



Tender Document for Project Management Consultancy (PMC) Services for Revamping of existing Network Infrastructure of IIM Raipur

Online tendering through CPP portal (i.e <https://eprocure.gov.in/cppp/>)

:

Indian Institute of Management Raipur

Atal Nagar, P. O. - Kurru (Abhanpur),

Raipur – 493 661, Chhattisgarh

Website: <http://www.iimraipur.ac.in/>

0771-2474-705

निविदा आमंत्रित सूचना

NOTICE INVITING TENDER

आईआईएम रायपुर के मौजूदा नेटवर्क बुनियादी ढांचे के सुधार के लिए परियोजना प्रबंधन परामर्श (पीएमसी) सेवाएं देने के लिए दो बोली प्रणाली अर्थात् तकनीकी (भाग- I एवं प्रेजेंटेशन- II) और वित्तीय बोली (भाग- III) के तहत प्रतिष्ठित और अनुभवी एजेंसियों से ई-निविदा (सी पी पी पोर्टल के माध्यम से ऑनलाइन निविदा) आमंत्रित करता है।

IIM Raipur invites e-tender (online tender through CPP Portal) from reputed and experienced agencies under two bid system Technical (Part-I and Presentation-II) & Financial Bid (Part-III) for the project management consultancy (PMC) services for revamping of existing network infrastructure of IIM Raipur.

अनुसूची और निविदा के अन्य विवरण निम्नानुसार हैं:

The schedule and other details of Tender are as under:

Tender Name	Project management consultancy (PMC) services for revamping of existing network infrastructure of IIM Raipur
Tender No.	IIMR/Tender/2023/13 dated 04.12.2023
Estimated Cost	Rs.53 Lakhs
Period of Contract	One time contract
Published Date	04.12.2023
Bid Document download start date	04.12.2023
Bid Document download end date	26.12.2023 at 03:30 pm
Last date & time for receipt of Bid	26.12.2023 till 03:30 pm
Date of Opening of Technical Bid	27.12.2023, after 03:35 pm
Date of presentation of the technically qualified bidder (online)	To be intimated later through email
Tender Fee (Non-refundable)	Rs.1000 plus 18 % GST /- (Rupees One Thousand One Hundred Eighty plus GST) = Rs.1180.00
EMD (Earnest Money Deposit)	Rs.1,60,000/- (Rupees One Lakh Sixty Thousand Only)
Location of the service	IIM Raipur, Atal Nagar, P. O. – Kurru (Abhanpur), Raipur – 493 661, Chhattisgarh
Commencement of service	Within 30 days from date of LOI
Pre bid queries	Bidders are requested to send their pre-bid queries on or before 13.12.2023 through email in itdept@iimraipur.ac.in mention the subject name pre-bid query & tender no. IIMR/Tender/2023/13 dated 01.12.2023. After the due date no queries will be entertained further. Replies to the queries will be made and to be uploaded in <u>Tender Section of IIM Raipur website and CPP portal</u> on or before 16.12.2023.

This tender document containing eligibility criteria, scope of work, terms and conditions, specification and other documents, can be seen/downloaded at/from the CPP Portal and the tender section of IIM Raipur website.

This tender is required to be uploaded on the CPP portal and nowhere else as it will be opened online at this site only.

Participation of bidder will be considered as taken of having read, understood and complied with tender, the terms and conditions contained herein.

Manual bid/tender will not be accepted under any circumstances. Incomplete bid/documents shall be rejected without giving any reason.

Special Note for Site Visit

Bidders in their own interest at their cost are advised to visit, inspect and examine the site / campus and its surroundings and satisfy themselves including prevailing rules, regulations/ directions of the local authorities/ State Government, that may be necessary for preparing the bid and execution of the contract, before submitting their Bids in respect of the Site Conditions including access to the site, availability of land, water, power and other facilities, Source and extent of availability of suitable materials including water etc. and labour, including but not restricted to any other conditions which may influence or affect the work or cost thereof under the contract. No extra charges consequent upon lack of any information/ knowledge and understanding shall be payable by the Institute.

The bidders should note that information, if any, with regard to the site and local conditions, as contained in this Bid document has been given merely to assist the bidders and is not warranted complete in all respects. The bidder should ascertain all other information pertaining to and needed for the work including information regarding the risks, contingencies and other circumstances which may influence or affect the work or the cost thereof under this contract.

All the temporary services/arrangements shall be made by Contractor at no extra cost to Institute.

Chief Administrative Officer

Telephone no.- 0771-2474-700

भाग -1: तकनीकी बोली
PART-I: TECHNICAL BID

1. The broad scope of Requirements is as follows:

- a. Assess the requirements of IIM Raipur and prepare a high-level architecture.
- b. Prepare bill of material (BoM), including active and passive components and all other hardware and software.
- c. Prepare detailed design documents for the network services.
- d. Prepare the RFP for procurement and installation of the network and services.
- e. Help in bid evaluation (technical and financial), in the final selection of the System Integrator (SI) on a QCBS basis, and assist in preparing and releasing the work order.
- f. Help to take over the equipment (BOQ).
- g. Overseeing the implementation by SI.
- h. Conduct the User Acceptance Test (UAT).
- i. Overseeing the faults and repairs by SI.
- j. Monitor the performance of the SI during the installation and commissioning.
- k. Assist in Network Security Audit.

2. Scope of Services

The overall scope of work for the PMC is divided into five major tasks, and the broad scope of requirement in each of these tasks would include, but not limited to, the following:

Task 1: High-Level Network Architecture Design

- a) Requirement gathering in consultation with IIM Raipur. IIM Raipur already has a few services running on the existing network, and a few more services are expected to be offered on the new campus. A thorough requirements analysis is to be done at this stage.
- b) Creation of a Design Basis Report (DBR) for the network system, clearly indicating the philosophy used, services and their integration mechanisms, Wi-Fi and wired network integration, proposed data rates at various points of network presence, etc., switching plan, network equipment locations, and planning along with the site survey report. The DBR must consist of the services that have been provisioned for and their proposed integration mechanism. It must also indicate the different types of networks (fiber vs. non-fiber and wired and wireless) on the campus with corresponding data rates. The DBR should also reflect the estimated length of various types of cables (fiber optic cable, UTP cable, etc.). The Design basis report should be for the 1500-users campus.
- c) Develop a high-level architectural design of the campus-wide network, including components for networking (passive and active), hardware and software needs, network Security, network high availability, network monitoring, agility, scalability, and management mechanisms. It should also take care of existing services such as surveillance system, BMS, SCADA etc. The PMC will be required to design both the network infrastructure between different areas of the campus and networking infrastructure for inter and intra-buildings on the campus. The high-level architectural design of the campus should be for the 1500-users campus.
- d) Preparation of the BoQ of the network equipment. The equipment should be from the current Gartner Leader Quadrant.
- e) Preparation of the RFP for the SI agency in compliance with the Government of India guidelines and IT ACT 2000 with Amendments.

Task 2: Selection of the SI agency

- a) Assist in Floating of RFP for selection of SI agency.
- b) Assist the Institute in the conduct of pre-bid meetings with the potential SI agencies.
- c) Assist in preparing answers of queries from the bidders in consultation with the stakeholders.
- d) Assist the Institute in technical bid openings.
- e) Assist in the evaluation of the technical bids.
- f) Assist Institute with the answer to queries from audits, ministries, vigilance, courts, etc., wherever applicable.
- g) Onboarding the SI agency, preparation of the legal documentation such as MoU, NDA, etc., whichever is applicable and advised by the Institute.

Task 3: Overseeing the implementation by SI Agency

- a) Developing project implementation plans in software for project monitoring, such as Microsoft Project, Primavera, Zoho Project, Jira, etc. The PMC/SI must ensure the availability of the necessary software for this.
- b) Monitoring the implementation progress by the SI agency using the CPM/PERT methods.
- c) Overseeing the deployment by SI at the campus, including laying fiber, cable, etc. switches and routers, and other hardware, software, etc., as per the implementation plan.
- d) Preparation of installation reports and submissions to IIM Raipur minimum twice a month.
- e) Physical inspection of installation progress, hardware, and software, and its validation against the contract for the SI.

Task 4: Commissioning, Testing, and handing over of Network installations

- a) Perform user acceptance testing and certify the installation to be free of glitches.
- b) Testing of network for all services as mentioned in this RFP.
- c) Submission of the commissioning reports.
- d) Attestation of the as-built layout of the network and submission to IIM Raipur.
- e) Preparation of closure reports on the network architecture design and the network's novel aspects.
- f) Preparation of the regular SoP for maintenance and management and training the IIM Raipur Team on the same. The maintenance and configuration should be done through the Zero Touch Provisioning (ZTP)
- g) Handholding of the team of IIM Raipur in preparation for smooth taking over the network installations.

Task 5: Monitoring defect liability period of SI Agency

- a) Proactively monitoring the defects and getting them corrected by the SI agency for smooth and efficient network and service operations.
- b) Ensuring that the SI Agency well addresses the complaints within a reasonable time.
- c) Oversee actions taken by SI corresponding to issues (if any).

- i. Monitoring of reported issues on a proactive basis.
 - ii. Monitoring of the resolution of the issues by the SI
 - iii. Step by Step testing to ensure the resolution of complaints and performance adherence.
 - iv. Ensure the SI agency efficiently carries out the requisite work during the defect liability period.
- d) Certification for completing the defect liability period by SI Agency and ensuring that all complaints are appropriately addressed.
- e) Assist the Institute in Network Security Audit.

3. Major Milestone (MM)

The following are the major milestones (MM) for the PMC.

Milestone	Major Tasks	Days Count	Milestone Outcomes
MM1	High-Level Network Architecture	21 days	RFP Document, Bill of Materials, and other related documents
MM2	Selection of SI	Floating of Tender by IIM Raipur and PMC will Assist in the process	System Integrator Selection
MM3	Overseeing the implementation by the SI	60 days	Development of Implementation plan, Installation
MM4	Commissioning, Testing, and Handing Over	20 days	Commissioning and Clouser Report, Taking over the Network
MM5	Monitoring defect liability period of SI	180 days	Proactively monitoring the defects and their resolution

In order to achieve the milestones within the defined timelines, the resources deployed by the PMC will need to visit IIM Raipur as and when required by the Institute to interact with the stakeholder at IIM Raipur or agency authorized by IIM Raipur. The expenditures related to these meetings shall be deemed to be included in the quoted amount for the PMC services and nothing extra shall be paid by the way of travel expenses, accommodation etc. As a rough estimate about 10 visits might be needed until onboarding of SI. Subsequently during installation, commissioning, testing and handing over phase, a core team must be at site while frequent and prolonged visits might be necessary from other members. Further the resources must also be available over video conferencing tools for more frequent meetings if felt necessary by the Institute. No charges of the consultant towards Internet/Data/Computer etc. shall be paid by the Institute and shall be deemed to be included in the quoted amount.

Pre-Eligibility Criteria

Only those agencies which will meet the following minimum criteria will be eligible for the presentation part and technical score marks thereupon: -

- a) Should have successfully rendered consultancy services for completed Network infrastructure setup (and it must include the network design, installation plan, monitoring, commissioning plan) of magnitude as following during the last five years ending the previous day of the last date of submission of RFP.

“At least one consultancy assignment for a similar Network infrastructure setup at the Institute of National Importance listed on the Ministry of Education, GoI Website.”*

* “Similar setup” in these criteria means Consultancy independently for setting up Network Infrastructure for the Institute of National Importance listed on the Ministry of Education, GoI Website, with built-up office and residential campus of at least 1200 network points. The wireless access points shall be counted as one network point for this computation.

- b) The bidder’s performance for each assignment completed before the bid submission should be certified by an officer, not below the rank of Executive Engineer / Project Manager or equivalent. The bidder must enclose a copy of the completion certificate for the works carried out.
- c) The bidder should have a sufficient number of Technical and Administrative employees for the proper execution of the contract. The bidder should submit a list of these employees who would be engaged in the project till the completion of the last milestone. The bidder must also clearly indicate the role of each of the employees and ensure that the team can handle the Government procurement processes, bidding methods, bid procurements, etc., as per GFR and GeM as per **Annexure 1**.
- d) Brief CVs (indicating name, age, educational background, a chronological list of Experience, list of key projects for which the exposure is available, etc.) of key personnel and their roles envisaged in this project must be submitted for evaluation as per the format given in **Annexure 2**.
- e) A technical write-up comprising the high-level plan to be adopted by the PMC covering the following points:
- i. An overall write-up (as a Concept Note) sets out the Design Philosophy to be adopted for the work for IIM Raipur.
 - ii. Provide a high-level project management plan for the PMC.
- f) List of eligible similar nature work successfully completed/ongoing during the last five years in the format given in **Annexure 3**.
- g) The details of Tender Fees and Earnest Money Deposit (EMD), with a declaration letter as per **Annexure-4** for accepting the ‘Tender Terms & Conditions’ as mentioned in the tender documents (DD will be made in favor of “Indian Institute of Management Raipur” payable at Raipur).
- h) The bidder should have a ‘GST registration certificate’ and the firm establishment / Company incorporation certificate as on the date of submission of the bid (Copy of GST registration certificate and incorporation/ establishment is to be provided)
- i) The agency must have a minimum average annual turnover of Rs.2 Crores (Rupees Two Crores Only) during the last three years ending March’2023. The agency must submit duly signed certificate with membership number of Chartered Accountant (CA) clearly showing financial year-wise turnover as per **Annexure-5**.

- j) The agency should not be blacklisted by any Government agency and no case pending with the police against the Proprietor / Firm / Partner or the Company (Agency). An undertaking on agency letterhead should be attached as per **Annexure-6**.

Certified that all above information's are correct to the best of my/our information, knowledge and belief. All the attached relevant documents are duly signed, sealed and serially numbered.

Place :

Date :

(Signature of the bidder with seal)



Bid Evaluation

For the purpose of selection of the bidder, a two-bid system evaluation process will be followed. The response to the tender should be submitted in two parts viz. Technical Bid & Financial Bid. Evaluation will be done strictly on Eligibility Criteria and Technical Specification as mentioned in this tender.

The Technical Evaluation Committee constituted by the IIM Raipur shall verify the particulars furnished by the bidder independently and shall examine the bids to confirm that all documents pertaining to the Eligibility Criteria and Technical Criteria have been provided and shall ascertain the completeness of each document submitted. If any of these documents or information is missing, IIM Raipur reserves the right to call upon the missing documents/ Clarification on the submitted documents from the Bidders or reject the bid on account of unresponsive bid and the rejected bids will be ignored for the further evaluation purpose.

Only those bidders who fulfil the minimum eligibility criteria to participate in this bid will be considered for the further evaluation purpose i.e., Technical Scores Evaluation.

70% of weightage will be awarded for technical evaluation and 30% weightage will be awarded for financial evaluation.

Technical Score (Ts) will be assigned out of 100 marks as per the details given in Table below, only those bidders who score a minimum of 60 marks as per the below mentioned table will be considered for further evaluation of the financial bid.



PART II: Technical Evaluation Criteria and Procedures

The details submitted by the bidder will be evaluated in the following manner.

The technical evaluation shall be carried out in two steps. In the first step, the evaluation shall take place based on the submittals by the bidders by giving marks (TE1) out of 40. In the second step, the shortlisted bidder shall make a technical presentation based on the first step of the evaluation, and the technical evaluation committee shall award marks (TE2) out of 60.

The technical proposal based on the submittals will be evaluated and marks (TS1) out of 60 will be awarded based on the criterion in the table below.

Sno	Evaluation Criteria	Maximum Marks
1	<p>Previous Experience</p> <p>Marks will be counted for consultancy assignments for a similar* Network infrastructure setup at the Institute of National Importance listed on the Ministry of Education, GoI Website as follows:</p> <p>3+ Consultancy Assignments (10 Marks)</p> <p>2+ but less than three Consultancy Assignments (7 Marks)</p> <p>1+ but less than two Consultancy Assignments (3 Marks)</p>	10 Marks
2	<p>Evaluation of Key Personal</p> <p>For each key person whose details are provided in the bid, the marks shall be given as follows (max five marks). For more than three persons, the marks for only the three key personals, including the project manager, will be counted.</p> <ol style="list-style-type: none">1. Education (<i>Max: 2 marks</i>)<ol style="list-style-type: none">a. MBA/MTech/ME or equivalent in addition to the engineering degree with four years of education after class XII (<i>2 marks</i>) orb. Engineering degree, MSc (IT), MCA or equivalent with four years of education after class XII (<i>1 mark</i>), orc. Any other degree (<i>0 marks</i>)2. Experience (<i>Max: 2 marks</i>)<ol style="list-style-type: none">a. Network planning, design, and lay-outing Experience of 5+ years (<i>2 marks</i>)b. Network planning, design, and lay-outing Experience of 3+ years but less than five years (<i>1 marks</i>)c. Network planning, design, and lay-outing Experience of 1+ years but less than three years (<i>0.5 mark</i>)d. <i>No experience (0 marks)</i>3. Additional Experience (<i>Max: 1 Mark</i>)<ol style="list-style-type: none">a. Experience in fibre optical cabling of 2+ years (<i>1 marks</i>)b. Experience in fibre optical cabling of 1+ years (<i>0.5 marks</i>)c. <i>No experience (0 marks)</i>	15 Marks
3	<p>Marks for the location of key personals (top 3) on a personal basis</p> <ol style="list-style-type: none">1. If a person is based in Raipur/Bhilai or willing to locate to Raipur/Bhilai (<i>2 Marks</i>)2. If a person is based out of class 'X' cities (<i>1 Mark</i>)3. All other cases: (<i>0 marks</i>)	05 Marks



4	A technical write-up comprising the high-level plan to be adopted by the PMC covering the following points: 1. An overall write-up (as a Concept Note) sets out the Design Philosophy to be adopted for the work for IIM Raipur. (5 Marks) 2. Provide a high-level project management plan for the PMC. (5 Marks)	10 Marks
	Maximum Total	40 Marks

- To become eligible for shortlisting, the bidder must secure at least 60% (i.e., 24) marks in TE1 (of the criterion mentioned in the table).
- Shortlisted bidders shall be invited to make a presentation and will be given at least three days' notice to make the presentation to the evaluation committee of the Institute at a time, date, and mode to be intimated for evaluation. No further extension of time shall be given from the date/time announced by the Institute. The presentations made by the bidders will be evaluated based on the following evaluation criteria. Each of the bidders will be given 30 minutes to make the presentation.
- For the presentation, marks (TE2) shall be given out of 60 based on the following parameters.

Sno	Evaluation Criteria	Maximum Marks
1	Understanding of the assignment <ul style="list-style-type: none">• Understanding of the network requirements of IIM Raipur's underlying scope of work (5 marks)• Understanding of the desired network solution requirements covering its various dimensions – Functional, Infrastructure, Architectural, Security, and delivery timelines (5 marks)• Understanding of the detailed scope of work of PMC (5 marks)	15 marks
2	Technology related. <ul style="list-style-type: none">• Design Philosophy to be adopted for facilitating the ICT requirements for IIM Raipur. (5 marks)• The concept-level architecture of the campus network is planned to be designed along with the associated services. (5 marks)• Provide test plans and suites to validate the network and its associated services. (5 marks)	15 marks
3	Proposed Approach and Methodology <ul style="list-style-type: none">• Detailed work plan including activities to be undertaken from the start of engagement along with its dependencies (8 Marks)• Proposed Governance Structure (2 marks)	10 marks
4	Experience of PMC <ul style="list-style-type: none">• Novel methods / Technology stack used in various similar works. (5 marks)• Experience of the PMC with the Government Procurement Processes, GFR-2017, and bid procurement methodology with reference to the team proposed for this work. (5 marks)• Experience integrating services such as Campus/Building automation control, telephony, data network, resiliency and fault tolerant aspects, managed switch network, etc.	10 marks
	Maximum Total	60 marks



- Even if a bidder satisfies the above requirements, bidder may be disqualified if the bidder has
 - Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the eligibility criteria documents.
 - Record of poor performance such as abandoning work, not properly completing the contract, financial failures/weaknesses or inadequate deployment of resources etc

The Technical Evaluation Score (TE) (out of 100) will be computed as follows.

$$TE = TE1 + TE2$$

Commercial bids (i.e., financial bids) of only those bidders who achieve at least 60% of the total score (i.e., 60 marks for TE) shall be opened.

Final Selection and Award of Work

The Final Standing would be evaluated based on composite score derived out of the technical evaluation and financial bid. The Financial Score (FS) shall be evaluated based on the financial offer from the shortlisted bidders.

After opening of the commercial bid proposals of the shortlisted bidders, the Lowest Financial proposal amongst all opened financial proposals shall be given a financial score (FS) of 100 marks.

The Financial Score (FS) of any other proposal will be determined using the following formula.

$$FS = 100 \times FL / F$$

Here, FL is the lowest financial proposal amongst all opened financial proposals and F is the financial proposal of the applicant whose FS is to be computed.

For the purpose of calculation of composite score (S) for each proposal, the weightage shall be 70% for Technical Evaluation Score (TE) and 30% for Financial Score (FS) of the respective bidders. The Composite Score (S) shall be calculated using the following formula.

$$S = 0.7 \times TE + 0.3 \times FS$$

Proposals will be ranked according to their composite scores (S) and, the top scorer H1 will be eligible for award of work. In case of a tie at the top position between two or more Finalists, the Finalist with higher Technical Score (TS) shall be given preference.

Validity of the Services

This assignment will hold till the end of the defect liability period (i.e., T + 180 days). If the SI onboarding or installation/commissioning is delayed for any reason, the assignment shall continue till the conclusion of the defect liability period.



Schedule of Payments

Milestones		Payment Percentages
MM1	High-Level Network Architecture	30%
MM2	Selection of SI	10%
MM3	Overseeing the implementation by the SI	30%
MM4	Commissioning, Testing, and Handling Over	20%
MM5	Monitoring defect liability period of SI	10%

Penalty

Delay in achieving major milestones by the PMC shall attract a recovery of weekly compensation at the rate of 0.5% of the amount payable for the milestone, subject to a cumulative maximum of 10% of the total contract value. If any delay of the Consultant was due to a delay in the issue of approvals by IIM Raipur, it would be taken into account while deciding on the levy of compensation.



General Terms and Conditions

1. Tender Type: Two-Bid through Online Mode.
2. Bidder: The expression “Bidder” shall mean the Tenderer who submits the tender.
3. Contractor / Service Provider: The expression “Contractor” or “Service Provider” shall mean the bidder selected by the Institute for the performance of the required services.
4. IIMR: “IIMR” or IIM Raipur” or “Institute” shall mean Indian Institute of Management Raipur.
5. Definition of Similar Services: Only services rendered related to revamping the network infrastructure.
6. Tender Fee & Earnest Money Deposit Details:
 - a. Tender Fee of Rs.1,180/- (Rupees One Thousand One Hundred Eighty only) inclusive of all taxes should be submitted in form of DD / BG.
 - b. EMD of Rs. 1,60,000/- (Rupees One Lakh Sixty Thousand Only) should be submitted in form of DD/BG.
7. Validity of Bid: Bid submitted by the bidder shall remain valid for a period of 180 days from the date of opening of bid. The earnest money will be forfeited without any prejudice to any right, in case the Bidder withdraws his bid during the validity period or in case he changes his offer to his benefits, which are not acceptable to IIM Raipur.
8. Award of Contract: Contract shall be awarded to the bidder whose evaluated Composite Score(s) will be the Highest under QCBS method. In case the composite score(s) of two or more are found to be the same, the bidder with the higher marks in the technical scores shall be awarded the contract provided the bidder agrees to match the lowest financial quote among the H-1 bidders. Any effort by a firm to influence IIM Raipur in its decision on bid evaluation or placement of Work Order may result in rejection of the firm’s bid.
9. Performance Guarantee / Security Deposit (SD): To ensure due performance of the contract, the Successful bidder (who is awarded the contract) shall submit the Security Deposit (SD) equal to Rs. 1,60,000/- (Rupees One Lakh Sixty Thousand only) in the form of Account Payee Demand Draft / Fixed Deposit Receipt / Banker’s Cheque/ Bank Guarantee from any of the Scheduled Banks/ RTGS. The validity of the Security Deposit will be valid for the contract period plus three months. This SD will be refunded without any interest after completion of the Contract. The Contract without Security Deposit will be summarily rejected.
10. Performance Evaluation: The performance of the Service Provider in compliance with the terms and conditions of the tender document will be reviewed by the IT department of IIM Raipur time to time till completion of work. If work will not be found satisfactory, then contract can be terminated with one month notice.
11. Adequacy of Contractor’s Staff: It is understood that the service activities are to be performed with utmost diligence and expediency so as to maintain the highest standards of hospitality services. To achieve this, the Contractor shall maintain an adequate level of staff of good skill and competence at site at all times.
12. The bidders are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting the tenders. The nature of the site, the means of access to the site, and in general shall themselves obtain all necessary information as to risks,



contingencies and other circumstances which may influence or affect their tender. The contractor shall be deemed to have full knowledge of the site whether it inspects the site or not and no extra charges consequent to any misunderstanding or otherwise shall be allowed.

13. The documents submitted by the bidder against the eligibility / qualifying criteria may be cross verified from the issuer end.

14. Legal

- a. The Service Provider will be responsible for compliance of all statutory provisions in respect of the persons deployed in IIM Raipur.
- b. The Service Provider shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by him to IIM Raipur to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
- c. The Service Provider shall maintain all Statutory Registers under the applicable law. The contractor shall produce the same on demand to the concerned authority of the Institute or any other authority under law.
- d. In case the Service Provider fails to comply with any statutory/taxation liability under appropriate law and as a result thereof IIM Raipur is put to any loss/obligation, monetary or otherwise, IIM Raipur will be entitled to get itself reimbursed out of the outstanding bills or the performance security deposit of the contractor to the extent of the loss or obligation in monetary terms. After Award of Contract, if the Service Provider is found to be charging any amount from the employees on its roll in any manner, in that case the contractor shall be liable to be terminated immediately with forfeiture of performance security amount and also the firm will be blacklisted.

15. Scope of Work indicated in this tender is indicative of current requirements. Such requirements may vary from time to time as per emerging needs of the Institute and extraneous factors, etc. IIM Raipur reserves the right to reduce or increase the services, if considered necessary, the same will be communicated to the service provider by the Institute and the payment will be made accordingly on the mutually agreed terms and conditions.

16. Any discrepancies or disputes arising on account of non-adherence to statutory & Labour laws would be the responsibility of the service providers & IIM Raipur will not be responsible for the same.

17. The deployed personnel by the service provider will always keep an Identity Card with them for verification while working. Identity cards for the vendor's employees, as required under the law, would have to be provided at their own cost. IIM Raipur shall not pay any extra charges to the service provider against these items.

18. The details of the persons deployed by the contractor with bio data, attested proof of identity, the latest photographs of all the persons shall be supplied to IIM Raipur for record.

19. Any dispute arising out of or in any way connected with the contract shall be deemed to have arisen in Raipur and only courts in Raipur shall have jurisdiction to determine/decide the same.



20. Any personal, legal, financial, or medical matter (including but not limited to possible injury in the course of work) concerning the service provider's personnel shall have to be dealt with solely by the service provider her/himself. IIM Raipur shall not be held responsible or obligated in any such case.
21. In case IIM Raipur is implicated in any law / suit on account of not fulfilling of any or all obligations under any law or arising out of issues related to performance/delivery of duties by any personnel of the service provider, all cost of defending such suit, settlement of claims, penalty etc. shall be borne by the service provider, or else such amounts shall be liable to be recovered from the due amounts payable to the contractor and/or from the Security Deposit held by IIM Raipur.
22. The decision of Competent Authority, IIM Raipur in regard to interpretation of the terms and conditions and the agreement shall be final and binding to the service provider.
23. The scope of work & the terms and conditions of tender shall form the part and basis of the contract and decision of the Institute in reference to all matters of dispute shall be final and binding.
24. No accommodation/transport/any other facility not explicitly stated in the tender document will be provided by IIM Raipur for the personnel deployed by the contractor.
25. Any violations of these terms and conditions will lead to termination of the contract with the contractor, forfeiture of the security amount and blacklisting of the service provider for future works.
26. Terms & Conditions of Termination:
 - I. The contract may be terminated by serving 30 days' notice, in case the Service Provider:
 - a. assigns or subcontracts any of the service without obtaining prior approval of the Competent Authority.
 - b. Violates/ contravenes any of the terms and conditions mentioned herein like not having a valid license etc.
 - c. performance of services is not found satisfactory and does not improve in spite of feedback/ request(s)/ complaint(s)/ reminder(s).
 - d. violates Government or Institute guidelines / Terms of Contract or suppression of fact(s)
 - e. declared insolvent by a competent court of law.
 - f. Act or action by its personnel that adversely affects the Institute and/or its brand/image/reputation.
 - II. If a Service Provider desires to exit the contract under normal circumstances, 90 days' notice in writing in advance should be submitted by the contractor.
 - III. On termination of the contract, it shall be the sole responsibility of the Service Provider to remove/withdraw her/his persons on expiry of the notice period. IIM Raipur shall not indemnify any loss caused by the contractor by such termination, whatsoever it may be. During the notice period of the termination of the contract in the situations contemplated above, the Service Provider shall keep on discharging his duties till the expiry of the notice period.



- IV. In the event of premature closure of the contract for the reasons as mentioned in Point No.1 above, the security deposit money shall be absolutely forfeited by IIM Raipur.
- V. MISCONDUCT: If and whenever any of the SERVICE PROVIDERS or their agent(s) / subagent(s), consultant(s) or employee(s) shall in the opinion of the IIM Raipur Authorized Person (whose opinion in this behalf shall be final) be guilty of misconduct or be incompetent or insufficiently qualified or negligent in the performance of his / their duties, or if in the opinion of the IIM Raipur Authorized Person (which shall be final) it is undesirable for any reason (which need not be disclosed to the SERVICE PROVIDER) for such person(s) to be employed in the work, the SERVICE PROVIDER, if so directed by the IIM Raipur Authorized Person, shall forthwith remove or cause to be removed such person(s) from employment thereon, and any person(s) so removed shall not be re-employed in the work except with the prior permission in writing of the IIM Raipur Authorized Person.
27. Safety code responsibilities of the service provider in respect of safety of men, equipment, material and environment: Before commencing the work, SERVICE PROVIDER shall submit a "SAFETY PLAN" to the authorized IIM Official. The 'Safety Plan' shall indicate in detail the measure that would be taken by the SERVICE PROVIDER to ensure safety of men, equipment, material and environment during execution of the work. The plan shall take care to satisfy all requirements specified hereunder. The SERVICE PROVIDER shall submit the said safety plan along with his offer. During negotiations before placing of work order and during execution of the SERVICE PROVIDER IIMC shall have the right to review and suggest modification in the Safety Plan. SERVICE PROVIDER shall abide by IIMC decision in this respect.
28. Force Majeure: Neither party shall be in breach of any obligation under this contract if it is unable to perform that obligation in whole or part by reason of Force Majeure. If either party seeks to rely on this clause, it shall immediately give notice to the other with full particulars of the matter claimed as a Force Majeure event. The parties so affected shall take all reasonable steps to remedy the failure to perform and to keep the other party informed of the steps being taken to mitigate the effects of Force Majeure. In the event of Force Majeure lasting for more than three months, either party may, following consultation with the other, give a notice of termination.
29. Conciliation & Arbitration: Any dispute, if arises, in connection with the work, shall be tried to be settled mutually by seeking references to conditions in tender documents or prevailing local practices etc., but if not settled mutually, shall be referred to arbitration. Such arbitration shall be governed by the provisions of the Indian Arbitration and Conciliation Act, 1996 or as amended from time to time. The Venue for such arbitration will be in Raipur. The award of the Arbitrator shall be final, conclusive and binding on all parties.



Annexure-1

Key Person Roles Sheet

Role*	Qualification	Experience

* Also indicate the expertise for GeM and GFR wherever applicable.

Signature of the bidder with seal and stamp



Annexure-2

Format of CV of key personnel proposed to be engaged in the project.

(Please attach one sheet per key person) (The CV of the Project Manager is Mandatory)

1. Name:
2. Date of Birth and Age:
3. Position currently being held:
4. Role envisaged for the project:
5. Field specialization:
 - a. Key projects:
 - b. Role and actions performed (in each of the key projects):
6. Educational Qualifications*:

	Name of the degree	Year of graduation	University/Board	Marks or Grade Point (Overall)
Postgraduate Degree				
Undergraduate Degree				
Diploma				
Any Other (Pl specify)				

* A self-attested copy of each person's degree/Diploma certificate is to be provided by the bidder.

7. Professional Experience in years:
8. Remarks:

(Authorized Signatory)



Annexure-3

Details of similar works

(only those works should be reported which are similar in nature of works and were completed during the last five years)

SN	Name of work/ project and location	Owner or sponsoring organization	Cost of Project in Crores of rupees	Cost of PMC work in crores of rupees	Date of commencement as per PMC Work	Stipulated date of completion of PMC Work	Actual date of completion of PMC Work	Name and address / telephone No. of officer to whom reference may be made
1								
2								
...								

(add as many rows as needed)

(Supporting document to be attached)

Signature of the bidder with seal and stamp



Annexure-4

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

To,
Director
Indian Institute of Management Raipur

Subject: DETAILS OF TENDER FEES & EMD DEPOSITED, WITH A SELF-DECLARATION FOR ACCEPTING ALL TENDER TERMS AND CONDITIONS

Dear Sir,
I/we hereby submit our tender for Project Management Consultancy (PMC) Services for Revamping of existing Network Infrastructure of IIM Raipur along with other required documents.

I / we are enclosing herewith the following towards Tender Fee and Earnest Money Deposit.

Particular	Amount	Transaction No & Date	Bank Name	Remarks
Tender fee (Including GST)	1,180.00			
EMD	1,60,000.00			
Exemption in tender fee and EMD are allowed for MSME vendor (Original service provider)	Tender Fee and EMD will be exempted for the MSME Agency/Vendor. Exemption in fees will be allowed only for those MSME/NSIC vendor which will come under the similar category of services. Only certificate will be considered for the exemption in tender fee & EMD in which name of the service /activities or definition of activity/ service are to be co- related with the consultancy for network services. Exemption will not be allowed for other category MSME/NSIC vendors or traders.			

I/We have gone through all terms and conditions of the tender document also I/We have gone through the corrigendum/ addendum issued (if any) till the Bid Submission close time and date for this tender.

I/We agree to accept all the terms and conditions of the tender document and assure you that I/We will comply with the above referred tender document including instructions, terms & conditions, technical specification stated therein.

Authorized Signatory

Name:

Designation:

Date:

Place:



Annexure-5

AVERAGE ANNUAL TURNOVER

The bidders average annual turnover during the last three consecutive financial years i.e. 2019-20, 2020-21 and 2021-22 should not be less than Rs. 02 Crores (Rupees twocrores only) from Project Management Consultancy (PMC) Services for Network Infrastructure only.

Financial Year	CA Certificate with UDIN (Yes/No)	Annual Turnover (Figure in Rs.)	Remarks
2020-21			Certificate issued by a Practitioner Chartered Accountant with UDIN should be submitted with this Annexure
2021-22			
2022-23			
AVERAGE ANNUAL TURNOVER:			

Authorized Signatory

Name:

Designation:

Date:

Place:



Annexure-6

SELF-DECLARATION CERTIFICATE FOR THE CLEAN TRACK RECORD

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

I hereby certify that the above firm/ company is neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered / pending against the firm/company or its owner/ partner(s)/ director(s) anywhere in India as on date of submission of this self-declaration.

I also certify that the above information is true and correct in all respects and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm/company may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of IIM RAIPUR, also the EMD/ Performance Security Deposit (if any) shall be forfeited.

In addition to the above, IIM RAIPUR, will not be responsible to pay the bills for any Partial/ Full supply of the items/ services.

Authorized Signatory

Name:

Designation:

Date:

Place:



Annexure – 7

Agency Details

I. Details of Tenderer		
<u>Sr.</u>	<u>Particulars</u>	<u>Details</u>
1	Name of Tendering Agency	
2	Name of the Proprietor/ Director/ Partner	
3	Full Address of registered office with pin code	
4	Mobile number of two top officials with name and designation	
5	E-mail ID of the two top officials with name	
6	Website of the agency, if any	
7	Name and designation of authorized person with mobile number (authorization letter to be enclosed)	
II. Registration and Other Statutory document details:		
1.	Name of the agency (Individual/ Proprietor/ Pvt. Ltd./ Ltd Company etc.) and Month & Year of the Establishment (attach self-attested copy)	
2.	Permanent Account Number	A copy must be uploaded in Technical Bid part
3.	GST Registration Number	A copy must be uploaded in Technical Bid part

Certified that all above information's are correct to the best of my/our information, knowledge and belief. All the attached relevant documents are duly signed, sealed and serially numbered.

Place:

Date:

(Signature of the bidder with seal)



Annexure –8

INSTRUCTIONS OF ONLINE BID SUBMISSION

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <http://eprocure.gov.in/eprocure/app>

1. Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal is a prerequisite for e-tendering.
2. Bidder should do the enrollment in the e-Procurement site using the "Online Bidder Enrollment" option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the contractor/bidders through email id provided.
3. Bidder need to login to the site through their user ID/ password chosen during enrollment/registration.
4. Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/SmartCard, should be registered.
5. The DSC that is registered only should be used by the bidder and should ensure safety of the same.
6. Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.
7. After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
8. If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
9. Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of e-Token/Smartcard to access DSC.
10. bidder selects the tender which he/she is interested in by using the search option & then moves it to the 'my tenders' folder.
11. From my tender folder, he selects the tender to view all the details indicated.
12. It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
13. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender documents/schedule and generally, they can be in



PDF/xls/rar/jpg/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted. However, if the file size is less than 1 MB the transaction uploading time will be very fast.

14. If there are any clarifications, this may be obtained through the site. Bidder should take into account the corrigendum published from time to time before submitting the online bids.
15. The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
16. Bidder should submit the Tender Fee/EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.
17. While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
18. The bidder has to select the payment option as offline to pay the Tender Fee/EMD as applicable and enter details of the instruments.
19. The details of the DD/ any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable or liable for rejection. The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.
20. The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
21. If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price-bid BOQ template must not be modified/replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
22. The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The **TIA will** not be held responsible for any sort of delay or the difficulties faced during the submission of bid online by the bidders at the eleventh hour.
23. After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by



- the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
24. The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
 25. All the data being entered by the bidders would be encrypted using PK! encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening
 26. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers. The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
 27. The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.

For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone: 180030702232 or send a mail over to cphp-nic@nic.in.



PART-B (FIANCIAL BID EVALUATION)

<u>FINANCIAL BID</u>		
<u>Name of Service:</u> Project management consultancy (PMC) services for revamping of existing network infrastructure of IIM Raipur		
Name of the Company		
Sl. No	Item Details	Amount (Rs.) with GST
1	Total consultancy fees inclusive of all for PMC services for revamping the network infrastructure of IIM Raipur.	
	TOTAL COST FOR THE ABOVE SERVICE WITH GST	0.00

The cost may be quoted considering the scope of the service and milestones.