

IIMC/CP/ITHELPDESK/24-25
DATED: 22 AUGUST 2024

Sir,

1. On behalf of Indian Institute of Management Calcutta, Kolkata (herein after referred to as "IIMC" / "Institute" / "BUYER" / "PROCURING ENTITY" / "ORGANISATION"), ONLINE EXPRESSION OF INTEREST (EOI) are invited from eligible BIDDERS (herein after referred as "BIDDER" / "CONTRACTOR" / "VENDOR" / "SELLER" / "AGENCY" / "COMPANY") for "*Selection of vendor for IT-HELPDESK services for computer centre, Indian Institute Of Management Calcutta, Diamond Harbour Road, Joka, Kolkata, West Bengal – 700 104 for a period of three years.*"

7.

(b) _____ . The components of the FIRST Stage of bidding process are technical eligibility,

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- (vii) Qualification Criteria Compliance. Documentary evidence needed to establish the Bidder's qualifications as mentioned in Section V: Eligibility Criteria of Bidder needs to be attached.
 - (viii) PDF Copy of the presentation should be uploaded. However, the final presentation which needs to be delivered in front of the EOI Evaluation Committee may vary from the presentation provided with respect to the uploaded PDF Copy.
- (b) _____ . "Financial bid" shall comprise the Price Schedule (To be submitted

(a) _____ The Procuring Entity is neither a party nor a principal in the relationship between Bidder and the organization hosting the e-procurement portal (hereinafter called the Portal). Bidders must acquaint and train themselves with the rules, regulations, procedures, and implied conditions/ agreements of the Portal. Bidders intending to participate in the bid shall be required to register in the Portal. Bidders shall settle clarifications and disputes, if any, regarding the Portal directly with them. In case of conflict between provisions of the Portal with the RFEOI, provisions of the Portal shall prevail. Bidders may study the resources provided by the Portal for Bidders.

(b) _____. The individual signing/ digitally signing the bid or any other connected documents should submit an authenticated copy of the document(s), which authorizes the signatory to commit and submit bids on behalf of the bidder.

(c) _____

(i) _____ manual EOI shall be made available or accepted for submission (except for originals of Bid Security/ Earnest Money Deposit/ Bid Security Declaration as applicable). In the case of downloaded documents, Bidder must not make any changes.

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- _____.
- (a) Conditional bids will be rejected.
 - (b) Prices quoted unreasonably HIGH or LOW from LPP (Last Purchase Price)/ prevailing market rates / estimated price may be considered for rejection at the discretion of BUYER.
 - (c) RFEOI/ Bids without Earnest Money Deposit/ Bid Security/ Bid Security Declaration (as per applicability as per Para 14 below) will be rejected.

_____. Tender box will be located at Administrative Block, Indian Institute of Management Kolkata, Diamond Harbour Road, Joka, Kolkata – 700104.

_____. The RFEOI should remain valid till _____ from the last date of submission of the Bids.

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- (a) Bidders are required to submit EMD in favour of "INDIAN INSTITUTE OF MANAGEMENT CALCUTTA" payable at KOLKATA for an amount of _____ along with their bids, in the form of an Account Payee Demand Draft/ Fixed Deposit Receipt/Banker's Cheque/ Bank Guarantee from any Commercial Bank or Private Bank authorized to conduct Government business.
 - (b) EMD is to remain valid for a period of SIXTY (60) DAYS beyond the final EOI validity period. EMD of the unsuccessful bidders will be returned to them after expiry of the Final Bid Validity Period and latest by the thirtieth (30th) day after the award of contract in its original form without any interest. EMD of successful bidder will be returned after submission of Performance Security Deposit, without any interest.
 - (c) EMD is not required to be submitted by those Bidders except Micro and Small Enterprise (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small & Medium Enterprises (MSME) or Startup as recognized by the Department of Industrial Policy & Promotion (DIPP). However, the Bidders who are registered with MSME or NSIC, such bidders need to furnish the BID SECURITY DECLARATION CERTIFICATE (attached as _____ to this EOI).

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- (a) To ensure due performance of the contract, Performance Security Deposit (hereinafter Dm(I)4

_____. Pre-EOI Conference/ Meeting will be held on *06 SEPTEMBER 2024 at 1500 hrs* as stipulated in EOI/ NIT, prospective bidders interested in participating in this tender may attend the Pre-EOI Meeting/ Conference to clarify terms and conditions of the EOI/ tenders at the venue, date and time specified therein. Participation in the Pre EOI Meeting/ Conference is restricted to prospective bidders who have downloaded the RFEOI Document or intended to participate in bidding. The date and time by which the written queries for the Pre-EOI meeting must reach the authority and the last date for registration for participation in the Pre-EOI Conference/ Meeting are also mentioned in the EOI/ NIT. After the Pre EOI Meeting/ Conference, Minutes of the Pre-EOI Conference, if required, shall be published on the CPP Portal within SEVEN (07) WORKING DAYS from the Pre-EOI Meeting/ Conference. If required, a clarification letter and Corrigendum to EOI/ Tender Document shall be issued, containing amendments of various provisions of the EOI Document, which shall form part of the RFEOI.

(ac) Any verbal or written communications made by the Contractor/ successful Bidder to waive, modify, extend, reduce or supplement the contract or its terms shall be deemed conditional and shall not be binding on the Procuring Entity unless it is incorporated in a formal document and signed by the Procuring Entity, and unless then the Procuring Entity shall have the right to reject such arrangements.

(ii) _____ . The following shall apply concerning any waivers, forbearance, or similar action taken under this Contract :-

(aa) Any waiver of a Procuring Entity's rights, powers, or remedies under this Contract must be in writing, dated, and signed by an authorized representative of the Procuring Entity granting such waiver and must specify the terms under which the waiver is being granted.

(ab) No relaxation, forbearance, delay, or indulgence by Procuring Entity in enforcing any of the terms and conditions of this Contract or granting of an extension of time by Procuring Entity to the contractor shall, in any way whatsoever, prejudice, affect, or restrict the rights of Procuring Entity under this Contract, neither shall any waiver by Procuring Entity of any breach of Contract operate as a waiver of any subsequent or continuing breach of Contract.

(a) This Contract, its meaning and interpretation, and the relation between the Parties shall

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- (iv) Such communications would be an instruction or a notification or an acceptance or a certificate from the Procuring Entity, or it would be a submission or a notification from the contractor. A notification or certificate which the contract requires must be communicated separately from other communications.
- (b) _____ . For all purposes of the contract, including arbitration, there under all communications to the other party shall be signed by:-
- (i) The person who has signed the contract on behalf of the contractor shall sign all correspondences. A person signing communication in respect of the contract or purported to be on behalf of the contractor, without disclosing his authority to do so, shall be deemed to warrant that he has authority to bind the contractor. If it is discovered at any time that the person, so signing has no authority to do so, the Procuring Entity reserves its right to, without prejudice to any other right or remedy, to terminate the contract for default in terms of the contract and avail any or all the remedies there under and hold such person personally and/ or the contractor liable to the Procuring Entity for all costs and damages arising from such remedies.
- (ii) Unless otherwise stipulated in the contract, the Procurement Officer signing the contract shall administer the contract and sign communications on behalf of the Procuring Entity. Interim or ultimate consignees; Inspecting Agency/ officers and the paying authorities mentioned in the contract shall also administer respective functions during Contract Execution.
- (c) _____ . For all purposes of the contract, including arbitration, there under the address of parties to which the other party shall address all communications and notices shall be:-
- (i) The address of the Contractor is as mentioned in the Contract, unless the Contractor has notified the change of address by a separate communication containing no other information to the procuring entity. The Contractor shall be solely responsible for the consequences of failure to notify the change of address in the manner aforesaid Form-1.
- (ii) In case of the communications from the contractor, copies of communications shall be marked to the Procurement Officer signing the contract, and as relevant also to Inspecting Agency/ Officer; interim/ ultimate consignee and paying authorities mentioned in the contract. Unless already stipulated in the contract before the contract's start, the Procuring Entity and the contractor shall notify each other if additional copies of communications are to be addressed to additional addresses.
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- (a) _____ . The Contractor must proactively keep the Procuring Entity informed of any changes in its constitution/ financial stakes/ responsibilities during the execution of the contract. Where the contractor is a partnership firm, the following restrictions shall apply to changes in the constitution during the execution of the contract:-
- (i) A new partner shall not be introduced in the firm except with the previous consent in writing of the Procuring Entity, which shall be granted only upon execution of a written undertaking by the new partner to perform the contract and accept all liabilities incurred by the firm under the contract before the date of such undertaking.

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- (ii) On the death or retirement of any partner of the contractor firm before the complete performance of the contract, the Procuring Entity may, at his option, terminate the contract for default as per the Contract and avail any or all remedies there under.
- (iii) If the contract is not terminated as provided in Sub-clause (ii) above notwithstanding the retirement of a partner from the firm, that partner shall continue to be liable under the contract for acts of the firm until a copy of the public notice given by him under Section 32 of the Partnership Act, (as amended time to time) has been sent by him to the Procuring Entity in writing or electronically.
- (b) _____ . The contract has been awarded to the contractor based on specific eligibility and qualification criteria. The Contractor is contractually bound to maintain such eligibility and qualifications during the execution of the contract. Any change which would vitiate the basis on which the contract was awarded to the contractor should be pro-actively brought to the notice of the Procuring Entity within SEVEN (07) DAYS of it coming to the Contractor's knowledge. These changes include but not limited to changes declarations made in Eligibility Declaration.

(e)

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- (i) The contractor shall indemnify and hold harmless, free of costs, the Procuring Entity and its employees and officers from and against all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which may arise in respect of the Services provided by the contractor under this Contract, as a result of any infringement or alleged infringement of any patent, utility model, registered design, copyright, or other Intellectual Proprietary Rights (IPR) or trademarks, registered or otherwise existing on the date of the contract arising out of or in connection with:-
- (aa) Any design, data, drawing, specification, or other documents or Services provided or designed by the contractor for or on behalf of the Procuring Entity.
 - (ab) The sale by the Procuring Entity in any country of the products produced by the Services supplied by the contractor.
 - (ac) The installation of the Services by the contractor or the use of the Services at the Procuring Entity's Site.
 - (ad)

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- (b) _____. All documents, drawings, samples, data, associated correspondence or other information furnished by or on behalf of the Procuring Entity to the contractor, in connection with the contract, whether such information has been furnished before, during or following completion or termination of the contract, are confidential and shall remain the property of the Procuring Entity and shall not, without the prior written consent of Procuring Entity neither be divulged by the contractor to any third party, nor be used by him for any purpose other than the design, procurement, or other services and work required for the performance of this Contract. If advised by the Procuring Entity, all copies of all such information in original shall be returned on completion of the contractor's performance and obligations under this contract.
- (c) _____. If The Contract declares the subject matter of this Contract as coming under the Official Secrets Act, 1923 (amended time to time) or if the contract is marked as "Secret", the contractor shall take all reasonable steps necessary to ensure that all persons employed in any connection with the contract, have acknowledged their responsibilities and penalties for violations under the Official Secrets Act and any regulations framed there under.

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- (a) Without the Procuring Entity's prior written consent, the contractor shall not use the information mentioned above except for the sole purpose of performing this contract.
- (b) The contractor shall treat and mark all information as confidential (or Secret – as the case may) and shall not, without the written consent of the Procuring Entity, divulge to any person other than the person(s) employed by the contractor in the performance of the contract. Further, any such disclosure to any such employed person shall be made in confidence and only so far as necessary for such performance for this contract.
- (c) Notwithstanding the above, the contractor may furnish to its

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- (f) The provisions of this clause shall survive completion or termination for whatever reason of the contract.

_____ . This agreement essentially envisages an agreement between the prospective vendors/ bidders and the procuring entity/ buyer, which commits the individuals/ officials of both the parties not to resort to any corrupt practices in any aspect/ stage of the contract. Only those vendors/ bidders who commit to such an agreement with the procuring entity/ buyer will be deemed competent to participate in the bidding process. In other words, entering into this agreement will be a preliminary qualification. The essential ingredients of the Pact includes the following:-

- (a) Promise on the part of the Procuring Entity to treat all bidders with equity and reason and not to seek or accept any benefit, which is not legally available.
- (b) Promise on the part of bidders not to offer any benefit to the employees of the Procuring Entity not available legally and also not to commit any offence under Prevention of Corruption Act, 1988 or Indian Penal Code 1860 as amended time to time.
- (c) Promise on the part of Bidders not to enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contracts, etc.
- (d) Undertaking (as part of Fall Clause) by the Bidders that they have not and will not sell the same material/ equipment/ services at prices lower than the bid price.
- (e) Integrity Pact lays down the punitive actions for any violation.

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- (d) If the contractor during the currency of the Contract fails to maintain the requisite Performance Security, it shall be lawful for the Procuring Entity at its discretion to terminate the Contract for default besides availing any or all contractual remedies provided for breaches/ default, or without terminating the contract.
- (i) Recover from the contractor the amount of such security deposit by deducting the amount from the pending bills of the contractor under the contract or any other

relating to the execution of this contract or relevant for verifying or ascertaining the cost of executing this contract to such IIMC Official in such manner as may be required. The decision of such IIMC Official on the question of relevancy of any document, information of return being final and binding on the parties. The obligation imposed by this clause is without prejudice to the contractor's obligations under any other statute, rules or orders which shall be concurrently binding on the contractor.

- (b) If the authorised IIMC Official so desires (whether before or after prices have been finalised), the Contractor shall facilitate the concerned IIMC Official to visit the Contractor's premises to examine the production processes and to estimate or ascertain the cost of execution of the contract. The authorised IIMC Official shall, mutatis mutandis, have the right to examine all relevant books of the Contractor's sub-contractors or any subsidiary or associated firm or company, if any part of the contract has been assigned to or performed by such entities.

cost-plus reasonable margin of profit, the Procuring Entity shall have the right to reduce the price and determine the amount to a reasonable level.

- q0) The Contractor or its agency is bound to allow examination of its books within THIRTY q] TJETQq0000886905952841592 received by the contractor or its agencies 19.74 for the production of documents under Sub-Clause above. In the event of the contractor's or his agency's failure to do so, the contract price would be reduced and determined according to the best judgment of the Procuring Entity, which would be final and binding on the contractor and his agencies.

(a)

(c)

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- (i) The Contractor has to mandatorily provide a comprehensive day-long training carried out by a certified Third-Party agency for the awareness of Labour codes and the Rules, grievance redressal mechanism and other provisions applicable to his and his Sub-contractor's staff, workers, labour employed by him directly or indirectly in delivery of service to the Procuring Entity. The Contractor must submit relevant documentary proof to Procuring Entity of having conducted such training to all workers.
 - (ii) The Contractor must provide a comprehensive booklet (Procuring Entity approves that) containing all the relevant updated labour codes, rules, and other applicable provisions, to every worker at the outset of the contract in the local vernacular language.
 - (iii) Procuring Entity, without any commitments or being obliged to do, may its discretion, provide following facilities for Contractor's Contract Labour working on this Contract: -
 - (aa) Helpline for complaints from labour regarding payment of wages, worksite facilities, sexual harassment etc.
 - (ab) Provision for recording anonymous complaints from workers, citizens etc., regarding violation of labour codes and the Rules by Contractor.

(a)

exchange rate variation or any other variation clause which takes place after the expiry of the original delivery date.

(a) On the occurrence of the event described in clause 11.04, the Seller shall, at the Seller's option, either (i) deliver to the Buyer the amount of the invoice, or (ii) deliver to the Buyer the amount of the invoice plus interest at the rate of 8% per annum, compounded annually, from the date of the occurrence of the event to the date of delivery.

BIDDER/ SERVICE PROVIDER the amount of any loss arising from such cancellation. A decision of the Customer or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the BIDDER/ SERVICE PROVIDER. Giving or offering of any gift, bribe

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- f) Call logging and co-ordination with vendors (ISP's) for restoration of links.
 - g) Configuration and administration of L2/L3 Switches and Routers including hardening / routing /load sharing etc. in case of requirements in co-ordination with the Computer center IT team of IIM Calcutta.
 - h) Redesigning of network architecture as and when required by IIM Calcutta.
 - i) Preparation of Standard Operating Procedure (SOP) document for the Network deployment, configuration and administration and to implement best practices as per industry standards.
 - j) Maintenance and support of LAN connectivity, Wireless LAN, RF Connectivity, VPNs, Video Conferencing by Providing 1st level troubleshooting and diagnosis and escalating the calls to concerned parties. IIM Calcutta will provide monitoring tools.
 - k) Creation and/or updation of Network diagram, Networking Equipment Asset Management from time to time.
 - l) Manage / Monitor the GPON infrastructure of IIM Calcutta
 - m) Any other as assigned by the Computer Centre IT Team.
 - n) All network layer 1 and layer 2 activities including crimping, I/O box fixing, cable managing activities to be carried out by L1 network engineer and supervised by L2 network engineer.
 - o) Cable management / network infrastructure devices aesthetics to be maintained by FM engineer and records to be provided as and when required by IIM Calcutta.
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- a) Quarterly (or as required by IIM Calcutta) review of domain level rights and privileges.
 - b) Syslog server configuration & management including review of logs.
 - c) Supy15.2 841.92 reW* nBT/F1 11.049s r4

a)

- Bidder shall provide "ownership

change in the service desk tool or any other additional tool utilized which will be required for managing Service desk calls.

Coordinate, escalate and follow up calls as and when necessary
Maintaining database of the various vendors with details like contact person, telephone numbers,
Escalation matrix, response time and resolution time commitments etc.
Logging calls with vendors
Coordinating with the vendors to get the problems resolved.
Escalating of problems, if required
Keeping track of the hardware and software maintenance contracts entered by IIM Calcutta with the various vendors
Checking of all Network equipment; Checking of Routers/ Switches/ Modems for proper configuration, checking of the power supply, Earthing, and connectivity to equipment and proper dressing of cables connected to network equipment; Monitoring network-racks condition, temperature and other environmental conditions like dust, dampness etc.
Software Preventive Maintenance (OS/Drivers/updates/Printer Health Check-up) The Software related PM also includes- Removal of all Temporary files including cookies; Clearing of Caches / Buffers; Running of Scan Disk; Defragmentation of Hard Disks; Registry cleaning etc.
Patch Upgrades, Routine maintenance of Laptop/Desktop, Printers for its smooth functioning
IS equipment is either under AMC with the FMS vendor or under AMC/Warranty with OEM/3rd Party Vendor. The initial responsibility of diagnosing/troubleshooting for all assets lies with the FMS vendor.
After initial diagnosing/troubleshooting of IS Equipment, if the service request needs to be escalated to the vendor with whom the equipment is under warranty or under AMC other than the FMS vendor, it is FMS vendor's responsibility to log Service Request with such OEM and follow-up from call booking to call resolution of such issues.
FMS vendor should maintain contact details of all vendors, escalation matrix, AMC/warranty period of equipment, response & resolution time commitments and call reports from vendor. These reports must be provided to IIM Calcutta IT team as and when required/communicated.
First level calls related to IT equipment, whether hardware or software related, like O.S., Virus, Drivers, Hardware, Printing issues, Network connectivity, etc. must be attended and resolved. It also includes loading and configuration of all standard packages provided by IIM Calcutta e.g. Operating systems, Anti-virus packages, Office automation packages, E-mail and Browsing software and other packages decided by IIM Calcutta. This contract covers installation of these packages and their updates as provided by IIM Calcutta from time to time on all the equipment.
First-level trouble shooting and technical support to users for mobile devices.
Vendor has to make alternate arrangement for leave/resignation/re-assignment of FM Engineers/ resources and intimate the same to IIM Calcutta at least three days in advance.

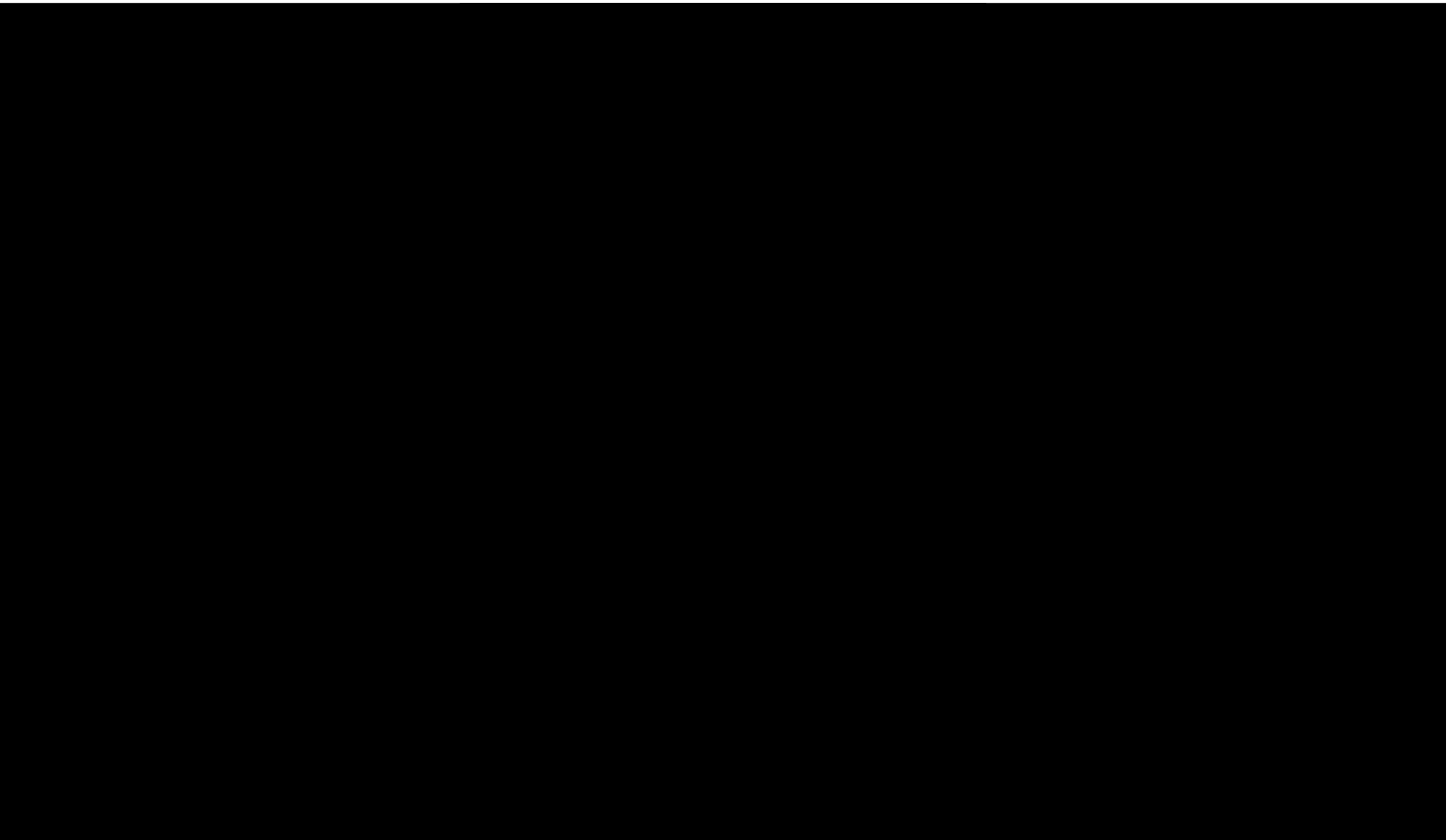
Bidder will be provided proactive monitoring platform by IIM Calcutta which would notify support team proactively by providing single pane of glass to keeping constant watch over a large spectrum of IT systems under scope like Network, Server, stoT/F1 118W* nBT/F1 atwork, S

Bachelor's degree in Computer Science, Information Technology, or a related field. Relevant certifications (e.g., CCNA, CCNP etc.) are advantageous.

Proven experience with a minimum of _ years of hands-on experience as a Network Administrator or in a similar role, with a track record of managing and maintaining large and complex network infrastructure.

Strong understanding of network protocols, routing, switching, and network security concepts.

Collaborate with IT staff and vendors to plan and implement network upgrades, expansions, and system migrations.



Hands-on experience designing and configuring Microsoft Windows Server / LINUX or UNIX technology including antivirus, patch management, Citrix, and System Administration tools.

Able to work flexible hours (including nights and weekends) if needed

Motivated, hardworking, and exceptional attention to detail

Proven crisis management skills

Strong interpersonal and written / verbal communication skills

AWS / AZURE / GCP experience is a plus

Terraform, Kubernetes, Docker, Git.

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Engineering, implementation, and maintenance of Operating Systems and monitoring tools

Daily administration of systems infrastructure

Build and implement automated deployment and management tools and processes for efficiency and consistency

Analysis and resolution of system-related incidents

Participate in the continuous improvement process for refining the architecture, performance, and scalability to improve the quality and uptime of the environment

Coordinate the deployment of new hardware to meet client expectations

Develop and enhance system policies, procedures, and controls

Ensure adherence to Information Security guidelines

Collaborate with international clients and g1 0 0 1111 0 63 76.344 382.46 711.5

SAN/NAS Storage (e.g., Vast, EMC, Hitachi, NetApp)

Monitoring tools (e.g., DataDog, WPA, WPR, Nagios, ITRS, Spectrum etc.)

Degree (B.Sc) /PG Diploma in IT/Computer Science from recognized institution. Engineer should have 2 years of experience/ expertise in areas Like trouble shooting and handling of various IT hardware's like PC, Printers, Laptops and other IT equipment. Configure of Desktops, Laptops. Should have expertise in Windows, Linux, client operating systems and related applications, Support Services for Software Application Mailing (webmail/MS outlook express/Outlook express), O365 and other system software. Following are the requirement for Desktop Engineers

- a. Degree from a reputational institute in 0.4AIT
- b. Hands-on experience troubleshooting desktop/ laptop/ peripheral
- c. At least 2 years of work experience as support executive preferably in Government/ PSU/Corporate sector AWS, Git, Docker
- d. Strong End User

The SLA table below specified support /maintenance /metric along with Mean Time to Respond - "MMTR 1" and Mean Time to Resolve "MMTR 2"

Service Level	Criticality	Response	Resolution	SLA Performance (Quarterly)	Adherence
Severity 1	High	10 Minutes	Hour	99%	
Severity 2	High	15 Minutes	Hours	98%	

which each equipment is actually available for use.

“Scheduled Downtime” means the aggregate number of hours in any quarter during which each equipment, down during total Hours, due to preventive maintenance, scheduled maintenance, infrastructure problems or any other situation which is not Attributable to Vendor’s (or Service provider’s) failure to exercise due care in Performing Vendor’s responsibilities.

IIM Calcutta would provide a maximum of 12 hours of planned downtime during night for the Preventive maintenance (as part of scheduled downtime) per quarter per Equipment/service.

The downtime for scheduled maintenance (patch application, upgrades – OS etc.) would need to be mutually agreed between IIM Calcutta and the Vendor. To reduce this time, various maintenance activities can be clubbed together with proper planning.

“Total Hours” means the total hours over the measurement period i.e. one quarter (24*number of days in the quarter).

Calculation of Penalty

Total Penalty shall be calculated as per following calculation:

except this. Wear and tear of the electric bike shall be under the scope of the bidder. FM engineer will be provided with adequate space to work inside IIM Calcutta Computer Centre. Bidder may have to provide additional table and chair for their staffs if required.

Bidder has to provide all technical equipment's (minimum 03 sets of all) like crimping tool, LAN tester, multi meter, screw driver set etc. for their day to day operations. FM engineer should have their own dedicated Laptops to carry out their day to day work for all the engineers.

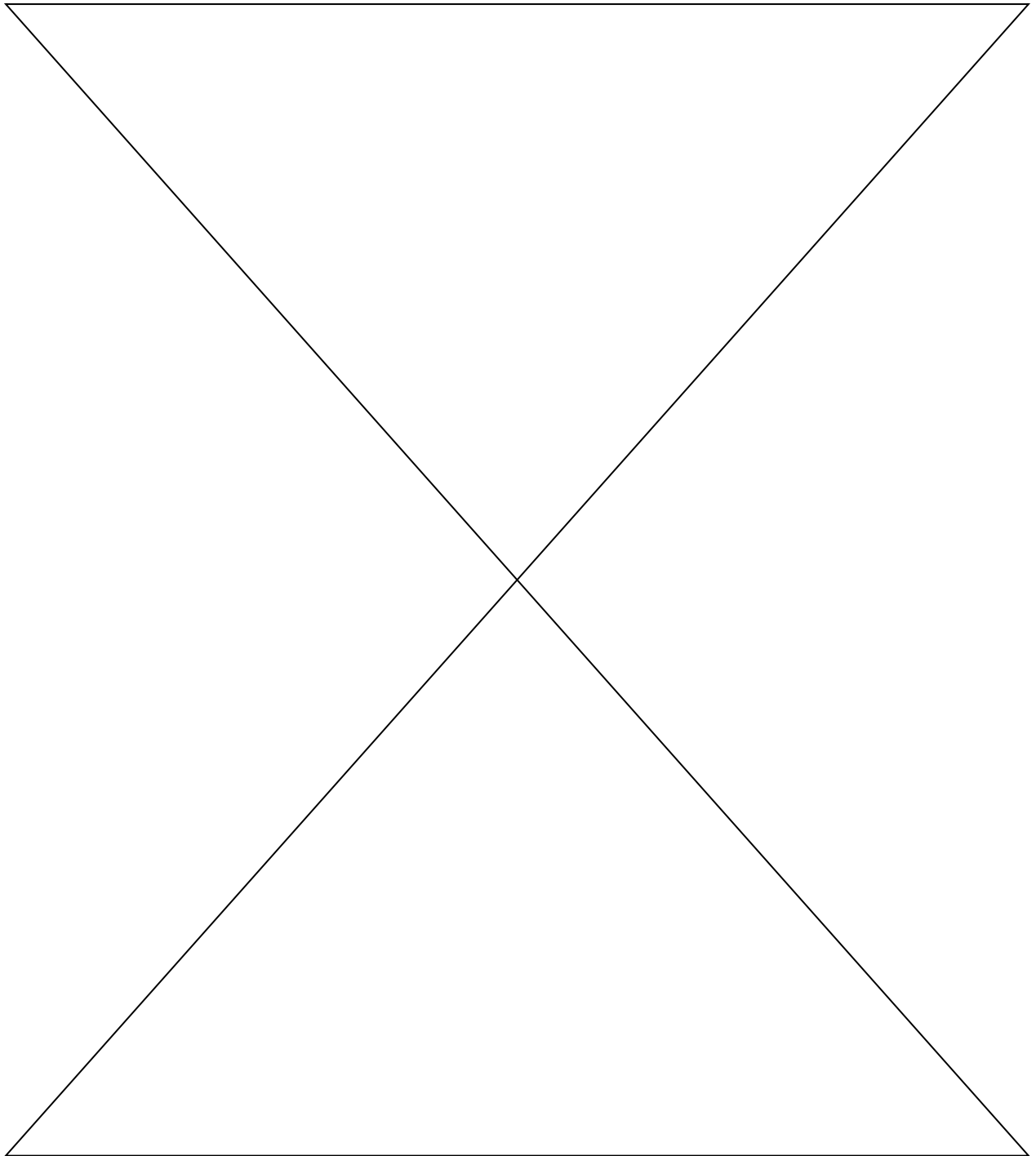
No pickup and drop facility to IIM Calcutta shall be provided to FM engineer during the period of contract.

The successful bidder shall commence services with

as may be appropriate.

The successful Bidder shall nominate a Nodal Officer, within 2 days from the award of the work/contract. Details of the Nodal Officer should be given to IIM Calcutta immediately after his/her nomination for timely and smooth interaction.

Upon termination or expiration of this Contract, IIM Calcutta and the Bidder shall reasonably cooperate with each other to affect a smooth transition so as not to impose undue hardship.



In the first stage, only _____ will be opened and evaluated. Those vendors who satisfy the technical requirements as determined by IIM Calcutta, shall qualify for the

Technical Bid Evaluation: Minimum Technical score required is 60. Any vendor who scores less than 60 will not be considered for commercial evaluation.

During the technical evaluation stage, each vendor shall be assigned different marks out of total 100

To
The Director-in-Charge
Indian Institute of Management Calcutta
Diamond Harbour Road, Joka
Kolkata – 700104, West Bengal

Whereas..... (name and address of the contractor) (hereinafter called "the contractor") has undertaken, in pursuance of contract no date..... to delivery (description of Services) (hereinafter called "the contract").

And Whereas you have stipulated it in the said contract that the contractor shall furnish you with a bank guarantee by a Commercial bank for the sum specified therein as security for compliance with its obligations as per the contract;

And Whereas we have agreed to give the contractor such a bank guarantee.

Now Therefore we hereby affirm that we are guarantors and responsible to you, on behalf of the contractor, 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 contractor to be in

The Director



_____:-

- (a) This Price Bid Format is just Indicative Nature and Bidder should quote their Financial Quote in this Page.
- (b)
- (c) Bidder should quote their Financial Quote in BOQ in CPP Portal ONLY.
- (d) IIMC will NOT be responsible for any type of LEAKING OF FINANCIAL BID INFORMATION for violation/ non adherence of Note (a) above. Any representation in this regard at later stage will NOT be entertained at all.

(To be signed on Plain Paper)
(To be submitted as part of Technical bid)

This Agreement (hereinafter called the Integrity Pact) is made on ____ day of the month of ____202__ at _____, India.

BETWEEN

INDIAN INSTITUTE OF MANAGEMENT CALCUTTA through 0.251 g0.251 G[(D)9(A)-21(T)9(E)-8(D)9(:)] TJETO

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- b. The 'Bidder/ Contractor' shall not enter with other Bidders info of any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-

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- 12) If the Monitor has reported to the Head of the Procuring Organization, a substantiated suspicion of an offence under relevant BNS/ PC Act, and Head of the Procuring Organization has not, within the reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- 13) The word ' U Q