

Government of India  
Ministry of Science & Technology  
Deptt. of Scientific & Industrial Research  
Technology Bhavan  
New Mehrauli Road, New Delhi-110 016

Dated: 20-May-08

No.: DSIR/IT-eG/FMS/2008

**Sub: Facilities Management Services(FMS) for ICT Based Information and Monitoring Systems (IMS) ,Hosted at DSIR servers**

**Invitation for Quotations**

Separate Sealed Quotations in two parts, namely (i) "Technical and (ii) Commercial", are invited for rendering the ICT based Facilities Management Services that include the real time RDBMS integration, data retrieval /updates on/from Lotus Domino platform and ASP/SQL platform with .Net 2.0 framework to facilitate operation/maintenance/data migration of all ICT based application software available with DSIR. The Quotations for the required Facilities Management Services for DSIR should reach the office of the Head IT-eG, DSIR or before **4.00 pm on June 28, 2008**.

**[A] Eligibility Conditions For Bidding :**

1. The tenderer should be an ISO 9001:2000 certified Company, registered in India, having Full fledged service setup where from the required quality services would be extended to DSIR.
2. The tenderer should have good reputation in the market and their clientele should preferably include State/Central Government Departments, Undertakings and other reputed concerns.
3. The tenderer should be a profit making Company having adequate experience in the field of FMS/IMS and had executed two or more similar works individually, during last 3 years.
4. The seal of the Company must be affixed on all pages of the Technical and Commercial bid.
5. All papers comprising the technical bid should be serially numbered. The page number/s of each document in support of the eligibility criteria , credentials should be clearly mentioned .

Only those companies who satisfy the above criteria are eligible to participate in this tender. Non submission of sufficient documentary evidence would lead to the bid being rejected .DSIR reserves the right to reject the quotations outright without intimating the tenderer.

**[B] TERMS AND CONDITIONS ON BIDDING FOR THE CONTRACT**

1. Rates must be quoted considering the complete requirement of the job. No plea what-so-ever shall be entertained at later stage in this regard. Rates quoted should be for a period of 1 year and should be for providing all services indicated under the specific Scope of the work. The rates quoted should be inclusive of all taxes except service tax which will be reimbursed to the vendor. Percentage (%) of VAT, if any to be claimed shall be indicated clearly in the quotation.
2. The quotations must contain the name, office and residential address including telephone number(s) of the person or persons with his/their usual signatures. Unsigned documents shall not be accepted at any cost.

  
28/5/08



3. Detailed offer price quoted must be in clear visible figures and words and shall not alter/overwrite/make cutting in the rates.
4. Detailed profile of manpower having the necessary expertise, statement indicating their area of expertise and Certificate must be submitted.
5. If alteration/overwriting/cutting in rates is noticed, such tenders shall not be taken into consideration.
6. The quoted rates shall be valid at least upto 31st August 2008
7. The commercial bid should contain the offer price only and no conditions should be stipulated.
8. Agencies shall quote their VAT Number in their quotation with documentary proof along-with latest Sales Tax/Vat Clearance Certificate .
9. Bids received late and/or incomplete in any respect or not accompanied by prescribed documents are liable to be rejected. Vendor will be responsible to ensure that the bids reach DSIR on or before the due date and time. DSIR is not responsible for non-receipt of bids within the specified date and time due to any reason including postal delays.
10. Last date for submission of quotations in DSIR, Delhi is June 28, 2008. Incomplete quotations or quotations received after 4.00 pm on June 28, 2008 will be rejected
11. No enquiry shall be made and any canvassing will disqualify the tenderer. The Committee reserves the right to relax any of the above mentioned conditions(s) and reject on his discretion any or all Quotation(s) altogether without assigning any reason.
12. The tenderer need submit the declaration that all supporting documents to qualify are enclosed and the following

"We have read, understood the Scope, resource requirement and accept all the TOC as specified in the letter of invitation for quotations. We certify that all information provided is true to the best of our knowledge. We also understand that if any information provided is found to be false at any time our application is liable to be rejected.

"Date:

Authorised Signatory Seal of the Company"

#### [C] TERMS AND CONDITIONS OF THE CONTRACT

1. Successful bidder shall arrange to station in the office premises on all working days, Two resource personals namely as one Programmer and a Assistant Programmer who shall be the bonafide employees of tenderer. The programmer should be well experienced in real time RDBMS integration, data retrieval /updates on/from Lotus Domino platform and ASP/SQL platform with .Net 2.0 framework operation, maintenance and data migration.
2. The resource personnel shall have the mobile phones for the communication and would report to the IPT of DSIR under IT-eG Division on all working days during office hours. Under special circumstances etc. the working hours shall vary as per the given situation. The company shall guarantee 99.5% uptime for each server applications.
3. The resource personnel at DSIR would be governed by the Codes and ethics of the work place but remain employed for the project by the Company and not to be treated as employees of the Government of India and deployment of such staff at the time of termination of the project will not be the concern/responsibility of the Government of India.
4. Upon changing resource personnel, the tenderer is supposed to give sufficient notice to DSIR in this regard before replacing. Changing of service personnel needs be avoided.
5. As Security for due fulfilment of the terms and conditions and obligations under the contract the successful bidder will be required to submit a Performance Bank Guarantee of 10% of the total value of the contract, valid for the period of the contract.

  
28/5/08

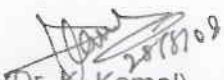


6. The tenderer should not out source the required services to any third party or franchises.
7. The contract would be made for one year from the date of awarding of the contract.
8. Payment will be made quarterly at the end of each quarter against the production of satisfactory service report .
9. DSIR reserves the right to add Information and Monitoring systems on the DSIR servers. The same will be communicated to the vendor in writing.
10. The Department at any time without assigning any reason thereof can terminate the contract. If the work of the company is found to be unsatisfactory, this Department will be at liberty to entrust the same to any other firm at the risk and expense of the defaulting company. In this connection, the decision of this Department shall be final and binding
11. A non-disclosure agreement need be signed by the Company with DSIR to undertake that it and its personnel will at all times comply with all the security regulations in effect from time to time at the DSIR premises . The Company should further undertake to hold in strict confidence any information, whether consisting of confidential and proprietary data/coding or not, which has or will come in to its possession in connection with this contract and that it shall not make use of such information other than for fulfilment of its obligations under this contract.
12. The company shall take appropriate action with respect to its employees to ensure that the obligations on non-use and disclosure of confidential information under this contract are fully satisfied.

#### [D] Specific SCOPE of Work

The FMS includes the comprehensive onsite operation/maintenance of all IT based Management systems that are hosted at DSIR Servers, maintenance and coordination with third party vendors of Servers and Network equipment. As part of the FMS the vendor would be required to provide the following services

- (i) Assistant Programmer to provide single point support for all Hardcopy/Softcopy/Online received for DMIS and PAMS as Receipts Desk Management
- (ii) Programmer to extend technical support for operation/maintenance / data migration on various Client based Applications which mainly are Lotus notes or .Net applications. These applications are accessed at INTRANET and the programmer would also be required to attend to the following
  1. Diagnosis and rectification of all software related problems. Antivirus control and updation in co-ordination with third party vendor .
  2. For rectification of Hardware and Network problems co-ordinate with third party vendor
  3. Provide Support for all standard Operating systems and applications including installation, updation, loading of patches, service packs, configuration at server and at Intranet Clients
  4. Implement and functionalise of all the available applications at the INTRANET that includes real time RDBMS integration, data retrieval /updates on/from Lotus Domino platform and ASP/SQL platform with .Net 2.0 framework
  5. Carrying out periodic data Backups and recovery at each of the DSIR Servers.

  
(Dr. K. Kamal)  
Head, IT-eG /Scientist-G

Copy to:

✓ Sri VK Varun, Scientist-E with a request to display the contents of this letter on the DSIR website.