fix IP

Discuss with the user and get the user list to restrict the access.

Uploading the card details to provide access for the users.

After the installation of hardware contractor has to create the data base and the controller has to be named in the software.

After the installation the contractor has to ensure the quality and testing of the work

Once the ID cards receive by the contractor from the Admin department he has to give the general access for common facilities, Gym, Sports complex, Library & Back gate. If the users required, the access for the restricted places he has to get the mail confirmation from the facility incharge to give the access. The contractor has to save the details in excel sheet and also mail copies to be filed for future reference.

If the Access control system is not working the contractor has to troubleshoot the issues related to the access control system

Replacing the faulty cables

Aligning the EM lock for the proper door locking.

Checking the continuity of the cables

Issues related to software of access control system. Issues with the controller, reader, exit, switch & Emergency break glass shall be addressed

Expiry/validity of the card should be checked and maintain data.

He has to check the tenure of the employee and update in the software.

If the software is not working due to the technical issues the contractor has to do the manual activation in the controller and manual entering the data

Monthly backup to be taken for all the controllers and also in between if some user request for the data

Documentation for the data related to access control system

The contractor has to take the backup of MDB files from the software and he has to maintain the details of all the users who has the access in which controller. The additional names or the new users for the facilities request will be given by the facility incharge and the contractor has to give the access and same should be added in the data base. Each controller should be named as per the facility name so that it can be identified and accessed whenever required.

Gas lines:

Air Compressor and Gas Manifold for CO₂, N₂, CO₄, UHP N₂, AR H₂ and He etc

The centralised gas line system of Total 16 Gas manifold and 10 numbers of air compressor with different air compression technology which are oil based and require routine check-up. The contractor should do the maintenance as per the given SOP

Check the operation of air compressor and all the gases which are located at V1 and V2 of all the floors and basement

Maintain air compressor plant unit neat and tidy by informing housekeeping staff to clean it on every alternative day.

Check the electrical power panel for any loose contact and checking the load power during the compressor operation.

Check the outlet pressure of compressor units and maintain it on 8kg/cm².

Check the operation of air dryer units and filter units.

Check the dew point of the air dryer unit.

Check the performance of air filter, oil separator element, thermal valve and blow down element of the air compressor.

Check the performance of exhaust fan of the compressor unit. Note down the running hours of compressor unit.

Check the cut in and cut off pressure of air compressor unit.

Check drain the collected water from receiver tank.

Check for the leakage of air in any outlet lines.

Maintain the spares and accessories of air compressors and Screw air compressors which are essential for the operation of instrument.

Vacuum Plant

Total 7 numbers of Industrial vacuum plant system which will maintain the continuous vacuum pressure of 650mmHg. The contractor should do the maintenance as per the given SOP

Check the operation Vacuum plants which are located at Southern and Eastern laboratories.

Check the cut -in and cut-off pressure of vacuum plant.

Check the outlet pressure of Vacuum units and maintaining it on 650 mmHg.

Check the level of makeup water tank and always maintain at a level of 270mm.

Check the operation of circulating water pump and make sure there is no leakage from high pressure discharge line.

Check the operation of plate heat exchanger.

Check the operation of 1TR (Tones of refrigeration) chiller unit.

Maintain the chiller temperature at 18°C.

Check level of water in chiller tank and need to change it every 15 days with class II type water.

Check for any abnormalities or alarm generated from the chiller controller.

Check the electrical power panel for any loose contact and checking the load power during the vacuum pump and chiller unit operation.

Maintain the spares and accessories of vacuum pump, Chiller unit and water pump that are essential for the operation of Plant.

EPABX/Telephone Exchange:

Operation and maintenance of EPABX system installed at inStem Campus.

inStem has **Matrix EPABX Model: Eternity 30** with software to operate and maintain the telephone exchange Installed at inStem.

The below indicated quantity phones are already installed and in working condition and also the spare Accessories list has been given below.

Total number of telephone lines: 400
Analog Phone Instruments – 100
IP Phones – 10
Digital phones – 10
RJ 45/RJ11 Crimping Tool – 02
I/O Crimping Tool – 02

Keeping record of monthly bills for individual extensions.
Coordinating with BSNL and Tata Engineers for the PRI related issues and getting resolved at the earliest. Preparing estimation for cable routing, telephone instruments, new phone lines.
Coordinating with the vendor for cable routing and checking the end to end continuity.
Planning the cable routing for providing new phone lines.
Routine maintenance of MDF installed at various places.
Replacing the damaged crones with the new ones.
Attending to all the complaints related to existing telephone lines via helpdesk.
Coordinating with BSNL for the complaints related to direct lines.
Keeping stock of telephone instruments, line cord, coil cord, faceplates, I/O ports, crones, crone tools, crimping, telephone cables tools etc.
Checking UPS backup for all the EPABX systems and scheduling UPS maintenance whenever required.
Taking handover of telephone work done at new project and checking the no of points, end to end continuity, ferrules details as per the drawing provided.
Preparing the snag list and sending to project team for necessary action
Coordinating for Laying the Armoured cable

General Check of EPABX system and Telephone lines

EPABX Programming: -

Maintenance of Telephone EPABX system at inStem.
Generating monthly telephone bills for inStem
Taking weekly backup of EPABX systems at inStem.
Taking backup of call billing software on weekly basis.
Providing new telephone lines and attending to the problems of existing lines.
Troubleshooting of faulty lines.
Providing STD/ISD facility to different extension whenever required.
Programming the facility on individual extension like STD/ISD, call forward, voice mail etc.
MDF details with location given below

SCHEDULE OF RATES

(To be submitted in Financial Bid)

Job Description	Comprehensive amount (excluding Taxes) (Lump Sum Amount for year)
Works Contract for Assistance in Operation and general Maintenance (O&M) of Instrumentation - Preparative and Analytical Equipment, EPABX, Audio Visual and Audio-Video conferencing system, Access control system and Gas Lines etc. installed at inStem campus, Bangalore.	
GST Tax (@ of% GST)	
Total	

Note:

1. **Evaluation of Financial bids will be based on total amount quoted by the bidder.**
2. **Monthly charges shall be arrived at dividing the yearly amount by Twelve (12).**
3. Submission in any other format may result in cancellation of the offer.

Date:
Place:
Seal

Signature of authorized person
Full Name & Designation: Company's

Annexure-1**BIDDER INFORMATION**

REF: - inStem/INS/6/2020-21

Dated:

S. No.	Particulars/Details	
1	Name of the Bidders/ Firm	
2	Communication Address	
3	Telephone No. Office	
	Mobile	
	Fax	
	E-Mail	
	Website	
4	Authorised Person - Name	
	Designation	
	Mobile	
	E-Mail ID	
5	Alternate Authorised Person - Name	
	Designation	
	Mobile	
	E-Mail ID	
5	Employee's PF & Miscellaneous Provision Act,	
6	ESI Number & DATE	
7	PAN	

8	GST No.	
9	Company Registration No.	
10	Income Tax Return for last 3 years. (Attached yes or No)	
	Beneficiary Bank Details	
11	Bank Account No	
	IFSC/NEFT Code	
	Name of Bank	
	Address of Branch	
12	Particular of Tender Fee	
	Amount	Rs.
	(DD/PO) No.	
	Date	
	Name of the Bank	
	Address of Bank	
13	Particular of Earnest Money Deposit (EMD)	
	Amount	Rs.
	(DD/PO) No.	
	Date	
	Name of the Bank	
	Address of Bank	
14	The bidder has office in Bangalore	

15	The bidder should have Average Annual Turnover at least 10 Lakhs in last 3 year ending March, 31st 2020.	
16	Furnish the names with address & telephone nos. of three responsible persons who will be in a position to certify about the services/quality as well as the past performance of your organization.	
17	Whether you accept all the terms and conditions of the tender; Yes/No	

(Fill up the above table & Enclose legible copies of the supporting documents)

Date:
Place:

Signature of authorized person
Full Name & Designation: Company's Seal

Annexure-2

REF: -inStem/INS/6/2020-21 Dated:

A. Details of Similar Experience: Operation & Maintenance of Preparative and Analytical equipment's experience having during the last 3 years.

Sl. No.	Name & Address of The client, Concerned Person and contact/	Name and Location of work	Value of Work (In lakh)	Contract Period (from ___To___)	Completion/ Performance Certificate/PO/ WO/enclosed 'Yes' or 'No'	Any other information You would like to give

(Fill up the above table & Enclose legible copies of the supporting documents)

B. Details of Technical and skilled manpower

Ser. No.	Name and Designation	Qualification	Experience	Any Other Information

C. Financial Capability: Average Annual Turn Over of the bidder during the last 3 years

Ser. No.	Financial Year	Turnover (Rs. in lakh)
1	2017-18	
2	2018-19	
3	2019-20	
	Average	

(Fill up the above table and Enclose copy of Turnover certificates, profit/loss statement certified by any Chartered Accountant.)

Date:

Place:

Signature of authorized person

Full Name & Designation:

Company's Seal

Annexure-3

TENDER ACCEPTANCE LETTER

To,

The Head SE&M
INSTEM-TIFR
GKVK Campus, Bellary Road
Bangalore-560065

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: **REF: - inStem/INS/6/2020-21** **Dated**

Name of Tender/Work: - Works Contract for Assistance in Operation and general Maintenance (O&M) of Instrumentation/Preparative and Analytical Equipment/EPABX/Audio Visual and Audio-Video conferencing system/Access control system and Gas Lines etc installed at inStem campus, Bangalore.

Dear Sir,

1. I/ We have purchased the tender document(s) for the above mentioned 'Tender/Work' from the office of Head SE&M, INSTEM.
2. I/We here by certify that I/we have read the entire terms and conditions of the tender documents of all pages (including all documents like annexure(s), schedule(s),etc.), which form part of the contract agreement and I/we shall abide here by the terms/conditions/clauses contained therein.
3. The corrigendum(s) issued (if Any) from time to time by your department/organization too has also been taken into consideration, while submitting this acceptance letter.
4. I/We here by unconditionally accept the tender conditions of above mentioned tender document(s)/ corrigendum(s) in it totality/entirety.
5. I/We do here by declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking/Private organization.
6. I /We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be in correct/untrue or found violated then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit/Security deposit or both absolutely.

Date:

Place:

Signature of authorized person

Full Name& Designation:

Company's Seal

Annexure-4

OFFER FOR WARDING LETTER/TENDER SUBMISSION LETTER

Offer Reference No. **inStem/INS/6/2020-21** Dated:

To,
The Head SE&M
INSTEM-TIFR
GKVK Campus, Bellary Road
Bangalore-560065

Dear Sir,

Sub: Submission of Offer against Tender Specification No: **inStem/INS/6/2020-21**
I/We hereby offer to carry out the work detailed in the Tender Specification issued by INSTEM,....., in accordance with the terms and conditions thereof.

I/We have carefully perused the following listed documents connected with the Tender documents and shall abide by the same.

Amendments/ Clarifications/ Corrigenda/ Errata/ etc. issued in respect of the Tender documents by INSTEM.
Notice Inviting Tender (NIT)/ (Technical Bid).
Financial Bid.
Documents referred to intender document.
Forms and Procedures.

Should our Offer be accepted by INSTEM for Award, I/we further agree to furnish 'Security Deposit' for the work as provided for in the Tender Conditions within the stipulated time as maybe indicated by INSTEM.

I/We further agree to execute all the works referred to in the said Tender documents upon the terms and conditions contained or referred to there in and as detailed in the appendices annexed thereto.

I/We have deposited/depositing here with the requisite Earnest Money Deposit (EMD) as per details furnished in the tender document.

Authorised Representative of Bidder

Signature:
Name:
Address
Date:

Annexure -5

DECLARATION BY AUTHORISED SIGNATORY OF BIDDER

To,

The Head SE&M
INSTEM-TIFR
GKVK Campus, Bellary Road
Bangalore-560065

Dear Sir,

Sub: Declaration by Authorised Signatory
Ref: I) Tender No. **inStem/INS/6/2020-21**

Dated:

I/We hereby certify that all the information and data furnished by me with regard to the above Tender Specification are true and complete to the best of my knowledge. I have gone through the specifications, condition, stipulations and other pertinent issues till date, and agree to comply with the requirements and Intent of the specification.

I further certify that I am authorized to represent on behalf of my company/firm for the above mentioned tender and a valid Power of Attorney/Authorisation letter to this effect is also enclosed.

Yours faithfully,

(Signature, Date & Seal of Authorized
Signatory of the Bidder)

Date:

Enclosed: Power of Attorney/Authorization letter

Annexure -6

DECLARATION CONFIRMING KNOWLEDGE ABOUT SITE CONDITIONS

To,
The Head SE&M
INSTEM-TIFR
GKVK Campus, Bellary Road
Bangalore-560065

Dear Sir,

Sub: Declaration confirming knowledge about Site conditions

Ref: i) NIT/Tender **inStem/INS/6/2020-21**

Dated:

ii) All other pertinent issues till date

I/We hereby declare and confirm that we have visited the site as referred in INSTEM Tender Specifications and acquired full knowledge and information about the site conditions including, Job and job requirement, Wage structure, other conditions prevalent at and around the site. We further confirm that the above information is true and correct and we shall not raise any claim of any nature due to lack of knowledge of Site conditions.

I/We, hereby offer to carry out works as detailed in above mentioned Tender Specification, in accordance with Terms & Conditions thereof.

Yours faithfully,

(Signature, Date & Seal of Authorized
Representative of the Bidder)

Date: Place:

Annexure -7

NO DEVIATION CERTIFICATE

To,
The Head SE&M
INSTEM-TIFR
GKVK Campus, Bellary Road
Bangalore-560065

Dear Sir,

Sub: Declaration by Authorised Signatory

Ref: i) **inStem/INS/6/2020-21**
ii) All other pertinent issues till date

Dated:

We hereby confirm that we have not changed/modified/materially altered any of the tender documents as purchased from office of Head SE & M, INSTEM and in case of such observance at any stage, it shall be treated as null and void and his tender shall deemed to be withdrawn.

We also hereby confirm that we have neither set any Terms and Conditions and nor have we taken any deviation from the Tender conditions together with other references applicable for the above referred NIT/Tender Specification.

We further confirm our unqualified acceptance to all Terms and conditions, unqualified compliance to Tender Conditions, Integrity Pact (if applicable) and acceptance to Reverse bidding process.

We confirm to have submitted offer in accordance with tender instructions and as per aforesaid reference.

Thanking you,

Yours faithfully,

(Signature, Date & Seal of Authorized
Signatory of the Bidder)

Annexure -8

DECLARATION FOR RELATION IN INSTEM

To,
The Head SE&M
INSTEM-TIFR
GKVK Campus, Bellary Road
Bangalore-560065
Dear Sir,

Sub: Declaration for relation in INSTEM

Ref: NIT/Tender No. **inStem/INS/6/2020-21**

Dated:

I/We hereby submit the following information pertaining to relation/relatives of Proprietor/Partner (s)/Director(s) employed in INSTEM

Tick (✓) any one as applicable:

1. The Proprietor, Partner(s), Director(s) of our Company/Firm DO NOT have any relation or relatives employed in INSTEM

OR

2. The Proprietor, Partner(s), or Director(s) of our Company/Firm have relation/relatives employed in INSTEM and their particulars are as below:

- (i)
- (ii)

Signature of the Authorised Signatory

Note:

1. Attach separate sheet, if necessary.
2. If INSTEM Management come to know at a later date that the information furnished by the Bidder is false, INSTEM reserves the right to take suitable action against the Bidder/Contractor.

Annexure -9

NON DISCLOSURE UNDERTAKING (INTEGRITY PACT)

I/We understand that INSTEM is committed to Information Security Management System as per their Information Security Policy.

Hence, I/We M/s_who are submitting offer for providing services to INSTEM, against Tender No. **inStem/INS/6/2020-21 Dated:** hereby undertake to comply with the following in line with Information Security Policy of INSTEM ,

- To maintain confidentiality of documents & information which shall be used during the period of the Contract.
- The documents & information shall not be revealed to or shared with third party which shall not be in the business interest of INSTEM

(Signature, date & seal of Authorized Signatory of the bidder)

Date:

Annexure -10

DECLARATION

To,
The Head SE&M
INSTEM-TIFR
GKVK Campus, Bellary Road
Bangalore-560065

Ref: NIT/Tender inStem/INS/6/2020-21
All other pertinent issues till date

Dated:

Dear Sir,

1. We have carefully read and understood all the terms and conditions of the tender and hereby convey our acceptance to the same.
2. The information / documents furnished along with the above offer are true and authentic to the best of my knowledge and belief. We are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of our tender at any stage besides liabilities towards prosecution under appropriate law.
3. We have apprised our self fully about the job to be done during the currency of the period of agreement and also acknowledge to bear consequences to of non-performance or deficiencies in the services on our part.
4. We have no objection, if enquiries are made about the work listed by us.
5. We have not been blacklisted by INSTEM or any other organization where we have worked. Further, if any of the partners/directors of the organization /firm is blacklisted or having any criminal case against them, our bid shall not be considered. At any later point of time, if this information is found to be false, INSTEM may terminate the assigned contract immediately.
6. We have not been found guilty by a court of law in India for fraud, dishonesty or moral turpitude.
7. We agree that the decision of INSTEM in selection of Bidders will be final and binding to us.

Date: Signature of authorized person

Place: Full Name & Designation: Company's Seal:

N.B: The above declaration, duly signed and sealed by the authorized signatory of the company, should be enclosed with Technical Bid.

Annexure-11

REF: - inStem/INS/6/2020-21

Dated:

Estimated/approximate deployment plan: This is one of the critical parameter for technical evaluation of Bid.

No	Requirement	Description
1.	Describe the Estimated /approximate deployment plan to take up the Job	
2	Describe, How the company is suitable to Take up this Job	

Date:
Place:

Signature of authorized person
Full Name & Designation: Company's Seal