



INTER-UNIVERSITY ACCELERATOR CENTRE

[An Autonomous Inter-University Centre of UGC]

Aruna Asaf Ali Marg, Post Box No. 10502, New Delhi-110 067

Ph # 011-24126022/24-26/44/45, Web: www.iuac.res.in

Tender /E publishing Ref: IUAC/ /

Date: 18/08/2026

Indent Number: **0579**

To,

NOTICE INVITING TENDER THROUGH E-PUBLISHING

Sealed bids are invited from eligible, experienced and financially sound firms/companies for providing **Comprehensive Software Management and Technical Support Services for Inter-University Accelerator Centre (IUAC), New Delhi**, in accordance with the Scope of Work, Eligibility Criteria, Technical Specifications, Terms & Conditions and other requirements specified in this Tender Document.

The tender is being issued through the Institute's **e-Publishing system**. The complete Tender Document may be downloaded from the Institute website/e-Publishing portal.

Interested bidders shall submit their bids in **physical form only**, duly signed by the authorized signatory, in **two separately sealed envelopes** as detailed below:

“Envelope-I: Technical Bid” and “Envelope-II: Financial Bid “

Both envelopes shall be enclosed in **one outer sealed envelope** super scribed with:

Tender Reference Number, Name of Work, Name and Address of the Bidder

The completed bid shall be submitted by Registered Post, Speed Post, Courier or by Hand to:

Administrative Officer (Stores & Purchase)

Inter-University Accelerator Centre

Aruna Asaf Ali Marg

New Delhi –110067

so as to reach on or before **10/09/2026 at 3:00 PM**.

The outer sealed envelope shall clearly bear the words:

"DO NOT OPEN BEFORE THE PRESCRIBED DATE AND TIME OF BID OPENING."

Bids received after the prescribed date and time shall not be accepted.

IUAC reserves the right to accept or reject any or all bids without assigning any reason whatsoever and the decision of IUAC shall be final and binding upon all bidders.

Bids submitted through e-mail, fax, or any other electronic mode shall not be accepted.

The Technical Bid shall first be examined for eligibility, technical responsiveness, statutory compliance and documentary evidence submitted by the bidder.

Only those bidders whose Technical Bids are found substantially responsive shall be declared technically qualified.

The Financial Bid of only the technically qualified bidders shall thereafter be considered for financial evaluation.

The contract shall ordinarily be awarded to the **Lowest (L1) Technically Responsive Bidder**, subject to fulfilment of all tender conditions and approval of the Competent Authority.

Particular	Details
Estimated Annual Contract Value	₹20,00,000/-
Earnest Money Deposit (EMD)	₹40,000/- (2% of Tender Value)
Tender Fee	Nil
Contract Period	One Year
Bid Submission Closing Date	10/09/2026: 3:00PM
Technical Bid Opening	10/09/2026: 3:30 PM
Financial Bid Opening	To be intimated separately

Site visit is mandatory for all bidders. Bidders intending to participate shall coordinate with IUAC for scheduling the site visit and shall submit the duly signed Site Visit Certificate (Annexure-O) along with the Technical Bid.

For Technical Clarifications / Site Visit

For any technical clarification or for scheduling a site visit, the bidder may contact:

Designation: **Engineer-C**

Telephone: **011-24126018, 24126022, 24126024-26, 24126029**

E-mail: **anand.prakash@iuac.res.in**

Thanking You,

Yours Faithfully,

A.O.(S&P)

Annexure-A

SCOPE OF WORK AND SERVICES

1. Objective

The objective of this contract is to provide comprehensive software management, administration, operation, monitoring, maintenance and technical support services for the Information and Communication Technology (ICT) infrastructure, software platforms, network infrastructure and institutional applications deployed at the Inter-University Accelerator Centre (IUAC), New Delhi.

The successful bidder shall ensure secure, reliable and efficient operation of the Institute's ICT infrastructure by deploying qualified resident technical manpower and providing all necessary technical support throughout the contract period.

1.1 Operational Nature of Services:

IUAC is an institution providing critical ICT services in support of scientific research and academic activities. The ICT infrastructure and associated services are operational on 24 hours × 7 days × 365 days basis.

The normal working hours for deployment of the Resident Technical Engineers shall ordinarily be 09:00 AM to 06:00 PM, Monday to Friday, excluding gazetted holidays as applicable to IUAC.

However, the deployed Resident Technical Engineers shall be required to provide support beyond normal working hours, including Saturdays, Sundays and holidays, whenever required by IUAC for planned maintenance activities, system upgrades, emergency breakdowns, security incidents or any other operational requirement. No additional manpower shall be considered deployed solely for such occasional activities unless specifically approved by IUAC under the Contract.

2. Scope of Services

The scope of services shall include, but shall not be limited to:

- Installation, configuration, operation, administration and maintenance of software systems.
- Preventive and corrective maintenance.
- Software upgrades and patch management.
- Performance monitoring and optimization.
- Backup and restoration.
- Security hardening and vulnerability remediation.
- Root cause analysis and troubleshooting.
- User support.
- Documentation.
- Coordination with OEMs, ISPs, software vendors and other agencies engaged by IUAC.
- Support during planned maintenance activities, migrations and emergency restoration work.

Note: Installation, configuration, operation, maintenance and troubleshooting of scientific, engineering and research software/applications deployed at IUAC, including but not limited to SolidWorks, CST Studio Suite, COMSOL Multiphysics, ANSYS, MATLAB, Origin, LabVIEW and other institution-approved software, including coordination with OEMs/vendors for installation, licensing, upgrades and technical support whenever required.

3. ICT Infrastructure and Technology Platforms Covered

The contractor shall provide software management and technical support for the existing ICT infrastructure deployed at IUAC, including but not limited to the following.

The ICT infrastructure presently comprises a heterogeneous environment consisting of physical servers, virtualization platforms, enterprise network infrastructure, storage systems, firewall and wireless infrastructure, High Performance Computing (HPC) resources, institutional web applications and other ICT services. The infrastructure may be expanded, upgraded or modified during the contract period. The Contractor shall provide support for such additions provided they fall within the overall scope of this Contract.

The existing ICT infrastructure is indicative and currently comprises approximately:

- Physical Servers : **17**
- Currently Live Physical Servers : **9**
- Core Switches: **2**
- Edge Switches: **21**
- Wireless Switches: **16**
- Access Points: **61**
- Wireless Controllers: **2**
- Firewalls: **2**
- Storage Systems: **2**
- HPC Login Nodes: **10**
- HPC Compute Nodes: **650**

The above quantities are indicative only and may increase, decrease or change during the currency of the Contract. The Contractor shall provide support for the ICT infrastructure covered under the Scope of Work irrespective of such changes.

3.1 Server Infrastructure

Support shall include administration and maintenance of:

- Linux Servers (Ubuntu, Rocky Linux, RHEL, Alma Linux, CentOS or equivalent)
- Windows Servers
- Physical Servers
- Virtual Servers
- Storage Servers
- Shared Storage Systems

The activities shall include:

- Installation
- Configuration, operation and maintenance
- Administration
- Monitoring
- Performance tuning
- Patch management
- Backup and restoration
- Troubleshooting
- Health monitoring

3.2 Network, Routing & Security Infrastructure

Support shall include configuration, administration, monitoring and maintenance of the Institute's network and security infrastructure comprising, but not limited to:

- Sophos Firewall / UTM / Next Generation Firewall
- Core Layer-3 Switches
- Distribution Switches
- Edge Switches
- Managed Switches from OEMs including Arista, Cisco, Juniper, Extreme Networks, D-Link, Zyxel or equivalent
- Cisco Routers
- Network Routers from other OEMs
- Zyxel Wireless Controllers
- Zyxel Wireless Access Points
- Network Monitoring Systems

The deployed personnel shall be capable of carrying out activities including but not limited to:

- Layer-2 and Layer-3 Switch Configuration
- VLAN Configuration
- Inter-VLAN Routing
- Static and Dynamic Routing
- Access Control List (ACL) Configuration
- Port Security
- MAC Address Binding
- ARP and Network Connectivity Troubleshooting
- DHCP Relay Configuration
- Switch Stacking and Redundancy Configuration
- Firewall Rule Management
- Firewall Policy Review and Optimization
- VPN Configuration and Troubleshooting
- Network Traffic Analysis
- Configuration Backup and Restoration
- Log Monitoring and Analysis
- Firmware Upgrade Planning
- Security Patch Assessment
- Performance Monitoring
- Coordination with OEMs for issue resolution

No firmware upgrade, software upgrade or security patch shall be applied on production systems without proper evaluation of release notes, compatibility, known issues, rollback procedures and prior approval of IUAC.

3.3 Network & Identity Services

Administration and maintenance of:

- DNS
- DHCP
- LDAP
- SSH
- NTP
- FTP/SFTP
- Reverse Proxy
- Proxy Services
- VPN Services

- Identity Management
- Authentication Services
- Directory Services

3.4 Web, Database & Application Services

Support shall include installation, configuration, operation, administration, maintenance and troubleshooting of:

- Apache HTTP Server
- Nginx
- PHP
- MariaDB
- MySQL
- PostgreSQL
- SSL/TLS Certificates
- Reverse Proxy Services
- Website Hosting
- Institutional Web Applications

The deployed personnel shall be capable of diagnosing and resolving application issues arising from operating system, web server, middleware, database or network configuration.

3.5 High Performance Computing (HPC)

Support shall include routine software administration and operational support for the Institute's High-Performance Computing (HPC) environment including:

- Linux Cluster Administration
- Login Nodes
- Compute Nodes
- Slurm Workload Manager
- Queue Configuration
- Job Scheduling
- User Account Administration
- Environment Modules
- Shared Storage
- Software Installation
- Software Compilation
- Basic Hardware Health Verification of Compute Nodes
- Execution of administrative scripts provided by IUAC
- Performance Monitoring
- User Assistance

Wherever required, the contractor shall coordinate with OEMs and application developers for resolution of software related issues and shall assist IUAC technical personnel in routine HPC administration.

3.6 Virtualization Infrastructure

Administration and maintenance of:

- KVM Hypervisor
- Virtual Machines
- Virtual Networks
- Storage Pools

- Snapshots
- Live Migration
- Virtual Machine Backup and Recovery
- Resource Allocation and Performance Monitoring

3.7 Institutional Applications

Support shall include administration and maintenance of institutional software applications including but not limited to:

- Institutional Website
- Authentication Systems
- Internal Web Portals
- Linux-based Institutional Applications
- Other software applications deployed during the contract period.

3.8 Backup & Disaster Recovery Support

Support shall include:

- Backup Scheduling
- Backup Verification
- Backup Monitoring
- Coordination during Disaster Recovery exercises

3.9 Information Security Management

Support shall include:

- Operating System Hardening
- IP and Network Hardening
- Security Patch Management
- Firewall Policy Review
- Security Log Analysis
- Vulnerability Assessment Coordination
- SSL Certificate Management
- Access Control Review
- Password Policy Implementation
- DDoS Mitigation Coordination
- Coordination with OEMs during security incidents

3.10 Cloud Infrastructure & Hybrid Environment Support

Support shall include administration, monitoring and maintenance of cloud-based infrastructure and hybrid environments, wherever deployed by IUAC during the contract period, including but not limited to:

- Cloud-hosted Virtual Machines
- Cloud Storage
- Virtual Networks
- VPN Connectivity
- Identity and Access Management
- Backup and Recovery
- Security Configuration
- Resource Monitoring
- Performance Optimization

- Hybrid Connectivity between on-premises and cloud infrastructure
- Disaster Recovery (DR) environments
- Application migration support
- Coordination with cloud service providers and OEMs

The deployed personnel shall be capable of providing technical support for cloud platforms including **Microsoft Azure** and other equivalent cloud platforms, wherever deployed by IUAC, including management of cloud-hosted applications, migrated institutional services, virtual machines, networking, storage, backup and monitoring.

Wherever required, the contractor shall assist IUAC in migration, deployment, monitoring and maintenance of applications hosted on cloud infrastructure.

The scope shall also include support for future technologies and infrastructure deployed by IUAC during the contract period, provided such systems are of similar nature and fall within the overall scope of software management and technical support services covered under this contract.

ANNEXURE – B

DEPLOYMENT OF RESIDENT TECHNICAL MANPOWER

1. Objective

The successful bidder shall deploy qualified and experienced resident technical manpower at IUAC for providing comprehensive software management, system administration, network administration, security management and technical support services for the ICT infrastructure covered under this contract.

The deployed personnel shall possess adequate technical knowledge, practical experience and troubleshooting capabilities to independently perform routine administration, preventive maintenance, incident resolution and support activities as defined in the Scope of Work.

2. Minimum Manpower Deployment

The successful bidder shall deploy the following minimum resident technical manpower at IUAC throughout the contract period.

Sl. No.	Designation	Minimum Quantity
1	Resident Technical Engineer (Senior)	1
2	Resident Technical Engineer (Junior)	1

The above deployment represents the **minimum manpower requirement**.

2.1 Approval of Resident Technical Manpower

Within five (05) days from the date of issuance of the Letter of Intent (LOI), the successful bidder shall submit the Curriculum Vitae (CVs) of five (05) technically qualified candidates for each Resident Technical Engineer position.

IUAC shall evaluate the proposed candidates and may conduct an online or physical interaction/interview before approval.

Deployment shall be made only after approval of the proposed personnel by IUAC.

IUAC reserves the right to reject all proposed candidates if none are found suitable, in which case the Contractor shall submit a fresh panel of candidates within five (05) working days.

The contractor may deploy additional technical personnel whenever required to ensure timely execution of activities, scheduled maintenance, emergency work, migrations, upgrades or any other work assigned under this contract, without any additional financial implication to IUAC.

The contractor shall ensure that shortage of manpower shall not affect service delivery or compliance with Service Level Agreements (SLAs).

Note: Copies of all mandatory technical certifications prescribed under Annexure-B shall be submitted along with the CVs of the proposed candidates after issuance of the Letter of Intent (LOI), as specified under Clause 2.1 of this Annexure and Section F of the Tender.

3. Qualification & Experience Requirements

3.1 Resident Technical Engineer (Senior)

3.1.1 Minimum Qualification:

- B.E./B.Tech. in Computer Science, Information Technology, Electronics & Communication, Electrical Engineering or equivalent

OR

- MCA / M.Sc. (Computer Science/IT)

3.1.2 Experience:

Minimum five (05) years of post-qualification experience in System Administration, Network Administration and ICT Infrastructure Management in Government Departments, Autonomous Bodies, Public Sector Undertakings (PSUs), Academic Institutions, Research Institutions, Universities or other organizations having enterprise ICT infrastructure of comparable scale and complexity. The experience shall include hands-on administration of enterprise IT infrastructure.

3.1.3 Mandatory Technical Certification

The proposed Senior Resident Technical Engineer shall possess a valid **Cisco Certified Network Associate (CCNA)** certification or higher (e.g., CCNP) from Cisco. A copy of the certification shall be submitted along with the Curriculum Vitae (CV).

3.1.4 Technical Competency

A. Primary Technical Expertise (Mandatory)

The Senior Engineer shall possess strong practical knowledge and hands-on experience in:

Enterprise Network Infrastructure

- Core Switches
- Layer-3 Switches
- Edge Switches
- Cisco Routers
- Enterprise Wireless Networks
- Sophos Firewall
- Routing & Switching
- ACL
- VLAN
- STP
- Network Security
- Firewall Administration
- VPN
- Network Performance Analysis
- Firmware Upgrade Planning
- OEM Coordination

Note: Coordination with OEMs, service providers and authorized support partners for enterprise network infrastructure, routers, switches, firewalls, wireless infrastructure, security appliances,

firmware upgrades, troubleshooting, warranty support, RMA activities and technical issue resolution.

B. Secondary Skill Requirements (Working Knowledge)

The Senior Engineer shall also possess working knowledge in:

Server & Infrastructure Administration

- Linux Server Administration
- Windows Server Administration
- DNS
- DHCP
- LDAP
- Apache
- Nginx
- SSL
- Reverse Proxy
- KVM Virtualization
- Backup & Recovery

High Performance Computing

- Linux Cluster Environment
- Slurm
- Login Nodes
- Queue Configuration
- Basic Compute Node Troubleshooting
- User Assistance

3.2 Resident Technical Engineer (Junior)

3.2.1 Minimum Qualification

- B.E./B.Tech. in Computer Science, Information Technology, Electronics & Communication, Electrical Engineering or equivalent

OR

- MCA / M.Sc. (Computer Science / IT)

3.2.2 Experience

Minimum **two (02) years** of post-qualification experience in System Administration, Network Administration and ICT Infrastructure Support in Government Departments, Autonomous Bodies, Public Sector Undertakings (PSUs), Academic Institutions, Research Institutions, Universities or other reputed organizations of similar nature.

3.2.3 Mandatory Technical Certification

The proposed Junior Resident Technical Engineer shall possess a valid Red Hat Certified System Administrator (RHCSA) certification. A copy of the certification shall be submitted along with the Curriculum Vitae (CV).

3.2.4 Technical Competency

A. Primary Technical Expertise (Mandatory)

The Junior Engineer shall possess practical knowledge and hands-on experience in:

Server & Infrastructure Administration

- Linux Administration
- Windows Administration
- Apache
- Nginx
- PHP
- MySQL/MariaDB
- KVM
- Backup & Restore
- Log Analysis
- System Monitoring
- Virtual Machine Administration
- Website Troubleshooting
- Application Support
- Web/Application Administration

Note: Coordination with OEMs, software vendors and authorized support partners for Linux/Windows servers, virtualization platforms, storage systems, scientific/engineering software, web applications, databases, backup solutions, licensing, warranty support, software updates, installation, troubleshooting and technical issue resolution.

High Performance Computing (Basic)

- Linux Cluster Environment
- Slurm Job Monitoring
- Queue Monitoring
- Login Node Monitoring
- Execution of Administrative Scripts
- User Support

B. Secondary Skill Requirements (Working Knowledge)

The Junior Engineer shall also possess working knowledge in:

Network & Security

- Managed Switches
- VLAN
- Port Configuration
- Basic Routing Concepts
- Wi-Fi Infrastructure
- Firewall Monitoring
- Network Troubleshooting
- Basic ACL Verification
- MAC Binding
- ARP Troubleshooting

Note: Desirable Experience in installation, configuration, operations, maintenance and troubleshooting of scientific and engineering software such as SolidWorks, CST Studio Suite, COMSOL Multiphysics, MATLAB, ANSYS, Origin, LabVIEW or equivalent research applications deployed in academic/research environments.

4. General Responsibilities of Deployed Manpower

The deployed resident technical manpower shall jointly be responsible for ensuring smooth, secure and uninterrupted operation of the ICT infrastructure covered under this contract.

The responsibilities shall include, but not be limited to, the following:

4.1 System Administration

- Administration, monitoring and maintenance of servers, network devices, virtualization platforms and institutional software applications.
- Routine health checks of ICT infrastructure.
- Configuration, troubleshooting and optimization of software systems.
- Installation, configuration and upgrade of software packages as approved by IUAC.
- Performance monitoring and preventive maintenance of ICT infrastructure.

4.2 Incident Management

The deployed manpower shall:

- Diagnose and troubleshoot software, network and system-related issues.
- Attend service calls promptly.
- Perform Root Cause Analysis (RCA) for recurring issues.
- Restore services with minimum downtime.
- Escalate unresolved issues to OEMs or third-party agencies whenever required.

4.3 Change Management

The deployed manpower shall:

- Carry out approved configuration changes.
- Prepare implementation and rollback plans before major upgrades.
- Maintain proper documentation of all changes.
- Ensure minimum disruption to production services.
- Obtain prior approval from IUAC before implementing any major configuration change.

4.4 Security Management

The deployed manpower shall assist IUAC in maintaining a secure ICT environment by:

- Implementing approved security configurations.
- Reviewing firewall and security policies.
- Applying software patches after due evaluation.
- Monitoring security logs.
- Assisting during vulnerability assessments.
- Coordinating during security incidents.
- Maintaining security best practices for servers, network devices and institutional applications.

4.5 Backup & Recovery

The deployed manpower shall:

- Perform scheduled backup verification.
- Monitor backup jobs.
- Assist in restoration activities whenever required.

- Periodically verify recoverability of critical systems.
- Maintain backup logs and reports.

4.6 Monitoring

The deployed manpower shall continuously monitor:

- Server Health
- Network Health
- Firewall Status
- Wireless Infrastructure
- Storage Utilization
- Virtual Machines
- Critical Services
- Web Applications
- HPC Services
- Cloud Infrastructure (where applicable)

Any abnormality shall be reported to the designated IUAC authority within one (01) hour of observation.

4.7 Documentation

The deployed manpower shall prepare and maintain:

- Daily Activity Register
- Preventive Maintenance Register
- Incident Register
- Change Register
- Asset Configuration Register
- Network Configuration Documentation
- Backup Register
- Knowledge Base
- Standard Operating Procedures (SOPs)

All documentation shall remain the property of IUAC.

4.8 Coordination

The deployed manpower shall coordinate with:

- OEM Support Teams
- Software Vendors
- Internet Service Providers
- Annual Maintenance Contractors
- Cloud Service Providers
- Other Agencies engaged by IUAC

for timely resolution of issues.

4.9 Additional Technical Capability of the Contractor

The Contractor shall have access to at least one technically competent resource possessing a valid Microsoft Azure certification (minimum Azure Fundamentals – AZ-900 or equivalent) to provide remote technical assistance and OEM coordination for Azure cloud-related activities, whenever required by IUAC.

4.10 Knowledge Transfer

The deployed manpower shall provide technical assistance and knowledge transfer to designated IUAC personnel whenever required.

Knowledge transfer shall include:

- System architecture overview.
- Configuration details.
- Backup and restoration procedures.
- Troubleshooting procedures.
- Standard Operating Procedures.
- Administrative documentation.

4.11 Professional Conduct

The deployed manpower shall:

- Maintain confidentiality of Institute data.
- Follow all security policies of IUAC.
- Maintain professional behaviour while interacting with users.
- Wear identity cards issued by the contractor and/or IUAC.
- Comply with safety and security instructions applicable within the Institute premises.

4.12 Ownership of Configurations and Documentation

All system configurations, scripts, automation tools, documentation, standard operating procedures, configuration backups, network diagrams, passwords (where authorized), deployment procedures and other technical artefacts created, modified or maintained during the execution of this contract shall be the exclusive property of IUAC and shall be handed over to IUAC whenever demanded or upon completion or termination of the contract.

5. Working Hours, On-call & Emergency Support

The Resident Technical Engineers shall normally be available during IUAC working hours (09:00 AM to 06:00 PM, Monday to Friday). However, considering that IUAC's ICT infrastructure operates on a 24×7×365 basis, the deployed personnel shall be available beyond normal working hours, including Saturdays, Sundays and holidays, whenever required by IUAC for:

- Scheduled maintenance activities.
- Planned shutdowns.
- Software upgrades.
- Firmware upgrades.
- Security patch implementation.
- Network maintenance.
- Data migration.
- Disaster Recovery (DR) activities.
- Emergency troubleshooting.
- Any other activity approved by IUAC.

The Contractor shall ensure availability of suitable backup manpower whenever required so that services are not adversely affected.

6. Leave, Backup Engineer & Replacement Policy

The contractor shall ensure uninterrupted availability of resident technical manpower throughout the contract period.

The contractor shall maintain technically competent backup personnel having qualifications and experience equivalent to or higher than the deployed resident engineers.

Whenever any deployed engineer proceeds on leave, undergoes training, resigns or is otherwise unavailable, the Contractor shall deploy a suitable replacement **within one (01) working day**, so that the services under this Contract are not affected.

In the event of a planned replacement, resignation, transfer, long leave (more than **five (05) consecutive working days**) or any other foreseeable absence of a Resident Technical Engineer, the Contractor shall ensure proper Knowledge Transfer (KT) and handover of all ongoing activities, configurations, documentation, passwords (where authorized), pending issues, maintenance schedules and operational responsibilities to the incoming Resident Technical Engineer.

The outgoing Resident Technical Engineer shall work jointly with the replacement engineer for a reasonable handover period, as decided by IUAC, to ensure continuity of services without disruption. The Contractor shall ensure that no replacement is treated as complete until IUAC is satisfied that the Knowledge Transfer and handover activities have been adequately carried out.

The replacement engineer shall possess qualifications, experience and technical competency equivalent to or higher than the engineer being replaced and shall be deployed only after obtaining approval from IUAC.

Before relieving any resident engineer, the contractor shall ensure complete handover of:

- Current assignments
- Pending issues
- Configuration details
- Documentation
- Administrative credentials (where authorized)
- Knowledge transfer

to the replacement engineer and designated IUAC officials.

No replacement shall adversely affect service continuity or compliance with the prescribed Service Level Agreements (SLAs).

The Contractor shall ensure that every Resident Technical Engineer deployed at IUAC has undergone Police Verification through the appropriate authorities before deployment. A copy of the Police Verification Report shall be submitted to IUAC before granting site access. Any replacement Resident Technical Engineer shall also fulfil this requirement prior to deployment.

7. Additional Manpower Requirement

The minimum manpower specified under this contract represents the minimum deployment requirement only.

Whenever the nature of work demands simultaneous execution of multiple activities, major maintenance, migration, infrastructure upgrades, emergency restoration, Disaster Recovery exercises

or any other activity requiring additional technical resources, the contractor shall deploy additional qualified manpower at no additional cost to IUAC.

IUAC shall have the right to require deployment of additional technical personnel for specific planned activities whenever considered necessary for successful execution of work.

The contractor shall ensure that deployment of additional manpower does not dilute the quality of resident technical support available at IUAC.

8. Service Continuity & Knowledge Transfer

The contractor shall ensure continuity of technical services throughout the contract period.

The deployed manpower shall maintain complete and updated documentation of all systems administered under this contract.

During replacement of personnel, expiry of the contract or termination of the contract, the contractor shall ensure comprehensive knowledge transfer to:

- Incoming resident engineers.
- Designated IUAC officials.
- Any agency nominated by IUAC.

The knowledge transfer shall include:

- System architecture.
- Configuration details.
- Standard Operating Procedures (SOPs).
- Backup and recovery procedures.
- Administrative scripts.
- Automation tools.
- Network diagrams.
- Incident history.
- Pending issues.
- Asset-specific documentation.

The contractor shall not withhold any documentation, configuration or technical information necessary for smooth continuation of services.

9. Technical Skill Compliance Matrix

The bidder shall ensure that the deployed resident technical manpower possesses the minimum technical competencies specified below.

Technical Skill Area	Senior Engineer	Junior Engineer
Enterprise Network Administration	Mandatory	Working Knowledge
Routing & Switching	Mandatory	Working Knowledge
Firewall Administration	Mandatory	Working Knowledge
Linux Server Administration	Working Knowledge	Mandatory

Technical Skill Area	Senior Engineer	Junior Engineer
Windows Server Administration	Working Knowledge	Mandatory
Apache / Nginx	Working Knowledge	Mandatory
Database Administration	Working Knowledge	Mandatory
KVM Virtualization	Working Knowledge	Mandatory
LDAP / DNS / DHCP	Working Knowledge	Mandatory
HPC / Slurm	Working Knowledge	Basic Knowledge
Cloud Administration	Working Knowledge	Desirable
Shell/Bash Scripting	Mandatory	Working Knowledge
Documentation & Reporting	Mandatory	Mandatory
OEM Coordination	Mandatory	Working Knowledge

10. Exclusivity of Deployment

The Resident Technical Personnel deployed under this Contract shall be **exclusively assigned to IUAC** during the entire period of deployment.

The deployed personnel shall:

- devote their full professional time and attention to the execution of services under this Contract during IUAC working hours;
- not undertake, perform or provide services, either physically or remotely, for any other client, organization, project or assignment during their deployment at IUAC;
- not be simultaneously deployed against any other contract or project of the Contractor that may adversely affect the quality or continuity of services at IUAC; and
- remain available to perform duties assigned by IUAC in accordance with the Scope of Work and Service Level Agreement (SLA).

Any violation of this condition shall be treated as a material breach of the Contract, and IUAC shall have the right to seek immediate replacement of the concerned personnel and take action in accordance with the provisions of the Contract.

ANNEXURE – C

SERVICE LEVEL AGREEMENT (SLA)

1. Objective

The Service Level Agreement (SLA) defines the minimum performance standards, response times, resolution times, service availability requirements and escalation procedures to be followed by the contractor during the execution of this contract.

The Contractor/Resident Technical Engineer shall ensure timely response and resolution of incidents to minimize disruption to the ICT infrastructure and services at IUAC.

2. Incident Classification

For the purpose of this contract, incidents shall be classified into the following categories.

Priority	Description	Examples
P1 (Critical)	Complete outage or major disruption affecting critical services	Firewall Failure, Core Switch Failure, Website Down, Authentication Failure, HPC Scheduler Down, Storage Server Failure, Storage System Failure, Shared Storage Failure
P2 (High)	Major functionality affected but temporary workaround available	Partial Network Failure, Virtual Machine Failure, Database Service Failure, Storage Performance Degradation
P3 (Medium)	Limited impact affecting individual users or non-critical services	Application Issues, User Account Problems, Wi-Fi Issues
P4 (Low)	Minor issues, requests and routine activities	Software Installation, Configuration Change, Documentation

3. Response Time

The Contractor/Resident Technical Engineer shall ensure response to incidents within the following maximum time limits.

Priority	Maximum Response Time
P1	Within 15 Minutes
P2	Within 30 Minutes
P3	Within 2 Hours
P4	Within 1 Working Day

Response Time means the time between reporting of the incident and acknowledgement by the deployed technical manpower.

4. Resolution Time

Priority	Target Resolution Time
P1	≤ 4 Hours
P2	≤ 8 Hours
P3	≤ 2 Working Days
P4	≤ 5 Working Days

Where resolution within the prescribed target time is not possible due to OEM dependency, spare availability, third-party agency dependency or Force Majeure conditions, and such circumstances are duly supported by documentary evidence, the Contractor/Resident Technical Engineer shall continuously pursue the resolution and provide regular updates to IUAC until closure.

5. Preventive Maintenance

The Contractor/Resident Technical Engineer shall ensure:

- Carry out periodic preventive maintenance.
- Verify backup jobs.
- Review system logs.
- Verify firewall logs.
- Check storage utilization.
- Verify virtualization platform health.
- Verify HPC services.
- Review network health.
- Review security patches.

Preventive maintenance schedules shall be approved by IUAC.

6. Planned Maintenance

Planned maintenance shall normally be carried out outside office hours unless otherwise approved by IUAC.

The Contractor/Resident Technical Engineer shall ensure:

- Prepare implementation plan.
- Prepare rollback plan.
- Inform IUAC in advance.
- Obtain approval.
- Document all changes.

7. Escalation Matrix

The contractor shall provide an escalation matrix containing:

- Resident Technical Engineer (Junior)
- Resident Technical Engineer (Senior)
- Project Manager
- Service Delivery Manager

- Regional Head (if applicable)

including:

- Mobile Number
- Email
- Alternate Contact Number

The escalation matrix shall be updated whenever changes occur.

8. Monthly Performance Review

Monthly review shall include:

- Number of incidents.
- Mean Response Time.
- Mean Resolution Time.
- Preventive Maintenance carried out.
- Pending issues.
- Repeat failures.
- Root Cause Analysis.
- Security updates.
- Recommendations.

9. SLA Compliance

The Contractor shall ensure that the Resident Technical Engineer complies with the prescribed Service Level Agreement (SLA) throughout the contract period.

Repeated failure to meet the prescribed SLA levels may be treated as breach of contract and IUAC may take appropriate action in accordance with the terms and conditions of the contract.

10. Server Availability (Uptime)

The Contractor/Resident Technical Engineer shall ensure that the operational availability (uptime) of the production servers under the scope of this Contract is maintained at **99% or above**, excluding scheduled maintenance approved by IUAC and exclusions specified under this SLA.

The uptime shall be calculated on a monthly basis and shall exclude:

- Scheduled maintenance approved by IUAC;
- Power failures beyond the control of the Contractor;
- ISP outages;
- OEM-related issues beyond the control of the Contractor; and
- Force Majeure events.

Failure to maintain the prescribed uptime, where attributable to the Contractor and not covered under the exclusions specified in this SLA, shall constitute an SLA breach and may attract Liquidated Damages and/or other contractual action in accordance with the Contract.

11. Exclusions

The following shall not be considered SLA violations, provided sufficient documentary evidence is submitted:

- OEM-related delays beyond the contractor's control.
- ISP outages.
- Power failures.
- Force Majeure.
- Scheduled maintenance approved by IUAC.
- Delays due to non-availability of approvals from IUAC.

Section D -ELIGIBILITY CRITERIA

1. Legal Status of Bidder

The bidder shall be:

- A Company registered under the Companies Act, 2013 or Companies Act, 1956;
OR
- A Proprietorship Firm;
OR
- A Partnership Firm registered under the Indian Partnership Act;
OR
- A Limited Liability Partnership (LLP);
OR
- A Government Organization / Public Sector Undertaking (PSU), if eligible to participate.

The bidder shall submit:

- Certificate of Incorporation / Registration
- PAN
- GST Registration
- Any other statutory registration applicable.

2. Restrictions on Procurement from Bidders Sharing Land Border with India

The bidder shall comply with the applicable Government of India orders, instructions and amendments issued from time to time regarding restrictions on procurement from bidders sharing a land border with India.

Wherever applicable, the bidder shall be registered with the Competent Authority as prescribed under the relevant Government of India orders.

The bidder shall submit the declaration in the prescribed format as provided in **Annexure-N**. Failure to furnish the required declaration or registration details, wherever applicable, may result in rejection of the bid.

3. Experience

The bidder should have successfully completed similar Software Management / ICT Infrastructure Management / System Administration contracts during the last seven (07) years ending on the last date of submission of bids, comprising either:

Three similar completed contracts, each costing not less than 40% of the estimated tender value or

Two similar completed contracts, each costing not less than 50% of the estimated tender value or

One similar completed contract costing not less than 80% of the estimated tender value.

Copies of Work Orders along with Completion Certificates / Satisfactory Performance Certificates shall be submitted.

4. Definition of Similar Work

Comprehensive Software Management, Linux/Windows Server Administration, Network Administration, Firewall Management, Virtualization, Database Administration, Web Server Administration, ICT Infrastructure Management, High Performance Computing (HPC) Administration, Cloud Infrastructure Support or equivalent enterprise ICT support services.

5. Financial Capacity

The bidder shall have an average annual financial turnover of not less than 100% of the estimated cost during the Financial Years 2022–23, 2023–24 and 2024–25.

The bidder shall submit Audited Balance Sheets / Financial Statements and a CA-certified turnover certificate in support of the financial capacity requirement.

6. Statutory Compliance

The bidder shall possess:

- PAN
- GST
- EPF Registration
- ESIC Registration
- Labour Licence (where applicable)

7. Office

The bidder shall have:

- A Registered Office in India.
- and
- A Service Support Office in NCR **or** shall establish one within **30 days** of award of contract.

8. Blacklisting

The bidder should not have been:

- Blacklisted
- Debarred
- Suspended

by any Central Government Department, State Government Department, PSU, Autonomous Body or Government Educational Institution during the last **five years**.

A self-certified undertaking shall be submitted.

9. Litigation

The bidder shall disclose all pending litigation, arbitration or court cases, if any, related to contracts of similar nature.

IUAC reserves the right to evaluate such information while assessing the bidder's suitability.

10. OEM Support

Wherever OEM support is required during execution of the contract, the successful bidder shall coordinate directly with the concerned OEM without additional financial implication to IUAC.

11. Acceptance of Tender Conditions

The bidder shall submit a signed undertaking confirming that all terms and conditions of the tender have been read, understood and accepted.

Section - E

Documents to be Submitted with Technical Bid

Sl. No.	Document	Submitted (Yes / No / NA) Page No.
1	Annexure-D – Bid Submission Letter	
2	Annexure-E – Bidder Information Form	
3	Annexure-F – Declaration of Acceptance of Tender Conditions	
4	Annexure-G – Declaration regarding Non-Blacklisting / Debarment	
5	Annexure-H – Declaration regarding Conflict of Interest	
6	Annexure-I – Declaration regarding Pending Litigation	
7	Annexure-J – Undertaking for Deployment of Resident Technical Manpower	
8	Annexure-L – Authorization Letter / Power of Attorney (where applicable)	
9	Annexure-M – Integrity Declaration	
10	Annexure-N – Declaration regarding Restrictions on Procurement from Bidders Sharing Land Border with India	
11	Certificate of Incorporation / Registration	
12	PAN	
13	GST	
14	EPF Registration	
15	ESIC Registration	
16	Labour Licence (where applicable)	
17	MSME/Udyam Registration Certificate (if applicable)	
18	Work Orders for Similar Work	
19	Completion / Satisfactory Performance Certificates	
20	CA-Certified Turnover Certificate	
21	Audited Balance Sheets / Financial Statements	
22	Annexure-Q – Technical Compliance Statement	
23	EMD Proof / MSME Exemption Certificate	
24	Annexure-O – Site Visit Certificate	
25	Annexure-P – Confidentiality & Non-Disclosure Undertaking	

Section – F

TECHNICAL RESPONSIVENESS CRITERIA

1. General

The Technical Bids shall be examined by the Technical Evaluation Committee constituted by IUAC to determine whether the bidders have complied with all the requirements specified in this Tender Document. The evaluation of the Technical Bid shall be carried out on a **Pass/Fail (Responsive/Non-Responsive)** basis.

Only those bidders whose Technical Bids are found to be substantially responsive and compliant with all the requirements of this Tender Document shall be declared **Technically Responsive**.

The Financial Bids of only those bidders declared Technically Responsive shall be considered for financial evaluation.

The decision of IUAC regarding the technical responsiveness of the bidders shall be final and binding.

2. Technical Responsiveness

A bidder shall be considered **Technically Responsive** only if the Technical Evaluation Committee is satisfied that the bidder has complied with all mandatory requirements of the Tender, including but not limited to:

- a) Eligibility Criteria specified under **Section D**.
- b) Submission of all mandatory documents specified under **Section E**.
- c) Acceptance of the complete Scope of Work specified in **Annexure-A** without any material deviation.
- d) Compliance with the Resident Technical Manpower requirements specified in **Annexure-B**.
- e) Acceptance of the Service Level Agreement (SLA) specified in **Annexure-C**.
- f) Compliance with all statutory requirements applicable to the contract.
- g) Acceptance of all General Terms & Conditions and Special Terms & Conditions of the Tender.

Failure to comply with any mandatory requirement may result in the bid being declared **Non-Responsive**.

3. Clause-by-Clause Compliance Statement

The bidder shall submit a clause-by-clause compliance statement against all applicable sections of this Tender Document.

The compliance statement shall clearly indicate one of the following against each requirement:

- Complied
- Not Complied
- Not Applicable (where applicable, with reasons)

Wherever supporting documents are required, the bidder shall provide appropriate documentary evidence.

Any incorrect declaration or unsupported claim may render the bid liable for rejection.

4. Verification of Technical Competence

The Technical Evaluation Committee shall verify the bidder's technical capability based on the documentary evidence submitted along with the Technical Bid.

The verification may include, but shall not be limited to:

- Similar work experience.
- Compliance with the qualification, experience and technical competency requirements prescribed for the Resident Technical Manpower under Annexure-B, based on the undertaking and other documents submitted with the Technical Bid.
- Availability of technically competent backup manpower.
- Experience in enterprise ICT infrastructure support.
- Experience in Government Departments, Autonomous Bodies, PSUs, Academic Institutions, Research Institutions or other organizations having enterprise ICT infrastructure of comparable scale and complexity.
- Compliance with the technical skill requirements specified in Annexure-B.

The bidder shall furnish all relevant supporting documents for verification.

Note: The actual Resident Technical Engineers shall be proposed and evaluated only after issuance of the Letter of Intent (LOI), as specified under Clause 6 of this Section.

5. Verification of Similar Work Experience

The Technical Evaluation Committee shall verify that the experience certificates submitted by the bidder satisfy the definition of **Similar Work** specified in this Tender.

IUAC reserves the right to verify the authenticity of any Work Order, Completion Certificate, Performance Certificate or any other document submitted by the bidder from the issuing organization.

Submission of false, fabricated or misleading information shall result in rejection of the bid and may attract further action as deemed appropriate by IUAC.

6. Verification of Proposed Resident Technical Manpower

The successful bidder shall, within five (05) days from the date of issuance of the Letter of Intent (LOI), submit the Curriculum Vitae (CVs) of five (05) technically qualified candidates for consideration by IUAC for each Resident Technical Engineer position specified under Annexure-B.

Each CV shall be accompanied by:

- Educational Qualification Certificates.
- Experience Certificates.
- Mandatory Technical Certification(s) prescribed under Annexure-B.
- Any additional technical certifications, if applicable.

IUAC may interact with or interview the proposed candidates through online or physical mode for verification of their technical competence, communication skills and suitability for deployment.

Based on the evaluation, IUAC shall select one suitable candidate for each position. The successful bidder shall deploy only those candidates approved by IUAC.

If any proposed candidate is not found suitable, the Contractor shall submit additional suitable CVs within five (05) working days, without any additional financial implication to IUAC.

7. Clarification of Technical Bid

During the process of technical evaluation, IUAC may, at its sole discretion, seek clarifications from any bidder regarding the information or documents submitted as part of the Technical Bid.

The bidder shall furnish the required clarification within the time stipulated by IUAC.

The request for clarification shall not permit:

- Modification of the scope of the bid.
- Change in the quoted price.
- Submission of an entirely new document in place of a mandatory document not originally submitted.
- Alteration of any material condition of the bid.

Failure to submit the required clarification within the stipulated time may result in the bid being declared **Non-Responsive**.

8. Shortfall Documents

During technical evaluation, if any document submitted by the bidder is found to be incomplete, deficient, illegible or requires clarification, IUAC may, at its discretion, seek the deficient document(s) or clarification from the bidder.

Such opportunity shall be restricted only to clarification or submission of documents already existing on or before the last date of bid submission and shall not permit the bidder to improve the substance of the bid or submit a fresh document to fulfil an eligibility criterion that did not exist on the bid submission date.

Failure to furnish the required clarification or document within the stipulated time may result in rejection of the bid.

9. Determination of Technical Responsiveness

A Technical Bid shall be considered **Technically Responsive** only if the Technical Evaluation Committee is satisfied that:

- a) The bidder satisfies all Eligibility Criteria specified under **Section D**.
- b) All mandatory documents specified under **Section E** have been submitted.
- c) The bidder has accepted the Scope of Work specified in **Annexure-A** without material deviation.
- d) The bidder has undertaken to deploy Resident Technical Manpower meeting the qualification, experience, certification and technical skill requirements specified in Annexure-B.
- e) The bidder has accepted the Service Level Agreement specified in **Annexure-C**.
- f) The bidder has accepted all General Terms & Conditions and Special Terms & Conditions of the Tender.
- g) The Technical Bid is complete in all respects and is free from material deviations, conditions, omissions or qualifications that may affect the execution of the contract.

Only bidders declared **Technically Responsive** shall be considered for financial evaluation.

10. Right of Verification

IUAC reserves the right to independently verify any information, declaration, document, certificate, experience credential or claim submitted by the bidder.

Such verification may include, but shall not be limited to:

- Verification from client organizations.
- Verification of Work Orders and Completion Certificates.
- Verification of educational qualifications and experience of proposed manpower.
- Verification of statutory registrations.
- Verification of technical certifications.
- Verification of financial and legal documents submitted by the bidder.

If any information or document submitted by the bidder is found to be false, fabricated, misleading or materially incorrect at any stage of the tendering process or during the execution of the contract, IUAC reserves the right to:

- Reject the bid as Non-Responsive.
- Forfeit the Bid Security / Performance Security, wherever applicable.
- Terminate the contract, if already awarded.
- Debar the bidder from participating in future tenders of IUAC for an appropriate period, in accordance with applicable rules and regulations.
- Initiate any other action as deemed appropriate under the applicable provisions of law.

11. Opening of Financial Bids

The Financial Bids of only those bidders declared **Technically Responsive** shall be considered for financial evaluation.

The contract shall ordinarily be awarded to the **Lowest (L1) Technically Responsive Bidder**, subject to the bidder's continued compliance with all the terms and conditions of the Tender Document and fulfilment of all statutory and contractual obligations.

IUAC reserves the right to seek clarification regarding the Financial Bid, provided that such clarification does not result in any change to the quoted prices or alter the substance of the bid.

The decision of IUAC regarding the determination of the Lowest (L1) Technically Responsive Bidder and award of the contract shall be final and binding on all bidders.

SECTION – G

GENERAL TERMS & CONDITIONS

1. Scope

The Contractor shall provide comprehensive Software Management and Technical Support Services in accordance with the Scope of Work specified in Annexure-A, Resident Technical Manpower requirements specified in Annexure-B, and the Service Level Agreement (SLA) specified in Annexure-C.

The services shall be rendered to the complete satisfaction of IUAC throughout the contract period.

2. Contract Period

The contract shall initially remain valid for a period of **One (01) Year** from the date of commencement of services.

Based on satisfactory performance, continued requirement, availability of funds and approval of the Competent Authority, IUAC may extend the Contract for further period(s) on the same terms and conditions, subject to applicable Government rules and Institute policies.

3. Commencement of Services

The successful bidder shall commence the Services within **30 days** from the date of issuance of the Letter of Intent (LOI) .

Failure to commence the services within the stipulated period may result in cancellation of the award and forfeiture of Performance Security, wherever applicable.

4. Performance Security

The successful tenderer shall deposit Performance Security equivalent to 10% of the value of the initial one-year Contract in the form of Fixed Deposit Receipt (FDR) / Bank Guarantee in favour of the Director, IUAC, New Delhi, which shall remain valid for fourteen (14) months from the date of commencement of services.

In case of extension of the Contract, a fresh Performance Security equivalent to 10% of the value of the extended Contract shall be submitted and shall remain valid for the prescribed period of the extended Contract.

5. Payment Terms

Payment shall be made on a **quarterly basis** after satisfactory completion of the services during the respective billing period.

The Contractor shall submit:

- Tax Invoice.
- Attendance records of resident manpower.
- Monthly Service Report.
- SLA Compliance Report.
- Preventive Maintenance Report.

- Any other document required by IUAC.

Payments shall be released after certification by the designated IUAC authority, subject to statutory deductions.

6. Taxes and Duties

The quoted rates shall include all costs associated with execution of the contract except Goods and Services Tax (GST), which shall be payable separately at applicable rates, subject to submission of a valid tax invoice and compliance with statutory requirements.

The Contractor shall be solely responsible for payment of all applicable taxes, duties, levies, cess and statutory liabilities arising out of the execution of the contract.

7. Statutory Compliance

The Contractor shall comply with all applicable Central Government, State Government and Local Authority laws, rules and regulations, including but not limited to:

- Labour Laws.
- EPF.
- ESIC.
- Minimum Wages Act.
- Contract Labour (Regulation & Abolition) Act, where applicable.
- Payment of Wages Act.
- Payment of Bonus Act, where applicable.
- Payment of Gratuity Act, where applicable.
- Occupational Safety requirements.
- Any other applicable statutory provisions.

The Contractor shall indemnify IUAC against any liability arising due to non-compliance with statutory obligations.

8. Confidentiality

The Contractor and the deployed manpower shall maintain strict confidentiality of all information, documents, software, data, configurations, passwords, network architecture and any other confidential information accessed during execution of the contract.

No information shall be disclosed to any third party without prior written approval of IUAC, except where required under law.

The confidentiality obligations shall continue even after completion or termination of the contract.

9. Conflict of Interest

The Contractor shall disclose any actual or potential conflict of interest that may affect the execution of the contract.

Failure to disclose such conflict may result in termination of the contract.

10. Subcontracting

The Contractor shall not assign, transfer, subcontract or otherwise delegate any part of the work under this contract without prior written approval of IUAC.

The Contractor shall remain fully responsible for the performance of the contract notwithstanding any such approval.

11. Earnest Money Deposit (EMD)

Earnest Money Deposit (EMD) of ₹40,000/- shall accompany the Technical Bid. Bidders eligible for exemption under applicable Government of India rules (such as MSME/Udyam, if applicable) shall submit valid documentary proof in support of such exemption.

12. Bid Validity

The bid shall remain valid for 180 days from the last date of submission of bids.

SECTION – H

SPECIAL TERMS & CONDITIONS

1. Ownership of Data, Configurations and Documentation

All data, system configurations, scripts, automation tools, Standard Operating Procedures (SOPs), network diagrams, configuration backups, reports, technical documentation, inventories, passwords (where authorized), and any other technical artefacts created, modified or maintained during the execution of this contract shall remain the exclusive property of IUAC.

The Contractor shall not claim any ownership or intellectual property rights over such material and shall hand over all such information to IUAC whenever required or upon completion or termination of the contract.

2. Confidentiality and Non-Disclosure

The Contractor and all Resident Technical Personnel shall comply with the Confidentiality and Non-Disclosure Undertaking furnished under Annexure-P throughout the currency of the Contract and thereafter wherever applicable.

The Contractor shall ensure that no information relating to IUAC's ICT infrastructure, software systems, databases, network architecture, security mechanisms, user credentials, research data or institutional records is disclosed, copied, reproduced or transmitted to any third party without prior written approval of IUAC.

The confidentiality obligations shall survive the expiry or termination of the contract.

3. Security Compliance

The Contractor shall ensure that all deployed personnel comply with the information security policies, cyber security guidelines and access control procedures prescribed by IUAC.

The deployed manpower shall use only authorized accounts and shall not install, modify or remove any software, configuration or security settings without prior approval from IUAC.

Any suspected security incident shall be reported to the designated IUAC authority within one (01) hour of becoming aware of the incident.

4. Access to IUAC Premises

The deployed manpower shall comply with all security regulations, entry procedures and access control mechanisms applicable within IUAC.

IUAC reserves the right to deny or withdraw access to any deployed personnel on security, administrative or disciplinary grounds.

The Contractor shall provide a suitable replacement within one (01) working day, without affecting continuity of services.

5. Inspection and Audit

IUAC or any agency authorized by IUAC shall have the right to inspect the services, records, documentation and other relevant information related to the execution of this contract.

The Contractor shall provide all necessary assistance and access to records during such inspection or audit.

6. Replacement of Unsatisfactory Manpower

If the performance, conduct, technical competence or behaviour of any deployed Resident Technical Engineer is found to be unsatisfactory, IUAC may require the Contractor to replace such personnel.

The Contractor shall deploy an equally or better qualified replacement within the period specified by IUAC, without any additional financial implication to the Institute. The replacement shall also possess the mandatory technical certification(s) prescribed in Annexure-B and shall be subject to approval by IUAC before deployment.

7. Advance Notice for Organizational Changes and Manpower Replacement

The Contractor shall promptly inform IUAC in writing of any material change in its legal status or organizational structure that may affect the execution of the Contract. In the event of proposed closure, winding-up, merger, amalgamation, acquisition, insolvency, or any other circumstance that may materially affect the Contractor's ability to perform the Contract, the Contractor shall provide **at least ninety (90) days' prior written notice** to IUAC. The Contractor shall ordinarily provide **at least thirty (30) days' prior written notice** before replacing any Resident Technical Engineer deployed at IUAC.

However, where replacement becomes necessary due to resignation, medical emergency, prolonged illness, disciplinary action, death, or any other circumstance beyond the Contractor's reasonable control, the Contractor shall inform IUAC immediately upon becoming aware of such circumstances and shall deploy a suitable replacement in accordance with the provisions of this Contract. All replacement personnel shall satisfy the qualification, experience, certification and approval requirements specified in the Tender Document.

8. Compliance with Directions of IUAC

The Contractor shall comply with all lawful instructions, directions and technical requirements issued by IUAC from time to time regarding execution of the contract.

9. Indemnity

The Contractor shall indemnify and keep indemnified IUAC, its officers and employees against all claims, losses, damages, liabilities, costs and expenses arising out of:

- Negligence of the Contractor or its personnel.
- Breach of contractual obligations.
- Violation of statutory provisions.
- Infringement of intellectual property rights.
- Acts or omissions attributable to the Contractor during execution of the contract.

10. Force Majeure

Neither party shall be held responsible for failure or delay in performing its contractual obligations if such failure or delay is caused by events beyond its reasonable control, including but not limited to

natural disasters, war, civil disturbances, epidemics, government restrictions or any other Force Majeure event.

The affected party shall promptly notify the other party in writing regarding the occurrence and expected duration of such event.

11. Termination of Contract

IUAC may terminate the contract, wholly or partly, by giving written notice to the Contractor under circumstances including, but not limited to:

- Persistent failure to meet contractual obligations or SLA requirements.
- Submission of false or misleading information.
- Breach of confidentiality or security requirements.
- Non-compliance with statutory obligations.
- Insolvency, liquidation or winding up of the Contractor.
- Any act prejudicial to the interests of IUAC.

SECTION – I

LIQUIDATED DAMAGES & PERFORMANCE MONITORING

1. Performance Monitoring

The performance of the Contractor shall be monitored throughout the contract period based on compliance with the Scope of Work, Service Level Agreement (SLA), deployment of resident technical manpower and other contractual obligations specified in this Tender.

Performance monitoring shall include, but not be limited to:

- Compliance with the Service Level Agreement (SLA).
- Availability of Resident Technical Engineers.
- Timely response and resolution of incidents.
- Preventive maintenance activities.
- Quality of technical support services.
- Documentation and reporting.
- Compliance with security and statutory requirements.
- User feedback, wherever considered appropriate by IUAC.

2. Monthly Performance Review

The Contractor shall submit a Monthly Performance Report containing, inter alia:

- Summary of incidents attended.
- Response and resolution status.
- Preventive maintenance carried out.
- Pending issues.
- Root Cause Analysis (RCA) for major incidents.
- Major configuration changes.
- Backup verification status.
- Security updates implemented.
- Recommendations for system improvement.

The report shall be reviewed by the designated IUAC authority.

3. Liquidated Damages

If the Contractor fails to perform the services in accordance with the terms and conditions of the Contract, including failure to comply with the prescribed Service Level Agreement (SLA), deployment requirements or any other contractual obligation attributable to the Contractor, IUAC may recover Liquidated Damages (LD) from the Contractor.

LD shall be levied at the rate of 0.05% of the Contract Value for each day of delay attributable to the Contractor, subject to a maximum cumulative LD of 10% of the Contract Value.

In case of delay measured in hours under the SLA, the LD shall be calculated on a pro-rata basis, where 24 hours shall constitute one day.

No LD shall be levied for delays or deficiencies specifically excluded under the SLA or caused by circumstances beyond the reasonable control of the Contractor.

4. Recovery of Liquidated Damages

Liquidated Damages may be recovered from:

- Running bills.
- Performance Security.
- Any other amount payable to the Contractor.

Recovery of Liquidated Damages shall not relieve the Contractor from its obligation to perform the services in accordance with the contract.

5. Performance Improvement Notice

Where repeated deficiencies are observed, IUAC may issue a written Performance Improvement Notice requiring the Contractor to take corrective action within the period specified by IUAC. The Contractor shall submit an action plan indicating the corrective measures proposed and the timeline for implementation.

Failure to implement satisfactory corrective measures may result in further contractual action, including termination of the contract.

6. Repeated Non-Performance

Without prejudice to other provisions of the contract, repeated failure by the Contractor to:

- Maintain the prescribed resident technical manpower.
- Meet the Service Level Agreement (SLA).
- Deploy suitable replacement manpower.
- Comply with security requirements.
- Fulfil contractual obligations.

may be treated as persistent non-performance and may result in:

- Recovery of Liquidated Damages.
- Suspension of payments until satisfactory compliance.
- Termination of the contract.
- Forfeiture of Performance Security, wherever applicable.
- Any other action permissible under the contract and applicable rules.

7. Limitation of Liquidated Damages

The total Liquidated Damages recoverable under the Contract shall not exceed 10% of the Contract Value.

8. Waiver of Liquidated Damages

IUAC may, at its sole discretion, waive or reduce Liquidated Damages where the Contractor establishes that the delay or deficiency occurred due to reasons beyond its reasonable control and not attributable to any negligence or default on its part.

Such waiver shall not constitute a precedent for future cases.

SECTION – J

DISPUTE RESOLUTION, GOVERNING LAW & JURISDICTION

1. Amicable Settlement

The parties shall make every effort to resolve amicably, through mutual consultation and discussions, any dispute, difference or claim arising out of or in connection with this Contract, including its interpretation, implementation, performance or termination.

Wherever practicable, the Contractor shall continue to perform its contractual obligations during the pendency of such discussions, unless otherwise directed by IUAC.

2. Reference to Arbitration

If any dispute or difference cannot be resolved amicably within **thirty (30) days** from the date of commencement of discussions, the same may be referred to arbitration in accordance with the provisions of the **Arbitration and Conciliation Act, 1996**, as amended from time to time.

The arbitration proceedings shall be conducted by a Sole Arbitrator appointed in accordance with the applicable provisions of the said Act and Government of India guidelines.

The award of the Arbitrator shall be final and binding upon both parties.

3. Venue and Seat of Arbitration

The **seat and venue of arbitration shall be New Delhi.**

The arbitration proceedings shall be conducted in the English language.

4. Governing Law

This Contract shall be governed by and construed in accordance with the laws of India.

5. Jurisdiction

Subject to the provisions relating to arbitration, the Courts at **New Delhi** shall have exclusive jurisdiction in respect of all matters arising out of or relating to this Tender and the Contract awarded thereunder.

6. Continuity of Services During Dispute

Pending resolution of any dispute, the Contractor shall continue to perform the contractual obligations in accordance with the terms and conditions of the Contract unless otherwise directed by IUAC.

IUAC shall continue to discharge its contractual obligations that are not the subject matter of the dispute.

7. Survival of Contractual Obligations

Termination or expiry of the Contract shall not affect the rights and obligations of either party which, by their nature, are intended to survive such termination or expiry, including but not limited to:

- Confidentiality obligations.
- Indemnity obligations.
- Intellectual Property and Ownership provisions.
- Payment obligations.
- Dispute Resolution provisions.
- Any other obligations expressly stated to survive the Contract.

SECTION – K

CONTRACT ADMINISTRATION

1. Contract Administrator / Nodal Officer

IUAC shall designate a Nodal Officer / Contract Administrator for overall coordination, monitoring and administration of the Contract.

All communications relating to execution of the Contract shall normally be routed through the designated Nodal Officer or any other officer authorized by IUAC.

2. Communication

All official communications between IUAC and the Contractor shall be made in writing through letters, e-mail or any other mode of communication approved by IUAC.

Instructions issued by the designated IUAC authority regarding execution of the Contract shall be binding upon the Contractor.

3. Submission of Reports

The Contractor shall submit periodic reports as prescribed by IUAC, including but not limited to:

- Daily Activity Report (where required).
- Weekly Progress Report (where required).
- Monthly Service Report.
- Preventive Maintenance Report.
- Incident Report.
- Root Cause Analysis (RCA) Report for major incidents.
- SLA Compliance Report.
- Any other report required by IUAC.

Reports shall be submitted in the prescribed format within the timelines specified by IUAC.

4. Review Meetings

The Contractor shall participate in periodic review meetings convened by IUAC to assess the performance of the Contract.

The review meetings may include discussion on:

- SLA compliance.
- Incident trends.
- Preventive maintenance.
- Pending issues.
- Security observations.
- Infrastructure improvements.
- Risk assessment.
- Future work plans.

The Contractor shall implement the decisions and action items arising out of such meetings within the agreed timelines.

5. Change Management

No major configuration change, software upgrade, migration, network reconfiguration or modification affecting production services shall be carried out without prior approval of IUAC.

The Contractor shall submit:

- Change Request.
- Implementation Plan.
- Risk Assessment.
- Rollback Plan.
- Expected Service Impact.

IUAC may approve, modify or reject any proposed change based on operational requirements.

6. Documentation and Record Keeping

The Contractor shall maintain complete and updated documentation relating to the services rendered under this Contract.

Such records shall include, but not be limited to:

- Asset Register.
- Configuration Records.
- Incident Register.
- Preventive Maintenance Register.
- Backup Verification Records.
- Network Diagrams.
- SOPs.
- Knowledge Base.
- Change Management Register.
- Access Control Records.

All records shall be made available to IUAC whenever required.

7. Coordination with Third Parties

Where execution of the Contract requires interaction with OEMs, Internet Service Providers (ISPs), Cloud Service Providers, Annual Maintenance Contractors (AMCs) or any other agency engaged by IUAC, the Contractor shall provide all necessary coordination and technical assistance for timely resolution of issues.

Such coordination shall not relieve the Contractor of its responsibilities under the Contract.

8. Preservation of Records

The Contractor shall preserve all records, reports, logs, registers and documentation generated during execution of the Contract until expiry of the Contract or for such longer period as may be required under applicable laws or as directed by IUAC.

Upon completion or termination of the Contract, all such records shall be handed over to IUAC.

9. Continuous Service Improvement

The Contractor shall proactively identify opportunities for improving the performance, reliability, availability, maintainability and security of the ICT infrastructure.

Recommendations for improvement shall be documented and submitted to IUAC during the periodic review meetings.

Implementation of such recommendations shall be undertaken only after obtaining prior approval from IUAC.

10. Contract Closure

Upon expiry or termination of the Contract, the Contractor shall ensure an orderly closure of the services, including:

- Complete handover of documentation.
- Transfer of configurations and technical records.
- Knowledge transfer to IUAC or the succeeding agency.
- Submission of all pending reports.
- Return of IUAC assets, identity cards and access credentials, wherever applicable.
- Revocation of system access provided to the Contractor's personnel.
- Certification of completion of contractual obligations to the satisfaction of IUAC.

SECTION – L

FINANCIAL BID (BOQ)

1. General

The Financial Bid shall be submitted strictly in the prescribed format provided in this Tender Document.

The bidder shall quote the rates for providing **Comprehensive Software Management and Technical Support Services** in accordance with the Scope of Work, Service Level Agreement, Resident Technical Manpower requirements and all other provisions of this Tender Document. The quoted prices shall include all costs associated with successful execution of the Contract, including but not limited to:

- Resident Technical Manpower.
- Salaries, wages and statutory benefits.
- EPF, ESIC and other statutory liabilities.
- Administrative and supervisory expenses.
- Leave reserve and replacement manpower.
- Travel and local conveyance.
- Tools and resources required for service delivery.
- Documentation and reporting.
- Coordination with OEMs and third-party agencies.
- All overheads, insurance and incidental expenses.
- All other obligations under the Tender Document.

No separate payment shall be admissible for any item unless specifically provided for in the Contract.

2. Price Schedule (BOQ)

Sl. No.	Description of Service	Contract Period	Unit	Quantity	Rate (₹)
1	Comprehensive Software Management and Technical Support Services as per the Tender Document	Initial Contract (Year-1)	Lot	1	
2	Comprehensive Software Management and Technical Support Services as per the Tender Document	Extension (Year-2)	Lot	1	
3	Comprehensive Software Management and Technical Support Services as per the Tender Document	Extension (Year-3)	Lot	1	

Grand Total (Year-1 + Year-2 + Year-3), excluding GST: ₹ _____

GST (as applicable): ₹ _____

Grand Total including GST: ₹ _____

Note: GST shall be indicated separately and shall be payable as applicable.

3. Price Validity

The quoted prices shall remain valid for a period of **180 days** from the last date prescribed for submission of bids. No escalation in the quoted prices shall be permitted during the bid validity period.

4. Financial Evaluation

The Financial Bids of only those bidders declared **Technically Responsive** under Section F shall be opened and evaluated.

The Contract shall ordinarily be awarded to the **Lowest (L1) Technically Responsive Bidder**, subject to compliance with all provisions of the Tender Document.

In case of any arithmetical error, the provisions of the General Financial Rules (GFR), Government of India, and other applicable procurement guidelines shall prevail.

5. Abnormally Low or Unbalanced Bids

If the quoted price appears to be abnormally low or unbalanced, IUAC reserves the right to seek justification from the bidder in accordance with applicable Government procurement guidelines.

Failure to provide satisfactory justification may result in rejection of the Financial Bid.

6. Conditional Financial Bids

Conditional Financial Bids, incomplete Financial Bids or Financial Bids containing qualifications, deviations or conditions affecting the quoted price shall be liable for rejection.

7. Notes:

1. The Contract shall initially be awarded for a period of **one (01) year**.
2. Bidders shall mandatorily quote rates for Year-1, Year-2 and Year-3 in the prescribed BOQ. Failure to quote any of these items may render the Financial Bid liable to rejection.
3. For the purpose of financial evaluation, the Grand Total (exclusive of GST) of Year-1, Year-2 and Year-3 shall be considered for determination of the Lowest (L1) Bidder.
4. The rates quoted for Year-2 and Year-3 shall remain firm during the respective extension period and no escalation shall be admissible during such period.
5. Year-2 and Year-3 are optional extension periods and shall not constitute a contractual commitment by IUAC unless the Contract is expressly extended by IUAC.
6. The decision regarding extension of the Contract shall rest solely with IUAC and shall depend upon satisfactory performance, continued requirement, availability of funds and approval of the Competent Authority.
7. The estimated tender value of ₹20,00,000/- represents the estimated value of the initial one-year Contract. Year-2 and Year-3 are optional extension periods and their quoted values are considered only for financial evaluation as specified in this Tender.

ANNEXURE – D

BID SUBMISSION LETTER

(To be submitted on the Bidder's Letterhead)

Date: _____

To

The Director
Inter-University Accelerator Centre (IUAC)
Aruna Asaf Ali Marg
New Delhi – 110067

Subject:

Submission of Bid for "Comprehensive Software Management and Technical Support Services at Inter-University Accelerator Centre (IUAC), New Delhi".

Reference:

Tender No.: _____

Sir/Madam,

Having examined the Notice Inviting Tender, the Tender Document, all Annexures, Corrigenda (if any), and all other documents forming part of the Tender, we, the undersigned, hereby submit our bid for providing **Comprehensive Software Management and Technical Support Services** at Inter-University Accelerator Centre (IUAC), New Delhi.

We hereby declare and undertake that:

1. We have carefully read, understood and examined all the terms and conditions, specifications, eligibility criteria, scope of work, service level requirements and other provisions contained in the Tender Document.
2. We accept all the terms and conditions of the Tender Document in their entirety without any reservation, deviation or condition.
3. We confirm that all information, documents and declarations submitted by us are true, complete and correct to the best of our knowledge and belief.
4. We understand that furnishing any false, misleading or incorrect information may result in rejection of our bid, forfeiture of Performance Security (where applicable), termination of the Contract and such other action as may be deemed appropriate by IUAC.
5. We certify that we satisfy all the eligibility requirements prescribed in the Tender Document and possess the necessary experience, technical capability, infrastructure, financial capacity and manpower required for successful execution of the Contract.
6. The bidder shall visit the IUAC premises and familiarize itself with the existing ICT infrastructure, operational environment, scope of work and site conditions before submitting the bid. The bidder shall be deemed to have inspected the site and understood the nature and extent of services required under this Tender. No claim whatsoever on account of lack of knowledge of the site conditions, infrastructure, operational environment or scope of work shall be entertained after submission of the bid. The bidder shall submit the **Site Visit Certificate (Annexure-O)** duly signed along with the Technical Bid.

7. We agree to deploy qualified Resident Technical Manpower in accordance with the requirements specified in **Annexure-B** and perform the services in accordance with the Scope of Work specified in **Annexure-A** and the Service Level Agreement specified in **Annexure-C**.
8. We agree to keep this bid valid for the period specified in the Tender Document and understand that it shall remain binding upon us during the said period.
9. We understand that IUAC reserves the right to accept or reject any or all bids, wholly or partly, without assigning any reason whatsoever, and that the decision of IUAC shall be final and binding.
10. If our bid is accepted, we undertake to execute the Contract, furnish the required Performance Security and commence the services within the period prescribed by IUAC.
11. We further certify that we shall comply with all applicable laws, statutory requirements, Government of India rules, labour laws, taxation provisions and other regulatory requirements applicable to this Contract.

We hereby submit our bid for your kind consideration.

Thanking you.

Yours faithfully,

For and on behalf of the Bidder

Name of the Firm:

Name of Authorized Signatory:

Signature:

Date:

Company Seal

Place:

ANNEXURE – E

BIDDER INFORMATION FORM

(To be submitted on the Bidder's Letterhead)

1. General Information

Sl. No.	Particulars	Details
1	Name of the Bidder / Firm / Company	
2	Registered Office Address	
3	Correspondence Address	
4	Telephone No.	
5	Mobile No.	
6	E-mail Address	
7	Website (if any)	
8	Name of Authorized Signatory	
9	Designation	

2. Constitution of the Bidder

Sl. No.	Particulars	Details
1	Type of Organization (Proprietorship / Partnership / LLP / Private Limited / Public Limited / PSU / Others)	
2	Year of Establishment / Incorporation	
3	Registration / Incorporation Number	
4	PAN	
5	GSTIN	
6	EPF Registration No.	
7	ESIC Registration No.	

Sl. No.	Particulars	Details
8	MSME/Udyam Registration No. (if applicable)	

3. Financial Information

Sl. No.	Particulars	Details
1	Annual Turnover (FY 2022–23)	₹
2	Annual Turnover (FY 2023–24)	₹
3	Annual Turnover (FY 2024–25)	₹
4	Name of Chartered Accountant	
5	Membership No.	

4. Office Details

Sl. No.	Particulars	Details
1	Office in Delhi / NCR (Yes / No)	
2	Office Address	
3	Contact Person	
4	Contact Number	

5. Bank Details

Sl. No.	Particulars	Details
1	Name of Bank	
2	Branch	
3	Account Number	

Sl. No.	Particulars	Details
4	IFSC Code	
5	Account Type	

6. Experience Summary

Sl. No.	Particulars	Details
1	Total Years of Experience in ICT Support Services	
2	Experience with Government / PSU / Autonomous Bodies / Academic / Research Institutions	
3	Number of Similar Contracts Executed	

7. Contact for Tender Correspondence

Sl. No.	Particulars	Details
1	Name	
2	Designation	
3	Mobile Number	
4	E-mail Address	

Declaration

I/We hereby certify that the information furnished above is true, complete and correct to the best of my/our knowledge and belief. I/We understand that if any information furnished by us is found to be false or misleading at any stage, IUAC reserves the right to reject our bid or terminate the Contract, in addition to taking any other action as deemed appropriate under the Tender conditions and applicable laws.

Note: The Technical Bid shall include a duly completed and signed Annexure-K (Checklist of Documents). The checklist is intended to facilitate bid evaluation and shall not, by itself, override the eligibility requirements or other provisions of the Tender Document."

For and on behalf of the Bidder

Name of the Firm:

Name of Authorized Signatory:

Signature:

Date:

Company Seal

Place:

ANNEXURE – F

DECLARATION OF ACCEPTANCE OF TENDER CONDITIONS

(To be submitted on the Bidder's Letterhead)

Tender No.: _____

Name of Work:

Comprehensive Software Management and Technical Support Services at Inter-University Accelerator Centre (IUAC), New Delhi

Declaration

To,
The Director
Inter-University Accelerator Centre (IUAC)
Aruna Asaf Ali Marg
New Delhi – 110067

Sir/Madam,

I/We, the undersigned, having carefully examined the Tender Document, hereby declare and undertake as follows:

1. I/We have read and understood all the terms and conditions, eligibility criteria, scope of work, technical specifications, service level requirements, contractual obligations and all other provisions contained in the Tender Document.
2. I/We accept all the terms and conditions of the Tender Document in their entirety without any reservation, qualification, deviation or condition.
3. I/We agree that our bid shall be liable for rejection if any deviation or conditional offer, not expressly permitted by the Tender Document, is found.
4. I/We undertake to execute the Contract strictly in accordance with the Tender Document, if awarded.
5. I/We understand that submission of this declaration shall constitute unconditional acceptance of all provisions contained in the Tender Document.
6. I/We agree that the decision of IUAC regarding interpretation of the Tender conditions and determination of compliance shall be final and binding, subject to the provisions of the Contract and applicable laws.
7. I/We further certify that all information, declarations and documents submitted as part of our bid are true, complete and authentic.

I/We hereby sign this declaration in token of unconditional acceptance of all Tender conditions.

For and on behalf of the Bidder

Name of the Firm:

Name of Authorized Signatory:

Signature:

Date:

Company Seal

Place:

ANNEXURE – G

DECLARATION REGARDING NON-BLACKLISTING / DEBARMENT

(To be submitted on the Bidder's Letterhead)

Tender No.: _____

Name of Work:

Comprehensive Software Management and Technical Support Services at Inter-University Accelerator Centre (IUAC), New Delhi

Declaration

To,
The Director
Inter-University Accelerator Centre (IUAC)
Aruna Asaf Ali Marg
New Delhi – 110067

Sir/Madam,

I/We, the undersigned, hereby declare and certify that:

1. The Bidder, including its Directors, Partners, Proprietor, Promoters and Key Managerial Personnel, has **not been blacklisted, debarred, banned, suspended or declared ineligible** by any Central Government Ministry/Department, State Government, Public Sector Undertaking (PSU), Autonomous Body, Statutory Authority, Government Research Institution or any other Government organization in India as on the last date of submission of bids.
2. No order restricting the Bidder from participating in Government procurement is currently in force against the Bidder.
3. The Bidder is not under any business suspension, procurement restriction or similar administrative action imposed by any Government authority that would affect its eligibility to participate in this Tender.
4. The Bidder has not been convicted by any Court of Law in India for offences involving fraud, corruption, bribery, criminal misconduct or moral turpitude which would render it ineligible to participate in Government procurement.
5. If any proceedings relating to blacklisting, debarment or procurement restrictions are pending against the Bidder as on the date of submission of the bid, full details are provided below:

If not applicable, write "NIL".

6. I/We undertake to immediately inform IUAC in writing if, at any stage during the Tender process or during the currency of the Contract, any order of blacklisting, debarment, suspension or procurement restriction is issued against the Bidder.

7. I/We understand that suppression of material facts or submission of false information in this declaration shall render the Bid liable for rejection and, if the Contract has already been awarded, IUAC shall have the right to terminate the Contract, forfeit the Performance Security (where applicable), and take such other action as may be deemed appropriate under the Contract and applicable laws.

Declaration

I/We hereby declare that the information furnished above is true, complete and correct to the best of my/our knowledge and belief.

For and on behalf of the Bidder

Name of the Firm:

Name of Authorized Signatory:

Signature:

Date:

Company Seal

Place:

ANNEXURE – H

DECLARATION REGARDING CONFLICT OF INTEREST

(To be submitted on the Bidder's Letterhead)

Tender No.: _____

Name of Work:

Comprehensive Software Management and Technical Support Services at Inter-University Accelerator Centre (IUAC), New Delhi

Declaration

To,
The Director
Inter-University Accelerator Centre (IUAC)
Aruna Asaf Ali Marg
New Delhi – 110067

Sir/Madam,

I/We, the undersigned, hereby declare and certify that:

1. The Bidder has no actual, potential or perceived Conflict of Interest in relation to this Tender or the execution of the proposed Contract.
2. Neither the Bidder nor its Directors, Partners, Proprietor, Promoters, Key Managerial Personnel or Authorized Representatives has any financial, commercial or other interest that could improperly influence the bidding process or the execution of the Contract.
3. The Bidder has not engaged in any activity that could compromise or prejudice fair competition in this Tender.
4. The Bidder has not entered into any agreement, arrangement or understanding with any other bidder that could restrict competition or influence the outcome of this Tender.
5. The Bidder has not attempted to influence, directly or indirectly, any official of IUAC in connection with the evaluation of bids or award of the Contract.
6. The Bidder shall promptly disclose to IUAC any situation that may arise during the Tender process or during the execution of the Contract that could give rise to an actual or potential Conflict of Interest.
7. The Bidder agrees to comply with any directions issued by IUAC for resolving or mitigating any Conflict of Interest identified during the Tender process or the currency of the Contract.

8. I/We understand that failure to disclose a Conflict of Interest or submission of a false declaration may result in rejection of the bid, termination of the Contract, forfeiture of Performance Security (where applicable), and any other action deemed appropriate by IUAC under the Contract and applicable laws.

Declaration

I/We hereby certify that the information furnished above is true, complete and correct to the best of my/our knowledge and belief.

For and on behalf of the Bidder

Name of the Firm:

Name of Authorized Signatory:

Signature:

Date:

Company Seal

Place:

ANNEXURE – I

DECLARATION REGARDING PENDING LITIGATION

(To be submitted on the Bidder's Letterhead)

Tender No.: _____

Name of Work:

Comprehensive Software Management and Technical Support Services at Inter-University Accelerator Centre (IUAC), New Delhi

Declaration

To,
The Director
Inter-University Accelerator Centre (IUAC)
Aruna Asaf Ali Marg
New Delhi – 110067

Sir/Madam,

I/We, the undersigned, hereby declare and certify as follows:

1. The Bidder shall disclose all material litigation, arbitration, judicial proceedings or regulatory proceedings that are pending as on the last date of submission of bids and which may materially affect the Bidder's ability to perform the Contract.
2. Details of such pending proceedings, if any, are furnished below:

Sl. No.	Case / Proceeding	Court / Tribunal / Authority	Brief Description	Present Status
1				
2				
3				

If there are no such proceedings, the Bidder shall write "NIL".

3. I/We certify that no order has been passed by any Court, Tribunal or Competent Authority restraining the Bidder from carrying on its business or participating in Government procurement, except as disclosed above.
4. I/We undertake to promptly inform IUAC, in writing, of any material litigation, arbitration, judicial proceeding or regulatory action initiated against the Bidder during the Tender process

or during the currency of the Contract that may materially affect the execution of the Contract.

5. I/We understand that IUAC reserves the right to seek clarification or supporting documents regarding any litigation disclosed in this declaration.
6. I/We further understand that mere existence of litigation shall not automatically disqualify the Bidder. However, suppression of material facts or submission of false information may result in rejection of the bid, termination of the Contract, forfeiture of Performance Security (where applicable), and such other action as may be deemed appropriate by IUAC in accordance with the Tender conditions and applicable laws.

Declaration

I/We hereby certify that the information furnished above is true, complete and correct to the best of my/our knowledge and belief.

For and on behalf of the Bidder

Name of the Firm:

Name of Authorized Signatory:

Signature:

Date:

Company Seal

Place:

ANNEXURE – J

UNDERTAKING FOR DEPLOYMENT OF RESIDENT TECHNICAL MANPOWER

(To be submitted on the Bidder's Letterhead)

Tender No.: _____

Name of Work:

Comprehensive Software Management and Technical Support Services at Inter-University Accelerator Centre (IUAC), New Delhi

Undertaking

To,
The Director
Inter-University Accelerator Centre (IUAC)
Aruna Asaf Ali Marg
New Delhi – 110067

Sir/Madam,

In connection with the above-mentioned Tender, I/We hereby undertake as follows:

1. Deployment of Resident Technical Manpower

I/We undertake to deploy Resident Technical Manpower strictly in accordance with the requirements specified in **Annexure-B (Resident Technical Manpower Requirements)** and all other applicable provisions of the Tender Document.

2. Qualification and Experience

I/We certify that all personnel deployed under this Contract shall possess the minimum educational qualifications, professional experience, technical competencies and skill sets prescribed in the Tender Document.

3. Verification of Credentials

I/We undertake to submit, whenever required by IUAC, documentary evidence including educational qualifications, experience certificates, identity documents and any other supporting documents for verification of the deployed personnel.

4. Exclusive Deployment

I/We undertake that the Resident Technical Personnel deployed at IUAC shall be dedicated to this Contract during their assigned working hours and shall not be assigned any other responsibilities that adversely affect service delivery at IUAC.

5. Replacement of Personnel

I/We agree that replacement of Resident Technical Personnel shall be carried out only in accordance with the provisions of the Tender Document.

Any replacement shall:

- possess qualifications and experience equal to or better than those of the personnel being replaced;
- be subject to acceptance by IUAC; and
- be deployed within the timeframe specified in the Tender Document.

6. Continuity of Services

I/We undertake to ensure uninterrupted availability of Resident Technical Personnel throughout the Contract period, including during leave, resignation, illness or any unforeseen circumstances.

Suitable replacement arrangements shall be made without affecting the prescribed Service Levels.

7. Compliance with IUAC Policies

I/We undertake that all deployed personnel shall comply with:

- IUAC security procedures;
- access control policies;
- confidentiality requirements;
- workplace safety requirements;
- information security policies; and
- all lawful instructions issued by IUAC during the execution of the Contract.

8. Conduct of Personnel

I/We shall ensure that all deployed personnel maintain professional conduct, discipline and integrity while working at IUAC.

Any personnel found unsuitable by IUAC due to misconduct, negligence, security concerns, lack of competence or violation of Contract conditions shall be replaced by the Bidder within the period specified by IUAC.

9. Statutory Compliance

I/We undertake that all applicable statutory obligations relating to the deployed manpower, including wages, EPF, ESIC, insurance, labour law compliance and other statutory benefits, shall be the sole responsibility of the Bidder.

10. Responsibility

I/We acknowledge that deployment of Resident Technical Manpower shall not relieve the Bidder of its overall contractual responsibility for satisfactory performance of the services.

Declaration

I/We hereby certify that the above undertaking is true and binding upon us. We understand that failure to comply with this undertaking may result in action under the Tender conditions, including imposition of penalties, termination of the Contract and any other action considered appropriate by IUAC.

For and on behalf of the Bidder

Name of the Firm:

Name of Authorized Signatory:

Signature:

Date:

Company Seal

Place:

ANNEXURE – K

CHECKLIST OF DOCUMENTS TO BE SUBMITTED WITH THE TECHNICAL BID

(To be submitted on the Bidder's Letterhead)

Tender No.: _____

Name of Work:

Comprehensive Software Management and Technical Support Services at Inter-University Accelerator Centre (IUAC), New Delhi

Technical Bid Document Checklist

Sl. No.	Document	Submitted (Yes/No)	Page No.(s)
1	Annexure-D – Bid Submission Letter		
2	Annexure-E – Bidder Information Form		
3	Annexure-F – Declaration of Acceptance of Tender Conditions		
4	Annexure-G – Declaration regarding Non-Blacklisting / Debarment		
5	Annexure-H – Declaration regarding Conflict of Interest		
6	Annexure-I – Declaration regarding Pending Litigation		
7	Annexure-J – Undertaking for Deployment of Resident Technical Manpower		
8	Annexure-L – Authorization Letter / Power of Attorney (where applicable)		
9	Annexure-M – Integrity Declaration		
10	Annexure-N – Declaration regarding Restrictions on Procurement from Bidders Sharing Land Border with India		
11	Certificate of Incorporation / Registration of the Bidder		
12	PAN Card		
13	GST Registration Certificate		
14	EPF Registration Certificate		
15	ESIC Registration Certificate		
16	Labour Licence (where applicable)		
17	MSME/Udyam Registration Certificate (if applicable)		

Sl. No.	Document	Submitted (Yes/No)	Page No.(s)
18	Work Orders for Similar Work		
19	Completion / Satisfactory Performance Certificates		
20	CA-Certified Turnover Certificate		
21	Audited Balance Sheets / Financial Statements		
22	Annexure-Q – Technical Compliance Statement		
23	EMD Proof / MSME Exemption Certificate		
24	Annexure-O – Site Visit Certificate		
25	Annexure-P – Confidentiality & Non-Disclosure Undertaking		

Bidder's Declaration

I/We hereby certify that:

1. The above checklist correctly indicates all documents submitted with the Technical Bid.
2. All documents submitted are true, complete and legible.
3. Wherever a document is not applicable, the same has been indicated appropriately.
4. IUAC may verify any information or document submitted by us during the Tender evaluation process.

For and on behalf of the Bidder

Name of the Firm:

Name of Authorized Signatory:

Signature:

Date:

Company Seal

Place:

ANNEXURE – L

AUTHORIZATION LETTER / POWER OF ATTORNEY

(To be submitted on the Bidder's Letterhead, wherever applicable)

Tender No.: _____

Name of Work:

Comprehensive Software Management and Technical Support Services at Inter-University Accelerator Centre (IUAC), New Delhi

AUTHORIZATION

To,
The Director
Inter-University Accelerator Centre (IUAC)
Aruna Asaf Ali Marg
New Delhi – 110067

Sir/Madam,

I/We hereby authorize **Mr./Ms.** _____, holding the designation of _____, to act for and on behalf of **M/s** _____ in connection with the above-mentioned Tender.

The authorized representative is empowered to:

1. Prepare, sign and submit the Technical Bid and Financial Bid.
2. Submit clarifications, additional documents, declarations and undertakings as may be sought by IUAC during the Tender process.
3. Attend meetings, discussions or negotiations (if any) conducted by IUAC in connection with the Tender.
4. Receive communications, notices and correspondence relating to the Tender.
5. Execute the Contract and all related documents, if the Bidder is awarded the Contract.
6. Perform all acts necessary for the successful participation of the Bidder in the Tender process.

All acts performed by the above Authorized Representative in connection with this Tender shall be binding upon the Bidder.

This authorization shall remain valid until completion of the Tender process and, in the event of award of the Contract, until completion of all contractual obligations, unless revoked by written intimation to IUAC.

Declaration

I/We hereby certify that the above authorization has been granted by the competent authority of the Bidder and that the information furnished herein is true and correct.

Authorized Representative

Name:

Designation:

Specimen Signature:

For and on behalf of the Bidder

Name of the Firm:

Name of Authorized Signatory:

Signature:

Date:

Company Seal

Place:

Note

1. **Proprietorship Firm:** The Proprietor may sign the bid directly. A separate Authorization Letter is not required if the Proprietor is the signatory.
2. **Partnership Firm / LLP:** The Authorization Letter shall be signed by the Partner(s) authorized under the Partnership Deed / LLP Agreement.
3. **Company:** The Authorization Letter shall be supported by a Board Resolution, Power of Attorney or other document authorizing the signatory, wherever applicable.
4. IUAC reserves the right to seek verification of the authorization at any stage of the Tender process.

ANNEXURE – M

INTEGRITY DECLARATION

(To be submitted on the Bidder's Letterhead)

Tender No.: _____

Name of Work:

Comprehensive Software Management and Technical Support Services at Inter-University Accelerator Centre (IUAC), New Delhi

Declaration

To,
The Director
Inter-University Accelerator Centre (IUAC)
Aruna Asaf Ali Marg
New Delhi – 110067

Sir/Madam,

I/We, the undersigned, hereby declare and undertake as follows:

1. Ethical Business Conduct

I/We shall observe the highest standards of ethics, integrity, transparency and fairness throughout the Tender process and during the execution of the Contract.

2. Prohibition of Corrupt Practices

I/We declare that neither the Bidder nor any of its Directors, Partners, Proprietor, Employees, Agents or Representatives has directly or indirectly:

- offered or given any bribe, gift, commission, gratification or other improper benefit to any person connected with this Tender;
- sought to influence the Tender evaluation or Contract award through unlawful or unethical means; or
- engaged in any fraudulent, coercive, collusive or corrupt practice in connection with this Tender.

3. Fair Competition

I/We certify that this Bid has been prepared independently and that no unlawful agreement, arrangement or understanding has been entered into with any other bidder for the purpose of restricting competition or influencing the outcome of this Tender.

4. Compliance with Laws

I/We undertake to comply with all applicable laws, Government of India rules, regulations, statutory requirements and contractual obligations throughout the Tender process and during the execution of the Contract.

5. Disclosure of Improper Influence

I/We undertake to immediately inform IUAC if any person attempts to influence us or seeks any unlawful favour in relation to this Tender or the Contract.

6. Consequences of Violation

I/We understand that if this declaration is found to be false, or if the Bidder is found to have engaged in fraudulent, corrupt, coercive, collusive or unethical practices, IUAC may, without prejudice to any other rights available under the Tender conditions or applicable laws:

- reject the Bid;
- terminate the Contract, if awarded;
- forfeit the Performance Security (where applicable); and
- take such other action as may be considered appropriate under the Contract and applicable law.

Declaration

I/We hereby certify that the information furnished above is true, complete and correct to the best of my/our knowledge and belief.

For and on behalf of the Bidder

Name of the Firm:

Name of Authorized Signatory:

Signature:

Date:

Company Seal

Place:

ANNEXURE – N

DECLARATION REGARDING RESTRICTIONS ON PROCUREMENT FROM BIDDERS SHARING LAND BORDER WITH INDIA

(To be submitted on the Bidder's Letterhead)

Tender No.: _____

Name of Work:

**Comprehensive Software Management and Technical Support Services at Inter-University
Accelerator Centre (IUAC), New Delhi**

Declaration

To,
The Director
Inter-University Accelerator Centre (IUAC)
Aruna Asaf Ali Marg
New Delhi – 110067

Sir/Madam,
I/We, the undersigned, hereby declare that:

Option A

☐ **I/We certify that the Bidder is not from a country which shares a land border with India and is therefore not required to be registered with the Competent Authority under the applicable Government of India orders governing procurement from bidders sharing land borders with India.**

OR

Option B

☐ **I/We certify that the Bidder is from a country which shares a land border with India and is duly registered with the Competent Authority in accordance with the applicable Government of India orders governing procurement from bidders sharing land borders with India.**

The registration details are as follows:

Particular	Details
Registration Number	
Date of Registration	
Valid Up to	
Issuing Authority	

I/We further declare that:

1. The information furnished above is true, complete and correct.
2. I/We understand that this declaration is being submitted in compliance with the applicable Government of India procurement orders relating to restrictions on procurement from bidders sharing land borders with India, as amended from time to time.
3. If any information furnished herein is found to be false, incorrect or misleading, IUAC shall be entitled to reject the bid or terminate the Contract, if awarded, in addition to taking such other action as may be permissible under the Tender conditions and applicable laws.
4. I/We undertake to immediately inform IUAC if there is any change in the above status during the Tender process or during the currency of the Contract.

Declaration

I/We hereby certify that the above declaration is true and correct to the best of my/our knowledge and belief.

For and on behalf of the Bidder

Name of the Firm:

Name of Authorized Signatory:

Signature:

Date:

Company Seal

Place:

ANNEXURE – O

Site Visit Certificate

(To be submitted on the Bidder's Letterhead)

Tender No.: _____

Name of Work:

Comprehensive Software Management and Technical Support Services at Inter-University Accelerator Centre (IUAC), New Delhi

We hereby certify that:

1. We have visited the IUAC premises and inspected the existing ICT infrastructure relevant to the scope of this Tender.
2. We have familiarized ourselves with the site conditions, operational environment, existing infrastructure, working conditions and the nature of services to be provided.
3. We have obtained all information necessary for preparation of our bid.
4. We understand that no additional claim shall be made by us at a later stage on account of lack of knowledge of the site conditions or scope of work.
5. We have considered the site conditions while preparing our bid.

For and on behalf of the Bidder

Name of the Firm:

Name of Authorized Signatory:

Signature:

Date:

Company Seal

Place:

ANNEXURE – P

CONFIDENTIALITY AND NON-DISCLOSURE UNDERTAKING

(To be submitted on the Bidder's Letterhead)

Tender No.: _____

Name of Work:

Comprehensive Software Management and Technical Support Services at Inter-University Accelerator Centre (IUAC), New Delhi

UNDERTAKING

To,
The Director
Inter-University Accelerator Centre (IUAC)
New Delhi – 110067

Sir/Madam,

In connection with the above-mentioned Tender, we hereby undertake as follows:

1. Confidentiality

The Contractor and all Resident Technical Personnel deployed under this Contract shall maintain strict confidentiality regarding all information, documents, data, software, configurations, passwords, network topology, security policies, research information and any other confidential information belonging to IUAC.

2. Non-Disclosure

The Contractor shall not disclose, copy, publish, transfer, distribute or communicate any confidential information obtained during execution of the Contract to any third party without prior written approval of IUAC.

3. Use of Information

The confidential information shall be used solely for execution of the services covered under this Contract and for no other purpose.

4. Access Credentials

The Contractor shall ensure that all passwords, privileged accounts, digital certificates, encryption keys and administrative credentials entrusted to the deployed personnel are handled securely and shall not be shared with any unauthorized person.

5. Research Data

The Contractor acknowledges that IUAC is a scientific research institution and shall ensure complete confidentiality of all scientific, technical, research and administrative information accessed during execution of the Contract.

6. Return of Information

Upon completion or termination of the Contract, or upon demand by IUAC, the Contractor shall immediately return or securely destroy all confidential information, documents and storage media belonging to IUAC.

7. Survival of Obligation

The confidentiality obligations under this undertaking shall survive expiry or termination of the Contract.

8. Breach of Confidentiality

Any breach of confidentiality or unauthorized disclosure shall constitute a material breach of the Contract and IUAC shall be entitled to take appropriate action under the Contract and applicable law.

Declaration

We hereby certify that we have read and understood the above undertaking and agree to comply with the same throughout the Contract period.

For and on behalf of the Bidder

Name of the Firm:

Name of Authorized Signatory:

Signature:

Date:

Company Seal

Place:

ANNEXURE – Q

TECHNICAL COMPLIANCE STATEMENT

(To be submitted on the Bidder's Letterhead)

Tender No.: _____

Name of Work:

Comprehensive Software Management and Technical Support Services at Inter-University Accelerator Centre (IUAC), New Delhi

Sl. No.	Tender Section / Clause	Requirement	Bidder's Compliance (Complied / Not Complied / NA)	Remarks / Supporting Document Ref.

Note: The bidder shall submit a clause-by-clause compliance statement covering all applicable requirements of the Tender Document. A statement of general compliance without clause-wise details shall not be considered sufficient.

For and on behalf of the Bidder

Name of the Firm:

Name of Authorized Signatory:

Signature:

Date:

Company Seal

Place: