

Estimated Tender Cost: Rs. 5,75,000/-
EMD: Rs. 18,000/-

TATA INSTITUTE OF SOCIAL SCIENCES
Computer Centre
Tata Institute of Social Sciences

**TISS Biometric Devices Specification for Mumbai Campus, Guwahati campus and
Tuljapur Campus**
(Annual Maintenance Contract– Biometric System STSTEM)

Quotation No : TISS/CC /Ser/ 2022/05

Website : www.tiss.edu

TISS E-TENDER WEBSITE NAME :
<https://www.tenderwizard.com/TISS>

(Only Through e-Tender Mode)



::: Contact Person :::

Mr. Sanat Kumar Swain
Programmer
Computer Centre
Tata Institute of Social Sciences
V.N. Purav Marg, Deonar, Mumbai 400 088.
Telephone No: 022-25525000 Ext:5034
Email : swaink@tiss.edu
Website : www.tiss.edu

Mr. Dilip Vasu Poyyara
Section Officer (Purchase)
Tata Institute of Social Sciences
Admin Block, Main Campus
Deonar, Mumbai 400 088
Telephone :91-22-25525228
Emails : so.ps@tiss.edu
Website : www.tiss.edu

INTRODUCTION:

The Tata Institute of Social Sciences, invites online bids in two bid systems (Technical bid and Financial bid separately) from vendors with prescribed qualifications indicated here in for AMC of Biometric devices as listed in the end of this document located at Mumbai Campus and Guwahati and Tuljapur off-campus.

The vendors are expected to submit separately: technical and financial bid with the title

- a. **Technical Bid:** AMC Biometric System
- b. **Financial Bid:**

TENDER NOTICE & SCHEDULE OF EVENTS

Published Date & Time	23.01.2023	11.00 Hours
Site Visit	30.01.2023 & 31.01.2023	2 days 11a.m–5p.m
Pre-bid Meeting (On-line)	03.02.2023	2.00 pm to 4.00 pm
Last Date for Online Submission	10.02.2023	11.00 Hours
Date of Opening Technical Bids	10.02.2023	12.00 Hours
EMD or Bid Security Declaration Form	Rs. 18,000/-	
Security Deposit (PBG)	As per GFR 2017	

CONTACT PERSON

The bids shall be submitted online on or before **10.02.2023 by 11.00 Hours**. For any query, please contact:

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Tata Institute of Social Sciences
V.N. Purav Marg, Deonar, Mumbai 400 088.
Telephone No: 022-25525000 Ext:5034
Email : swaink@tiss.edu &
<mailto://systems-manager@tiss.edu>
Website : www.tiss.edu

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Deonar, Mumbai 400 088
Telephone :91-22-25525228
Emails : dilip_p@tiss.edu & so.ps@tiss.edu
Website : www.tiss.edu

Bids received after the closing time and date will not be considered valid. Bids not following two bid system are liable to be rejected. The RFP is being issued with no financial commitment and the Institute reserves the right to change or vary any part thereof at any stage. The Institute also reserves the right to withdraw/cancel the RFP should it become necessary at any stage.

GUIDELINES FOR THE BIDDER GENERAL TERMS AND CONDITIONS:

1. A complete profile of the company shall be submitted with the technical bid.
2. The audited statement of accounts for the last three financial years must be submitted.
3. Income tax returns for the last three years shall be submitted.
4. Profile of key personnel involved in this supply and installation.
5. Bidders must have a designated office/ single point of contact. Address of the same must be submitted with the bid.
6. Successful bidder has to arrange for all necessary tools, measuring equipment for carrying out the job.
7. Successful bidder has to arrange for their own accommodation and transport during implementation, warranty support periods.
8. The bidder should have previous experience of supplying, installing, maintaining and training with regard to the equipment. (Relevant proofs to be attached).
9. Any alteration / modification of the original equipment will not be accepted.
10. Each page of the bid document must be signed by the bidder

ADDITIONAL TERMS AND CONDITIONS

- 1) The Biometric devices which are currently in use are COSEC VEGA from Matrix. The bidders are responsible for ensuring the support is taken from OEM and resolving the calls/ biometric devices issues during the service period.
- 2) In the absence of the OEM certificate, Pl. clearly mention how you will support the repairs of the PELCO camera. In case of non-repairable, indicate the replacement process of supportable biometric devices, which has to be supported by the software – Matrix - Cosec Le. In case of failure of any devices, the replacement should be equal to the better configuration and the reputed brand.

SCOPE OF WORK & TECHNICAL SPECIFICATIONS

Request for Proposal (RFP) for Biometric Devices located in TISS campuses in Mumbai, Tuljapur and Guwahati:

Scope of Work

The successful bidder will cover all wear and tear of the Biometric Devices, Server and

Software installed in the Institute as below.

Campus	Item Description	Nos.
Mumbai Campus	Matrix COSEC VEGA FAX	62
Guwahati Cam-	Matrix COSEC VEGA FAX with	22
Tuljapur Campus	Matrix COSEC VEGA FAX	21
Mumbai Campus	Windows Server 2012 R2	1
Mumbai Campus	Cosec Le Biometric Applica-	1

If a device or any part of a device is found in damaged condition due to negligence in usage in the Institute, the repair cost will be chargeable to the Institute. Negligence if any on the part of the Institute will have to be proven by the bidder as evidence along with the bill. The estimated amount has to be communicated to the Institute before providing the repair or replacement. Successful Bidder should respond within 3 hours of a call being logged over phone/email. In case the 3 hours is going beyond 6:00 PM, the call should be responded the next day before 11:00 am. The problem should be attended to and resolved within 24 hours after the problem is reported.

If the engineer cannot repair the device onsite, a stand-by machine should be deployed for use until the damaged device is fixed or replaced. The device beyond repair should be replaced by the same model or the latest one with the same features as the damaged device.

Successful bidders should provide necessary patches, updates and upgrades for devices. In case of new/ additional feature requirements and/or software upgradation as part of the AUP license (Annual Upgradation Package).

Maintenance of licenses for the database server, operating system, and antivirus shall be

the responsibility to ensure 99% uptime of devices.

Services and Penalty

No.	Description	Service Level	Penalt
1	Email/ Telephonic response to problem raised by TISS	Within 3 hours	No Penalty
		> 3 hours - 6 hours	Rs. 250 for every hour of delay
		> 6 hours - 12 hours	Rs. 500 for every hour of delay
		> 12 hours	The Contract shall be terminated and the SLA shall be for-
2	The vendor would buy and replace the device which was found to be defective and is beyond repair	< 15 days	No Penalty
		> 15 days - 20 days	10 % of the total value of the defective Biometric Device(s) calculated on
		> 20 days	20% of the total value of the defective Biometric Device(s) calculated on per week ba-
3	Attending to any hardware or software issue related to the Device(s) during the maintenance period through helpdesk or on-site support	Within 1 day from the reporting of	No Penalty
		>1 days - 3 days	10 % of the value of biometric device (in which the issue is re-
		> 3 days-7 days	20 % of the value of the
		>7 days	40 % of the value of the Biometric Device(s), subject to a maximum of 14 days. After 14 days shall replace the Biometric Device(s) with a new one. If not, an equal amount of the device shall be deducted from the subsequent payment mile-

4	Resolution of any hardware or software issue related to the Devices(s) during the maintenance period (for the cases where physical verification/replacement of device is required)	Within 1 day from the reporting of	No Penalty
		> 1 days-3 days	10 % of the value of biometric device (in which
		> 3 days- 7 days	20 % of the value of the Biometric Device(s)
		> 7 days	40 % of the value of the Biometric Device(s), subject to a maximum of 14 days. After 14 days the vendor shall replace the Biometric Device(s) with a new one. If not, an equal amount of the device shall be deducted from the subsequent

Reports & Reporting Schedules:

TISS will certify the report formats at the start of the contract. However, the same can be

altered time to time with mutual understanding.

The final reporting structure is as follows

Reports	Description	Fre-
Performance Report	SLA based Executive Summary	Monthly
	Call analysis	
Performance Report	Equipment Report	Quarterly
	Software Licensing Report	

Relationship Management

A senior manager from their vendor’s local office to undertake TISS Relationship

Management during the contract period. The scheduled meetings and Service reviews

between the vendor team and TISS as mentioned in the table.

CRM Activi-ties	Period	General Agenda	Ex-pected Digni-
Review Meeting	Quarterly	Feedback on period from last meeting Improvements in the team opera	IT Manager
Site Audits	Quarterly	Operations, Reports, TISS feedback & Processes auditing	IT Manager
Service Re-view	Half yearly	Analytical findings on IT opera-tions, SLA evaluation, Infra-structure capacity & availability suggestions, achievements,	TISS Senior Management & IT Manage-ment Team

Equipment Location Wise

	Mumbai campus	Type
1	IB New Campus On Wall	Vega Controller
2	Main Campus Gate Device	Vega Controller
3	mumbai_bhabha_hall_55	Vega Controller
4	IB New Campus Near Security	Vega Controller
5	Admin Old Campus (Roja Mam)	Vega Controller
6	library mphil phd device	Vega Controller
7	ERP Room Device enrollment 3	Vega Controller
8	Admin Old Campus Near Security	Vega Controller
9	mumbai_room_no_8	Vega Controller
10	mumbai_room_no_7	Vega Controller
11	mumbai_room_no_9	Vega Controller
12	mumbai_room_no_10	Vega Controller
13	mumbai_room_no_11	Vega Controller
14	mumbai_room_no_2	Vega Controller
15	mumbai_room_4_24	Vega Controller
16	mumbai_room_no_6	Vega Controller
17	mumbai_room_no_5	Vega Controller
18	mumbai_convention_gate4	Vega Controller
19	mumbai_room_no_3_15	Vega Controller
20	mumbai_room_no_12	Vega Controller
21	mumbai_terminal_room	Vega Controller
22	mumbai_mlu_3	Vega Controller
23	mumbai_lib_conf_hall_27	Vega Controller
24	mumbai_room_no_1	Vega Controller
25	mumbai_gis_lab	Vega Controller
26	mumbai_kumarappa_hall_39	Vega Controller
27	mumbai_wadia_hall_42	Vega Controller
28	mumbai_c1	Vega Controller

29	mumbai_c2	Vega Controller
30	mumbai_d1	Vega Controller
31	mumbai_bhabha_hall_45	Vega Controller
32	mumbai_d2	Vega Controller

33	mumbai_b2	Vega Controller
34	mumbai_clifford_hall_36	Vega Controller
35	mumbai_a2	Vega Controller
36	mumbai_a1	Vega Controller
37	mumbai_convention_gate3	Vega Controller
38	mumbai_clifford_hall_51	Vega Controller
39	mumbai_kumarappa_hall_53	Vega Controller
40	mumbai_nc1	Vega Controller
41	mumbai_nc2	Vega Controller
42	mumbai_room_4_56	Vega Controller
43	mumbai_room_no_3_57	Vega Controller
44	mumbai_lib_conf_hall_58	Vega Controller
45	Enrollment Vega Controller-46	Vega Controller
46	mumbai_convention_gate2	Vega Controller
47	mumbai_wadia_hall_62	Vega Controller
48	mumbai_convention_gate1	Vega Controller
49	mumbai_old_conference_hall	Vega Controller
50	mumbai_b1	Vega Controller
51	mumbai_508	Vega Controller
52	mumbai_208	Vega Controller
53	mumbai_908	Vega Controller
54	mumbai_sw_room	Vega Controller
55	mumbai_board_room	Vega Controller
56	mumbai_shss_room	Vega Controller
57	mumbai_old_conf_hall	Vega Controller
58	ERP ENROLLMENT DEVICE 2	Vega Controller
59	Mumbai Student Enroll device	Vega Controller
60	Mumbai S W Training Room	Vega Controller
61	Mumbai CMCS Lib Class Room	Vega Controller

62	Mumbai NC Room No 204	Vega Controller
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	Guwahati Campus	
1	Guwahati_Class Room No 6_A	Vega Controller
2	Guwahati_Class Room No 6_B	Vega Controller
3	Guwahati_Data Center	Vega Controller
4	Guwahati_Class Room No 8_A	Vega Controller
5	Guwahati_Class Room No 9	Vega Controller
6	Guwahati_Class_room_no_5	Vega Controller
7	Guwahati_Entry Gate	Vega Controller
8	Guwahati_Class Room No 8_B	Vega Controller
9	Guwahati_Class Room No 7_A	Vega Controller
10	Guwahati_Class Room No 7_B	Vega Controller
11	Guwahati_Class Room No 10	Vega Controller
12	Guwahati_Class Room_1st Floor	Vega Controller
13	Guwahati_Class Room No 2	Vega Controller
14	Guwahati_Class Room No 1	Vega Controller
15	Guwahati_Class Room No 3	Vega Controller
16	Guwahati_Class Room No 4	Vega Controller
17	Guwahati_Class Room No 5	Vega Controller
18	Guwahti class room 14	Vega Controller
19	Guwahti class room no 16	Vega Controller
20	Guwahati class room no 12	Vega Controller
21	Guwahati Class room no 15	Vega Controller
22	Guwahati Class Room no 13	Vega Controller

	Tuljapur	
1	Tuljapur Computer class 7	Vega Controller
2	Tuljapur Computer Class 10	Vega Controller
3	Tuljapur Computer Class 11	Vega Controller
4	Tuljapur Admin Block	Vega Controller
5	Tuljapur Gym Class 16-1	Vega Controller
6	Tuljapur Gym Class 16-2	Vega Controller
7	Tuljapur Gym Class 12	Vega Controller
8	Tuljapur Gym Class 14-1	Vega Controller
9	Tuljapur Gym Class 17	Vega Controller
10	Tuljapur Gym Class 14-2	Vega Controller
11	Tuljapur Gym Class 15	Vega Controller
12	Tuljapur Gym Class 13	Vega Controller
13	Tuljapur Teach Class 1	Vega Controller
14	Tuljapur Teach Class 3	Vega Controller
15	Tuljapur Teach Class 4	Vega Controller
16	Tuljapur Teach Class 5	Vega Controller
17	Tuljapur Teach Class 6	Vega Controller
18	Tuljapur Teach Class 2	Vega Controller
19	Tuljapur Enrollment Devie 1	Vega Controller
20	Tuljapur extra device 1	Vega Controller
21	Tuljapur Enrollment Device 2	Vega Controller

INSTRUCTIONS TO THE BIDDER

1. ELIGIBILITY CRITERIA

- 1.1 The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.
- 1.2 Bidders are advised to check applicable GST on their own before quoting. Buyer will not take responsibility in this regard. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.
- 1.3 Availability of Office of Service Provider: An office of the Service Provider must be located in the state of consignee. Documentary Evidence to be submitted.
- 1.4 Dedicated / toll free telephone numbers for Service and Support: Bidder/OEM must have dedicated toll free/telephone number for Service Support.
- 1.5 Experience in the business of providing biometric devices services with a minimum experience of one year.
- 1.6 **ONE** similar completed Service work order costing not less than the amount equal to **25%** of the estimated cost. A copy of the award letter is required to be furnished for the same.
- 1.7 The details of inputs/information required to be supplied by the agency as detailed on checklist (Documents to be submitted)
- 1.8 Average annual turnover from similar works of last years should be greater than or equal to 25 % of the tender value i.e. 5,75,000.00 from any Contract / Party.
- 1.9 Bidders declared by Government of India to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unlawful or unethical business practices shall not be eligible
- 1.10 The bidder should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this tender.
- 1.11 The bidder **should not be blacklisted/terminated** by any Government organization/ agency for unsatisfactory past performance, corruption, fraud any other unlawful or unethical business practices.
- 1.12 The Agency shall not sublet, transfer or assign the contract (Fully or partly) to any other party or any kind of substitute companies on the basis of national and International Articles. It must of the single-handed facility of Local, Domestic & International on the name of Agency
- 1.13 The Tenderer shall quote firm offers. Conditional offers shall not be considered

2. BUYER'S SPECIFIC TERMS AND CONDITIONS

- 2.1** The firm shall be responsible for the proper conduct of their employees who would be involved by them on execution of work. In case, it is noticed that any of their staff indulges in bad behaviour or commit theft or tampers with any of the properties of the Institute, the agency shall remove the concerned employee and also make good the loss forthwith on receipt of complaint at no cost to TISS.
- 2.2** Agency shall follow all safety rules and security procedure in vogue and as applicable during execution of work
- 2.3** No person engaged or involved in this contract should disclose any matter pertaining to the Institute to any third party in particular any information identified as proprietary in name that be kept strictly confidential and shall not be disclosed to any third party without written consent the original disclosing party
- 2.4** The Agency or the employee engaged by the contractor shall not use TISS name for any publicity purpose through any public media like Press, Radio, Television or Internet, without the prior approval of Institute
- 2.5** The Tata Institute of Social Sciences, reserves the rights to reject or accept any or all bid(s) without assigning any reasons and to restrict the list of pre-qualified agencies to any number deemed suitable by it, if too many bidders are received satisfying the basic pre-requisite criteria

3: VALIDITY OF BIDS

- 3.1** Bids shall remain valid for 90 days after the date of opening of Technical Bids prescribe by the TISS. A bid valid for a shorter period may be rejected as non-responsive. However, the prices finalized after opening the tenders shall not increase throughout the period of implementation and operation. In exceptional circumstances, the Institute may request the Bidder(s) for an extension of the period of validity. The request and the responses thereto shall be made in writing (or by email)

4: AMENDMENTS OF BID

- 4.1** At any time prior to the last date for receipt of Bids, the Institute, may, for any reason, whether at its own initiative or in response to a clarification requested by the Bidders, modify the Tender by issuing an addendum/corrigendum on Institute Website only. Any such amendment issued along with the original Tender document will constitute Revised Tender
- 4.2** The addendum/corrigendum will be uploaded on the etenderwizard.com/TISS of the Institute only. The Bidders are requested to visit the website frequently to check for any amendments.
- 4.3** The Institute may at any time during the Tendering process but before opening the technical bid request the Bidders to submit revised Technical / Commercial Bids and/or Supplementary Commercial Bids, in case of change in Scope of Work, without thereby incurring any liability to the affected Bidder or Bidders.

5: EVALUATION CRITERIA OF BID

- 5.1.1** After technical bid evaluation, the technical eligible Firm quoting the lowest rates (L1) will be awarded the contract.

6 TERMINATIONS OF THE CONTRACT

6.1 The Institute without prejudice to any other remedy reserves the right to terminate the Tender / Contract in whole or in part and also to blacklist the Agency for a suitable period without giving any notice in case he fails to honour his bid or contract without sufficient grounds or found guilty for breach of condition /s of the tender or contract, negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct by agency or by its staff or agent. Institute's decision in such a situation shall be final and shall be accepted by the service provider without any objection or resistance. In such a situation, TISS shall have the right to make alternative arrangements for the completion of the work through some other Agency of its choice at his/ her/ their risk and cost. In that event, the entire cost so incurred by TISS will have to be recovered from the original Contractor and the same will be deducted from the Bill/ Performance Security amount/ EMD.

7: EMD:

7.1 Earnest Money Deposit of **Rs. 2,875/-** in the form of Demand Draft/FDR/Online Payment transfer/Bank Guarantee from any Scheduled Bank in favour of "**The Registrar, Tata Institute of Social Sciences**" payable at Mumbai or Bid Security Declaration form to be submitted along with Tender. Tenders received without the requisite EMD will be rejected. Bidder can also pay through online portal etenderwizard.com/TISS of the Institute.

7.2 Contract document, where necessary, should be executed within 10 days of the issue of letter of acceptance. Non-fulfilment of this condition of executing a contract by the Contractor or Supplier would constitute sufficient ground for annulment of the award and forfeiture of Earnest Money Deposit.

8: PERFORMANCE SECURITY

8.1 Performance Security - issued by Government of India, Ministry of Finance, Department of Expenditure, Procurement Policy Division

8.2 The contractor selected would be required to furnish a Performance Security equal to 3% of the cost of the work order issued, in the form of Demand Draft/FDR/Online Payment transfer/Bank Guarantee from any Scheduled Bank in favour of "The Registrar, Tata Institute of Social Sciences" payable at Mumbai. In case the Performance Security is submitted in the form of Bank Guarantee, the same should be valid for a period of 2 (two) months beyond the date of expiry of the contract.

9: PAYMENT TERM:

9.1 Period of contract: The period of contract will be for a period of 3 years from the date of issue of work order. Within 10-15 days, the contractor should take up the work.

9.2 Payment will be made on quarterly basis to the vendor/contractor on satisfactory completion of work. The Service Agency will raise bills on completion of the work

10: LIQUIDATED DAMAGES & PENALTY

10.1 The timely and accurate delivery of the service with utmost promptness is the essence of this tender. Extensions of the time limit of the delivery of the services will not be given except in exceptional circumstances. In case of delay in delivery of services beyond the agreed delivery schedule, penalty at the rate of 20% of the bill value for each day of delay or part thereof, subject to a maximum 10 % of the total agreement value of delivery rate. Quantum of liquidated damages assessed and levied by the Institute shall be final and not challengeable by the Agency.

10.2 In case of breach of any of the terms and conditions, the TISS Competent Authority will have the right to cancel the work order/ job without assigning any reason thereof. Nothing will be payable by TISS in that event and the EMD and Performance security deposit shall also stand forfeited. Besides, the Bidder will also be debarred/ blacklisted from participating in the future tendering process of the Institute. TISS decision that a breach has occurred will be final and shall be accepted without demur by the Contractor.

10.3 The Agency shall exercise due care and caution while transporting the consignments to avoid any damage or loss at any stage. The Agency shall be responsible for the safety of the consignment in their custody. TISS shall be at liberty to recover all the damages or any payable amount from the Agency's monthly bills, if the Agency fails in taking care of the consignment in its custody.

10.4 All the material shall be deemed to be in the possession of the Agency and in his care and custody. The Agency shall be responsible for any mishap, accident enroute, the consequences thereof including legal compensations, if any, and payable during the execution of the contract. The Institute shall not be in any way responsible for any accident or damages incurred or claims arising there from during the period of the contract

10.5 Subject to clause for Force Majeure if the bidder fails to provide the service as agreed, the Institute at its discretion may without prejudice to any other right or remedy available to the Institute in the tender and the Contract, forfeit the entire performance bank guarantee submitted by the agency, apart from blacklisting of the agency for further participation in any of the tenders of the TISS.

11 INDEMNITY

11:1 The Service Agency hereby covenants and agrees to indemnify and shall at all times keep indemnified the Institute against any loss or damage that the Institute may sustain as a result of

the failure or neglect of the Bidders to faithfully carry out its obligations under this agreement or negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct of the Agency or its employees, agents, representatives and further to pay for all losses, damages, costs, charges and expenses which the Institute may reasonably incur or suffer, and to indemnify and keep indemnified the Institute in all respects.

12: FORCE MAJEURE

12.1 If any time, during the continuance of this contract, the performance in whole or in part by either party under obligation as per this contract is prevented or delayed by reasons of any war or hostility, act of the public enemy, civil commotion, sabotage, fire, flood, explosion, epidemic, pandemic, quarantine restrictions, strike, lockout or acts of God (herein after referred to "eventuality"), provided notice of happening of any such eventuality is given by either party to the other within 21 days of the date of occurrence thereof, neither party shall be reason of such an "eventuality" be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance and deliveries under the contract. The contract shall be resumed as soon as practicable after such "eventuality" has come to an end or cease to exist. In case of any dispute, the decision of the Director of the Institute shall be final and conclusive, provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such eventuality for a period exceeding 60 days, either party may at its option, terminate the contract. Provided also that if the contract is terminated under this clause the Institute shall be at liberty to take over from the Agency at a price to be fixed by the Institute, which shall be final, all unused, undamaged and acceptable materials, bought out components and other stores in the course of operation which may be in the possession of the agency at the time of such termination, or such portion thereof as the appropriate authority may deem fit except such material, as the agency may, with the concurrence of the Institute, elect to retain

13: ARBITRATION:

13.1 In the event of any dispute difference, claims and demands arising between TISS and the agency in any matter arising in relation or connection or pursuant or touching to the meaning, operation, effect or interpretation of this tender / agreement directly or indirectly, the matter shall be referred to the Director of the Institute who may himself/herself act as sole arbitrator or may nominate an officer of TISS as sole arbitrator on behalf of institute notwithstanding the fact that such nominated officer has been directly or indirectly associated with this contract. The decision/award of the Arbitrator shall be final and binding on the parties. Cost of Arbitration will be shared equally by the parties.

13.2 The place of the arbitration shall be at the Mumbai Jurisdiction only

13.3 The Arbitration proceeding shall be governed by the Arbitration and Conciliation Act of 1996 as amended from time to time

13.4 The proceedings of arbitration shall be in English language

14 JURISDICTIONS:

14.1 In respect of any dispute arising between TISS and the agency in any matter covered / touched this tender / contract or arising directly or indirectly there from or connected or concerned with the said contract, the courts at Mumbai shall only have the jurisdiction.

TATA INSTITUTE OF SOCIAL SCIENCES
(A Deemed to be University under Section 3 of the UGC Act, 1956)
DEONAR, V.N. PURAV MARG, MUMBAI 400 088

TECHNICAL BID –CUM- VENDOR REGISTRATION (ERP)

PART – A **(Organization Details On Letter Head)**

1	Name of the Organization/Company:	
2	Date of Incorporation:	
3	Product Description:	
4	Registered Office Address:	
5	Landline No:	
6	Mobile No:	
7	Email ID:	
8	Type of Organization:	
9	Name of the Proprietor:	

10	Name of the Bank:	
11	Name of the Account Holder:	

**PART – A
(On Letter Head)**

12	Bank Branch	
13	Bank A/c. Number	
14	NEFT/IFSC Code:	
15	GST Registration No.	
16	Income Tax PAN Card No	

**PART – B
(Work Profile - On Letter Head)**

17	Work done certificate for having successfully executed/completed similar works during the last 3 years ending last day of March of the current year i.e. 2022, should be either of the following. The bidder should furnish the proof of his/her experience of Services.	
(a)	<u>ONE</u> similar completed Service Work Order costing not less than the amount equal to 40% of the estimated cost.	
18	An affidavit duly certified by a Notary that the Partners of the firm or sole proprietor or Company as the case may be, has never been black listed . The person deployed for the tendered work should not be involved in any police case	

	or have any case pending against them. Police verification certificate for the persons deployed for work to be submitted on demand.	
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19	Copy of the IT return filed for the last three financial years, certified by the Chartered Accountant:	
(a)(a)	2019-2020	
(b)(b)	2020-2021	
(c)(c)	2021-2022	
20	TURNOVER: The bidder must have annual financial turnover of an amount of 25% of the estimated bid cost during the last 3 years ending 31st March of the previous year.	

Documents to be submitted (Scanned Copy): Please refer to the next page No. 25

I hereby declare that the information submitted by me/us is true, correct and complete to the best of my knowledge & belief. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I would not hold TISS responsible for the same. I will indemnify the Institute in all matters in case, information furnished by me/us is found incorrect in future.

This is also certified that this agency is not blacklisted by any Government/Private/Public Sector nor any criminal case is registered/pending against the agency/firm or its owner/partner anywhere in India. It is certified that I/We have read and understood the terms and conditions of this Tender and will abide by them till the completion of the contract period.

Date: _____ Name & Signature of the Bidder/authorized person along with
Rubber Stamp/ Seal of organization

Place: _____

FINANCIAL BID FORM

Bill Of Quantity (BOQ) – with other documents required

Sr	Description of Products	Qty	Cost / Unit	Total Cost	GST (%)	Grand Total
1	Mumbai Campus - Matrix COSEC VEGA FAX	62				
2	Guwahati Campus - Matrix COSEC VEGA FAX with PoE	22				
3	Tuljapur Campus - Matrix COSEC VEGA FAX	21				
4	Mumbai Campus - Windows Server 2012 R2 sever	1				
5	Mumbai Campus - Cosec Le Biometric Application	1				

DOCUMENTS TO BE SUBMITTED (SCANNED COPIES)

CHECKLIST:

1. Shop & Establishment / Certificate of Registration
2. Manpower Strength
3. No. of Branches (Different Geographical Areas)
4. GST Registration Certificate
5. SSI/MSME Registration/ Udyog Aadhar Registration Certificate
6. Copy of PAN Card
7. List of Clients (Govt. & Non-Govt)
8. List of Products/Goods & Services
9. Three Consecutive Year's Audited Balance Sheet & Income Tax Return/Annual Turnover
10. Photo-copies of any two recent MOUs or Work Orders with similar organizations
11. Bank Details (Cancelled Cheque)
12. Technical Bid-cum-Vendor Registration Form
 - A. Part A – Organisation Details
 - B. Part B- Work Profile

Mr. Dilip Vasu Poyyara

Section Officer (Purchase)

Tata Institute of Social Sciences

Admin Block, Main Campus

Deonar, Mumbai 400 088

Telephone :91-22-25525228

Emails : dilip_p@tiss.edu & so.ps@tiss.edu

Website : www.tiss.edu

BID SECURITY DECLARATION (On Bidders Letter head)

To

The Registrar,
TISS, Mumbai

Dear Sir/Madam,

We, [insert *name of the Bidder*] understand that, according to bid conditions, Bids must be supported by a Bid-Securing Declaration. That I / we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD being deposited for the said tender.

We the Bidder hereby declare that, if we are in breach of any of our obligation(s) under the bidding conditions as brought out below, our bids for any package whose originally scheduled date of bid opening/actual date of bid opening (First Envelope or Second Envelope) falls within 1 year reckoned from the date of issuance of communication to this effect by the Employer, shall be considered non-responsive:

- 1) If we withdraw our bid during the period of bid validity specified by us in the Bid Form; or
- 2) In case we do not withdraw the deviations proposed by us, if any, at the cost of withdrawal stated by us in the bid and/or accept the withdrawals/rectifications pursuant to the declaration/confirmation made by us in Attachment — Declaration of the Bid; or
- 3) If we do not accept the corrections to arithmetical errors identified during the preliminary evaluation of our bid; or
- 4) In the event of us being a successful Bidder, if we fail within the specified time limit
- 5) To sign the Contract Agreement (if applicable), or
- 6) To furnish the required performance security, in accordance with the tender.
- 7) In any other case specifically provided for intender.

I/We undertake to accept the above obligations failing which my/our Firm may be blacklisted for participating in any future bid floated by the Institute.

Name of the Bidder* _____

Name of the person duly authorized to sign the Bid on behalf of the Bidder** _____

Signature of the person named above _____

Date signed _____ day of _____, _____

** : Person signing the Bid on behalf of the bidder should have the power of attorney given by the Bidder attached to the Bid

**DECLARATION & ACCEPTANCE OF TERMS AND CONDITIONS
(ON LETTER HEAD)**

To,

The Registrar
TATA INSTITUTE OF SOCIAL SCIENCES
V.N. Purav Marg, Deonar
Mumbai 400 088.

Subject: **TWO BID SYSTEM FOR THE Biometric devices AMC IN MUMBAI CAMPUS, TULJAPUR AND GUWAHATI CAMPUS**

Madam/Sir,

This is with reference to your Tender No: _____ due on _____. We are interested in participate in the tender for appointment of aforesaid service agency. We have read and understood the details as given in the tender information regarding the Scope of Work and Terms and Conditions for the selection and the same are fully acceptable to us.

We have been given all the required information by TISS. We have submitted the required Documents as per the format. We certify that we are eligible as per the said Terms. The duly signed copies of all the tender pages are attached herewith.

**Signature of Bidder
Name & Seal of firm**

(Name of Proprietor): _____

Landine No: _____

Mobile No: _____

Place :

Date :

PERFORMANCE GUARANTEE / SECURITY DEPOSIT IN THE FORM OF BANK GUARANTEE (from Govt. Sector Bank)

Dated: _____ 2022

Bank Guarantee No: _____
The Registrar
TATA INSTITUTE OF SOCIAL SCIENCES
V.N. Purav Marg, Deonar
Mumbai 400 088.

Dear Madam/Sir,

In consideration of **TATA INSTITUTE OF SOCIAL SCIENCES** (hereinafter called the TISS, which expression shall, wherever the context admits, mean and includes its successors and assignees), having its head office at **V.N. Purav Marg, Deonar Mumbai 400 088** having entered into a contract dated _____ with M/s _____ (hereinafter called the said Agency which expression shall include its successors, representatives, assignees, executors, administrators) to perform IT service on its behalf as custodians of the TISS on the terms and conditions of the agreement. Agency having agreed to provide a Guarantee to the TISS for performance of the contract in the form of Bank Guarantee for Rs _____ /- (Rupees: _____ only). We _____ Bank, having its registered office at _____ and acting through its branch office at _____ (hereinafter referred to as Bank) hereby unconditionally and irrevocably guarantee and undertake to indemnify and keep indemnified the TISS to the extent of Rs. _____ /- (Rupees: _____) against any loss or damage caused to or suffered by the TISS by the Agency or its employees or sub-agents.

We _____ Bank, do hereby undertake and promise to pay the amount due or payable under this guarantee without any demur, reservations, recourse, contest or protest merely on a demand from the TISS, stating that the amount claimed is due by way of loss or damage caused to or would be caused or suffered by the TISS.

We _____ Bank, further agree that the TISS shall be the sole judge of and as to whether the Agency has committed any breach or breaches of any terms and conditions of the contract and the extent of loss, damage, costs and expenses caused to or suffered by the TISS on account thereof and the decision of the TISS that the Agency has committed such breach as to the amount or amount of loss, damages, costs, charges and expenses including due to faulty/ delayed service shall be final and binding on us notwithstanding any difference or any dispute pending before any court, tribunal or any other authority.

We the Bank further agree that no change or addition to or modification of the terms of contract/ tender documents which may be made between TISS and the Agency shall in anyway release the Bank from the liability under this Guarantee, and we hereby waive notice of any such change, addition or modification.

We _____ Bank, further agree that the guarantee herein contained shall be taken for the performance of the said agreement and that it shall continue to be enforceable till all dues of the TISS, under or by virtue of the said agreement have been fully paid and its claim satisfied or discharged or guaranteed unless a demand or claim under this agreement is made on us in writing on or before three months after the date of completion of the contract, we shall be discharged from all liability under this guarantee thereafter.

This guarantee will not be revoked by any change in the constitution of the Bank or of the surety. It is agreed that TISS's claim shall remain valid even if the TISS has not issued a prior notice or has not proceeded against the Agency before making such claim.

We _____ Bank lastly undertake not to revoke this guarantee during this currency except with the previous consent of TISS in writing.

Place:

Name & Signature of the authorized signatory
of the agency

Date:

Official seal/ Address Stamp

INTEGRITY DECLARATION

1. It is hereby specifically agreed that the firm/vendor/contractor will not pay, offer, demand or accept bribes of any sort and that they shall disclose all commissions and similar expenses paid to anybody in connection with the contract.
2. It is understood that violation of the aforesaid clause shall entail sanctions, which could include loss or denial of contract, forfeiture of bid or performance security, liability for damages, debarment for future contracts. Besides action in accordance with law and criminal or disciplinary action against any, employee of the Institute, who seeks, demands accepts bribes of any sort.
3. The vendor/supplier/contractor shall declare that they have not been convicted by any court for and have not been formally investigated of a corruption crime and have not/ will not resort to bribery or any other form of corruption in the context of the contract.
4. Any misinformation or wrong declaration in respect of above clause (3) above shall provide the Institute the right to cancel the contract unconditionally.

Date: Name & Signature of the Bidder/authorized person along with
Rubber Stamp/ Seal of organization

Place: