

**India Trade Promotion Organisation**

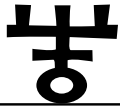
**Tender Document for  
IT - Facilities Management Services (FMS)**

**Tender No. ITPO/CD/FMS/2011**

**Dated 16.12.2011**

**India Trade Promotion Organisation**  
(A Govt. of India Enterprise)  
Gate No. 3, Pragati Bhawan, Pragati Maidan  
New Delhi – 110001

**REVISED TENDER DOCUMENT**



India Trade Promotion Organisation (ITPO)  
(A Government of India Enterprise)  
Pragati Bhawan, Pragati Maidan, New Delhi-110 001

Tender No. ITPO/CD/FMS/2011

Date :- 16.12.2011

**Subject : Selection of agency to provide IT related Facilities Management Services, dated 16.12.2011.**

India Trade Promotion Organisation (ITPO), a premier trade promotion organisation, manages India's premier trade fair complex, Pragati Maidan in New Delhi. ITPO now intends select a company for providing IT related Facilities Management Services of ITPO. For this purpose, OSD, System Development & Compliance Services Division (SD&CSD), ITPO invites sealed technical and commercial bids from eligible companies.

**Important Information-**

Cost of tender document	` 1000/- through demand/bank draft favoring ITPO of any nationalized bank. (To be submitted in Envelope -1 along with tender document)
Earnest money deposit	` 50,000/- through demand/bank draft favoring ITPO of any nationalized bank. (To be submitted in Envelope -1 along with tender document)
Last Date for receiving queries/clarifications	December 26, 2011
Date for Pre Bid Conference	December 28, 2011 (3.00 pm) at Pragati Bhawan
Last date for submission of sealed bids	January 16, 2012 (3.00 pm)
Opening of Technical bids	January 16, 2012 (4.00 pm)

For downloading/details of tenders, please visit our website: [www.indiatradefair.com](http://www.indiatradefair.com).  
For any clarifications, please contact: Shri Ravi Pareek, Dy. Manager, IT Services, at the captioned address. Ph. 011-23371952, Email : [ravipareek@itpo-online.com](mailto:ravipareek@itpo-online.com)

**Officer on Special Duty**

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## 1. REQUEST FOR PROPOSAL

### 1.1 Objective

This RFP (Request for proposal) is issued as a request for providing IT related Facilities Management Services of ITPO.

### 1.2 The Client - ITPO

India Trade Promotion Organisation (ITPO), a premier trade promotion organisation, manages India's premier trade fair complex, Pragati Maidan in New Delhi. ITPO now intends to select a company for providing IT related Facilities Management Services of ITPO. For this purpose, OSD, System Development & Compliance Services Division (SD&CSD), ITPO invites sealed Technical and Commercial bids from eligible companies.

## 2. DEFINITIONS

**“Applicable Law”** - means all relevant laws in force and effect as of the date hereof and which may be promulgated or brought into force and effect hereinafter in India, including judgment, decrees, injunctions, Writs or orders of court, as may be in force and effect during the subsistence of this Tender Document.

**“Bid Document”** - shall mean the document submitted by the bidder, pursuant to understanding and agreeing with the terms and conditions set out in this Tender Document.

**“Contract”** - shall mean the agreement to be entered into between ITPO and the successful Bidder.

**“ITPO”** - ITPO means India Trade Promotion Organization.

## 3. DISCLAIMER

The information contained in this bid document or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of ITPO is provided to Investors/Bidder(s) on the terms and conditions set out in this document and such other terms and conditions subject to which such information is provided. By acceptance of this tender document, the recipient further agrees that this tender document may not be distributed, reproduced or used for any other purpose than selection of a company for providing IT related Facilities Management Services of ITPO. The recipient agrees that it will cause its Directors, Partners, officers, employees and representatives and any other parties who provide services to the recipient to use the tender document for the purposes in the

manner stated above. ITPO does not make any representation or warranty expressed or implied, as to the accuracy, authenticity, timeliness and/or completeness of the information contained in this tender document. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this tender document. The ITPO also accept no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this tender document. ITPO may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this tender document. The issue of this tender document does not imply that ITPO is bound to select a Bidder and ITPO reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

#### **4. INTERPRETATION:**

In this Tender Document, unless the context otherwise requires,

- 4.1 For the purpose of this Tender Document, where the context so admits,
  - (i) The singular shall be deemed to include the plural and vice versa and
  - (ii) Masculine gender shall be deemed to include the feminine gender and vice-versa.
- 4.2 References to a “person” if any shall, where the context so admits, include references to natural persons, partnership firms, companies, bodies corporate and associations, whether incorporated or not or any other organization or entity including any governmental or political subdivision, ministry, department or agency thereof;
- 4.3 References to Clauses, Recitals or Schedules are references to clauses and recitals of and schedules to the Contract and the Tender Document. The Schedules, annexure and addendums shall form an integral part of this Contract.
- 4.4 Any reference herein to a statutory provision shall include such provision, as is in force for the time being and as from time to time, amended or re-enacted in so far as such amendment or re-enactment is capable of applying to any transactions covered by this Contract. Any references to an enactment include references to any subordinate legislation made under that enactment and any amendment to, or replacement of, that enactment or subordinate legislation. Any references to a rule or procedure include references to any amendment or

replacement of that rule or procedure.

4.5 The headings and sub-headings are inserted for convenience only and shall not affect the construction and interpretation of this Tender Document. References to the word “include” and “including” shall be construed without limitation. Any reference to day shall mean a reference to a calendar day including Saturday and Sunday.

## **5. DUE DILIGENCE**

The Bidder is expected to and shall be deemed to have examined all instructions, forms, terms and specifications in this Tender Document. The Bid should be precise, complete and in the prescribed format as per the requirement of the Tender Document. Failure to furnish all information required by the Tender Document or submission of a bid not responsive to the Tender Document in every respect will be at the Bidder’s risk and may result in rejection of the bid. ITPO shall at its sole discretion be entitled to determine the adequacy / sufficiency of the information provided by the Bidder.

## **6. COST OF BIDDING**

The Bidder shall bear all costs associated with the preparation and submission of its bid and ITPO shall in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

## **7. CLARIFICATION OF BIDDING DOCUMENTS**

ITPO shall make best efforts to respond to any request for clarification of the Tender Document, such request to be made in writing through email: [ravipareek@itpo-online.com](mailto:ravipareek@itpo-online.com). Such response / clarification shall to the extent possible be made in writing. All such clarification will be posted on website also. ITPO shall not be responsible for any delay including but not limited to any postal delays.

## **8. AMENDMENT OF TENDER DOCUMENT**

At any time before the deadline for submission of bids, ITPO may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, or in response to some points brought to ITPO’s attention during pre bid conference, modify the Tender Document by amending, modifying and / or supplementing the same. All changes shall be posted on website

www.indiatradefair.com and prospective Bidders are required to go through the same before submission of bid. All such amendments shall be binding on them without any further act or deed on ITPO's part. In the event of any amendment, ITPO reserves the right to extend the deadline for the submission of the bids, in order to allow prospective Bidders reasonable time in which to take the amendment into account while preparing their bids.

## **9. SCOPE OF THE WORK:**

**The Facility Management Services includes:**

### **9.1 TECHNICAL SUPPORT SERVICE**

Scope- covers the desktops, laptops, servers, LAN equipment.

List of deliverables -

- 9.1.1 Manning and managing the Local area network LAN center of ITPO which is equipped with Sun & Dell Servers, Central Switch, Work Group Switch, Router PCs etc on 24 X 7 basis.
- 9.1.2 Taking data back-up on DAT drive of Export full, Physical Full and Lotus Domino Server.
- 9.1.3 Resolving network connectivity problems and generating daily reports such as server uptime charts, server usage statistics, peak hour utilization, network errors, trend analysis reports etc.
- 9.1.4 Installing software on the clients (including remote clients) and servers.
- 9.1.5 Router (include all remote routers) configuration including adding / modifying firewall rules.
- 9.1.6 Performing any install, move, add or change at the client level and server.
- 9.1.7 Virus control (we have purchased Antivirus software, it will be provided by ITPO).
- 9.1.8 Updating virus signatures at all desktops on a regular basis.
- 9.1.9 Performance monitoring and implementing configuration changes to improve performance.

### **9.2 ASSET MANAGEMENT SERVICE AND MAINTENANCE SERVICE**

Scope - servers, desktops, printers, networking equipments, UPS, LAN equipments, consumables.

List of deliverables

- 9.2.1 Maintenance and inventory support for above equipment.

- 9.2.2 Record all IMACs (installation, move, add, change) within site.
- 9.2.3 All UPS equipments are to be managed, maintained and their battery status checked periodically. In case replacement of battery is required OR repair cost incurred, only cost of battery or repair cost of battery shall be chargeable.

### **9.3 MAIL SERVICES**

Scope- Manage the existing mail network of ITPO. (Lotus Notes)

List of deliverables

- 9.3.1 User account management- creation, deletion and transfer of mail boxes
- 9.3.2 Monitoring the mail traffic queue and the disk space usage for mail
- 9.3.3 Mail delivery management.
- 9.3.4 Internet configuration at client end.
- 9.3.5 Monitoring the internet mail traffic.

### **9.4 SERVER MANAGEMENT AND OPERATING SYSTEM ADMINISTRATION SERVICE**

Scope- To cover the SUN servers and all administrative tasks related to the servers (some tasks are listed separately below). The tasks include (but this is not an exhaustive list as all admin. related tasks have to be carried out):

List of deliverables:

- 9.4.1 Comprehensive on sight maintenance for Sun Solaris Server, Fire V 880, Dell Power Edge2600, Sun Storage T3, Sun Blade 100 Workstation, Axis E100 CD-ROM Server and attached peripherals.
- 9.4.2 Comprehensive on sight maintenance for SAN switches of SUN glogic.
- 9.4.3 Back up of mount point of Sun Server regularly.
- 9.4.4 Restoration of mount point of Sun Server in case of disk fail.
- 9.4.5 Managing Operating System of Sun Server.
- 9.4.6 Performance tuning of Sun Server.
- 9.4.7 Maintenance of Terminal concentrator of Nortel Networks.
- 9.4.8 System booting, shutdown.
- 9.4.9 System configuration and tuning as required.
- 9.4.10 Regular back-up services.
- 9.4.11 OS installation, if required.

- 9.4.12 Crash analysis, system restoration, including restoration of OS, user files etc. from back-up.
- 9.4.13 Keeping track of patches for all system software from the vendors' sites or based on information received from vendors, downloading patches and installing them as they become available managing the mail service, monitoring utilization of resources such as CPU, memory, disk and alerting management of bottlenecks.
- 9.4.14 Resolving server problems like system hang, hard disk crash, network connection failure etc.
- 9.4.15 Performing periodic system performance tuning-changing the system configuration parameters and re-organizing the disk space etc.
- 9.4.16 Performing periodic backup of all systems files/volumes.
- 9.4.17 Installing system softwares.
- 9.4.18 Escalating unresolved problems to the principal/hardware vendor for ensuring resolution.

## **9.5 MAINTENANCE OF VARIOUS APPLICATION SOFTWARE**

- 9.5.1 Maintenance of Windows 2000 server SP4.
- 9.5.2 Maintenance of MS SQL Server 2000.
- 9.5.3 Installation and Configuration Oracle 8i, D2K, Visual Basic, and Crystal Report.
- 9.5.4 Maintenance of Lotus Domino 6.5 server and lotus client.
- 9.5.5 Monitoring and Maintenance of Lotus Domino Server mail boxes.
- 9.5.6 Lotus id creation and maintenance.
- 9.5.7 Managing 200 nodes of Lotus Notes.
- 9.5.8 Manage of Cisco 2611, PIX 515e, IDS 4215.
- 9.5.9 Software Maintenance of Routers.
- 9.5.10 Installation and Configuration Hindi Indic and Indica 2000 (Hindi software)/Unicode.
- 9.5.11 Bio matrix attendance software.
- 9.5.13 Oracle 10G, Oracle database support.
  
- 9.5.13 Support of Network Management System (NMS).
  
- 9.5.14 File Tracking System software (NIC).

## **9.6 BACKUP AND RESTORE SERVICE**

Scope- to cover the SUN servers

List of deliverables:

- 9.6.1 Perform backup operations everyday as per the defined backup strategy.

- 9.6.2 Label media for identification and retrieval.
- 9.6.3 Ensure proper storage and handling of media to prevent data loss.
- 9.6.4 Conduct restoration drills with sample backed up data on a quarterly basis to confirm data integrity.
- 9.6.5 Maintain log sheets of backups taken.
- 9.6.6 Replace media that reach their defined life cycle.

## **9.7 SYSTEM SECURITY**

List of deliverables

- 9.7.1 Creating user accounts with defined rights and privileges.
- 9.7.2 Ensuring root passwords are available to authorized users only and they are changed at regular intervals.
- 9.7.3 Ensuring restricted access to the system.
- 9.7.4 Reporting any security breach to ITPO as and when detected.
- 9.7.5 Monitoring remote logins and file access using logs generated by server management tool.

## **9.8 NETWORK MANAGEMENT SERVICE**

Scope- Cover LAN.

These set of services will include monitoring the performance of the network components, and reporting problems to the concerned parties.

List of deliverables:

- 9.8.1 Monitoring the LAN network utilization, uptime, etc. of the different network components using standard utilities provided by the vendors; to prepare reports for the Management on a weekly basis; to alert management of any perceived bottlenecks.
- 9.8.2 Monitoring the network bandwidth available from the vendors and to report if the availability is below the agreed upon bandwidths.
- 9.8.3 To inform the vendors handling LAN network hardware maintenance in case of malfunction of any components; to keep a log of reports and attendance to the faults and their resolution by the hardware vendors
- 9.8.4 For the leased lines, to follow up with the appropriate service provider for the restoration of lines in case of failures of such leased lines.
- 9.8.5 Network performance monitoring using a NMS to be provided.

## **9.9 DATABASE MANAGEMENT SERVICE**

Scope- The database management system used is Oracle. This component involves the management of the Oracle systems. This includes management of the Oracle database as well as the Oracle Application Server. The tasks include (but the list is not exhaustive):

List of deliverables:

9.9.1 Maintenance of Oracle Server.

9.9.2 Scripts for back-up.

9.9.3 Monitoring the Oracle RAC Database daily.

9.9.4 Troubleshooting of problems – unlimited.

9.9.5 Periodic fine tuning for preventive maintenance to:

- i) Improve the availability window of the applications to the users by making the application database robust and improving its response time.
- ii) Take preventive action for the database to be available to the users.
- iii) Plan for disaster recovery and in time performance & tuning by

- Performance tuning of the database on a period basis.
- Preventive/pro-active action against possible disaster.
- Security of Oracle database.

9.9.6 User Accounts Management.

9.9.7 Database start-up and shutdown.

9.9.8 Database recovery after failures.

9.9.9 Database-specific back-ups.

9.9.10 Database performance monitoring and tuning.

9.9.11 Alerting regarding abnormal activity such as large increases in table sizes.

9.9.12 Carrying out database specific administration functions as dictated by the application.

9.9.13 Oracle Application Server related administration tasks.

9.9.14 Creating new file systems and correcting file system inconsistencies.

9.9.15 Creating/modifying, deleting users and groups.

9.9.16 Shutting down / killing application components in case of application malfunction without affecting system uptime, if possible.

9.10 Help Desk : - The company will provide and operate help desk services through the help desk software. The software should be able to generate the MIS report.

**9.11 Project Management** : - Manage all work under scope of work, Submission of Monthly Project Status reports & conducting status meetings etc.

**9.12 The scope of work is including but not limited to the work mentioned above. The scope of work may also include any future development or changes that take place from time to time with respect to IT infrastructure or any other force majeure by the government time to time.**

**NOTE : -**

- i. The manpower to men the LAN center should have knowledge related to Unix, Windows 98/XP/Vista, Windows server 2000/2003/2008, Oracle, Lotus Notes Software, Servers, Central Switch, PCs, Printers, UPS, Networking equipments and components etc.
- ii. Maintenance would include preventive maintenance and repair or replacement of any item necessary for keeping the equipment active and free from any defects/ disturbances and also on any unscheduled call for corrective and maintenance services, taking appropriate measures on time to set right the malfunctioning.
- iii. The replacement of all the spares and other parts (excluding printer heads, UPS batteries, printer ribbon and ink and ink/toner cartridge, DDS 4 data cartridge) would be responsibility of selected bidder . The replacement of the defective spares with good quality and standard would be done by the successful bidder without any extra charges, with in 24hrs.
- iv. Quarterly services of equipments Cables with the help of vacuum cleaner and cleaning solutions would also be done.
- v. For the purpose of maintenance the successful bidder shall keep or arrange for necessary equipments and consumables like spare parts, UPS battery charger, vacuum cleaner, cleaning liquids etc. to avoid any downtime.
- vi. The comprehensive maintenance shall be carried out at the premises of ITPO in case selected bidding companies feels that the equipment cannot be repaired at site it will carry and deliver the equipment at its own cost and risk.
- vii. The successful bidding company would carry out the inspection of items covered by maintenance for their working conditions.
- viii. The faulty items (physical damage, damage due to negligence etc. ) if any would be repaired by the company at ITPO's cost, if consented by ITPO.
- ix. The items which are under warranty will be covered under maintenance after the expiry of the warranty period without any additional cost to ITPO.
- x. Any future purchase of hardware / software will also subsequently become the part of FMS without any extra cost to ITPO.

## 10. MAN POWER REQUIREMENT–

To provide the above services the vendor must deploy the following manpower:

1. **Project Manager/Network Administrator:** Must have full time degree in B.Tech/ M.Tech or MCA in Computer Science/IT. Must have minimum 5 years of experience in Facility Management Service and also preferably in hardware & networking, software management .. He will be fully responsible for the project. He has to ensure service delivery, user satisfaction, must provide monthly MIS reports. The entire team will report to the Network Administrator. He should be able to administrating the servers, capable of looking after the mission critical network, experience in handling leased line, V-SAT, RF connectivity, Cisco router, L3 & L2 Switches etc. He has to ensure that his services are available round the clock when required.
2. Apart from Network Administrator minimum 8 IT professionals would be deployed by the company, as per the following detail, to cater the day to day requirement of IT facilities.
  - a) Facility Management team consisting of three members for monitoring, round the clock, of all equipments in the LAN room and their maintenance such as Racks with associated equipments, Switches, Routers, Server Management such as Lotus, FTS, Attendance etc. They should have Diploma in Hardware & Networking and Certification/diploma such as from Microsoft, IBM, Aptech for such work etc. and should have minimum 1 year experience.
  - b) One Data Base Administrator (DBA) should be BCA/MCA and certification such as Oracle in this field etc. and should have minimum 1 year experience.
  - c) One Sun Server and LAN Server Administrator should be BCA/MCA and certification such as SUN SOLARIS/LINUX etc. with 1 year experience. Should have knowledge in Linux, Unix, Sun Solaris etc.
  - d) Three team members for Desktop/Printer/Networking equipment Maintenance should have Diploma in Hardware Networking with 1 year of work experience.

Note:

- i. The number of persons listed above is the minimum number that is required in our view. The actual number deployed by the vendor may be more to take care of leave, illness, job requirement, support activity, quality, promptness etc. If the Network administrator is absent for more than 5 days at a stretch, a replacement must be put in place.

- ii. The above mentioned manpower will be based at ITPO head quarters, Pragati Maidan.
- iii. The above staff would be under the supervisory control of System Development & Compliance Services Division (SD&CSD) and would assist and advise ITPO on Technical issues/up gradation of the information system etc.
- iv. Network Administrator will also be the technical advisor for IT infrastructure related matters, their maintenance, up gradation etc. ITPO would be free to use his expertise in technical matters. As Project manager cum Network administrator, he will responsible for ensure project management, adherence to all service level standards and submission of reports as per SL Standards defined at Annexure 3.
- v. The normal working hours would be 9:30 AM to 6:00PM on working days. However, if required, the manpower will attend the office beyond office hours and on Saturdays and Sundays without any extra cost, such as special duties during exhibitions like IITF etc. This is expected when ITPO officials will also need to be present for extra hours or extra duties.

## **11. DETAILS OF IT-INFRASTRUCTURE OF ITPO**

Please refer ANNEX – 1.

## **12. ELIGIBILITY CRITERIA**

### **Eligibility criteria for bidders:**

- 12.1 The Bidder should be either a company or a firm. Relevant papers such as copies of original documents defining constitution or legal status, or Certification of Incorporation/Memorandum/ Articles of Association etc to be provided as a supporting document.
- 12.2 The bidder should be registered under VAT or Service Tax. Copies of VAT/TIN and Service Tax registration certificate (any one) may be provided as a supporting document.
- 12.3 The bidder should have satisfactorily completed/undergoing (one year successfully completed in case of undergoing projects) one similar work of volume not less than ` 30 Lakhs or two similar works of volume not less than `18 lakhs in last 5 years from Government/Semi Govt., PSUs/Other Govt.

Bodies. In case of work of private company the bidder will submit the TDS also in support of the work order.

Similar work means the bidder should have experience in providing technical support services and facility management services for maintenance/management of Oracle based systems, administering Unix / Linux/Windows etc. servers and maintenance service of IT infrastructure in an organization having more than 50 computers during last 5 years. In addition bidder must have experience in managing Sun Server.

- 12.4 The bidder should have a minimum annual average financial turnover of ` 1 Crore (` One Crore Only) during last three financial years. Audited copy of balance sheet for last three financial years i.e. 2008-09 to 2010-11 are to be provided as supporting document.
- 12.5 The bidder should have minimum 15 numbers of permanent employee on the rolls of the bidder, including at least two employees having degree such as BE/B. Tech/MCA/Graduate in Information Technology/computer related field and experience of 5Years. Please furnish the bio-data covering details of qualification and work experience. The list of such permanent employed technical professionals must be certified by the HR Department of the company.
- 12.6 The company must deposit Earnest Money Deposit (EMD) of ` 50,000/- in the form of bank/demand draft favouring "India Trade Promotion Organisation", payable at New Delhi.
- 12.7 The company must deposit Cost of tender document in the form of demand draft for ` 1000/- of any nationalized bank, in favour of "India Trade Promotion Organisation", payable at New Delhi.
- 12.8 The company/firm must be registered with Employees Provident Fund (EPF) and / or Employees Estate Insurance Corporation ESIC. Please provide documentary proof.**

### **13 PROCESSING FEE & EARNEST MONEY DEPOSIT (EMD)**

- 13.1 Bidders are required to submit non refundable ` 1000/-(` One thousand) towards Cost of tender document/processing fee in the form of DD of Nationalized or Scheduled Bank/Bank Pay Order drawn in favour of" India Trade Promotion Organization." payable at Delhi & ` 50,000/- (` Fifty Thousand) as EMD for the bids in form of Demand Draft of Nationalized or Scheduled Bank / Pay Order drawn in favour of '**India Trade Promotion Organization**' payable at Delhi.

13.2 The processing fee is non refundable.

13.3 Processing Fee and EMD should be part of Envelope -1.

13.4 The EMD is non-interest bearing.

13.5 The successful Bidders' EMD will be discharged upon expiry of "Offer Validity Period" or upon receiving of Performance Guaranty. EMD of unsuccessful bidders shall be refunded within one month of finalization of Tender.

13.6 The EMD will be forfeited:

- If a bidder withdraws his bid during the period of validity.
- Or in case of a successful bidder, if the bidder fails to sign the contract in accordance with terms and conditions.

## **14 TENDER EVALUATION COMMITTEE**

ITPO will constitute the Tender Evaluation Committee. This committee will evaluate the Bid Documents submitted by the Bidders.

14.1 The Tender Evaluation Committee may choose to conduct technical negotiation or discussion with any or all the Bidders. The decision of the Evaluation Committee in the evaluation of the Technical and Commercial bids shall be final and binding on all the parties.

14.2 Any effort by a Bidder to influence the Tender Evaluation Committee's processing of Bids or award decisions may result in the rejection of the Bid.

## **15. UNDERTAKING**

An undertaking from the Bidder stating the compliance with all the conditions of the Contract and Technical Specifications of the Bidding Document will be required since no deviation will be acceptable to ITPO.

## **16. BID PRICES**

16.1 The price i.e. offer must be made by the intending bidder covering all important points mentioned in the bid format enclosed in this bid document. The financial offer may be submitted keeping in view the terms and conditions of this bid document and site conditions.

16.2 The bidder shall make payment of all dues, taxes & other statutory dues, not specifically mentioned in this document but essential for successful completion of work. The bidder shall not be eligible for any extra charges in respect of such payments. In case the bidder does not make timely payment and any liability arises against ITPO, it may be recovered by ITPO from the payments due to the bidder.

16.3 All liabilities, whatsoever, on account of copy rights or any other reason, if any, shall be borne by the bidder.

## **17. PERIOD OF VALIDITY OF BIDS**

### **17.1 Validity period**

Bids shall remain valid for 180 (One hundred eighty) days after the last date of bid submission prescribed by ITPO, ITPO holds the right to reject a bid valid for a period shorter than 180 days as nonresponsive, without any correspondence.

### **17.2 Extension of Period of Validity**

In exceptional circumstances, ITPO may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder shall be unconditional. The EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the EMD. A Bidder granting extension of validity will not be permitted to modify his technical or commercial bid.

### **17.3 Site visit and verification of information**

Applicants are encouraged to submit their respective Proposals after visiting the Project site and ascertaining for themselves the site conditions.

### **17.4 Amendment of RFP**

At any time prior to the deadline for submission of Proposal, ITPO may, for any reason, whether at its own initiative or in response to clarifications requested by an Applicant, modify the RFP document by the issuance of Addendum/ Amendment and posting it on the Official Website .

## **18. MODIFICATION/ SUBSTITUTION/ WITHDRAWAL OF PROPOSALS**

18.1 The Applicant may modify, substitute, or withdraw its proposal after submission, provided that written notice of the modification, substitution, or withdrawal is received by the ITPO prior to Proposal Due Date. No Proposal shall be

modified, substituted, or withdrawn by the Applicant on or after the Proposal Due Date.

18.2 The modification, substitution, or withdrawal notice shall be prepared, sealed, marked, and delivered with the envelopes being additionally marked "MODIFICATION", "SUBSTITUTION" or "WITHDRAWAL", as appropriate.

18.3 Any alteration / modification in the proposal or additional information or material supplied subsequent to the Proposal Due Date, unless the same has been expressly sought for by the Authority, shall be disregarded.

## **19 SPECIAL TERMS & CONDITIONS**

19.1. ITPO shall reserve the right to verify the operation and performance of Project by the Bidder and the Bidder shall permit ITPO to do so. The ITPO will evaluate the information submitted by the Bidder with regard to Bidder's capacity. The Bidder cannot subcontract the work at any stage without prior written approval from the ITPO.

19.2. Warranty: All items supplied by the bidder shall be guaranteed against any defect & the bidder should provide time to time operational maintenance support for a period of three years (On site comprehensive warranty). The said warranty shall cover all hardware and software. The warranty and service shall be provided directly from the manufacturer, the bidder shall be liable to rectify any defect, for free of cost, that may be found in the equipment supplied.

19.3. Response time: the response time of bidder to attend any complaint upon receipt of the complaint/ information from the user should not be more than two hours.

19.4. The job would be assigned to a single party which is the overall lowest bidding company found technically fit for the job.

19.5. Deployment of minimum 9 (Nine) resident experienced technically qualified professionals with due concurrence of ITPO at ITPO's premises during office hours for day-to-day maintenance and upkeep of IT infrastructure. The present office timings are 10:00 am to 6:00 pm and resident staff may adhere timings (from 9:15 am to 6:15pm). On certain occasions, the engineers may have to attend office on Holidays/Saturdays and Sundays as well, without any extra cost. 3 resident experienced technically qualified professionals (one per shift of 8 hours) will man the LAN centre of ITPO round the clock (in 3 shifts) on all the 7 days a week.

- 19.6. ITPO will examine the CVs of all Professional Personnel and those not found suitable shall be replaced by the Applicant to the satisfaction of ITPO.
- 19.7. The cost of above resident technically qualified professionals should be included in the price quoted for the job in Commercial bid.
- 19.8. Annual rates quoted in the Commercial Bid should be valid for 3 years as no changes in the annual rates would be considered at a later stage.
- 19.9. Vendor may also deploy additional resident experienced technically qualified professionals , if so needed at no additional cost to ITPO.
- 19.10. Tender document can be downloaded from ITPO's website: [www.indiatradefair.com](http://www.indiatradefair.com) and the tender cost deposited along with the Technical Bid in the form of Demand Draft.
- 19.11. Clarifications, if any, may be sought from the ITPO on or before Dec. 26, 2011.
- 19.12. Tenders with incomplete information are liable for rejection.
- 19.13. Tenders not submitted in the format specified as per the Tender document will be summarily rejected.
- 19.14. The tenders with the technical bid not containing Tender fee and EMD amount in the prescribed format will be summarily rejected.
- 19.15. Tenders with incomplete information, subjective and conditional offers as well as partial offers will be liable for rejection.
- 19.16. Tenders without the signed copy of the Tender Documents in the respective envelopes will be summarily rejected.
- 19.17. Tenders submitted without audited financial Statements of the Bidder for previous three years are liable for rejection.
- 19.18. The company should not be black listed by any Govt./semi Govt. organization or PSU.

- 19.19. The bidder can not make any amendment in the Technical Bid / Commercial Bid, neither he can impose any conditions. All such bids will be rejected at the discretion of ITPO.
- 19.20. ITPO is also, in future, intends to implement ERP solution. In such case ITPO will be free to discontinue the contract with prior notice of 6 months.
- 19.21. The bid evaluation would be upon the price which is exclusive of service tax. Service Tax, as applicable from time to time, shall be paid extra. The bidder shall submit documentary evidence of depositing the service tax to authority.
- 19.22. In case of those bidders who don't have office/branch office in NCR region will open one in case of selection.

## **20 ACCEPTANCE & WITHDRAWALS**

The right of final acceptance of the tender is entirely vested with ITPO who reserves the right to accept or reject any or all of the tenders in full or in parts without assigning any reason whatsoever. There is no obligation on the part of ITPO to communicate with rejected Bidders. After acceptance of the tender by ITPO, the Bidder shall have no right to withdraw his tender, or claim higher price.

## **21 ITPO'S DECISION TO BE FINAL**

The final decision would be based on the technical capacity and pricing. ITPO does not bind itself in selecting the firm offering lowest prices alone. The tender shall be submitted neatly and all corrections, over-typing shall be attested with seal and full signature. ITPO reserves the right to not to accept lowest price, to reject any or all the tenders without assigning any reason.

Tendering/Subsequent award of job shall not in any way entitle the vendor to have any exclusive rights and privileges.

## **22 AWARD CRITERIA**

22.1 Preliminary Scrutiny: ITPO will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. ITPO may, at its discretion, waive any minor nonconformity or any minor irregularity in an offer. This shall be binding on all Bidders and ITPO reserves the right for such waivers.

22.2 The quote received will be first evaluated for completeness and responsiveness. Only those bids which are found to be responsive, will be considered for Technical evaluation, those bids which are Technically qualified will be considered for Financial ranking. Non responsive/Non complete bids shall be summarily rejected and no communication of the same will be obligatory on the part of ITPO.

### 23. CRITERIA FOR TECHNICAL EVALUATION

Each bidder must score a minimum of 70% marks in order to qualify for opening of Commercial bid.

S. No.	Parameter	Maximum Marks	Criteria
1	Annual Average Turn Over	25	15 marks for 1 <sup>st</sup> one crore ` and 2 mark each for additional one crore ` . ( no marks would be given for turnover below one crore ` & bidder would be disqualified)
2	Similar work experience	50	20 marks for 1 <sup>st</sup> job order of ` 30 Lakh or 2 job orders of ` 18 Lakh and 10 marks each for every additional work order of ` 18 lakh or above. (Work completion certificates required or project should be ongoing for at least one year)
3	No. of regular employees on payroll	25	15 marks for 15 employees and 2 mark each for every additional employee. (No marks would be given for employee strength below 15). (Certification to be furnished by HR department/ authorized

			signatory , along with the list of employees. Only those employees will be counted who have minimum qualifications/ experience as per ITPO's requirement )
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Note: -

1. If number of qualified bidders is less than three (based upon the 70% criteria) the qualifying marks can be relaxed to an extent such that number of qualified bidders becomes three.

#### **24 PERFORMANCE GURANTEE (PG)**

Performance Guarantee amounting to 10% of the total bid value will be deposited by the successful vendor by way of demand draft favoring “India Trade Promotion Organization”, payable at New Delhi or unconditional bank guarantee (BG)(As per Annexure IV) by Scheduled banks at the time of handing over the purchase order by ITPO. PG/BG shall be refunded/released after successful completion of contractual period of the services.

#### **25 PAYMENT TERMS**

25.1 Payment shall be released quarterly in equal amount after successful and satisfactory delivery of services at ITPO's premises. ITPO will process the payment on receipt of the bills and as per procedure and terms & conditions in vogue. The penalties would also be deducted on monthly basis.

25.2 The maximum amount of penalty will be limited to 25% of the total contract value.

#### **26 PERIOD OF THE CONTRACT**

The period of contract is for three years which is extendable for subsequent years upon satisfactory services and at the sole discretion of ITPO.

#### **27 INDEMNITY**

The successful bidder shall, subject to the provisions of the Agreement, indemnify ITPO for an amount not exceeding 1 (one) time the value of the Agreement for any direct loss or damage that is caused due to any deficiency in services.

#### **28 NOTIFICATION OF AWARD**

The Bidder whose Bid has been accepted shall be notified of the award by the ITPO prior to the expiration of the period of validity of the proposal, by registered

letter or by fax. The Bidder shall acknowledge in writing, the receipt of the Letter of Acceptance and shall send his acceptance to enter into the Contract within 3 days from the receipt of the Letter of Acceptance.

### **29 SIGNING OF AGREEMENT**

Pursuant to the Bidder acknowledging the Letter of Acceptance, the Bidder and ITPO shall promptly and in no event later than 10 days from the date of acknowledgement of the Letter of Acceptance, sign the Contract. ITPO shall have the right and authority to negotiate certain terms with the successful Bidder before signing of the Contract. The signing of the Contract shall amount to award of the Contract and the Bidder shall initiate the execution of the work as specified in the Contract.

### **30 EXPENSES FOR THE CONTRACT**

All incidental expenses of the execution of the Contract/ agreement shall be borne solely by the successful Bidder and such amount shall not be refunded to the successful Bidder by the ITPO.

### **31 FAILURE TO ABIDE BY THE CONTRACT**

The conditions stipulated in the Contract shall be strictly adhered to and violation of any of these conditions shall entail immediate termination of the Contract without prejudice to the rights of ITPO.

### **32 TERMINATION OF CONTRACT**

Termination for Default, ITPO may, without prejudice, to any other remedy for breach of Contract, by prior written notice of default sent to the Bidder, terminate the Contract in whole without assigning any reason if -

- The qualified Bidder fails to perform any other obligation(s) under the Contract.
- If the Bidder is in material breach of the representations and warranties contained in this Contract.

### **33 GOVERNING LAW**

The laws of Republic of India shall govern the Tender Document and the Contract.

### **34. RESOLUTION OF DISPUTES**

The dispute resolution mechanism shall be as follows:

- 34.1 In case of dispute between ITPO and the successful bidder, if not resolved amicably, same shall be referred to adjudication / arbitration in accordance with Indian Arbitration and Conciliation Act 1996.
- 34.2 If such dispute arises then either party may forthwith give to the notice in writing

of such dispute to other party and shall be referred to the adjudication of an arbitrator in accordance with Indian Arbitration and Conciliation Act 1996.

- 34.3 The CMD of ITPO will appoint the designated officer as an arbitrator which will be mutually agreed between the parties.
- 34.4 The decision of the arbitrator shall be final and binding upon both the parties, i.e. ITPO and the successful bidder.
- 34.5 All unresolved disputed matters will have the jurisdiction of Delhi, so far as legal and court matters are concerned.

### **35 SUBMISSION OF BIDS**

Bid should be submitted in two envelopes - envelop 1 (Technical envelope) and envelope 2 (Commercial envelope). envelope 1 and 2 should be inserted in third envelope.

### **36 CONTENTS OF TECHNICAL ENVELOPE 1 (TECHNICAL BID INCLUDING ELIGIBILITY)**

- 36.1 Bid Application on the letter head.
- 36.2 Checklist of Submissions.(ANNEX 2)
- 36.3 Letter of Undertaking regarding acceptance of terms and conditions.  
(ANNEX 2A)
- 36.4 Power of Attorney for the Proposal Signatory.(ANNEX 2B)
- 36.5 Document of Constitution of the firm/company.
- 36.6 Audited Balance Sheets / CA Certificate in support of turnover criteria.
- 36.7 Copy of the experience statement supported by documents establishing clearly five years experience in similar work.
- 36.8 Processing Fee/ Cost of tender document of ` 1000/- (` one thousand) (DD in the name of "India Trade Promotion Organization" payable at Delhi.
- 36.9 DD of EMD of ` 50000/- (`fifty thousand) drawn in the name of " India Trade Promotion Organization" payable at Delhi.
- 36.10 Certification by authorized signatory along with list of permanent employees on the payroll (as per s.no. 3 of criteria for evaluation as mentioned at point no. 23).
- 36.11 Bio-data/CV of the employees and Team Members to be posted for this work.

### **37 CONTENTS OF THE COMMERCIAL ENVELOPE II (COMMERCIAL BID)**

Price bid as per format.

### **38 AUTHENTICATION OF BID**

The original and all copies of the Bid Document shall be signed by a person or persons duly authorized to bind the Bidder to the Contract. A duly stamped Power-of-Attorney accompanying the Bid Document shall support the letter of

authorization. The person or persons signing the Bid Document shall initial all pages of the Bid Document, including pages where entries or amendments have been made.

### **39 VALIDATION OF INTERLINEATIONS IN BID**

Any interlineations, erasures, alterations, additions or overwriting shall be valid only if the person or persons signing the bid have authenticated the same with signature.

### **40 SEALING AND MARKING OF BIDS**

Enclosing of Bid - The copies of the Technical Bid shall be placed in lacquer sealed envelope 1 clearly marking it "**Technical Bid**". The Commercial Bid shall be placed in separate lacquer sealed envelope 2 clearly marking it as "**Commercial Bid Do not open with Technical Bid**". The two envelopes shall then be placed in third envelope, which shall also be appropriately lacquer sealed and marked as "**Bid for IT related Facilities Management Services of ITPO**".

In addition to the above, the inner envelopes shall indicate the name and address of the Bidder to enable the bid to be returned unopened in case it is declared "late".

### **41 RESPONSIBILITY OF BIDDER**

If the outer envelope is not sealed and marked as required, ITPO will assume no responsibility for the Bid's misplacement or premature opening.

### **42 REJECTION OF BID**

The Bid Document shall be submitted in the form of printed document. Bids submitted by Telex, fax or email would not be entertained. Any condition put forth by the bidder not conforming to the bid requirements shall not be entertained at all and such bid shall be rejected.

### **43 LATE BIDS**

Any bid received by ITPO after the deadline for submission of bids prescribed by ITPO, will be summarily rejected and returned unopened to the Bidder. ITPO shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

### **44 OPENING OF TECHNICAL BIDS**

ITPO will open all Technical Bids on **16.01.12** at **4:00 pm** in office of ITPO Delhi. The Bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of Bid opening/presentation being declared a holiday for ITPO the Bids shall be opened at the appointed time and location on the next working day.

#### **45 ANNOUNCEMENT OF BIDS**

The Bidder's names, Bid modifications or withdrawals and the presence or absence of requisite bid security and such other details will be announced at the opening. No bid shall be rejected at bid opening, except for late bids.

#### **46 BIDS NOT CONSIDERED FOR EVALUATION**

Bids those are rejected during the bid evaluation process shall not be considered for further evaluation, irrespective of the circumstances.

#### **47 OPENING OF COMMERCIAL BIDS**

Commercial Bids will be opened and compared after the technical evaluation. The name of Bidder, bid prices, total amount of each Bid, etc. shall be announced by the ITPO at the Commercial Bid opening. The ITPO will prepare minutes of the Commercial Bid Opening. The date, time and venue of opening of commercial bid will be advised to the short listed bidders separately.

#### **48 CLARIFICATION OF BIDS**

To assist in the evaluation, comparison and an examination of bids, ITPO may, at its sole discretion, ask the Bidder for a clarification of its bid including breakup of rates. The request for clarification and the response shall be in writing. If the response to the clarification is not received before the expiration of deadline prescribed in the request, ITPO reserves the right to make its own reasonable assumptions at the total risk and cost of the Bidder.

#### **49 COMPLETENESS OF BIDS**

ITPO will examine the bids to determine whether they are complete, whether they meet all the conditions of the Tender Document and Technical Specifications, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the Bid Documents are substantially responsive to the requirements of the Tender Document.

#### **50 RECTIFICATION OF ERRORS**

Arithmetical errors will be rectified on the following basis: - If there is a discrepancy between the rates in words and figures, the rate in words will govern. If the bidder does not accept the correction of errors, his bid will be rejected and his EMD may be forfeited.

#### **51 REJECTION OF BID**

A bid that does not meet all pre-qualification criteria or is not responsive shall be rejected by ITPO and may not subsequently be made responsive by correction or withdrawal of the non-conforming deviation or reservation by the Bidder.

## 52 PRE BID MEETING

52.1 Pre-bid Meeting will be held to satisfy the queries raised by the bidder. Every effort will be made to satisfy the queries raised by the bidder.

52.2 ITPO endeavor to respond to the questions raised or clarifications sought by the Bidders. However, ITPO reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this clause shall be taken or read as compelling or requiring ITPO to respond to any question or to provide any clarification.

52.3 ITPO may also on its own motion, if deemed necessary, issue interpretations and clarifications to all Bidders. Verbal clarifications and information given by ITPO or its employees or representatives shall not in any way or manner be binding on ITPO.

52.4 It is optional for the bidder to attend the Pre-Bid Meeting. The designated Contact person for any clarification: **Mr. Ravi Pareek, Deputy Manager, ITPO**, New Delhi-110 001, Tel: 23371592.

**53 SERVICE LEVEL AGREEMENT** – All the payments would be subject to the SLA prescribed. Please refer to ANNEX – 3.

## 54 SCHEDULE & IMPORTANT INFORMATION

Cost of tender document	` 1000/- through demand/bank draft favoring ITPO of any nationalized bank. (To be submitted in Envelope -1 along with tender document)
Earnest money deposit	` 50,000/- through demand/bank draft favoring ITPO of any nationalized bank. (To be submitted in Envelope -1 along with tender document)
Last Date for receiving queries/clarifications	December 26, 2011
Date for Pre Bid Conference	December 28, 2011 (3.00 pm) at Pragati Bhawan
Last date for submission of sealed bids	January 16, 2012 (3.00 pm)
Opening of Technical bids	January 16, 2012 (4.00 pm)
Validity of Bid	180 days from the last date of submission of Bids.

Signing of Agreement	Within 10 days of Letter of Award (LOA)
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Note :

- i. If any amendment is issued after the pre bid, ITPO reserves the right to extend the last date for submission of the bids, and subsequently the opening dates for Technical and Commercial bids.
- ii. The date, time and venue of opening of commercial bid will be advised to the short listed bidders separately.

Bids may be submitted to:-

DY Manager (System Development and Compliance Services Division)  
India Trade Promotion Organisation  
Gate No.-3, Pragati Bhawan,  
Pragati Maidan,  
New Delhi – 110001  
Tel: 011-23371952  
Fax: 011-23371492  
Email : [ravipareek@itpo-online.com](mailto:ravipareek@itpo-online.com)

**Officer on Special Duty**  
System Development and Compliance Services Division

**India Trade Promotion Organisation**

(A Govt. of India Enterprise)  
Gate No. 3, Pragati Bhawan, Pragati Maidan  
New Delhi – 110001

**Tender No. ITPO/CD/FMS/2011**

**Dated 16.12.2011**

**Sub : Invitation of sealed bids for IT related Facilities Management Services of ITPO.**

**TECHNICAL BID**

**Company Details**

Name of the Company: \_\_\_\_\_

Mailing address: \_\_\_\_\_

\_\_\_\_\_

Contact Executive  
(Name & designation) \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_ Mobile: \_\_\_\_\_

E-mail: \_\_\_\_\_ Website: \_\_\_\_\_

1. **Registration Number of the company** \_\_\_\_\_

2. **VAT No.** \_\_\_\_\_ **Service Tax No.** \_\_\_\_\_

PAN No. \_\_\_\_\_ TIN No. \_\_\_\_\_

3. **Details of EMD:**

DD No. \_\_\_\_\_ Date \_\_\_\_\_

Name of the bank \_\_\_\_\_ Amount \_\_\_\_\_

**4. Details of Cost of Tender Document**

DD No. \_\_\_\_\_ Date \_\_\_\_\_

Name of the bank \_\_\_\_\_ Amount \_\_\_\_\_

**5. Detail of work Experience during last 5 years-**

S. No.	Name of the Govt organiastion/Company worked with	Description/Nature of work done	Duration with dates	Value of work(in Lacs)
1				
2				
3				
4				
5				

Note Attach proof of each as per RFP

**6. Details of Annual turnover during last three years (in Lakhs):**

S. No.	Financial Year	Turnover(` lakhs)
2	2008-09	
3	2009-10	
4	2010-11	
	Average Annual Turnover	

**7. Details of technical professionals with the company:**

No. of regular employees on payroll \_\_\_\_\_

S. No.	Name	Designation	Qualification	Experience (in years)	Field of Experience
--------	------	-------------	---------------	-----------------------	---------------------

1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					

Note: Please also enclose the detailed bio-data as per Sl.No.v of Eligibility Criteria.

**Date:** \_\_\_\_\_

**Seal of the company:**

**(Authorized Signature)**

**Name:**

**Designation:**

\*\*\*\*\*

**India Trade Promotion Organisation**  
(A Govt. of India Enterprise)  
Gate No. 3, Pragati Bhawan, Pragati Maidan  
New Delhi – 110001

**Tender No. ITPO/CD/FMS/2011**

**Dated 16.12.2011**

**Sub : Invitation of sealed bids for IT related Facilities Management Services of ITPO.**

**COMMERCIAL BID**

Name of the bidder: \_\_\_\_\_

Mailing address: \_\_\_\_\_

\_\_\_\_\_

Contact Executive \_\_\_\_\_

(Name & designation)

Tel: \_\_\_\_\_ Mobile no. \_\_\_\_\_

Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_ Website \_\_\_\_\_

<b>S. No.</b>	<b>Description</b>	<b>Annual Amount in ` (Excluding Tax)</b>
1	<b>IT related Facilities Management Services of ITPO (including services of resident staff)</b>	
Amount in words `		

Note :- The bid evaluation would be upon the price which is exclusive of service tax. Service Tax, as applicable from time to time shall be paid extra. The bidder shall submit documentary evidence of depositing the service tax to authority.

**Date:** \_\_\_\_\_

**Seal of the company:**

(Authorized Signature)

**Name:**

**Designation:**

**ANNEX – 1 (Details of IT infrastructure)**

<b>S.No</b>	<b>Items</b>	<b>Model</b>	<b>Specifications</b>	<b>Qty</b>
1.	<u>Servers</u>			<b>12 Units</b>
		SUN Fire V 880	900MHz, 4 GB memory, 6 x 73 GB, 10,000 RPM, FC-AL isks, DVD, 3(N+1 redundant) Power supplies and redundant cooling fan trays, All memory DIMM slots fully populated, 20 GB DDS4 Internal Tape, Dual Channel Diff Controller, 655 GB (36GBx9x2) 2 unit interconnect cables, 4 power cords, Redundant FC – port switch includes 28-port fibre channel switches.	2 Units
		T3 StorEdge	Sun StorEdge T3CES Table Top includes 2 x T3 arrays configured in 1 partner group, (572-GB usable RAID 5 storage) pre-configured as two RAID LUN's (8+1), 1 GB controllers, 18X36.4 GB 15k RPM FC–AL drives, native FC-AL connection, 2X5 meter fiber optic cables	2 Units
		Sun Blade 100 Workstation	with 17” Color Monitor with USB keyboard and Mouse.	1 Unit
		Terminal concentrator of Nortel Networks	with 8 ports (RJ45), 1 transceiver (AUI), 1 FE (RJ45).	1 Unit

		SAN switches of SUN qllogic	with 5 OFC ports 2 Nodes	2 Units
		DELL Power Edge 2600	CPU : XEON 1.8 Ghz, 1 GB DDR RAM, Intel E7500 Chipset, 2X36 + <u>1X72 GB</u> 10K Hot Pluggable HDD, 1.44 MB FDD, 8X DVD, 15" Color Monitor with 104 Keys Key Boards and Mouse Ports 2 Serial, 1 Parallel and 1USB on board 8 MB Video Card, 40GB DAT drive, Redundant Power Supply.	1 No
		DELL Power Edge 2600	CPU : XEON 1.8 Ghz, 1.5 GB DDR RAM, Intel E7500 Chipset, 2X36 + 1X72 GB 10K Hot Plug HDD, 1.44 MB FDD, 8X DVD, 15" Color Monitor with 104 Keys Key Boards and Mouse Ports 2 Serial, 1 Parallel and 1 USB on board 8 MB Video Card, Redundant Power Supply,	3 Nos
		Axis E100 CD-ROM Server	AXIS SCSI CD/DVD Mirror with I Pioneer SCSI DVD ROM Drive RISC Based Processor, 128 MB SD RAM, 10/100 MBPS Ethernet Card Inbuilt, 2X18.4GB SCSI <u>Hard Disk Drive</u>	1 Unit
		Dell Inc. PowerEdge T710	2.00 gigahertz Intel Xeon (2 installed), 32 kilobyte primary memory cache, 2048 kilobyte secondary memory cache, 8192 kilobyte tertiary memory cache, 64-bit ready, Multi-core (8 total), Not hyper-threaded, Drives - 999.11 Gigabytes Usable Hard Drive Capacity 640.04 Gigabytes Hard Drive Free Space, TSSTcorp	1 Unit

			DVD+-RW TS-H653G [Optical drive], IBM ULTRIUM-HH3 TAPE DRIVE, Memory - 4096 Megabytes Usable.	
		HP netserver ip2000r	INTEL P-III 800 MHz, 128 KB Cache, Rack Mountable, 1 GB SDRAM, 1.44MB FDD, 18GB U3 Hot Swap Hard Disk, Integrated U3 SCSI Controller, Integrated 10/100 Ethernet, Integrated display controller, Keyboard, Mouse, Redundant Power Supply, 15" Color Monitor 12/24 DAT Drive Additional 18GB HS Hard Disk.	1 Unit
		HP netserver ip2000r	INTEL P-III 800 MHz, 128 KB Cache, Rack Mountable, 256 MB SDRAM, 1.44MB FDD; 9GB U3 Hot Swap Hard Disk, Integrated U3 SCSI Controller, Integrated 10/100 Ethernet X 2, Integrated display controller, Keyboard, Mouse, 15" Color Monitor (Low Radiation), Windows NT Server ver 4.00 with service	1 Unit
		HP netserver ip2000r	INTEL P-III 800 MHz, 128 KB Cache, Rack Mountable, 512 GB SDRAM, 1.44MB FDD, 18GB U3 Hot Swap Hard Disk,	1 Unit
2.	<b>Desktops and work stations</b>			<b>411 Unit</b>

		Infinity 2000 PCs	HCL, P-III, 128 kb Cache; <u>128 MB</u> SDRAM, 1.44 MB FDD, 20 GB Hard Disk, 10/100 Ethernet Controller, Keyboard, Mouse, 17" Color Monitor, Windows XP Pro and MS Office Pro.	6 Unit
		IBM Netvista	<u>Intel P-IV</u> , 1.8 GhZ with 128 MB SDRAM, 256 KB cache, Intel 845G chipset, 40 GN UATA HDD, 1.44 MB 3.5" FDD, 56 kbps in-built modem, 16X DVD ROM drive, 32X/10X/40X CD-RW liteon, 10-100 mbps Ethernet card with 17" SVGA colour monitor, Windows XP Pro and MS Office Pro.	4 Unit
		HP Workstation XW 8000	Dual Intel Xeon CPU @ 3.2 GHZ, 800/533 MHZ FSB, Intel E7505 Chipset, 1 MB Cache, 512 256X2 MB RAM, 2X73 GB SCSI HDD, CD ROM/DVD ROM Combo, 22" colour flat screen monitor, 104 keys keyboard & mouse, 10-100 MBPS Ethernet card, 2 serial, 1 parallel and 4 USB, AGP graphics card with 64 MB vram, Manageability WFM VER 2.0 or higher DMI 2.0 compliant, Windows XP Pro. And MS Office XP Pro.	1 Unit
		HP D-290 PCs	<u>Intel P-4</u> @ 3.20 GHz, 512 MB RAM, 80 GB HDD, CD ROM, keyboard, mouse, 14" VGA colour monitor, Ethernet card.	20 Units

		HP Desktop DX 7380	Intel Core 2 Duo E 4400, 2.0 Ghz 800 MHz, 2 MB L2 Cache, 512 MB, 160 GB, Combo drive, Gigabit Lan (10/100/1000), Keyboard, Optical Mouse, 17" Colour Monitor, Windows XP Professional	76 Nos
		Compaq EVO D381 PCs	Intel P-4, Intel CPU @ 1.6 GHz, 512 MB SDRAM (Expendable to 1 GB) Intel 845G chipset, 40 GB HDD 1.44 MB FDD 52XCD-ROM, 10/100 MBPS Ethernet card, 1 Serial + 1 Parallel + 2 USB Ports, HP PS/2 Keyboard, HP PS/2 Mouse, MS Windows 98 Second Edition, MS Office XP 2003.	60 Unit
		Compaq D320M PCs	Intel P-IV @ 1.6 GHz, 512 MB SDRAM, 256 KB Cache, Intel 845G chipset, 40 GB HDD, 1.44 MB FDD, 52X CD ROM drive, 10/100 mbps Ethernet card with wake up on LAN, 15" SGVA colour monitor, EMI compliant, integrated AGP, 1 serial 1 parallel and 2 USB ports, 104 keys keyboard, mouse with Window98 SE and <u>MS Office XP Pro.</u>	20 Unit
		Compaq D330	<u>Intel P-IV @ 1.8 GHz</u> , 512 MB SDRAM, 256 KB Cache, Intel 845G chipset, 40 GB HDD, 1.44 MB FDD, 52X CD ROM drive, 10/100 mbps Ethernet card with wake up on LAN, 15" SGVA colour monitor, EMI compliant, integrated AGP, 1 serial 1 parallel and 2 USB ports, 104 keys keyboard, mouse with Window98 SE and MS Office	50 Unit

			XP Pro	
		Dell Optiplex 380	Intel P IV, 2.8 GHz core 2 duo, 2MB L2 Cache, Intel G31 chipset, 160 GB SATA HDD, DVD Combo, 4 GB RAM, 17" wide screen TFT.	56 Units
		Dell Optiplex 360	Intel P IV, 2.2 GHz core 2 duo, 2MB L2 Cache, Intel G31 chipset, 160 GB SATA HDD, DVD RW, 4 GB RAM, 17" <u>wide screen TFT.</u>	14 Units
		Dell Optiplex 330	Intel P IV, 2.2 GHz core 2 duo, 2MB L2 Cache, Intel 945G chipset, 160 GB SATA HDD, DVD Combo, 4 GB RAM, 17" wide screen CRT.	100 Units
		Apple	Apple iMac Desktop Core 2 Duo, 3.06 Ghz with Apple wireless keyboard and Mighty Mouse, 4 GB RAM, Snow Leopard 10.6 or higher and Windows 7.	2 Units
		DELL-T5400	Intel P-IV, 955X express chipset, 8GB RAM, 500 GB HDD	2 Units
3.	<b>Laptops</b>			<b>22 Unit</b>
		IBM Thinkpad T30 laptops	With mobile Intel Pentium 4 processor, 1.6 GHz-M, 256 MB DDR RAM, 1.44 MB (3.5") FDD (detachable), 20 GB HDD, 8 X DVD drive, 56 kbps in-built fax modem, Ethernet card with wake-up on LAN, 38 cms TFT 1024 X	2 Unit

			768 graphics card, 104 keys keyboard, <u>MS Windows XP Pro.</u> <u>MS Office XP Pro.</u>	
		IBM Thinkpad T30 laptops	With mobile Intel Pentium 4 processor, 2.0 GHz, 256 MB DDRAM, 1.44 MB (3.5") FDD (detachable), 40 GB HDD, 8 X DVD drive, 56 kbps in-built fax modem, Ethernet card, 35.8 cms TFT 1024 X 768, 16 MB AGP 4X graphics, 104 keys keyboard, Windows XP Pro, MS Office XP Pro.	3 Unit
		Dell Vostro 1520	Core 2 Duo, 2.2 Ghz, 2 GB RAM, 250 GB HDD	4 Unit
		Dell Vostro 1520	Core 2 Duo, 1.83 Ghz, 2 GB RAM, 250 GB HDD	7 Unit
		HP 6320		4 Nos
		Sony Vaio		1 Nos
		Apple	Mac Book Air (Notebook) (1 Unit) – 2.13 Ghz Intel Core 2 Duo, 128 GB Solid State Drive, 4GB of 1066 Mhz DDR3 SDRAM	1 Unit
4.	<b>Scanner</b>			<b>6 No</b>
		HP Scanjet 4500C Scanner	A4 size color flat bed 2400 X 2400 dpi with character recognition software	5 Nos
		HP Scanjet 5370C	A4 size color flat bed 2400 X 2400 dpi with character recognition	1 No.

			software.	
5.	<b>Printers</b>			<b>261 No</b>
		HP Designjet 1055 cm Plus	A0 size color plotter	1 No
		HP Color Laserjet	9500 hdn printers	2 Nos
		HP Laserjet	9000dn printers	10 Nos
		HP Laserjet	5200 printers	5 Nos
		HP Laserjet	3050/3055 mf printers	35 Nos
		HP Laserjet	1100A mf printers	12 Nos.
		HP Laserjet	1522nf mf printers ( all in one)	46 Nos
		HP Laserjet color	4730mfp mf printers ( all in one)	1 No
		Lipi	T6100 Line matrix printers - 1000 LPM, parallel and serial interface,paper width: 4 inches to 17 inches.	2 Nos
		Epson2090/1 050 dot matrix printers	24 pins, 136 columns, Buffer Memory 32 KB, Print Speed 320 cps.	44 Nos
		Epson Dot Matrix Printer FX2190	132 columns, 680 Cps, A3 size	27 Units
		Epson lx 300 + II dot matrix printer	80 columns, 337 cps	28 units
		HP Officejet 6500	(all in one) Printer	1 unit

		Samsung – Laserjet Printer	Samsung SCX-4824FN	45 Units
		Color Laserjet 2840		1 Unit
		HP Deskjet 6584 Color		1 Unit
6.	<b><u>Monitors</u></b>			<b>3 No</b>
		Samsung monitors	17” TFT Syncmaster	3 Nos
7.	<b><u>Switches and Routers</u></b>			<b>28 NO</b>
		3 COM 4005 Central Switch	32 Port Fast Ethernet Starter Kit (16 MMF, MTRJ & RJ45), Chassis based layer III, 8X100 Fx, 16X10/100 Tx, Hot Swappable modules, Redundant Power supply SNMP manageable, Web based Mgmt., Backplane 24 GBPS, 9 I/O slots (all L-3).	1 No.
		3 COM 4400SE Workgroup Switches	3 COM Super Stack 3 Switch 4400, 4400SE Layer 2 (Manageable & Stackable), fail sfe stack design, MDA Slot 1 up link slot & 1 cascade slot/port Back bone min. 8 GBPS.	25 Unit
		Cisco 2611 Router	2* IEEE 802.3 LAN Port with RJ 45 Connector, 1 ISDN Port with S/T interface, 1 WAN port (Serial Port) with S/T interface, Redundant Power Supply, Layer 4 TCP/IP and	1 Unit

			UDP, Data encryption 56 bit description.	
		manageable central switch	D Link DGS6500 layer 3 manageable	1 Unit
8.	<u>Firewall</u>			<b>2 No</b>
		Pix 515e	Hardware Firewall with fail over unit and IDS 4215	1 set
		3 COM Office Connect	8-port, 10/100 mbps switch with RJ45 connectivity	1 unit.
9.	<u>UPS</u>			<b>341</b>
		UPS On-line 0.75 KVA	160-270 V, with fuse for overload and short circuit (Tritronics Make).	14 Units
		UPS On-line 10 KVA	160-270 V, with fuse for overload and short circuit (Tritronics Make).	2 Units
		UPS Off-line 2 KVA	160-270 V, with fuse for overload and short circuit (Tritronics Make)	10 Units
		UPS Off-line	0.75 KVA, 160-270 V (Tritronics make).	60 Units
		Tritronics	1 KVA offline.	56 Units
		APC BR1500-IN	IN (1500) VA with batteries	1 Unit
		Tritronics Supermax	5 KVA	1 Unit

		Tritronics Supermax Series	15 KVA	3 Unit
		Microteck (194 Units)	1 KVA offline	194 Units
10.	<b>Network and Wireless</b>		10 Access Points at various locations	

Note :

- i. ITPO is in the process of purchasing 13 MAC based desktops & Two MAC based laptops, 2 Color Scanners A3 Size and 2 Heavy duty A3 size printers.
- ii. ITPO is also planning to replace its SUN Servers with new latest servers. Any such addition/deletion in infrastructure will automatically become part of facility management service without any extra payment.

### **ANNEX – 2** **Checklist**

<b>S. No.</b>	<b>Item</b>	<b>Y/N</b>
1.	Bid Application on Letter Head	
2.	Duly Filled in Technical Bid	
3.	Duly filled in Commercial Bid	
4.	Signed copy of Tender Document	
5.	Certification of Incorporation/ MoA	
6.	Copy of ST/VAT/TIN	
7.	DD of ` 50,000/- against EMD	
8.	DD of ` 1000/- against cost of Tender Document.	

9.	Copy of Work Orders	
10.	Audited copy of Balance Sheet ( Last 3 years)	
11.	CV of key personnel in suggested format	
12	Supporting document for EPF/ESIC Registration	

**ANNEX- 2A**

To,  
The Manager,  
System Development & Compliance Services,  
India Trade Promotion Organisation,  
Pragati Bhawan, Gate No.-3,  
Pragati Maidan,  
New Delhi-110001.

Dated -

Ref: **Tender No ITPO/CD/FMS/2011.**

Sub: **Submission of bid for IT related Facilities Management Services.**

Dear Sir,

With reference to Tender No. ITPO/CD/FMS/2011 dated....., we hereby submit our bid in the prescribed format as desired by ITPO. We, hereby, also accept the terms & conditions prescribed in the bid document.

Thanking You,

Your's faithfully,

( )  
Authorised Signatory

Name \_\_\_\_\_

Designation \_\_\_\_\_

Contact No \_\_\_\_\_

**ANNEX- 2B**

To,  
The Manager,  
System Development & Compliance Services  
India Trade Promotion Organisation  
Pragati Bhawan, Gate No.-3  
Pragati Maidan,  
New Delhi-110001

Dated -

Ref: **Tender No ITPO/CD/FMS/2011.**

Sub: **Submission of bid for IT related Facilities Management Services (Authorisation Letter).**

Dear Sir,

With reference to Tender No. ITPO/CD/FMS/2011 dated....., we, hereby, authorize the following person as authorized signatory to carry out necessary bid formalities with ITPO with reference to this tender and authorize to sign the bid documents and contract / agreement with ITPO.

Name of Person\_\_\_\_\_

Designation\_\_\_\_\_

Contact No. (Mobile)\_\_\_\_\_

Thanking You,

Your's faithfully,

( )  
Name \_\_\_\_\_

Designation\_\_\_\_\_

Contact No \_\_\_\_\_

**ANNEX - 3**  
**Service Level Agreement and penalties**

The company shall be responsible to provide the service as per the SLA. Any brake down in service or non-attending the fault will attract penalty apart from deduction of the payment on the prorated basis.

The Service Level Agreement and penalty structure would be as follows: -

S. No.	Service	Parameter	Service Level	Validation	Penalty
1	Project Management	Submission of Monthly Project Status reports & Conducting Status Meetings	100%	Minutes of Meetings	2% of monthly FMS charges for every default
2	Install, Moves, Add, Changes (IMAC) Services	Should be part of Monthly project status report	95%	Report	0.2% of monthly FMS charges
3	Asset / Inventory Management	Provide monthly MIS Asset Inventory	95%	Report	0.2% of monthly FMS charges
		Conduct Annual Physical Asset Verification	100%	Management approval of Physical Asset Verification Report	0.5% of Yearly FMS Charges
4	Supplier Management Services	MIS reporting on AMC/Warranty tenure, License fees etc.	95%	Report	0.2% of monthly FMS charges
5	Antivirus Management	Rollout of latest anti-virus definition file on	98%	Reports generated from Anti Virus	1% of monthly FMS Charges

		workstations and Servers on being made available on Supplier's Website		software console	
6	LAN & local server administration	Maintain uptime of 99%.	99%		2% of monthly FMS Charges
7	Network Monitoring & Management	Monitor the availability of the network link for 99% uptime.	99%	Downtime Reports, Reports on the Network Performance	Penalty of 2% per month will be deducted from the monthly FMS charges
8	Server Administration / Management	Uptime of Servers	99.8%	Report	<ul style="list-style-type: none"> <li>• 2% of monthly FMS charges for less than 99.8%</li> <li>• 3% of monthly FMS charges for less than 98%</li> <li>• 5 % of monthly FMS charges for less than 95%</li> </ul>
9	Database Administration Services	MIS report of database scheme, disk space, storage and user role	99%	Report	0.5% of monthly FMS charges
10	Backup/ Restore Management	Take backup as per the backup schedule defined.	99%		If the negligence is found in monthly audit, the Bidder would be penalized a sum of ` 5,000/- per negligence.
11	Mail / Messaging	Uptime of email server,	99%	Report	0.2% of monthly FMS charges

	System	Provide monthly MIS of user account and mailboxes created/deleted.			
12	Management of Application Softwares	Daily MIS of server and device health checkup (CPU, disk space, memory utilization, I/O utilization, Central Storage etc.)	100%	Reports generated from EMS system	0.5% of monthly FMS charges
13	Incident Management	Resolution of Incident	99%	Reports	0.5% of monthly FMS charges
14	Security Management	Should be part of Monthly status report	95%	Report	0.2% of monthly FMS charges
15	Resource Management	Number of shift days for which resource present / Total number of shift days,	98%		If the resource availability is less than 95%, then payment shall be deducted based on the pro-rata basis. (Total FMS cost per day divided by nos. of persons deployed, the project manager will be equal to 3 staff) Further deduction ` 2,000/- per day per staff/shall also be

					made on account of loss of service
16		Resource provided is not as per specified certification / experiences	100%	Experience Certificate of FMS personnel submitted by Supplier to Utility	Per day deduction = 0.5 * (Monthly value for that manpower) / 30

### **Downtime Calculation:**

The recording of downtime shall commence at the time of registering the call with Supplier or Service Provider for any downtime situation for the equipment. Downtime shall end when the problem is rectified and the application/ service is available to the user.

Down time will not be considered for following:

1. Pre-scheduled preventive maintenance and health checks (Scheduled Downtime).
2. Failover time (1 Hour ) in case of cluster environment. Beyond which the service would be considered to be not available and appropriate penalty shall be imposed on the Supplier.
3. Bug in any application which causes the non-availability of the service. If ITPO elects to continue the operation of the machine / equipment, when a part of the machine is giving problem and leading to downtime, the commencement of downtime shall be deferred until ITPO releases the machine / equipment to the Bidder for remedial action.

### **Duration of SLA**

This Service level agreement would be valid for entire period of contract. This SLA may be reviewed and revised by ITPO, if required.

### **Breach of SLA**

In case the Company does not meet the SLA, for three (3) continuous time-periods as specified in the relevant clause, ITPO may treat it as a case of breach of Service Level Agreement. The following steps will be taken in such a case:-

1. Issuance of a show cause notice to the Company.

2. Company should reply to the notice within three working days.
3. If ITPO authorities are not satisfied with the reply, ITPO will initiate termination process.

### **Reporting Procedures**

The company representative will prepare and distribute SLA performance reports in an agreed upon format by the 10th working day of subsequent month of the reporting period. The reports will include “actual versus target” SLA performance, a variance analysis and discussion of appropriate issues or significant events. Performance reports will be distributed to ITPO’s IT Team.

**PROFORMA FOR PERFORMANCE BANK GUARANTEE**

To  
Officer on Special Duty  
System Development & Compliance Services,  
India Trade Promotion Organisation,  
Pragati Bhawan,  
Pragati Maidan,  
New Delhi - 110001

In consideration of the President of India acting through the India Trade Promotion Organisation (hereinafter referred to as 'the ITPO') having agreed to grant a licence to M/s.....of .....(hereinafter called the "LICENSEE") to establish, maintain and operate **IT - Facilities Management Services (FMS)** (hereinafter called the 'FMS') on the terms and conditions contained in the said Bid Document, which interalia provides for production of a Bank Guarantee to the extent of `..... (..... in words) for the service by way of security for the due observance and performance of the terms and conditions of the said licence we.....(indicate the name and address and other particulars of the bank) (hereinafter referred to as 'the Bank') at the request of the LICENSEE hereby irrevocably and unconditionally guarantee to the ITPO that the Licensee shall render all necessary and efficient services which may be require to be rendered by the LICENSEE in connection with and /or for performance of the said LICENSEE and further guarantees that the service which shall be provided by the LICENSEE under the said Bid Document, shall be actually performed in accordance with terms and conditions of the Bid Document to the satisfaction of the ITPO.

2. We, the bank hereby undertake to pay to the ITPO an amount not exceeding ` .....(.....only) against any loss or damage caused to or suffered or would be caused to or suffered by the Authority by reason of any breach by the said LICENSEE of any of the terms and conditions contained in the said licence.

3. We, the bank hereby, in pursuance of the terms of the said licence, absolutely, irrevocably and unconditionally guarantee as primary oblige and not merely as surety the payment of an amount of ` .....(.....only) to the Authority to secure due and faithful performance by the LICENSEE of all his/their obligations under the said Licence.

4. We, the bank hereby also undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the ITPO stating that the amount claimed is due by way of loss or damage caused or would be caused to or suffered by the ITPO by reason of breach by the said LICENSEE of any of the terms or conditions contained in the said Bid Document or by reason of the LICENCEE's failure to perform any of its obligations under the said Licence.

5. We, the bank, do hereby agree that the decision of the ITPO as to whether the licensee has failed to or neglected to perform or discharge his duties and obligations as aforesaid and/or whether the service is free from deficiencies and defects and is in accordance with or not of the terms & conditions of the said Licence and as to the amount payable to the Authority by the Bank hereunder shall be final and binding on the Bank.

6. WE, THE BANK, DO HEREBY DECLARE AND AGREE that :

(a) the Guarantee herein contained shall remain in full force and effect for a period of three years from the date hereof and that it shall continue to be enforceable till all the dues of the Authority and by virtue of the said Licence have been fully paid and its claims satisfied or discharged or till ITPO satisfies that the terms and conditions of the said licence have been fully and properly carried out by the said LICENSEE and accordingly discharged this guarantee.

(b) the ITPO shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the term and conditions of the said Licence or to extend time of performance of any obligations by the said LICENSEE from time to time or to postpone for any time or from time to time any of the powers exercisable by the ITPO against the said LICENSEE and to forbear or to enforce any of the terms and conditions relating to the said Licence and we shall not be relieved from our liability by reason of any variation or extension being granted to the said LICENSEE or forbearance act or omission on the part of the ITPO or any indulgence by the ITPO to the said LICENSEE or to give such matter or thing whatsoever which under the law relating to sureties would but for this provision, have effect of so relieving us.

(c) any claim which we have against the LICENSEE shall be subject and subordinate to the prior payment and performance in full of all the obligations of us hereunder we will not without prior written consent of the ITPO exercise any legal right or remedy of any kind in respect of any such payment or performance so long as the obligations of us hereunder remains owing and outstanding.

(d) This guarantee shall be irrevocable and the obligations of us herein shall not be conditional of any prior notice by us or by the LICENSEE.

7. We the BANK undertake not to revoke this Guarantee during its currency except with the previous consent of the Authority in writing.

Date.....day..... for \_\_\_\_\_

(name of the bank)

Witness :

1..... 2.....  
.....  
.....