



NATIONAL CENTRE FOR ANTARCTIC & OCEAN RESEARCH

(Ministry of Earth Sciences, Govt. Of India)

Headland Sada, Vasco-da-Gama

Goa -403 804, INDIA.

Tel: 91- (0) 832 2525515 Fax: 91- (0) 832 2520877



NOTICE INVITING TENDER (NIT)

Tender No. NCAOR/ICTD/2018-19/T-003

The Director, NCAOR invites sealed tender in single bid system for “Comprehensive Annual Maintenance Contract for IT Infrastructure at NCAOR”. For tender document details and download, kindly visit NCAOR website www.ncaor.gov.in and central publish portal <http://eprocure.gov.in/cppp/>

*Sd/-
For and on behalf of NCAOR*



TENDER DOCUMENT FOR



Comprehensive Annual Maintenance Contract for IT Infrastructure at NCAOR (Tender No. NCAOR/ICTD/2018-19/T-003)

NATIONAL CENTRE FOR ANTARCTIC & OCEAN RESEARCH

(Ministry of Earth Sciences, Govt. Of India)

Headland Sada, Vasco-da-Gama

Goa -403 804, INDIA.

Tel: 91- (0) 832 2525515 Fax: 91- (0) 832 2520877

e-mail: ictd@ncaor.gov.in

Website: www.ncaor.gov.in

Important Dates

Last date of tender submission	9th April 2018 at 15:00 Hrs
Date of Opening of bid	9th April 2018 at 15:30 Hrs
Optional Site visit dates	20-24 March 2018
Earnest Money Deposit (EMD)	Rs. 1,00,000/- (One lakh only)
Cost of Tender Documents	Rs. 1000/- (One Thousand only)
Type of Tender	Single Bid System

Annexures Details

Annexure	Description
I	Compliance statement to be submitted by the Bidder
II	Questionnaire
III	Bank Guarantee Format for Furnishing EMD
IV	Letter Comprising the Application for Pre-Qualification of Comprehensive AMC
V	List of Standby Materials
VI	Price Bid Format

**Comprehensive Annual Maintenance Contract (AMC) for IT infrastructure
at NCAOR (Hardware, Software and Campus-wide networking)**

Sl.No	Tender No and Type	Description of the item	Qty	Cost of the Tender Document in INR	Earnest Money Deposit in INR
01	NCAOR/ ICTD/ 2018-19/T-003 and Single Bid System	Comprehensive Annual Maintenance Contract (AMC) / Facilities Management Services (FMS) for IT infrastructure at NCAOR (Hardware, Software and Campus-wide networking)	Annexure-VI (Price Bid Format)	1000/-	100000/-

Date & Time for submission of Tender: **9th April 2018 at 15:00 Hrs**

Date of Opening of Bid: **9th April 2018 at 15:30 Hrs**

The Tender Document (single bid System) can be downloaded from <http://www.ncaor.gov.in/>. In such cases, the tender fee is to be submitted along with bid. Alternatively, the tender document can be obtained by-hand from our office by submitting demand draft for Rs.1000/- drawn in favour of NCAOR payable at Goa.

1. PREAMBLE

National Centre for Antarctic and Ocean Research (NCAOR) is India's premier R&D institution responsible for the Country's Research activities in the Polar and Southern Ocean realms.

NCAOR, Goa has medium size Local Area Network (LAN) with more than 250 working nodes providing all IT related services to its staff. NCAOR IT infrastructure consists of many servers connected to clients through fiber optic / UTP based local area network.

The Information Communication Technology Division (ICTD) of the Institute is responsible for providing updated information and technology related facilities to NCAOR staff. The operations cover network, computing, software and end-user support. The ICTD in-house and manages various critical servers and also provides security solutions. A campus LAN (Local Area Network) has been established at NCAOR providing seamless connectivity to over 250 computers in the Campus. The network utilizes a mixture of optical fibre, UTP cables, Wi-Fi and switches. Internet access is provided through the National Knowledge Network internet connectivity at a speed of 1 Gbps. NCAOR's researcher and other staff use this IT services extensively for day to day activities like accessing Internet, Intranet, e-mails, FTP, NPDC and many other applications. Hence, the IT infrastructure facilities are an essential backbone of the Institute's activity. Offers are invited for comprehensive annual maintenance contract on turnkey basis.

2. Eligibility Criteria

S.NO	Eligibility Criteria	Copy of documentary evidence of bidder should be enclosed in the tender document for the eligibility criteria.
1	The bidder must be a legal entity registered with Government Agency in India	Copy of registration certificate
2	a) The bidder should have experience in completion of minimum one Comprehensive Annual Maintenance of Contract (AMC) OR Facilities Management Services (FMS) of Computer and IT peripherals minimum of Rs. 30 lakhs of contract value during last seven years ending 31 st March 2018 in any Government / PSU/ reputed organization.	Copy of PO/WO along with completion document which clearly indicates the items covered and duration of the project under the contract

01	<p>b) The bidder should have experience in maintaining following items in any completed (minimum one year) AMC / FMS of Computer and IT peripherals contract. This experience (together or individual items) can be in single or in multiple contracts.</p> <ul style="list-style-type: none"> i. Minimum of 100 PCs, 25 Laptops, 50 Laser Jet Printers, LAN 150 nodes ii. Minimum 10 Servers iii. MS Exchange Server 2010 / 2013/ higher version or similar e-mail messaging system. iv. Working experience in Linux Operating System(s). 	Copy of PO/WO along with completion document which clearly indicates the items covered and duration of the project under the contract.
02	The bidder should have a minimum average annual turnover of Rs 50 Lakhs for the last three financial years i.e. 2014-15, 2015-16 and 2016-17.	Copy of Audited Balance sheet and Trading and Profit & Loss account should be enclosed.

3. Scope of Work:

NCAOR wishes to avail the services of a professional bidder to undertake Comprehensive Annual Maintenance Contract / Facilities Management Services (AMC / FMS) for hardware, software and networking infrastructure as given at Annexure-VI (Price Bid Format).

Scope of the work includes:-

- i. To maintain the 99% uptime of the systems covered under AMC.
- ii. To repair / replace and make systems operational.
- iii. To maintain adequate spares to ensure 99% uptime of the systems.
- iv. The complaint reported system (downtime) should be repaired or replaced within 06hrs for normal system and 03 hours for critical servers, failing to repair / replace within the stipulated time, standby system has to be provided immediately.
- v. To perform health-checks of the available hardware, software and networking (Active, Passive components and structured cabling) infrastructure on a periodic basis and to submit the report.
- vi. To perform connectivity and standard checks pertaining to structured cabling at NCAOR on daily basis and to report to NCAOR on the points of concerns.
- vii. To install call logging software and to resolve the issues logged there-in.
- viii. Comprehensive Annual Maintenance Contract of computer systems includes overall system administration, operation and management of existing and future systems. It will cover the Windows, Mac, Linux, DNS, Web, Mail, NPDC, FTP, etc. Servers & its services and remote access service (wired and wireless), database storage, content filtering, antivirus, gateway- firewall, analog telephones, Tally and any other network service etc.

- ix. In addition to this, bidder is responsible for operating systems maintenance i.e. installation of OS, updating OS patches inclusive of all servers (at NCAOR) patches upgradation & rectifying any OS related problems etc. and also for extending support to users in installing any third party software/ tools.
- x. Software Subscription and Support for all the required hardware during the AMC is the responsibility of the bidder.
- xi. To log calls and to co-ordinate with OEM / Suppliers to get the systems repaired / replaced that are under Warranty.
- xii. Comprehensive support should include spare parts support at no extra charge. Replaced parts should be equivalent or higher.
- xiii. Preventive maintenance like dusting and health-checks should be carried out at least once in a quarter period. All preventive maintenance reports are to be submitted regularly and immediately after completion of the service.
- xiv. The standby material as per Annexure –V should be made available at NCAOR within 15 days of issue of work order by NCAOR
- xv. The bidder should keep in reserve the standby systems and spare parts (**As per Annexure-V**) at NCAOR for immediate replacement during repairs. If any of the listed items is used due to delay in repair, then replenish the spare stock within **two days** of its usage failing which penalty will be imposed as per penalty clauses.
- xvi. In case, if a hard-disk fails, the same should be replaced with a new one of similar Make, Model, Capacity, compatible with the system or any other compatible model and duly accepted by NCAOR. However, the old faulty hard-disk will not be returned to the bidder.

3.1. Minimum Manpower to be deployed at NCAOR Premises during the Contract period and their qualifications, terms & conditions

A minimum of four persons as specified below table should be deployed at all times to work at NCAOR, Goa during this entire contract period likely to commence from 1st May 2018 onwards. The bidder should assess themselves the additional staff required in any category and to be deployed at bidder own costs to execute the contract as per the scope of work and terms & condition. (Enclose detailed bio data of proposed personnel in the bid).

Ref No	Designation	# of Person	Qualification	Certifications	Exp. in Yrs.
1	System Administrator	1	B.E/B.Tech in CSE/IT/ECE Or MCA/ M.Sc.(CS/ Elex/ IT)	RHCSA/ RHCE	Atleast two years working experiences in Linux System Administration at reputed organization / Government / PSU Institutions.

2	Client Support Engineer	2	Three years Diploma in Electronics/ Computers/ Electronics & Communications	NIL	Atleast two years working experiences in Networking, Desktop Maintenance and Windows Operating System at reputed organization / Government / PSU Institutions
3	Help-Desk Coordinator	1	Any Graduate Degree	Should have good communication skills in English & Hindi	Atleast one year working experiences Help Desk / Call Coordinator in reputed organization / Government / PSU Institutions

- One client support engineers has to work from 08:30 to 19:00hrs on all working days (Monday to Friday) and rest of the deployed personnel have to work from 09:00 to 17:30 hrs on all working days (Monday to Friday)
- On Saturdays & holidays excluding Sundays one client support engineer has to work from 08:30 to 1730 hours and also for any emergency requirements at any time.

4. Contents of Bid

Bid should contain all the information as listed below:-

- Documentary evidence for all the points listed under section 2 (as mentioned in Eligibility Criteria) including tender fee and EMD.
- Details of minimum three AMC / FMS projects (Hardware, Software and Networking) executed in the past, proof of work orders and client's testimonials.
- List of on-going AMC / FMS projects with client side contact person details.
- Qualification, experience, expertise details of resident engineers proposed to be deployed onsite as per Section 3.1 during the AMC contract period.
- Compliance to the "Terms and Conditions" as mentioned in Section 5 and "Commercial Terms and Conditions" as mentioned in Section 7.
- Bidders are requested to quote in Price Bid Format given at Annexure-VI, without that the offer will not be considered for further evaluation. Part/ In-complete quotations will not be accepted.
- Financial quote should consists of item wise price details for ALL the items given in Annexure-VI without that offer will not be considered.
- Financial quote should not be altered/ modified.

5.1. Eligible Bidders are required to submit their bid in a sealed envelope. Superscripting “Comprehensive Annual Maintenance Contract (AMC) / Facilities Management Services (FMS) for IT infrastructure at NCAOR (Hardware, Software and Campus-wide networking)” and to be dropped in the Tender Box or bid should be Addressed to following by superscripting on or before the due date & time

The Director,
National Centre for Antarctic and Ocean Research,
Headland Sada,
Vasco-Da-Gama, Goa – 403804

Kind Attn: SIC, ICTD

- 5.2.** The bid shall contain proof of meeting eligibility criteria, technical information of the tender, EMD and all other supporting documents including Price Bid format duly filled. The information submitted must be definitive and specific. Vague terms, incomplete information, counter offers, and uncalled for correspondence shall not be entertained.
- 5.3.** Bidder is required to submit the complete bid along with Annexures and Brochures etc. The bid has to be signed in original by the authorized representative of the Bidder.
- 5.4.** The bid shall be exactly according to the presented formats given in the TENDER documents.
- 5.5.** All columns of the prescribed formats should be filled, and all questions in the tender document must be answered.
- 5.6.** Any additional information should be enclosed separately. Modification / rewording of formats shall not be acceptable.
- 5.7.** Each page of proposal documents is to be signed and stamped by the Bidder clearly indicating that all the terms and conditions mentioned herein are acceptable to the Bidder unconditionally.
- 5.8.** Bidder must submit all necessary technical brochures with the proposal. No column should be marked as “NIL” or Zero, “0” etc. Where no price is proposed to be charged for any item or its parts which is required to be supplied, it should be clearly mentioned in so many words.
- 5.9.** The Bidder is expected to read and examine carefully all instructions, forms, terms and specifications in the TENDER document. Failure to furnish all information required in the TENDER document or submission of a proposal not substantially responsive to
-

the TENDER document in every respect will be at the Bidder risk and shall result in rejection of the proposal.

- 5.10. The bidder should be complying with all the applicable labour laws and other relevant laws related to operations of the bidder.
- 5.11. Bidders are requested to visit NCAOR for better understanding of existing IT Infrastructure and to understand the scope of the work more clearly before they submit their offers.
- 5.12. Late and incomplete tenders shall be summarily rejected.
- 5.13. The tender should be valid for a minimum period of **120 days** from the date of opening the tender.
- 5.14. In the event of the date specified for bid receipt and opening happens to be a holiday, the bids will be accepted and opened on the next working day at the same time. The bidder or any of his authorized representatives may remain present at the time of opening of bids if they wish so.
- 5.15. The decision regarding acceptance or rejection of the full tender / quotation(s) will rest with the Director, NCAOR, Goa, who does not bind himself to accept the lowest quotation and reserve the right to reject or partly accept any or all the quotations received without assigning any reason.
- 5.16. If a system or peripheral is not supported by OEM for the reason that the system or peripheral is End-of-Support, the same is to be intimated to NCAOR in writing.
- 5.17. Any system or peripheral may be discontinued from Comprehensive AMC with one month prior notice.
- 5.18. The work order issued to successful bidder shall include all the clauses of Tender.
- 5.19. On expiry / termination of the contract, the contractor shall handover all the responsibilities with detailed documents and hardware mentioned under the contract over to NCAOR in good working condition, before the release of the last payment.
- 5.20. The bidder should ensure and deliver the service in sincerity and by maintaining confidentiality. The bidder will ensure continuous service availability and will deploy backup personnel as and when required.

5.21. Duration

The FMS / Comprehensive AMC will be entered initially for the period of one year. Yearly extension may be considered based on the review of the performance by NCAOR for maximum two years with same rate, terms and conditions. During the extension of the contract period any increase or decrease in the scope of work pro-rata rate shall apply.

5.22. Termination

Based on the review reports, the service contract shall be terminated by NCAOR if the

terms and conditions of the contract are not fulfilled by giving two months' notice period. The party has the option to terminate the contract by giving two months advance notice to NCAOR, in such a case, the security deposit will be forfeited or performance Bank Guarantee will be invoked.

5.23. Intellectual property right

All rights on developed technologies or applications in use / unused will be the property of NCAOR, Goa. NCAOR only has the exclusive and transferable license to use, market, store, distribute, reproduce, display, adapt, communicate, perform, translate, transmit and promote the Customized Site, Customized Programming and the Licensed Content, information (or any portion thereof) to other MoES organizations as per NCAOR's interest.

5.24. Arbitration Clause

If any dispute, difference or disagreement shall, at any time hereafter arise between the parties hereto in connection with and / or arising out of the Agreement and / or interpretation of any provision of this agreement, and / or anything hereunder contained and / or arising hereunder as to the rights, liabilities and / or duties of the said parties hereunder and / or any matter whatsoever incidental to this agreement whether arising before or after the completion of the work under this Agreement, which cannot be mutually resolved by the parties, the same shall be referred to the provisions of the Arbitration and Conciliation Act, 1996 (as amended from time to time) and the rules made there under for the time being in force shall apply to the arbitration proceedings.

The party desiring the settlement of dispute shall give notice of its intention to refer such dispute to arbitration clearly stating the point of dispute to be decided by arbitrators and appoint its own arbitrator and call upon the other party to appoint its own arbitrator within 30 days. If the other party fails to appoint its arbitrator within stipulated period or the two arbitrators fail to appoint the third arbitrator, the court having jurisdiction shall appoint the second or third arbitrator as the case may be.

The arbitrator shall be appointed as per the provisions of the Arbitration and Conciliation Act, 1996.

If any of the arbitrators to whom the matter is originally referred to dies or refuses to act or resigns from the position of arbitrator for any reason, a new arbitrator shall be appointed by the respective party who made the earlier appointment or together by both

the arbitrators, in the manner aforesaid. The arbitration Tribunal so constituted shall be entitled to proceed with the reference from the stage at which it was left

5.25. Optional Site visit to NCAOR, Goa

NCAOR proposes optional site visit, which could provide clear understanding of the existing IT infrastructure and working environments. The participation of interested parties in this optional site visit is in their own interest and expenses.

6. Penalty Clauses

6.1. The following penalties will be imposed for each and every short coming during execution of work as below:-

Sl.No	Point	Penalty
1	Within 24 hours of downtime (1 day) as mentioned in scope of work.	In case a standby system, whose configuration is similar / higher and duly accepted by NCAOR, which is arranged and put in operations. Failing, which 2% of total monthly AMC charges will be imposed. If it is a server system then the penalty is 8% of total monthly AMC charges will be imposed.
2	Between 24 hours to 72 hours of downtime for the scope of work.	In case a standby system, whose configuration is similar / higher and duly accepted by NCAOR, which is arranged and put in operations. Failing, which 4% of total monthly AMC charges will be imposed. If it is a server system then the penalty is 15% of total monthly AMC charges will be imposed.
3	Between 72 hours to 7 Days of downtime for the scope of work	In case a standby system, whose configuration is similar / higher and duly accepted by NCAOR, which is arranged and put in operations. Failing, which 15% of total monthly AMC charges will be imposed.

		If it is a server system then the penalty is 30% of total monthly AMC charges will be imposed.
4	Beyond 7 days of downtime for the scope of work	Failing to bring back the system including server system in operations, then NCAOR shall repair and make the system in operation including the replacement by procurement, etc. then entire cost incurred for the same will be deducted from total monthly AMC charges.
5	Absence of all deployed manpower as per scope	Absence of all deployed personnel for any day will lead to penalty charges 2% of total monthly AMC charges for per person per day basis will be imposed.
6	Non recouping Standby material as per Annexure – V as per scope	If any of the listed items at Annexure - V is not recouped within two days then penalty of 2% of total monthly AMC charges per default day basis will be imposed.

6.2. The deployed staff should show their valid ID card and follow security and other guidelines of NCAOR in practice.

6.3. In the event of Engineers (AMC/ FMS) availing leaves during any working day (Monday to

Friday), the same has to be reported to NCAOR in advance and a suitable standby engineer accepted by NCAOR has to be provided, failing which appropriate charges will be arrived from AMC / FMS charges and deducted.

- 6.4. Unauthorized absence of Engineers will lead to penalty charges as mentioned above.
- 6.5. In event of resignation / termination of services of Engineers, alternate arrangement should be carried out in advance and place a suitable engineers accepted by NCAOR so as not to interrupt the smooth flow of activities, failing which 10% of the monthly work order on manpower charges will be deducted.
- 6.6. The bidder is responsible for credentials of all the onsite engineers and NCAOR do not undertake any responsibility with respect to their engineers.
- 6.7. Consumables or any other items not covered under AMC / FMS, if any should be identified and intimated to NCAOR in advance for further necessary action.

7. Commercial Terms & Conditions

- i. The contractor shall comply with all the provisions as required under the appropriate acts of Government and also statutory requirements as applicable.
- ii. The quoted rate should be inclusive of all cost.
- iii. **Price Bid Format (refer Annexure - VI)**
- iv. **EMD (Earnest Money Deposit)**
 - All Bidders are required to deposit EMD in accordance with tender notice in the form of Demand Draft from any Scheduled A Bank in favour of, NCAOR, payable at Goa. No cash or Cheques from the party shall be accepted.
 - EMD should be enclosed in the Technical Bid only and not in Financial Bid, failing which the offer shall be liable for rejection.
 - EMD may be forfeited if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form.
 - All tenders received without EMD shall be summarily rejected.
 - EMD of the unsuccessful bidders will be returned immediately after the award of work. EMD of successful bidder shall be returned after the receipt of performance Bank Guarantee format provided at **Annexure -III**. The EMD of the successful bidder shall be forfeited in case fails to furnish the requisite PBG within 21 days of issue of award.

v. **Payment**

Payment will be made on monthly basis within 30 days on submission of entire bill for the previous month within 10th of the succeeding month, failing to submission of bill(s) will lead to forfeiture of payment of that month. The statutory deductions & penalties, if any, will be applied before making the payment. The bill should be submitted as per price bid format.

vi. **Security Deposit:**

Successful Tenderer is to submit 10% of the Order value towards Security Deposit by means of Demand Draft drawn in favour of Director, NCAOR payable at Goa or Bank Guarantee from any Nationalized Bank valid for a period of 14 months.

The EMD submitted by the successful tenderer may be converted as Security Deposit and the balance amount required (10% of order value) to be submitted in the form of Demand Draft / Bank Guarantee for the purpose of fulfillment of the contract. This deposit will be free of interest and is refundable after the satisfactory execution of the contract and complete fulfillment of contractual obligations.

Compliance Statement to be submitted by Bidder

Sl.No	Description	Complied or Not Complied, please indicate	Please specify the page no for the provided documentary evidence
01	Bidder should submit the bid duly signed and stamped in all pages.		
02	Bidder should submit EMD		
03	Bidder should submit Tender Fee		
04	Bidder should submit price bid as per Annexure - VI (Price Bid format)		
05	The bidder must be a legal entity registered with Government Agency in India. Enclose copy of certificate to that.		
06	<p>a) The bidder should have experience in completion of minimum one Comprehensive Annual Maintenance of Contract (AMC) / Facilities Management Services (FMS) of Computer and IT peripherals minimum of Rs. 30 lakhs of contract value during last seven years ending 31st March 2018 in any Government / PSU/ reputed organization.</p> <p>b) The bidder should have experience in maintaining following items in any completed (minimum one year) AMC / FMS of Computer and IT peripherals contract. This experience (together or individual items) can be in single or in multiple contracts.</p> <p>i. Minimum of 100 PCs, 25 Laptops, 50 Laser Jet Printers, LAN 150 nodes</p> <p>ii. Minimum 10 Servers</p> <p>iii. MS Exchange Server 2010 /2013/ higher version or similar e-mail messaging system.</p> <p>iv. Working experience in Linux Operating System(s).</p>		

	Copy of PO/WO along with completion document which clearly indicates the items covered and duration of the project under the contract.		
07	<p>The bidder should have a minimum average annual turnover of Rs 50 Lakhs for the last three financial years i.e. 2014-15, 2015-16 and 2016-17.</p> <p>Copy of Audited Balance sheet and Trading and Profit & Loss account should be enclosed.</p>		

QUESTIONNAIRE to be filled by Bidder

- a) Name of the Bidder / Organization / Firm
- b) Full postal address with Telephone, Telefax, Email
- c) Please specify whether public Limited, Private Organization or Partnership Firm
- d) Nature of the Business
- e) Date of Establishment
- f) GST NO
- g) PAN No (copy of PAN of the bidder to be enclosed)
- h) Service Tax Registration No.
- i) Address & Telephone Nos. of your branch office in Goa (please specify whether Distributing / Servicing / Marketing the products
- j) Reference of reputed Customers
- k) Details of related work carried out

Name & Signature of the Bidder

BANK GUARANTEE FORMAT FOR FURNISHING EMD

To

NATIONAL CENTRE FOR ANTARCTIC & OCEAN RESEARCH

Headland Sada, Vasco-da-Gama, GOA 403 804, INDIA

Whereas _____

(Hereinafter called the “Bidder”

has submitted their offer dated _____

for the supply of _____

(Herein after called the “tender”

WE _____ of having our registered office At

_____ are bound unto the NATIONAL

(Hereinafter called the Bank)

CENTRE FOR ANTARCTIC & OCEAN RESEARCH, Ministry of Earth Sciences, Govt. Of India having its office at Headland Sada, Vasco Goa 403804, India (herein after called NCAOR which expression shall unless repugnant to the context or meaning thereof include all its successors, administrators, executors and assigns) in the sum of _____ for which payment will and truly to be made to. NCAOR, the Bank binds itself, its successors and assigns by these presents. Sealed with the common seal of the said Bank this

_____ day of _____ 20__.

THE CONDITIONS OF THIS OBLIGATION ARE:

- 1) If the Bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- 2) If the Bidder having been notified of the acceptance of his tender by NCAOR during the period of its validity.
 - 2.a) If the Bidder fails to furnish the Performance security for the due performance of the contract.
 - 2.b) Fails or refuses to execute the contract

We undertake to pay NCAOR up to the above amount upon receipt of its first written demand, without NCAOR having to substantiate its demand, provided that in its demand the NCAOR will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

This guarantee is valid until the _____ day of _____ 20__.

Signature of the bank

Letter Comprising the Application for Pre-Qualification of Comprehensive AMC

Dated:

To,
The Director
National Centre for Antarctic and Ocean Research
Headland-Sada
Vasco-Da-Gama
GOA, India

Sub: Application for Annual Maintenance Contract

Dear Sir,

With reference to your tender document date _____, I/We, having examined the document and understood its contents, hereby submit my/our Application for Qualification for the aforesaid project. The Application is unconditional and unqualified.

1. All information provided in the Application and in the Annexures of tender is true and correct and all documents accompanying the Application are true copies of their respective originals.
2. This statement is made for the express purpose of qualifying as a Bidder for providing the services for the aforesaid Project.
3. I/ We shall make available to the Authority any additional information it may find necessary or require to supplement or authenticate the Qualification statement.
4. I/ We acknowledge the right of the Authority to reject our Application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
5. I/We certify that in the last three years, I/we have neither failed to perform on any contract, as evidenced by imposition of a penalty or a judicial pronouncement or arbitration award, nor been expelled from any project or contract nor have had any contract terminated for breach on our part.
6. I/ We declare that:
 - (a) I/ We have examined and have no reservations to the tender document, including any Addendum issued by the Authority.
 - (b) I/ We do not have any conflict of interest in that affects the qualification process of the tender document; and
 - (c) I/We have not directly or indirectly or through an agent engaged

or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, in respect of any tender or any agreement entered into with the Authority or any other public sector enterprise or any government, Central or State; and

- (d) I/ We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
7. I/ We understand that you may cancel the Bidding Process at any time without assigning any reasons thereof.
 8. I/ We certify that in regard to matters other than security and integrity of the country, we have not been convicted by a Court of Law or indicted or adverse orders passed by a regulatory authority which could cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.
 9. I/ We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of Law for any offence committed by us or by any of our Associates.
 10. I/ We further certify that no investigation by a regulatory authority is pending either against us or against our Associates or against our CEO or any of our Directors/ Managers/ employees.
 11. I/ We undertake that in case due to any change in facts or circumstances during the Bidding Process, we are attracted by the provisions of disqualification in terms of the guidelines referred to above, we shall intimate the Authority of the same immediately.
 12. I/We, hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Authority in connection with the selection of Applicants, selection of the Bidder, or in connection with the selection/ Bidding Process itself, in respect of the above mentioned Project and the terms and implementation thereof.
 13. I/we agree and undertake to abide by all the terms and conditions if any of the tender document.

In witness thereof, I/We submit this application under and in accordance with the terms of the tender document.

Yours faithfully,

Date: (Signature of the Authorised Signatory)
Place: (Name and designation of the Authorised Signatory)

List of Standby Materials

The below standby material should be made available at NCAOR within 15 days of issue of work order by NCAOR.

Sl.No	Item Description	Make	Configuration	Qty.
1	Desktop with Legal OS	HP/ DELL/Lenovo	Processor i5/i7, 500 GB HDD, 4GB RAM, DVD Writer with 19" TFT Monitor	1
2	Laptops with Legal OS	HP/ DELL/Lenovo	Processor i5/i7, 500 GB HDD, 4GB RAM, DVD Writer	1
3	LaserJet Printers with USB and LAN Support	HP Mono LaserJet	Print speed: 12 pages per minute for A4 and letter-size paper Print resolution: 600 x 600 dpi with HP Resolution.	1
		HP MFD Laser Printers	Duplex Printing and Networking	1
		HP Colour LaserJet	Duplex Printing and Networking	1
4	MOTHERBOARD	Intel® Q67 Express Chipset	i5 Processor Support	3
		2GB DDR3		3
		1GB DDR3		3
6	Hard Disk	1 TB SATA		2
		500 GB SATA		4
		320 GB SATA		2
7	SMPS	Dell SMPS	Which support Dell OptiPlex 990 Desktop	2
		SMPS with SATA Power Supply	Which Support for Latest Desktops	6
8	Keyboard	PS2		2
		USB Keyboard		2
9	Mouse	PS2		2
		USB Optical		2
10	LAN Card	100/1000		2
11	CPU FAN	H61 motherboard CPU fan		2