



# **COUNCIL OF SCIENTIFIC & INDUSTRIAL RESEARCH**

Anusandhan Bhawan, Rafi Marg, New Delhi-110001 [INDIA]

## **OPEN TENDER NOTICE**

The Joint Secretary (Admn.), CSIR invites tenders in closed/sealed covers with wax/cello tape/ company seal under two bid system from the reputed service providers for technical support services for the Video conferencing / Audio visual (AV) devices at various locations of CSIR Hqrs as per the following:

<b>S. NO</b>	<b>TENDER NO.</b>	<b>BRIEF DETAILS OF ITEM(S)</b>	<b>QTY</b>	<b>EMD ( In ` )</b>
<b>1.</b>	<b>13-3(107)/2014-15/Pur</b> <b>Dated 18/06/2015</b>	Technical support services for video conferencing equipment/AV devices at various locations of CSIR Hqrs.	As per tender document	1.50 Lacs

Tender Document with complete terms & conditions, technical specifications etc. can be downloaded from the CSIR website <http://www.csir.res.in> free of cost. Last date of receipt of complete tender(s) is **July 17, 2015 up to 03.00 P.M. (IST)**. The date of opening of technical bid(s) is **July 17, 2015 at 03.30 P.M. (IST)** onwards in the presence of tenderers who wish to be present.

Further corrigendum/amendments, if any, will be posted on the CSIR website: <http://www.csir.res.in>

**(Stores & Purchase Officer)**





## TENDER DOCUMENT

FOR

Technical support services for video conferencing equipment/AV devices at various locations of CSIR Hqrs.

Tender Doc No: 13-3(107)/2014-15/PUR

18<sup>th</sup> June 2015

**Council of Scientific and Industrial Research**

**Anusandhan Bhawan, 2-Rafi Marg, New Delhi-110001**

# NOTICE INVITING TENDER

## Details of Bid: -

- |  |  |
|--|--|
| a) Bid Reference                                       | Tender No. 13-3(107)/2014-15/PUR   |
| b) Last Date and time of receipt of bid                | July 17, 2015 , 15:00 Hrs.   |
| c) Date and time for Opening of Technical Bid (Part I) | July 17, 2015 , 15:30 Hrs.   |
| d) Date and Time for opening of Price bid (Part II)    | Shall be notified later to the technically qualified bidder (s)  |
| e) Bid Security (EMD)                                  | ` 1.50 Lakhs (With Technical Bid)  |
| f) Place of receiving the bid                          | Council of Scientific & Industrial Research<br>Anusandhan Bhawan<br>2, Rafi Marg<br>New Delhi - 110001   |
| g) Address for communication:                          | The Joint Secretary (Administration)<br>Council of Scientific & Industrial Research<br>Anusandhan Bhawan<br>2, Rafi Marg<br>New Delhi - 110001<br><b>Contact person;</b> Sh. Satish Chandra<br>Section Officer (S&P)<br>E-Mail: <a href="mailto:satish.chandra@csir.res.in">satish.chandra@csir.res.in</a><br>Tele-FAX: 011 – 23470426/605 |
| h) Period of Maintenance Contract                      | One year from the Date of start of Contract.   |

## **INVITATION FOR THE BIDS**

For and on behalf of the Council of Scientific and Industrial Research, Joint Secretary (Administration, CSIR, New Delhi, invites sealed bids in two parts Part -1: Earnest Money Deposit (EMD), documents named as “Eligibility Criteria” and Technical Bid; Part -2 : Price Bids, valid for 90 days for Comprehensive Annual Maintenance and Technical Support Service Contract for Video Conferencing Systems (Polycom ) /AV devices at Council of Scientific And Industrial Research(CSIR). The Interested bidders are requested to submit their offers **in Two –Bid System** as per the Specifications, terms & conditions as under :-

### **1.0 The major responsibilities of the bidder shall include :-**

Comprehensive Annual maintenance and onsite Technical support services for Video conferencing (VC) system and AV system commissioned at CSIR, as per the list mentioned at Annexure -I of the tender document.

**Note:** The major responsibilities as specified in the clause 1.0 above are indicative only and not exhaustive in any manner.

### **1.1 Qualification Criteria/Eligibility Criteria for bidders (To be submitted with Part-I of the bid i.e. Technical Bid):-**

This bid is open for firms/companies eligible to do business in INDIA, under relevant Indian Law as in force; except those who have been declared by Govt. of India/ Govt. of NCT Delhi, to be ineligible to participate, for Fraud, Corrupt, Fraudulent practices, for the period for which such ineligibility is declared. The bids can be submitted by the Firms/companies, who fulfill the following qualification/Eligibility criteria ( Documentary Proofs must be submitted along with the Technical part of the bid) .

- (a) The bidder should be in operation/business for the past 4 years as on 30.06.2015. (Documentary proof viz Registration as Company/Partnership deed, may be submitted ).
- (b) The bidder should have had an average annual turnover of Rs. 01 Crore (Rupees One crore) or above during the last three financial years i.e 2011-12, 2012-13 and 2013-14 ( valid documentary proof may be submitted ).

- (c) The bidder should have experience of providing the services of similar nature i.e. VC system maintenance and support services, for last three years and have successfully executed at least two orders of maintenance and operations of VC system consisting of minimum four VC nodes (End point) in any Government organization /Department/Autonomous body/Public Undertaking/ Financial Institution/Academic institutions.( Documentary proof may be submitted)
- (d) The bidder should have valid authorization certificate from OEM for VC equipment for providing VC maintenance and support services (valid documentary Proof may be attached).
- (e) The bidder should have presence in NCR/New Delhi, with service/ Maintenance Centre and service engineers. (Details of Service Centres and Service engineers may be submitted).
- (f) The bidder should have valid ISO 9001:2005 or revised/higher certificate (Valid documentary proof may be attached).
- (g) The bidder should have valid documentary proof for SALES TAX /VAT, Service Tax registration number, Income Tax registration (PAN). (The copies of relevant certificates along with valid Income Tax return filed for past three financial years i.e. 2011-12, 2012-13 & 2013-14 must be submitted with Technical part of the bid).

## **2.0 Instruction to the bidders**

### **2.1 Bid & its Preparation**

- The Bid must be in two parts (1) Part – I –Technical Bid and (2) Part – II – Price Bid and should be sealed and super-scribed with **“TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE AND TECHNICAL SUPPORT SERVICES CONTRACT FOR VIDEO CONFERENCING SYSTEMS/AV DEVICES.”**
- The price should be mentioned in both figures and words. The Rates should be strictly as per the Annexure –II (Price bid format) to this document for the materials as well as different services including manpower.

- Unit price should be mentioned for each item in the schedule of requirement by the bidding party.
- All charges duties, taxes and levies should be mentioned clearly in the bid.
- Bids are to be valid for 90 days after its opening by the CSIR and in exceptional circumstances the CSIR New Delhi may solicit the bidders consent in writing for extension of validity period beyond 3 month. The bidder granting request in any case may not be permitted to modify the bid.

## **2.2 Submission of Bid**

- Bid should be made in two parts. Part I (Technical Bid) & Part II (Price Bid) separately sealed and super-scribed with tender No. clearly stating on each envelop Technical Bid and Price bid but kept in one main envelop. The outer envelope containing both bids (Technical bid & price bid) separately should be sent to the address of the Joint Secretary Administration, Council of Scientific & Industrial Research, Anusandhan Bhawan, 2-Rafi Marg, New Delhi-110 001 sealed and super-scribed with tender reference, subject name and address of the bidder and the same details should be mentioned in the inner envelopes (i.e. technical as well as Price part).
- All the Documents in support of Eligibility as per Clause 1.1 should be submitted along-with the Part I i.e. the Technical Bid.
- The Technical Bid must be accompanied with the Bid Security (EMD) in the form of DD/Banker's Cheque or Bank Guarantee. The Bid without this Bid Security shall be summarily rejected.
- Bids will be received by CSIR at the above address not later than the time and date specified in the invitation for bid. If the date of submission of the tender is declared holiday, the bids will be received on the next working day up to the appointed time.
- The CSIR may, at its discretion extend the dead line for submission for bids by amending the bid documents.
- Late/ delayed bids will not be entertained.

- The bidder may withdraw the bid after its submission, provided that written notice of the modification or withdrawal is received by the CSIR New Delhi prior to the deadline prescribed for submission of bids.
- No bids will be modified subsequent to the deadlines for submission of bids.
- No bid is to be withdrawn in the interval between the deadline for submission and expiry of the period of bid validity specified by the bidder on the bid. Withdrawal of offer bid during this interval may result in the bidder's forfeitures of its bid Security /EMD.

### **2.3 Earnest Money Deposit (Bid Security):**

- a. Tenderer shall pay Earnest Money Deposit (EMD) for an amount of ` 1,50,000/- ( ` One Lakh and fifty thousand only) either in the form of a Crossed Demand Draft or Bank Guarantee in favour of Joint Secretary, CSIR and shall be submitted along with the Technical Bid. Bids received without EMD as stipulated shall be liable for rejection and no correspondence shall be entertained in this connection.
- b. Demand Drafts or Bank Guarantee should be from nationalized or scheduled banks only.
- c. FDRs drawn in the name of the tenderer with the endorsement of the concerned bank on the overleaf of the FDR transferring the right of encashment to the CSIR will not be accepted.
- d. No interest will be payable upon the EMD or amounts payable to the tenderer/contractor.
- e. The EMD of the unsuccessful tenderer will be refunded.
- f. If the tenderer withdraws the offer or does not enter into agreement with CSIR, if awarded, EMD will be forfeited.

### **2.4 Performance Bank Guarantee :**

- (a) The successful bidder should give a performance guarantee amounting to 10 % of the work order value in any of the following forms:-
  - (i) A deposit of cash;

(ii) Demand Draft or Bank Guarantee. These formats of Performance Guarantee could be either of the State Bank of India or of any of the Nationalized Banks (Format enclosed at Annexure VI);

(b) The Performance guarantee should be furnished by the successful contractor. The Performance Guarantee should be valid up to expiry of the contract period. The validity of the Performance Guarantee should be got extended in case the contract is extended up to 12 months beyond the original contract period of 01 year.

(c ) Performance guarantee shall be released after satisfactory completion of the work. The procedure for releasing should be same as for security deposit.

(d) Wherever the contracts are rescinded, the security deposit should be forfeited and the performance guarantee shall be encashed and the balance work should be got done separately.

(e ) The balance work shall be got done independently without risk and cost of the original contractor. The original contractor shall be debarred from participating in the tender for executing the balance work. If the failed contractor is a Joint venture or a partnership firm, then every member / partner of such a firm would be debarred from participating in the tender for the balance work either in his / her individual capacity or as a partner of any other joint venture / partnership firm.

## **2.5 Bid Opening**

The Technical Bid i.e Part I of all bids received till 1500 Hrs on July 17, 2015 shall be opened at 15.30 Hrs on the same day in the presence of bidder's representatives who choose to attend the bid opening process. They will sign the register maintained for invitation of bids evidencing their attendance. In case, the opening date happens to be holiday, the bids will be opened in the next working day.

The Date and time for Opening of the Price Bids shall be notified later to those bidders who's Technical Bids shall qualify as per our Tendered Terms and Conditions.

## **2.6 Clarification of bids**

During evaluation of bids, CSIR may, at its discretion, ask the bidders for clarification of bid for which a formal request will be made in writing and response will also be sought in writing but the clarification/clarifications so sought will not in any case result in change of price or substance of the bid.

- No verbal/ telephonic queries will be entertained by CSIR or any matter relating to its bid from the time of its opening to the time of award of contract. However, any additional information by the bidder if he so wishes, is to be sent by him to CSIR in writing. Any effort by the bidder to influence by CSIR New Delhi in its decision on bid evaluation, bid comparison or contract award decision may result in rejection of the Bidder's bid.

## **2.7 Evaluation of Bids**

(a) Prior to the detailed technical evaluation, the CSIR NEW Delhi will determine the substantial response of each bid. A substantially responsive bid is one, which conforms to all the terms and conditions of the Bidding Documents without material deviations.

(b) All technical bids will be scrutinized for Bid Security submitted. Bids with Bid Security (EMD) will only be examined for the Eligibility Criteria for Evaluation of Bid as per Para 1.1 (a) to (g). Documents in support of Financial and other Service Capability verification will be checked.

(c) If after examination of the Eligibility Criteria and tendered terms for the CSIR determines that Bid is not substantially technically responsive Bid then CSIR shall reject that bid. Non-compliant bidders will also be informed about the reasons for rejection/non-compliance and intimated with a notice period of 7 days about their Technical Bid rejection.

(d ) Compliant bidders will then be informed by E-Mail/FAX about the date, time and venue of Price Bid (Part – II) opening.

(e ) The CSIR New Delhi will reject a bid which is not substantially responsive.

(f) Joint Secretary (Admin), CSIR New Delhi reserves the right to accept any bid and to reject any bid or to annul the bidding process and reject all the bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for the CSIR's action.

## **2.8 Award Criteria**

The CSIR New Delhi will award the Contract to the successful Bidder whose bids have been determined to be substantially responsive and has been determined as the overall lowest evaluated bid provided further that the Bidder is determined to be qualified to perform the Contract satisfactorily.

Note : The lowest evaluated bid is the bid, which shall be found lowest in overall total cost to CSIR.

## **2.9 Notification of Award**

Prior to the expiration of the validity period , the CSIR New Delhi will place Work Order to the successful Bidder in writing by letter or by fax, to be confirmed in writing by speed post or hand delivered letter, that its bid has been accepted for supply of tendered material & services to CSIR New Delhi.

## **2.10 Factors Affecting the Award of Contract**

(a)The bidder should have its own Service support facilities and should be owned and managed by the bidder.

(b) Conformity with the Request for Bid/tender required and terms and conditions including Bid security( EMD).

(c )The assessment of the capability of the bidder to meet the basic requirement, terms and conditions of CSIR including tender eligibility criteria. (Technical, commercial and financial).

### **2.11 Terms of Payments:**

CSIR will make the payment to the service provider on quarterly basis after obtaining the satisfactory services certified by the Scientist / Technical Officer. No other charges shall be paid.

Payment shall be made by RTGS/NEFT. The Service Provider has to mention his account details for enabling this office to carry out the NEFT/RTGS transaction. Alternatively, the payment can be made in Indian Rupees by way of crossed account payee Cheque drawn on State Bank of India, New Delhi. **No advance payment will be made.**

### **2.12 Prices**

Prices charged by the Service Provider for Services performed under the Contract shall not vary for two years from the date of contract from the prices quoted by the Service Provider in his bid per year. Bidder has to quote the prices for CAMC for all equipment's unit quantity/services separately per year.

### **2.14 Warranties:**

(a)The warranties available to CSIR in respect of the replaced parts and components shall be for a period of one year from the date of such replacement.

(b)CSIR represents and warrants that it has or will obtain or will arrange for all requisite approvals, consents, licenses, etc. to carry on its business, and for SERVICE PROVIDER to undertake and perform the Services.

(c) The above warranties are the only warranties extended by SERVICE PROVIDER and are in lieu of all other warranties, express or implied

### **2.15 Limitation of Liability:**

Notwithstanding anything contained herein, SERVICE PROVIDER shall not be liable for any indirect, exemplary, special, punitive, consequential or incidental loss, damage, claims, liabilities, charges, costs, expense or injury (including, without limitation, loss of use, data, revenue, profits, business and for any claims of any third party claiming through SERVICE PROVIDER) that may arise out of or result from this Agreement and the aggregate liability of SERVICE PROVIDER, under this Agreement, shall not exceed the fees

(excluding reimbursements) received by it under this Agreement during the six months preceding the date of such claim.

#### **2.16 Period of Contract :**

The PO shall commence on the Effective Date and shall remain in force initially for **one year**; unless terminated in accordance with the terms set forth herein. CSIR retain the option to review and extend the service contract for another one year.

#### **2.17 Termination :**

Either Party shall have the right to terminate the PO at any time:

- a. Without Cause and for Convenience– on the delivery of thirty (30) calendar days' prior written notice.
- b. With Cause – in the event that the other party commits a material breach of the PO and fails to cure such default to the non-defaulting party's reasonable satisfaction within sixty (60) days [or fifteen (15) days in the event of nonpayment by the Customer].

#### **2.18 Effect of termination:**

Upon expiration or termination of the PO all rights and benefits granted by the PO shall revert to the respective parties; and all amounts due to SERVICE PROVIDER up to the effective date of termination shall be immediately payable.

#### **2.19 Confidentiality:**

Neither party shall, without the prior written approval of the other party, disclose the other party's designated confidential information. These obligations shall survive the early termination or expiration of this Agreement, for a period of one year.

#### **2.20 Governing Law, Arbitration and Jurisdiction:**

The PO shall be governed by laws of India. In the event of any dispute arising out of the PO the same shall be settled by binding arbitration conducted by a sole arbitrator appointed jointly by both Parties and governed by the

Arbitration and Conciliation Act, 1996. The venue of arbitration shall be NEW DELHI.. Any dispute arising in relation to the PO shall be subject to the jurisdiction of the courts at New Delhi.

#### **2.21 Non Hire and Non-solicitation:**

During the term of this Agreement and for a period of two (2) year thereafter either Party shall not, directly or indirectly, hire or solicit for hire, any of the personnel of the other Party. Additionally, both Parties agree to the entry of an injunction against it in the event of actual or threatened breach of its obligations hereunder.

#### **2.22 Conflict:**

In the event of any conflict between the terms of this Proposal and the PO, the Proposal terms shall stand to super cede.

#### **2.23 Force Majeure**

(a) Notwithstanding the provisions of GCC Clauses the Service Provider shall not be liable for imposition of liquidated damages or termination for default, if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

(b) For purposes of this Clause, "Force Majeure" means an event beyond the control of the Service Provider and not involving the Service Provider's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the CSIR **either** in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

(c) If a Force Majeure situation arises, the Service Provider shall promptly notify the CSIR in writing of such conditions and the cause thereof. Unless otherwise directed by the CSIR in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

#### **2.24 Termination for Insolvency**

The CSIR may at any time terminate the Contract by giving written notice to the Service Provider, if the Service Provider becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Service Provider, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the CSIR.

#### **2.25 Termination for Convenience**

The CSIR by written notice sent to the Service Provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the CSIR's convenience, the extent to which performance of the Service Provider under the Contract is terminated, and the date upon which such termination becomes effective.

#### **2.26 Resolution of Disputes**

(a)The CSIR and the Service Provider shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

(b)If, after thirty (30) days from the commencement of such informal negotiations, the CSIR and the Service Provider have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms as specified below. These mechanisms may include, but are not limited to, conciliation mediated by a third party, adjudication in an agreed national or international forum, and national or international arbitration.

(c)In case of Dispute or difference arising between the CSIR and a Service Provider relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The dispute shall be referred to the JSA, Council of Scientific & Industrial Research and if he is unable or unwilling to act, to the sole arbitration of some other person appointed by him willing to act as arbitrator. The award of the arbitrator so appointed shall be final, conclusive and binding on all parties to this order.

### **2.27 Signing the Contract**

The Service Provider will have to Sign the Contract including Service Level Agreement with CSIR as per Annexure IV. The necessary Stamp Duty in this respect has to be borne by the Service Provider.

### **2.28 Governing Language**

The contract shall be written in English language. Subject to GCC Clauses, English language version of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the Contract which are exchanged by the parties shall be written in the same language.

### **2.29 Jurisdiction of Courts:**

The courts of the place from where the acceptance of tender has been issued shall alone have jurisdiction to decide any dispute arising out of or in respect of this contract. One month notice will be given by party for termination of Contract during the tenure of Contract for breach of Clause or otherwise.

**2.30 For the purpose of all notices, the following shall be address of the CSIR NEW Delhi.**

**Joint Secretary (Admn.)  
Council of Scientific & Industrial Research  
Anushandhan Bhawan,2-Rafi Marg,  
New Delhi-110001**

## **3.0 Deliverables/Scope of Work**

### **3.1 Introduction**

The Council of Scientific & Industrial Research (CSIR) is a premier industrial R&D organization in India which was constituted in 1942 by a resolution of the then Central Legislative Assembly. It is an autonomous body registered under the Registration of Societies Act of 1860. CSIR aims to provide industrial

competitiveness, social welfare, strong S&T base for strategic sectors and advancement of fundamental knowledge and Innovations.

CSIR has a network of 38 laboratories and a number of field stations all over India to undertake R&D in several disciplines. CSIR's mission is to provide and promote scientific industrial research and development that maximize the economic, environmental and societal benefits for the people of India. CSIR has pioneered the development of technology in many crucial areas by collaborating the R&D networked projects across the multiple laboratories. The R&D activities are conducted in a networking mode by large teams working at different locations.

CSIR has established State of the art Video conference System primarily based on Polycom as OEM across the CSIR and its laboratories. The CSIR Hq New Delhi houses the Master Control Unit and VC endpoints have also connected on this VC system. The detailed list of VC/ Audio visual equipment being installed and connected on this VC system are at Annexure –I of this tender document.

To create an enabling environment and smooth functioning and operations of VC system at CSIR HQ and its units located in NCR, the bids are invited by CSIR from OEM or their authorized, reputed and experienced partners/dealers for providing Comprehensive Annual Maintenance and Technical support services for VC equipment installed at CSIR and its unit as per the scope of the work mentioned below:-

### **3.2 Scope of the Work -**

The broad scope of work for Comprehensive Annual maintenance Contract and Technical support services for Video conferencing (VC) system and AV system commissioned at CSIR and its units located in NCR as mentioned below:

- CSIR Hq 2 Rafi Marg, New Delhi,
- RAB ( Pusa Road)New Delhi,
- HRDG Complex (Pusa Road) New Delhi
- HRDC Sector 19, Central Govt. enclave, Kamla Nehru Nagar (Ghaziabad).

**(Detailed list of VC/ AV equipment and their part numbers have been mentioned in Annex– I of the tender document).**

### **3.3 The deliverables and scope of work under the contract shall be as under:-**

3.3.1. The Contractor shall provide the comprehensive maintenance services for the Video conferencing equipment (VSX 7400 , 7800 and HDX8004 along with BRI module, HDX 9004 with PRI Module , MCU- MGC 100+, RMX 2000, CMA 4000, VBP 5300, RSS 4000 etc. and other display units and desktop VC devices etc.) at CSIR HQ and its units specified as per Annex – I .

3.3.2 Comprehensive Annual Maintenance contract shall include supply, replacement of all defective parts/components and firmware upgradations by Contractor free of cost. In case of replacement of parts, the part removed will become property of the Contractor.

3.3.3 Services shall consist of Comprehensive Preventive & Breakdown Maintenance and include carrying out all necessary repairs, provision for supplies/fittings and replacement of defective parts/systems/subsystems.

3.3.4 The contractor shall provide maintenance services for VC systems /AV systems normally during office hours i.e. 9.00 AM to 5.30 PM along with onsite Technical Support Services , which includes the provisioning of two technical support staff/ resident engineers(REs) having adequate qualifications and experience at CSIR HQ during all working days at premises of CSIR Hqrs, to keep the all VC equipment (End points, Control units, servers and accessories etc ) in good working condition. If the same services are required at holidays, or after offices hours, the same will be provided at no extra cost.

3.3.5 The vendor shall address the problem within 24 hours and in case of replacement of part /system/subsystem of the VC system shall rectify the problem within minimum 48 hours, after getting report of problem either through phone/fax/email. The contractor shall sign Service Level Agreement (SLA) as per the Annexure-IV to provide smooth and seamless VC services at CSIR. The penalty clause may be invoked by CSIR, if any equipment under contract remains faulty and non-functional beyond 48 hours of reporting of the problem.

3.3.6 The Contractor shall provide operational support for Administration and configuration of VC System, Master control Unit (MCU), video fire wall, recording server etc. at CSIR HQ and locations mentioned at 3.2. above.

3.3.7 The contractor shall undertake preventive maintenance on quarterly basis. This would involve cleaning of VC system, upgradation of Firmware etc. of the VC

systems/sub-systems commissioned at CSIR and its Units during the entire contract period.

3.3.8 The successful bidder shall maintain adequate inventory for parts/spares/system/subsystems for CSIR and/or its unit. In case of the item/spare part being not available due to any reason, the bidder shall provide an equivalent or latest item/spare part in lieu of the original item/spare part subject to the approval of the CSIR, to avoid any hindrance in the functioning of CSIR's VC system.

3.3.9 In emergency cases, the Contractor might be asked to provide services beyond normal working hours and on holidays at no extra cost.

3.3.10 The Contractor shall make changes in the hardware system as per the reliability improvement notice, logic improvement notice, engineering improvement notice issued by manufacturer from time to time in the existing system.

3.3.11 The contractor needs to have maintained the adequate inventory at site and would be looked after by bidder's site engineer.

3.3.12 The technical support staff/resident engineer(s) to be posted must have the following qualifications /experiences:-

The support staff / REs to be posted at CSIR Hq should have Minimum Qualification (i) 10+2 with Four years of experience **OR** Diploma in Engineering with Two years of Experience **OR** Degree in Engineering with one year of experience for support and /or , operations and/or implementation of VC / AV system and well versed with LAN infrastructure and equipment such as (VC- End Points, switcher MGC, RSS, RMX etc.)

### 3.3.13 Escalation Matrix:

The following will be the escalation levels followed within SERVICE PROVIDER to ensure support on Technical /Administrative issues arising out of the operations at premises:

ESCALATION LEVELS	Authority	Name & Contact details
1st Level	Project Team Leader	
2nd Level	Program Manager	

**Annexure-I****List of Equipment**

S.No	Name of the Items along with Make & Model	Serial No.	Qty.
1.	<b>Multi Control Unit : Polycom - RMX 2000</b> High Definition Modular Chasis based rack mountable multipoint control with 20 ports scalable to 40 ports on High Definition, 4 ISDN PRI Ports scalable to 8 and management & scheduling software and all other accessories.	VR2120417069	1
(i)	<b>Management &amp; Scheduling Server - Polycom-CMA-4000</b>	1HQHKS1	1
2.	<b>Recording &amp; Streaming Server - Polycom-RSS-4000</b> Hardware based Video Conferencing Recording & Streaming Solution with 250 GB HDD and Recording capacity of 600 hrs.	0004F294926A	1
3.	<b>Firewall - Polycom/VBP-5300</b>	0090FB393E91	1
4.	<b>Multi Control Unit : Polycom - MGC100+</b>	111465	1
5	<b>END-POINT - Polycom-HDX9004</b>		1
(i)	Codec	8208180899D2P1	
(ii)	HDX Camera	157473564	
(iii)	PRI Module	8211080017D4C3	
(iv)	Mic	8210350233E7C5	
6.	<b>END-POINT- Polycom-HDX8004 (Multi Party)</b>		1
(i)	Codec	82081209E7E6CG	
(ii)	HDX Camera	17141438	
(iii)	BRI Module	820804000DD2CM	
(iv)	Mic	820808006406C5	
7.	<b>End-Point - Polycom-VSX 7000 (Point to Point)</b>		2
(i)	End Point (point to point)	82081209D5C5AK 820707081F89AK	
(iii)	Woofer	82080601E2F2AL 82081301F489AL	
(iv)	Visual Concert	8208130121AOAR 8208130120C1AR	
(v)	BRI Module	82081300CD8FAQ 82081200CCE4AQ	
(vi)	Mic	82073703232CAM 8207370321FAM	
(ii)	Power Camera (Aux)	82081300325ACF	1
8.	<b>End-Point - Polycom-VSX 7000 (Multi Party)</b>		3
(i)	End Point (Multi Party)	82081209D66FAK 82081209D69EAK 82081209D689AK	

(ii)	Woofer	82081301F47FAL 82081301F488AL 82081301F42FAL	
(iii)	Visual Concert	8208130120BFAR 8208130120B1AR 82081301209DAR	
(iv)	BRI Module	82081200CCFDAQ 82081300CE76AQ 82081300CDA3AQ	
(v)	Mic	820737032328AM 820737032357AM 8207370322E9AM	
09.	<b>Desktop VC (Multi Party)</b> <b>HD Video Conferencing End Points/Codec Desktop type with 20" display) including 1+3</b> <b>MCU software and visual data presentation</b>	(8212080DAD73CH; 821209005C35CJ, 8212080DADA6CH 821209005C9DCJ, 8212050DACC0CH 821209005C3ECJ, 8212070DAD29CH 821209005C9BCJ, 8211070CDD78CH 820749000132PJ)	5
10.	<b>Samsung-PPM50M7H</b> Plasma 50 inch		6
11.	<b>Sony-RDR-HX750</b> DVD Recorder		2
12.	<b>Extron-Cross Point 8x16</b> Switcher		1
13.	<b>Extron-Cable Cubby 200</b> Cable Cubby		1
14.	<b>Extron-DVS 304</b> Four Input Video and RGB Scalar standard version		5
15.	<b>Manifold Rack</b> Rack for housing AV equipment with standard accessories & universal power strips with sockets		1
16.	<b>Symetrix-Symnet 8x8 DSP</b> 8x8 Digital Signal processing		1
17.	<b>Symetrix-Symnet 8-in DSP</b> 8 input DSP		1
18.	<b>Clock Audio C004E</b> Boundary Layer Microphone		4
19.	<b>Clock Audio CW 9001</b> Wireless lapel microphone with UHF transmitter and half rack mount receiver		1
20.	<b>Clock Audio CW 9000</b> Wireless hand held microphone		4
21.	<b>Crestron-MP2E</b> Centralized Control System (processor)		1
22.	<b>Crestron-TPS-1700</b>		1

	Control Touch Panel		
23.	<b>Shrestha Projection</b> High Gain Screen		2
24.	<b>Infocus LP850</b> Multi Media Projector		2
25.	<b>Extron MVX 44 vga a</b> Switcher 4x4		2
26.	<b>Sony KDL LCD</b> LCD 55"		2
27.	<b>Samsung-PH50KPFLB/XL</b> Monitor 50"		1
28 .	<b>Extron-XPA-2002-70V Amplifier</b>		1
29	<b>Extron-F220T-Speaker</b>		8

**Location:** The above systems are installed at CSIR Hq 2 Rafi Marg, New Delhi, RAB (Pusa Road)New Delhi, HRDG Complex (Pusa Road) New Delhi and HRDC Sector 19, Central Govt. enclave, Kamla Nehru Nagar (Ghaziabad).

**Annexure-II****Price- Bid Format**

S.No	Name of the Items along with Make & Model	Serial No.	Qty. (A)	Unit Price /per annum (B)	Total C=(A)x(B)	Taxes, if any (D)	Total Price E=(C)+(D)
1.	<b>Multi Control Unit : Polycom - RMX 2000</b> High Definition Modular Chasis based rack mountable multipoint control with 20 ports scalable to 40 ports on High Definition, 4 ISDN PRI Ports scalable to 8 and management & scheduling software and all other accessories.	VR2120417069	1				
(i)	<b><u>Management &amp; Scheduling Server</u> - Polycom-CMA-4000</b>	1HQHKS1	1				
2.	<b><u>Recording &amp; Streaming Server</u> - Polycom-RSS-4000</b> Hardware based Video Conferencing Recording & Streaming Solution with 250 GB HDD and Recording capacity of 600 hrs.	0004F294926A	1				
3.	<b><u>Firewall</u> - Polycom/VBP-5300</b>	0090FB393E91	1				
4.	<b><u>Multi Control Unit</u> : Polycom - MGC100+</b>	111465	1				
5	<b>END-POINT - Polycom-HDX9004</b>		1				
(i)	Codec	8208180899D2P1					
(ii)	HDX Camera	157473564					
(iii)	PRI Module	8211080017D4C3					
(iv)	Mic	8210350233E7C5					
6.	<b>END-POINT- Polycom-HDX8004 (Multi Party)</b>		1				
(i)	Codec	82081209E7E6CG					
(ii)	HDX Camera	17141438					
(iii)	BRI Module	820804000DD2CM					
(iv)	Mic	820808006406C5					
7.	<b>End-Point - Polycom-VSX 7000 (Point to Point)</b>		2				
(i)	End Point (point to point)	82081209D5C5AK 820707081F89AK					
(iii)	Woofer	82080601E2F2AL 82081301F489AL					

(iv)	Visual Concert	8208130121AOAR 8208130120C1AR					
(v)	BRI Module	82081300CD8FAQ 82081200CCE4AQ					
(vi)	Mic	82073703232CAM 8207370321FAM					
(ii)	Power Camera (Aux)	82081300325ACF	1				
8.	<b>End-Point - Polycom-VSX 7000 (Multi Party)</b>		3				
(i)	End Point (Multi Party)	82081209D66FAK 82081209D69EAK 82081209D689AK					
(ii)	Woofer	82081301F47FAL 82081301F488AL 82081301F42FAL					
(iii)	Visual Concert	8208130120BFAR 8208130120B1AR 82081301209DAR					
(iv)	BRI Module	82081200CCFDAQ 82081300CE76AQ 82081300CDA3AQ					
(v)	Mic	820737032328AM 820737032357AM 8207370322E9AM					
09.	<b>Desktop VC (Multi Party) HD Video Conferencing End Points/Codec Desktop type with 20” display) including 1+3 MCU software and visual data presentation</b>	(8212080DAD73CH; 821209005C35CJ, 8212080DADA6CH 821209005C9DCJ, 8212050DACC0CH 821209005C3ECJ, 8212070DAD29CH 821209005C9BCJ, 8211070CDD78CH 820749000132PJ)	5				
10.	<b>Samsung-PPM50M7H</b> Plasma 50 inch		6				
11.	<b>Sony-RDR-HX750</b> DVD Recorder		2				
12.	<b>Extron-Cross Point 8x16</b> Switcher		1				
13.	<b>Extron-Cable Cubby 200</b> Cable Cubby		1				
14.	<b>Extron-DVS 304</b> Four Input Video and RGB Scalar standard version		5				
15.	<b>Manifold Rack</b> Rack for housing AV equipment with		1				

	standard accessories & universal power strips with sockets						
16.	<b>Symetrix-Symnet 8x8 DSP</b> 8x8 Digital Signal processing		1				
17.	<b>Symetrix-Symnet 8-in DSP</b> 8 input DSP		1				
18.	<b>Clock Audio C004E</b> Boundary Layer Microphone		4				
19.	<b>Clock Audio CW 9001</b> Wireless lapel microphone with UHF transmitter and half rack mount receiver		1				
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21.	<b>Crestron-MP2E</b> Centralized Control System (processor)		1				
22.	<b>Crestron-TPS-1700</b> Control Touch Panel		1				
23.	<b>Shrestha Projection</b> High Gain Screen		2				
24.	<b>Infocus LP850</b> Multi Media Projector		2				
25.	<b>Extron MVX 44 vga a</b> Switcher 4x4		2				
26.	<b>Sony KDL LCD</b> LCD 55"		2				
27.	<b>Samsung-PH50KPFLB/XL</b> Monitor 50"		1				
28 .	<b>Extron-XPA-2002-70V Amplifier</b>		1				
29	<b>Extron-F220T-Speaker</b>		8				
	<b>TOTAL</b>						

**Location:** The above systems are installed at CSIR Hq 2 Rafi Marg, New Delhi, RAB (Pusa Road) New Delhi, HRDG Complex (Pusa Road) New Delhi and HRDC Sector 19, Central Govt. enclave, Kamla Nehru Nagar (Ghaziabad).

**NOTE:** The quantities are indicative in nature for deciding the L1 (overall lowest) for award of contract. However, the payment would be made as per actuals as per the ordered quantities of VC/AV equipment. CSIR may award order for full or part of the above mentioned quantities of VC /AV systems.

**Annexure- III**

**Check list**

<b>S No.</b>	<b>Documents submitted with Technical Bid (Part – 1)</b>	<b>Compliance Yes /no</b>	<b>Remarks/ deviation , if any</b>
<b>1.0</b>	Have you submitted the EMD?		
<b>2.0</b>	Eligibility /pre- qualification Conditions		
<b>a</b>	The bidder should be in operation/business for the past 4 years as on 31.03.2015. (Documentary proof viz Registration as Company/Partnership deed, may be submitted )		
<b>b</b>	The bidder should have had an average annual turnover of Rs. 01 Crore (Rupees One crore) or above during the last three financial years i.e 2011-12, 2012-13 and 2013-14 (valid documentary proof may be submitted)		
<b>c</b>	The bidder should have experience of providing the services of similar nature i.e. VC system maintenance and support services, for last three years and have successfully executed at least two orders of maintenance and operations of VC system consisting of minimum four VC nodes (End point) in any Government organization /Department / Autonomous body/Public Undertaking/ Financial Institution/Academic institutions.(Documentary proof may be submitted)		
<b>d</b>	The bidder should have valid authorization certificate from OEM for VC equipment for providing VC maintenance and support services (valid documentary Proof may be attached)		
<b>e</b>	The bidder should have presence in NCR/New Delhi, with service/ Maintenance Centre and service engineers. (Details of Service Centres and Service engineers may be submitted)		
<b>f</b>	The bidder should have valid ISO 9001:2005 or revised/higher certificate (Valid documentary proof may be attached)		
<b>g</b>	The bidder should have valid documentary proof for SALES TAX /VAT, Service Tax registration number, Income Tax registration (PAN). (The copies of relevant certificates along with valid Income Tax return filed for past three financial years i.e. 2011-12, 2012-13 & 2013-14 must be submitted with Technical part of the bid)		

### **SLA (Service Level Agreement)**

The successful bidder has to enter into a SLA as per the terms and conditions as mentioned below:-

#### **4.1 Purpose**

The purpose of this Service Level Agreement (SLA) will be to formalize an agreement between CSIR and the vendor to provide the technical support services, at agreed-upon cost. This document will be intended to provide support services with general terms & conditions as mentioned hereunder:-

#### **4.2 Technical Support Services Requirements:**

##### **Provisioning of onsite Technical support staff for technical support services:**

The successful Bidder, (herein referred to as service provider) for the purpose of comprehensive Annual Maintenance and onsite technical support services for VC /AV system of CSIR, shall make available the onsite services of minimum two trained technical support staff /Resident engineers (REs) alongwith backend escalations on all working days between 9.00 AM to 5.30 PM at CSIR Hq. and the activities to be carried out by technical support staff/Resident Engineers (REs) for VC facility are as following:-

- (a) The REs would be responsible for making VC sessions to and from all remote sites operational as when required during the working hours of offices.
- (b) The REs shall take proactive measures to test the functionality of VC equipment on daily basis and also the matter like working of VC/ AV equipment and connectivity etc. besides taking up the advice of any of the issues, if needed from escalations provided by contractor OR from the OEM and backend from Contractor.
- (c) The REs shall submit the report (mentioning the VC session, failure of event etc. ) on regular basis to IT Division and his services can be requisitioned on holidays or after office hours on emergent occasions without any charge.

- (d) The provision of the services to CSIR by the REs, shall not in case construe any right on him to claim any employment from CSIR.
- (e) The Service provider shall provide the replacement of the RE, if in case the current resident engineer fails to attend the site due to any unavoidable circumstances.
- (f) The contractor shall provide the replacement of the technical support staff/ RE, if in case the current resident engineer fails to provide the satisfactory services on site.

#### **4.3 Time Frame to rectify faults, replacement of parts/subsystem and Penalties**

- (a) Comprehensive Maintenance Service calls, for all the equipment shall be attended to within 2 (Two) hours of receipt of the service call, either over phone or in person in case the parts gets faulty.
- (b) The contractor shall ensure that the equipment is in good working condition and is with full configuration while handing over at the end of the contract period.

#### **4.4 Vendor warrant and represents to the CSIR that:**

- There shall be no limitation of liability in case of any damages for bodily injury (including death) and damage to real property and tangible personal property, consequent to jobs undertaken by the contractor.
- Neither this Agreement nor the SLA grants or creates any rights, benefits, claims, obligations or causes of action in, to or on behalf of any person or entity other than between the respective Parties to this Agreement or the SLA, as the case may be.

#### **4.5 Excusable Calls:**

- Any Failure, which is agreed due to uncontrollable parameters, like Power. Network Jam, etc...
- Downtime planned for prescheduled changes / Maintenance activities
- Any failure that is due to end user operational errors, non-standard products
- Unavoidable natural / unnatural calamities, accidents etc...

#### **4.6 Contract Period:**

- The contract will be signed for the period of 1 year, which can be extended for further period of one year subject to the satisfactory performance and approval by CSIR.
- The contract can be terminated at any point of time, without any notice Period, if the performance is found to be unsatisfactory.
- CSIR reserves the right to change of resources if not found capable or Competent to perform the assigned functions.

#### **4.7 Preventive Maintenance & Breakdown in services**

- Regular preventive maintenance visits shall be made by the firm at least once in THREE MONTHS to ensure upkeep of the equipment. This would involve cleaning of the VC systems, upgradation of Software version. Any fault brought to the firm's notice either during such routine calls or otherwise informed by CSIR officials, shall be arrange to be responded.
- The preventive maintenance of the system should be carried out in the presence of the CSIR's personnel.
- A schedule for preventive maintenance will be drawn by the contractor and submitted to the IT Division well in advance. It will be in such a manner that all the equipment falling within the purview of the contract is covered in a systematic manner every three months.
- Suitable reports will be submitted to the CSIR at weekly intervals or intervals as specified by the CSIR.
- Unscheduled on-call corrective and remedial maintenance services are to be given to rectify the malfunctioning of the system. This will include supply and replacement of parts.

#### **4.8 Other General term & Conditions**

- For provision of the above maintenance services, Service Engineer shall attend to the service calls at various sites within CSIR and its premises as per locations mentioned in annexure I. The charges quoted shall include the cost of the services of resident engineers. No TA/DA is admissible.

- CSIR reserves the right to qualify the service engineer. Before posting the resident service engineer to CSIR's site, clearance should be taken, duly furnishing the bio-data of the engineer to be posted along with his experience particulars.
- Resident engineers posted by the contractor shall be available throughout the working hours on all working days. Replacement service engineer shall be posted, if the regular service engineer is on leave etc. In case of absence of any service engineer at the site, due to whatever reason, a penalty of Rs.400 respectively per day will be levied.
- All leave and/or absence of the Service Engineer posted at CSIR will have to be planned in advance and proper replacement to be made available. In order to meet the contingency arising out of sudden and unplanned absence, the Service Provider may get the profile of panel of Engineer proposed to be substituted, approved from CSIR at the commencement of the contract and at such intervals as required.
- CSIR reserves the right for addition OR withdrawal of equipment/system/subsystem during the contract period. For addition of any new equipment, the maintenance charges for similar additional items listed under category will be as per the rates quoted for those items. For withdrawal of equipment, the rates will be deducted on pro-rata basis for the period not covered. The maintenance charges for any similar additional items will be as per the rates quoted and will be on pro-rata basis where the period of maintenance support is lesser than the contract period of 01 year. In case of withdrawal of equipment by CSIR, from the purview of the contract, the maintenance charges will be reduced as per the rates quoted for such items for such periods. Acceptance of this condition shall be clearly mentioned with the quotation.
- CSIR also reserve the right to upgrade the equipment to meet its changing needs, as and when required. The VC/AV system and accessories, being assets of CSIR may be subjected to intra-departmental transfer of assets including relocating them at a different place. The bidder should extend the service to install the system at the new location without additional cost. The

tenderer should undertake such up-gradation/ replacement/ transplantation of such components without additional cost.

- **Quantities:** The quantities of various items given in the Schedules (Annex– I) for provision of CAMC and technical support services are only indicative and are for the guidance of the contractor. As far as possible, they have been assessed correctly but are likely to vary during the execution of the work. However, the allied services to be provided is independent of the number / type / make of the equipments available at the locations mentioned in the schedule and shall also include all the equipments to be added in the future, during the currency of the contract. No increase in the service charges is permissible for such addition of equipment
- **Safety Norms :** The Following Safety Norms must be followed by the Contractor
  - (a)The contractor should take all precautionary measures in order to ensure the protection of his own personnel moving about or working on the CSIR premises, and should conform to the rules and regulations of the CSIR.
  - (b) The Contractor should abide by all CSIR regulations in force from time to time and ensure that his representatives, agents or sub-contractors or workmen follow the same.
  - (c) The contractor should ensure that unauthorized, careless or inadvertent operation of installed equipment, which may result in accident to staff, and / or damage to equipment does not occur.
  - (d) The Contractor should indemnify and keep the purchaser indemnified and harmless against all actions, suits, claims, demands, costs, charges or expenses arising in connection with any accident, death or injury, sustained by any person or persons within the CSIR premises and any loss or damage to property belonging to the CSIR, sustained due to the acts or omissions of the contractor irrespective of whether such liability arises under the workmen's compensation act or the fatal accidents act or any other statute in force from time to time

## Annexure V

### Bid form

To  
The Joint Secretary (Admn.),  
Council of Scientific & Industrial Research  
Anusandhan Bhawan, 2- Rafi Marg.,  
NEW Delhi-110001

Ref: Tender No.....

Date:....., 2015

Sir,

Having examined the bidding documents and having submitted bid for the same, we, the undersigned, hereby submit the bid for supply of goods and services as per the schedule of requirements and in conformity with the said bidding documents.

We hereby offer to provide Services at the prices and rates mentioned in the enclosed schedule of requirement.

We do hereby undertake that, in the event of acceptance of our bid, the supply of Goods/Services shall be made as stipulated in the schedule of requirement and that we shall perform all the incidental services.

The prices quoted are inclusive of all charges net CSIR NEW Delhi/.....

We enclose herewith the complete Bid as required by you. This includes:

Price Schedule as per schedule of requirement.

Statement of deviations from financial terms and conditions (if any).

We agree to abide by our offer for a period of 90 days from the date fixed for opening of the bid documents and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the bid document and we do hereby undertake to supply as per these terms and conditions.

Certified that the bidder is:

A sole proprietorship firm and the person signing the bid document is the sole proprietor/constituted attorney of sole proprietor,

Or

A partnership firm, or a company and the person signing the bid document is a partner of the firm and he has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement/by virtue of general power of attorney,

Signature of Bidder & Full Address Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2015

Details of enclosures:

Telephone No. Fax No. E-mail:

COMPANY SEAL

Annexure VI

**PERFORMANCE SECURITY FORM**

**MODEL BANK GUARANTEE FORMAT FOR PERFORMANCE SECURITY**

To,

.....

WHEREAS ..... (Name and address of the Service Provider) (hereinafter called “the Service Provider”) has undertaken, in pursuance of contract no. .... dated ..... to Service (description of services) (herein after called “the contract”).

AND WHEREAS it has been stipulated by you in the said contract that the Service Provider shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract; AND WHEREAS we have agreed to give the Service Provider such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the Service Provider, up to a total of ..... (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Service Provider to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Service Provider before Presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Service Provider shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the ..... day of ....., 20.....

(Signature of the authorized officer of the Bank)

.....

Name and designation of the officer

.....

Seal, name & address of the Bank and address of the Branch

## Annex-VII

### MODEL BANK GUARANTEE FORMAT FOR FURNISHING BID SECURITY (EMD)

Whereas ..... (hereinafter called the "tenderer") has submitted their offer dated.....for the supply of

.....  
(hereinafter called the "tender") against the Purchaser's tender enquiry No. ....  
WE.....KNOW ALL MEN by these presents that  
.....of ..... having our  
registered office at..... are bound unto  
.....(hereinafter called the "Purchaser") in the sum  
of

.....  
for which payment will and truly to be made to the said Purchaser, 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 tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.

(2) If the tenderer having been notified of the acceptance of his tender by the Purchaser during the period of its validity:-

a) If the tenderer fails to furnish the performance security for the due performance of the contract. b) Fails or refuses to accept/execute the contract.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the purchaser (CSIR/Lab) having to substantiate its demand, provided that in its demand the purchaser will note that the amount claimed by it is due to it owing the occurrence of one or both the two conditions, specifying the occurred condition or conditions. This guarantee will remain in force upto and including 45 days after the period of tender validity and any demand in respect thereof should reach the bank not later than the above date.

Signature of the authorized officer of the bank

Name and designation of the officer

Seal, name and address of the Bank and address of the Branch.