

HOMI BHABHA CENTRE FOR SCIENCE EDUCATION
Tata Institute of Fundamental Research
National Centre of the Government of India for Nuclear Science and Mathematics
(Deemed to be University)

V. N. Purav Marg, Mankhurd, Mumbai – 400 088.

Telephone: 022-263102100/ 63102100

E-mail: purchase@hbcse.tifr.res.in

Website: www.hbcse.tifr.res.in



NIT cum Tender Document (Two Part Public Tender) for
Non-Comprehensive Annual Maintenance Contract (AMC) for
Telephone System at Homi Bhabha Centre for Science Education for Two Years

Date: 11/06/2026

(TENDER NO: HBC/PUR/PUBLIC TENDER 41/2026-27)

INDEX

Part No.	Particulars	Page No.
PART A	Notice Inviting Tender	03
PART B	Instruction to Bidders	04 – 07
PART C	Pre-Qualification Criteria and Technical Evaluation	08 – 11
PART D	General Conditions of Contract (GCC)	12 – 16
PART E	Scope of Work and Bill of Quantities	17 – 24
PART F	Format and Annexures	21 – 35

HOMI BHABHA CENTRE FOR SCIENCE EDUCATION
TATA INSTITUTE OF FUNDAMENTAL RESEARCH

Ref No.: HBC/PUR/PUBLIC TENDER 41/2026-27

June 11, 2026

PART A: NOTICE INVITING TENDER

The Homi Bhabha Centre for Science Education (HBCSE), Mumbai is a National Centre of TIFR, Mumbai which is under the aegis of the Department of Atomic Energy, Government of India. HBCSE-TIFR invites proposals for **Non-Comprehensive Annual Maintenance Contract for Telephone System at Homi Bhabha Centre for Science Education, V. N. Purav Road, Mankhurd, Mumbai – 400088, Maharashtra, India for two (02) years** from the date of the award of the contract, as per the ‘Scope of Work’, ‘Terms & Conditions’, and other details specified in this ‘Proposal Document’.

Brief Details of Work				
1.	Tender Notice No.	HBC/PUR/PUBLIC TENDER 41/2026-27		
2.	Name of work	Non-Comprehensive Annual Maintenance Contract for Telephone System at Homi Bhabha Centre for Science Education for Two Years		
3.	Estimated Cost	Rs. 3,00,000/-		
4.	Duration of contract	Two years from the date of award of the contract.		
5.	Tender Documents available period for download	June 11, 2026 to July 1, 2026 Tender documents can also be downloaded from CPP Portal https://eprocure.gov.in/epublish/app / HBCSE website: https://www.hbcse.tifr.res.in/tender/		
6.	Pre-Bid Meeting and Site Visit	Pre-bid meeting with all the prospective bidders is schedule to be held on June 17, 2026 at 11:00 hrs at HBCSE, V.N. Purav Marg, Mankhurd, Mumbai, Maharashtra - 400 088. It is mandatory for the bidder to visit the site to understand the exact requirements.		
7.	Bid submission start date	June 11, 2026		
8.	Last date of submission of Tender	July 1, 2026 by 14.30 hrs		
9.	Date of opening of Technical Bid (Part-I)	July 1, 2026 at 15:30 hrs		
10.	Date and time of opening of Financial Bid (Part-II)	The date and time of opening of Financial bids will be conveyed to the Technically suitable bidders through email and/or Telephone		
11.	Performance Guarantee	3% of contract value		
12.	Validity of Tender	180 days from the date of opening of the Part-I Technical bid		
13.	Contact Officer(s) details	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <u>For Service-related queries:</u> Shri. Srikanth Banda, Junior Engineer (B), HBCSE, Email: banda@hbcse.tifr.res.in. Tel No.: 022- 63102121 </td> <td style="width: 50%; vertical-align: top;"> <u>For Purchase queries</u> Mr. Manish Thakur Purchase Department, HBCSE. Email: purchase@hbcse.tifr.res.in Tel No.: 022-6310 2177/17 </td> </tr> </table>	<u>For Service-related queries:</u> Shri. Srikanth Banda, Junior Engineer (B), HBCSE, Email: banda@hbcse.tifr.res.in . Tel No.: 022- 63102121	<u>For Purchase queries</u> Mr. Manish Thakur Purchase Department, HBCSE. Email: purchase@hbcse.tifr.res.in Tel No.: 022-6310 2177/17
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Quotation sent by hand delivery/courier are to be deposited in the Tender Box kept at the Main Gate after obtaining stamp, date and signature of the Security Officer.

Tenders to be sent to:

Head, Administrative Operations

Homi Bhabha Centre for Science Education

V. N. Purav Marg, Near Anushakti Nagar Bus Depot, Mumbai – 400 088.

Bids sent by Fax/email shall be rejected straightway. The Centre reserves the right to accept/ reject the proposal either in part or in full without assigning any reasons.

Sd/-

Head, Administrative Operations

(For and on behalf of Centre Director, HBCSE)

PART B : INSTRUCTIONS TO THE BIDDERS

1. Cost of bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid, and "Centre" will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

2. Validity of tender

The tender shall remain open for acceptance for a period of **180 days** from the last date of submission of tenders. If any bidder withdraws his/her tender before the said period, or before issue of Letter of Intent, whichever is earlier, or makes any modifications in the terms and conditions of the tender which are not acceptable to the HBCSE, then the bidder shall not be allowed to participate in the retendering process of the work.

3. Clarifications and Corrigendum/ Addendum

3.1. At any time upto one week before the deadline for submission of bids, the Centre may, for any reason, whether at its initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by corrigendum/addendum.

3.2. The clarifications, addendum, corrigendum, amendments will be uploaded by the Centre on CPP Portal and HBCSE's website which should not be edited or corrected by bidders. These documents shall also be part of the tender document. No separate advertisement will be issued in the newspapers for such changes/corrigendum.

3.3. To allow prospective bidders reasonable time to take the amendment into account, in preparing their bids, the Centre, at its discretion, may extend the deadline for the submission of bids if required.

4. Content of bidding documents

4.1. The Prospective bidder shall carefully examine and understand the specifications/conditions of the tender document and seek clarifications in writing, if required, to ensure that they have understood all specifications/ conditions of tender. These clarifications should be sought before submission of bids. If no such clarifications are sought in writing, it will be taken that the Bidder has read, understood and accepted all the terms, conditions and specifications in the tender document.

4.2. It is implied that the bidder has obtained all necessary information directly or indirectly affecting the contract such as legal stipulation, possible delays and hindrance or interference in executing the contract and has satisfied him/her before making the offer. Unexpected difficulties or expenses shall NOT be considered excuses for difficulties in performing the contract.

4.3. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in the rejection of their bid.

4.4. The Bidder is required to submit a copy of this tender document, with all pages signed by the authorized person, to confirm that Bidder has read and understood the conditions of this tender document and that the proposal is submitted in full understanding and agreement of the requirements of HBCSE-TIFR.

5. Instructions for filling up Tender Document

5.1. The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and HBCSE-TIFR, shall be in English only.

5.2. Wherever a specific form is prescribed in the Bid document, the Bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information.

5.3. All entries in the Tender form should be legible and filled clearly. Any overwriting or cutting which is unavoidable shall be signed by the authorized signatory.

5.4. No questions or items in the Annexure shall be left blank or unanswered. Where you have no details or answers to be provided a 'No' or 'NIL' or 'Not Applicable' statement shall be made as appropriate. Forms with blank columns or unsigned forms will be summarily rejected.

- 5.5. The bids should be without alteration or erasures, except those to accord with instructions issued by the HBCSE-TIFR or as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid. Use of correcting fluid, anywhere in tender document is not permitted. Such tender is liable for rejection.
- 5.6. The lowest Financial Bid (L1) shall be decided based on the rates quoted for the overall service mentioned in the Financial Bid.
- 5.7. All tendered rates quoted in the financial bid shall be inclusive of all taxes, duties, levy or cess, fee, royalty charges etc. levied under any statute but exclusive of GST (Goods and Services Tax) applicable on the last stipulated date of receipt of tender including extension if any. No tax liability (other than GST) or insurance expenses will be borne by HBCSE.
- 5.8. The bidder shall submit only one option, which is best suitable to meet HBCSE-TIFR requirements. The bids submitted with more options shall be liable to be rejected.
- 5.9. Conditional offers will not be entertained.
- 5.10. No revision of prices would be entertained during the contract period.
- 5.11. **Submission of the bid:** The bidders quoting abnormally low/ high rates are liable to be disqualified. The Tender shall consist of two parts: *PART I- TECHNICAL BID & PART II- FINANCIAL BID*
The bigger envelope must be super scribed as '**Non-Comprehensive Annual Maintenance Contract for Telephone System at Homi Bhabha Centre for Science Education for Two Years**'.

The Two envelopes shall be placed inside the bigger envelope & must be super scribed as:

- i. **Outer Envelope:** Name of the Work, Tenderer's name & address with signature & seal
- ii. **Envelope No-1:** The said envelope is for technical bid & shall contain annexure and relevant technical documents - **Technical Bid**'.
- iii. **Envelope No-2:** The said envelope is for Financial bid & shall contain BOQ only - **Financial Bid**'

The tender must be placed in a properly sealed bigger envelope addressed to the '**Head Administrative Operations, Homi Bhabha Centre for Science Education, V. N. Purav Marg, Mankhurd, Mumbai – 400088**'.

- 5.12. **Quoted rates to include all taxes (except GST):** Sales tax, VAT, Purchase tax or any other tax on materials in respect of this contract, including state Sales tax and Turnover tax on transfer of property as per Works Contract Act etc. if any, shall be payable by the contractor and Government will not entertain any claim whatsoever in respect of the same. As per the directives of the Sales Tax Authorities, the tax due at the rates notified by the State Government from time to time, shall be deducted from the bills payable to the Contractors, for which TDS certificate shall be issued by the Department.

6. Evaluation of bids

6.1. Confidentiality

Information relating to the examination, evaluation, comparison, and post qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until publication of the Contract Award.

6.2. The following are some of the important points, for which a bid will be declared as unresponsive and will not be considered for further evaluation:

- a) The Bid is unsigned.
- b) The Bid validity is shorter than the required period.
- c) EMD/ Bid declaration not submitted with technical bid.
- d) Bidder has not agreed to give the required Performance Guarantee.
- e) The bidder has not agreed to some essential condition(s) incorporated in the bid.
- f) If a bidder quotes NIL charges/ consideration, the bid shall be treated as unresponsive and will not be considered.
- g) The bidder had not completed the previous contract of HBCSE satisfactorily.

6.3. Non-Conformity, Error and Omission

- 6.3.1. Provided that a bid is substantially responsive, the Centre may waive any nonconformity or omissions in the bid that do not constitute a material deviation.
- 6.3.2. Provided that a bid is substantially responsive, Centre may request the bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial, nonconformity or omissions in the bid related to documentation requirements. Such omission shall not be related to any aspect of the price of the bid. Failure of the Bidder to comply with the request may result in the rejection of their bid.
- 6.3.3. Provided that a bid is substantially responsive, the Centre may request that a bidder may confirm the correctness of arithmetic errors as done by the Centre within a target date. In case, no reply is received then the bid submitted shall be ignored.

6.4. Examination of Terms & Conditions & Technical Evaluation

- 6.4.1. On the due date, the bids will be opened and bids meeting the eligibility criteria will be referred to a Tender Evaluation Committee (TEC).
- 6.4.2. All the bids received will first be scrutinized to see whether the bids meet the basic mandatory requirements as incorporated in the bid document.
- 6.4.3. The TEC shall examine the bids to confirm that all technical documents requested have been provided to determine the completeness of each document submitted.
- 6.4.4. To reach such a determination, the Centre will examine the information supplied by the Bidders and can ask for relevant documents from the bidder. Further, the TEC may seek additional information/ feedback from other organizations where the bidder has carried out similar works.
- 6.4.5. The TEC will go through all the aspects of the tender and shortlist such firms whose bids are found technically qualified.
- 6.4.6. All bids in which the pre-qualification criteria mentioned is not fulfilled or any condition including that of conditional rebate is put forth by the bidders shall be summarily rejected.
- 6.4.7. The recommendations/ decisions of the TEC are final and binding on all the bidders.
- 6.4.8. **Financial bids of only those bidders who obtain minimum 70% marks in the Technical Evaluation will be opened for evaluation.**
- 6.4.9. The firms whose bids meet all the technical & financial conditions will be deemed eligible for being awarded the contract.

7. Award of Contract

7.1. Right to accept any Bid and to reject any or all Bids:

- 7.1.1. HBCSE is not bound to accept the lowest or any bid and may at any time terminate the tendering process without assigning any reason.
- 7.1.2. HBCSE may terminate the contract if it is found that the successful bidder is blacklisted during last 5 years by any of the Government Departments/ Institutions/ Autonomous bodies/ Local Bodies/ Municipalities/ Public Sector Undertakings, etc.
- 7.1.3. HBCSE may terminate the contract in the event the successful bidder fails to furnish the Performance Guarantee or fails to execute the agreement within the specified period.

7.2. Notification of Award of Contract

- 7.2.1. HBCSE will award the contract to the successfully evaluated bidder whose bid is responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.
- 7.2.2. Prior to the expiration of the period of bid validity, HBCSE will notify the successful bidder that the bid has been accepted and a detailed work order shall follow.

7.2.3. Until a formal order is prepared and sent, the notification of award constitutes a binding contract.

7.3. Order Acceptance

7.3.1. On order acceptance the successful bidder should submit Performance Guarantee within **15 days** from the date of issue of the work order and complete all formalities within the same period. The contractor will have to undertake the work within 7 days from the receipt of the Work Order.

7.3.2. Centre has the power to extend the time frame for submission of order confirmation and submission of Performance Guarantee. Even after the extension of time, if the order confirmation and Performance Guarantee are not received, **interest @ 12% percent per annum** will be levied till the date of receipt of the Performance Guarantee.

7.3.3. If the successful bidder fails to submit order acceptance and Performance Guarantee even after repeated reminders Centre reserves the right to cancel the order in which case the bidder will be debarred from participating in any tender for **three years**.

7.3.4. Successful bidder shall perform all the obligations specified in accordance with the terms and conditions laid down in the tender document/ RFP. All details provided by the Bidder should be specific to the requirements specified in this tender document/RFP. Detailed clarification may be provided by Bidder, if so desired by HBCSE-TIFR.

7.3.5. A formal contract shall be entered into with the successful bidder. In this contract, the successful bidder shall be defined as Contractor.

7.4. Centre's right to vary the Quantities at the time of Award of Contract

The Centre reserves the right to decrease or increase the number of manpower and services originally specified in the scope of work in which case the Centre may ask for confirmation of rates before a fixed date. Any other incidental services required by HBCSE and not covered in the terms and conditions will be negotiated separately each time.

8. Signing of Contract Agreement

The Instructions to the bidders, General Conditions of the Contract, Scope of the Contract, and any other conditions hereinbefore with the tender documents, any corrigendum, addendum, the subsequent correspondence exchanged between HBCSE and the bidder and the work order placed shall be the basis of the final contract to be entered into with the successful bidder.

PART C : PRE-QUALIFICATION CRITERIA AND TECHNICAL EVALUATION

The prospective bidders should ensure that they fully meet the pre-qualification terms and conditions as stated in the tender document. All documentary evidence in support of the pre-qualification criteria should be attached along with the technical bid.

The bids not found responsive to the pre-qualification criteria will be technically disqualified from the tendering process.

The bidders who meet the following pre-qualification criteria will become eligible for opening of their Financial/ Price bids:

1. Legal Status

The bidder should have a legal status such as that of a Proprietary concern, Partnership firm, Company etc. The bidder should have been registered under the relevant Act for providing the annual maintenance contract (AMC) for Telephone line systems for which this tender is invited.

2. Office Location

The Bidder must have a registered / branch / zonal office located within the Mumbai Metropolitan Region (MMR) or its nearby areas with round-the-clock accessibility to HBCSE, Mankhurd, Mumbai. The office must have been operational for a minimum period of three (3) years prior to the bid submission date. The bidder must submit valid documentary evidence to substantiate the continuous existence and operation of the said office.

3. Tax Reference

The Bidder should enclose a PAN card under the Income Tax Act and GST Registration Certificate along with the Technical Bid.

4. Site Visit and Pre-bid meeting

4.1. It is mandatory for the bidder to visit the site to understand the exact requirements of the work. The prospective bidder may contact Shri. Srikanth Banda, Junior Engineer (B), HBCSE, Email: banda@hbcse.tifr.res.in. Tel No.: 022- 63102121 to conduct the site visit.

4.2. The bidder may attend the Pre-bid meeting scheduled on **June 17, 2026 @ 11.00 am** at Homi Bhabha Centre for Science Education - TIFR, Mankhurd, Mumbai – 400088

4.3. The bidder may collect information, understand the work requirement, and satisfy himself/ herself about the location, and accessibility of the site, nature/ extent/ character of services/ work and obtain required clarifications, if any, in connection with the execution of the work.

5. Turnover

The average annual turnover of the Bidder should be at least **Rs. 3,00,000/-** during the immediate last 3 consecutive financial years ending 31st March 2025. The bidder should enclose audited balance sheet duly certified by a registered Chartered Accountant and also should have a valid Unique Document Identification Number (UDIN) for the practicing Chartered Accountant. Bidder should not have incurred any loss in more than two years during the last three financial years ending 31st March 2025.

6. Experience

The Bidder should have experience (before the date of submission of Tender) of at least 3 years in executing contracts for providing similar services in Central Government/ State Government Departments/ Semi-Government/ Public or Private Sector Companies/ Undertakings / Autonomous Bodies/ PSUs organization.

7. Similar Works

7.1. During the last Three financial years (2022-23, 2023-24 and 2024-25), the Bidder should have at least:

- a) **One** similar completed work order of **Rs. 2,40,000/-** More; OR
- b) **Two** similar completed work orders of **Rs. 1,80,000/-** or More; OR
- c) **Three** similar completed work orders of **Rs. 1,20,000/-** or More.

7.2. Similar Works" shall mean providing Annual Maintenance Services (AMC) for Telephone Systems, including installation of new telephone units, replacement of old/defective devices, and execution of

miscellaneous related works for reputed organizations, including Government Departments and Public Sector Undertakings (PSUs).

8. Pending Litigations

Bidder shall provide information regarding any litigation, current or during the last five years, in which the Bidder is involved, the parties concerned and the disputed amount.

9. Bid Security Declaration

9.1. The firms registered under MSMEs are exempted from submission of EMD as per rule 170 of GFR 2017, provided they must submit a 'Bid Securing Declaration' in the prescribed form as per 'Annexure VIII'. This declaration should be submitted on the company letterhead duly signed by the officer authorized to submit the bid.

9.2. If the bidder withdraws amends/ impairs or derogates their bid during the period of bid validity, Centre reserves the right to suspend the vendor from participating in any tender for a period of three years.

10. Micro and Small Enterprises (MSEs)

10.1. Micro and Small Enterprises (MSE) must, along with their offer, provide proof of their being registered as MSE (indicating the terminal validity date of their registration) for the item tendered, with any contractor mentioned in the notification of the Ministry of Micro, Small and Medium Enterprises (Ministry of MSME)

10.2. The MSEs are exempted from payment of earnest money subject to the furnishing of a relevant valid certificate for claiming exemption as per the privilege rules of the Government of India.

10.3. The bidder has to submit the registration of the Udyog Adhar Memorandum (UAM) by the Ministry of Micro Small and Medium Enterprises (MSME) vendors. The bidders who fail to submit the UAM number shall not be able to avail the benefits available to MSEs as contained in the Public Procurement Policy for MSEs Order 2012 issued by MSME.

11. Bank Solvency Certificate

Bidder shall submit a Bank Solvency Certificate for a minimum 40% of the contract value i.e. **Rs.1,20,000/-** obtained from any Nationalized Bank / Scheduled Bank and should not be older than one year from the date of opening of Technical Bid (Part-I).

12. Performance Guarantee

12.1. Performance Guarantee of **3%** of the tender value including taxes to be furnished by the successful bidder within **15 days** upon the award of the contract.

12.2. The Performance Guarantee shall remain valid until the completion of the contract period, including the Defect Liability Period, plus an additional two (2) months. It shall be released or returned to the Contractor, without any interest, two (2) months after the completion of the work/contract period, including the Defect Liability Period.

12.3. The Performance Guarantee must be provided as a Demand Draft (DD), Fixed Deposit Receipt (FDR) pledged to HBCSE-TIFR, Mumbai, or a Bank Guarantee (BG) in favour of the Centre Director, HBCSE-TIFR, Mumbai, issued by a nationalized or scheduled bank in the prescribed format on non-judicial stamp paper of the appropriate value.

12.4. In case the Performance Guarantee is not submitted within 15 days, **interest @ 12% per annum** will be levied till the date you submit the Performance Guarantee. If the successful bidder fails to submit the Performance Guarantee/ Performance Bank Guarantee with interest or refuses to submit the Performance Guarantee even after reminders, the Centre reserves the right to cancel the order without notice and the EMD by the bidder shall be forfeited automatically. Also, the bidder will be debarred from participating in any tender for three years.

12.5. Performance Guarantee is taken for due performance of the Contract and can be forfeited in the event of a breach of contract. Bank Guarantee/ Fixed Deposit Receipt obtained towards Performance Guarantee will be invoked when there is a specific breach on the part of the Contractor.

12.6. In case of breach of any terms and conditions attached to the contract, the Performance Guarantee of the contractor will be liable to be forfeited by HBCSE-TIFR besides annulment of the contract.

13. **Defect Liability period: Two (02) Years** from the satisfactory completion of entire tendered work.

14. **Indemnity Bond**

The successful Contractor shall indemnify/keep the Centre indemnified from and against all proceedings, claims, losses and expenses arising out of this tender or resulting from the services under this tender including (i) any claims made by the contract employees against the Centre claiming employment with it or in respect of matters which pertain to the employment with the contractor or its terms (ii) any act of omission on the part of the contract employees or the contractor leading to violation of any law, rule or regulations and (iii) any claim by any authority. In the event the Centre has to pay any individual, statutory body or any agency for reasons directly or indirectly attributable to this tender, the Contractor shall pay such claims, damages and expenses and even if the Centre is called upon to pay, such damages and/ or penalties and/ or cost shall be recovered from the contractor's dues/amount payable or shall be paid by the Contractor on a demand from the Centre. The Contractor will co-operate with the Centre in case any proceedings arise and provide all assistance and support as required by the Centre including participation in the proceedings as a party. The indemnity clauses under this tender/ contract shall survive the expiration/ termination of the tender/ Contract and is irrevocable. Original Bond is to be submitted directly to the Accounts Section, HBCSE with a copy to the Engineer-in-charge.

15. **Power of Attorney**

15.1. If the Contractor is a registered company/ partnership of two or more persons, its Directors/ all partners shall be jointly and severally liable to the Institute for the fulfilment of the terms of the contract.

15.2. Such persons shall designate one of them to act as an authorized signatory with authority to sign and participate in the bid. Individuals signing the bid form and other connected documents must specify the capacity in which they sign.

16. **Acceptance**

The bidder should have categorically confirmed acceptance of all the Tender terms and conditions including the payment/ penalty terms. Submission of a bid by a bidder implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done. On non-compliance/ conformity with the above, the offer is liable for rejection.

17. **Technical Evaluation Criteria with Marks**

The following Parameters of Technical Bid will be taken into account for Shortlisting the Technically Qualified Bidders:

I. **Mandatory requirements**

1. The bidder should have a legal status such as that of a Proprietary concern, Partnership firm, Company etc. A proof of Registration should be attached.
2. The Bidder must have a registered / branch / zonal office located within the Mumbai Metropolitan Region (MMR) or its nearby areas, which has been operational for a minimum period of three (3) years prior to the bid submission date. The bidder must submit valid documentary evidence to substantiate the continuous existence and operation of the said office.
3. It is mandatory for the bidder to visit the site to understand the exact requirements of the work.
4. The Bidder should have experience (before the date of submission of Tender) of at least **three** years in executing contracts for similar services in Central Government/ State Government Departments/ Semi-Government/ Public or Private Sector Companies/ Undertakings / Autonomous Bodies/ PSUs/ private organization.
5. The Bidder must have an average annual turnover of at least **Rs.3,00,000/-** and should be profit-making during the last three financial years 2022-2023, 2023-2024 and 2024-25.
6. During the last Three financial years (2022-23, 2023-24 and 24-25), the bidder should have at least;
 - a. **One** similar completed work order of **Rs. 2,40,000/-** or more; OR
 - b. **Two** similar completed work orders of **Rs. 1,80,000/-** or more; OR
 - c. **Three** similar completed work orders of **Rs. 1,20,000/-** or more.

Note: "Similar Works" shall mean providing Annual Maintenance Services (AMC) for Telephone Systems, including installation of new telephone units, replacement of old/defective devices, and execution of miscellaneous related works for reputed organizations, including Government Departments and Public Sector Undertakings (PSUs).
7. Presently blacklisted or debarred firms are not eligible to participate in the tender.

List of Mandatory Documents to be enclosed with the Technical Bid:

- a) PAN Card
- b) GST Registration certificate
- c) Valid Registration Certificate no. of the Contractor/ firm/ company
- d) Valid Manufactures Authorization Form (MAF) from respective OEMs.

Additional Documents:

- a) MSME Certificate
- b) Earnest Money Deposit/ Bid Security Declaration as per “Annexure VIII”
- c) Valid Solvency Certificate
- d) Annexures I-XII
- e) Power of attorney (Applicable for LLP / partnership company/ PVT LTD/ LTD Company)
- f) Proof of last 3 years Average Annual turnover supported by Audited Balance Sheet and Income tax return of last three FYs i.e. 2022-2023, 2023-2024 and 2024-25.
- g) Proof of Experience supported by documents from concerned organizations

Note:

- The entire tender document duly countersigned to be submitted (as a token of acceptance of all terms and conditions indicated in the documents)
- All the mandatory requirements have to be fulfilled by the bidder to go to the next stage of Technical Evaluation criteria with marks. The bidders who are not meeting the mandatory requirements, their offer will be summarily rejected.

II. Technical Evaluation criteria with marks

The Proposals shall be evaluated in two stages: (1) Technical Bid and (2) Financial/ Price Bid. A Minimum qualifying mark is set as per Table below and only those bidders whose Technical Proposals score the minimum mark of 70% and above shall be considered for Financial Evaluation. Thereafter, Financial proposal shall be evaluated. The Commercial Lowest Bidder shall be the first preferred Contractor for the award of Work.

TECHNICAL EVALUATION CRITERIA WITH MARKS			
Sr. No	Technical Requirement		Max Mark
1.0	Copy of Work Orders/Work completion of Similar nature during the last three financial years (2022-2023, 2023-2024 and 2024-25):		15
	One (1) Work Order worth Rs. 2,40,000/- and above	15.0 marks	
	Two (2) Work Order worth Rs. 1,80,000/- and above	7.5 marks each	
	Three (3) Work Order worth Rs. 1,20,000/- and above	5.0 marks each	
2.0	Turnover (in any 1 of the last 3 financial years)		14
	More than Rs. 9 Lakh	14.0 Marks	
	More than Rs. 6 Lakh and upto Rs. 9 Lakh	12.0 Marks	
	More than Rs. 3 Lakh and upto Rs. 6 Lakh	10.0 Marks	
3.0	3 years' Essential experience in providing similar type of work in a large Research Institution/ Establishment, reputed Educational Institutions/ Organizations and a list of works executed and in hand. (please enclose documentary evidence of experience, and Performance Certificate from the clients)		20
4.0	Onsite visit or Client Feedback of the bidder will be carried out by a Technical Evaluation Committee (assess the quality, efficiency, and compliance of statutory requirements fulfilled by the bidder, etc.)		25
5.0	Attendance of the pre-bid meeting		10
6.0	Audited Financial Statement of last 3 years (Balance Sheet & P & L A/C) (2 marks each)		6
7.0	The vendor must submit the details of their technical manpower, including educational qualifications, relevant experience, and valid licenses issued by the competent authority, for verification and approval prior to deployment.		10
	Total Marks		100

PART D : GENERAL CONDITIONS OF THE CONTRACT (GCC)

1. Definitions

Unless otherwise specified, the following definitions shall apply to the terms used in this RFP:

- 1.1 **“Request for proposal (RFP)/ Proposal Document”** means this Proposal Document prepared by HBCSE-TIFR, Mumbai to select a contractor/ service provider for Annual maintenance contract for Telephone Line System at HBCSE-TIFR premises and any other documents provided or issued during the ‘RFP Process’.
- 1.2 **“RFP Process”** means entire selection process comprising of issue of ‘Notice Inviting Tender’ to signing of contract in response to the RFP.
- 1.3 **“Technical Evaluation/ Tender Committee”** means a Committee, duly constituted by the Centre Director of HBCSE-TIFR, Mumbai, to formulate and regulate the entire RFP process.
- 1.4 **“HBCSE-TIFR, Mumbai”** may also be referred to as “HBCSE” in this proposal document and is represented by the Centre Director, HBCSE-TIFR, Mumbai.
- 1.5 **“HBCSE-TIFR Building/ Premises/ Office Premises”** means Office building situated at V.N. Purav Marg, Mankhurd, Mumbai – 400 088.
- 1.6 **“Contract/ Agreement/ Contract Agreement/ Services Agreement”** means the agreement to be signed between the successful bidder and the HBCSE-TIFR, including all attachments, appendices, and documents incorporated by reference thereto together with any subsequent modifications, to this RFP, the acceptance and all related correspondence, clarifications and presentations.
- 1.7 **“Bidder/ Applicant”** means the party who shall be offering the personnel, equipment(s), goods, services and/ or materials as required in the RFP. The word bidder/ applicant when used in the pre-award period shall be synonymous with parties submitting a proposal against this RFP, and when used after the award of the contract shall mean the successful party with whom the Centre signs the agreement as per the ‘Terms and Conditions’, ‘Scope of Work’, and other instructions/ specifications stipulated in the RFP.
- 1.8 **“Proposal/Application”** means the application made by the applicant along with all the necessary documents.
- 1.9 **“Contractor/ Service Provider”** means the applicant who has been selected to execute the given scope of work under this RFP.
- 1.10 **“The Authorised Person”** means the officer(s)/ official(s) of the HBCSE-TIFR Mumbai, as a nodal officer/ committee for monitoring/ coordinating with service provider vis-a-vis successful implementation/ performance of the various contractual obligation under the RFP/ contract.
- 1.11 **“Campus Area”** means the HBCSE premises (Main Building, Olympiad facility, NIUS facility, NIUS Guesthouse, HBCSE Hostel Buildings and the surrounding area).
- 1.12 **“Personnel”** means persons employed by the service provider under different categories for the execution of ‘Scope of work’ under the RFP/contract.

2. Confidentiality Clauses

- 2.1. No person engaged or involved in this contract should disclose any matter about the Centre to any third party. In particular, any information identified as Proprietary by the disclosing party shall be kept strictly confidential and shall not be disclosed to any third party without the prior written consent of the original disclosing party.

3. Liability of The Contractor

- 3.1. It is normally understood and agreed between both the parties that HBCSE-TIFR will not be responsible or be liable for complying with any laws that are in force / that may come into force from time to time in respect of personnel engaged by the Contractor. It is further clarified that the Contractor shall be wholly and solely responsible for the terms and conditions of the services of personnel engage by the him, their safety and health conditions, and compliance with all statutory requirement etc.

- 3.2. Loss or damage to any material or property either through theft or otherwise due to negligence of the staff engaged by the Contractor shall be made good at the cost of the Contractor. The decision whether the loss or damage exists will be decided by the competent authority.
- 3.3. All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the HBCSE-TIFR.
- 3.4. The Contractor or its representative/s shall meet HBCSE-TIFR representative/s regularly to take feedback regarding the services.
- 3.5. Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by HBCSE-TIFR and shall not knowingly lend to any person or company any of the effects or assets of the HBCSE-TIFR under its control.
- 3.6. In the event of loss/ damage of equipment etc. at the premises of the HBCSE-TIFR due to negligence/ carelessness of Contractor staff, if established after a joint enquiry, then the Contractor shall compensate the loss to HBCSE-TIFR.
- 3.7. The Contractor shall, in performing its part of this Agreement, ensure the safety of the building and the persons working in or visiting the HBCSE-TIFR's premises and shall indemnify HBCSE-TIFR for any loss or damage caused by any act or omission of the Contractor or Contractor staff.
- 3.8. All Licenses required for the work at the site will be obtained by the Contractor.

4. Liability towards the Manpower

- 4.1. Any misconduct / misbehavior on the part of the manpower deployed by the Contractor will not be tolerated. Upon receiving a complaint or the contractor coming to know of any misconduct / misbehavior, such person will have to be replaced by the Contractor at his own costs, risks and responsibilities immediately, with written intimation to HBCSE-TIFR.

5. Verification/ Clarification

- 5.1. The Contractor must employ adult manpower only. Employment of child labour will lead to the termination of the contract. The Contractor shall engage only such of his employees, whose antecedents have been thoroughly verified.
- 5.2. The Police verification/ character and antecedents of each personnel of the service provider will be got verified by the service provider before their deployment. It will be the responsibility of service provider. The service provider will also ensure that the personnel deployed are medically fit and Certificates of their medical fitness shall be provided when called for by HBCSE-TIFR.

6. Assignment

The contractor shall not assign, in whole or in part, its obligations to perform under the Contract to a third party. The Contractor shall not engage any such sub-contractor or transfer the contract to any other person in any manner. Assignment or subletting of this contract is strictly prohibited and shall result in the termination of the contract with immediate effect without any compensation.

7. Amalgamation/Acquisition

In the event the bidder proposes for amalgamation, acquisition or sale of its business to any firm during the contract period, the Buyer/Successor of the Principal Company is liable for the execution of the contract and also the fulfilment of contractual obligations.

8. Payment Terms & Obligations of the Contractor

- 8.1. The payment will be released on **quarterly basis** on complete satisfaction of work by Engineer-In-Charge against the Tax Invoice submitted, subject to submission and approval of the invoice within 10-15 working days. The TDS and any such deductions will be made as per the Income Tax rules. Security deposit and TDS will be deducted as per the Income Tax rules.
- 8.2. The EIC is authorized to deduct suitable amount as determined by the Centre Director from the amounts due to the Contractor for any deficiency in services, provided by the Contractor.

- 8.3. If as a result of post payment audit any overpayment is detected in respect of any work done by the contractor or alleged to have done by the contractor under the tender, it shall be recovered by the Institute from the Contractor.
- 8.4. If any underpayment is discovered, the amount shall be duly paid to the Contractor by the Institute.
- 8.5. No claim will be entertained in respect of any discrepancy or defect or short claim if such demand is not made within 90 days of payment of the final bill.

9. Taxes Payable by Contractor

- 9.1. The Contractor shall ensure full compliance with tax laws of India about this contract and shall be solely responsible for the same.
- 9.2. The Bidders should ensure that they are GST compliant and that their quoted tax structure/ rates are as per GST Law.
- 9.3. GST Invoice to be submitted with GST No. and PAN No. Income tax and cess as applicable shall be deducted from each bill paid to the contractor. TDS will be deducted at the rate of 2% on payments made to the supplies under GST. Income Tax @ 2% or as notified by the Government will be deducted from the Contractor's bill and a TDS certificate will be issued.
- 9.4. Any other taxes/ cess as per Government directives shall be deducted from each bill paid to the contractor, from time to time.
- 9.5. The bidder shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Centre fully indemnified against liability of tax, interest, penalty etc. of the contractor in respect thereof, which may arise. The contractor shall also comply with all applicable statutory liabilities such as labour laws etc.
- 9.6. Any other taxes applicable in respect of inputs or outputs procured by the Contractor for this contract shall be borne by the Contractor and the HBCSE will not entertain any claim whatsoever in respect of the same.

10. Termination

- 10.1. Except as provided in Clause 10.5 below, the Contract could be terminated by either side by giving one month's notice in writing. If the notice period is not given or if a shorter notice is given by the Contractor, the entire security deposit shall be forfeited. Any other costs and or damages incurred by the Centre to maintain the services contracted to the Contractor, on account of such short notice will be deducted from the dues payable to the Contractor or shall be paid by the Contractor on demand if such dues fall short of such costs.

10.2. Risk Clause

The Centre at its option will be entitled to terminate the contract and to avail from elsewhere at the risk and cost of the contractor either the whole of the contract or any part which the contractor has failed to perform in the opinion of the Centre within the time stipulated or if the same performance is not available, the best and the nearest available substitute thereof as deemed so by the Centre. The contractor shall be liable for any loss which the Centre may sustain by reason of such risk contract in addition to the penalty

10.3. Insolvency and breach of contract

The Centre may, at any time, by notice in writing summarily terminate the contract without compensation to the Contractor in any of the following events, i.e. to say:

- a) If the Contractor being an individual or a firm any partner in the contractor's firm shall be adjudged insolvent or shall have a receiving order to order for administration of his estate made against him or shall take any proceedings for liquidation or composition under any insolvency act for the time being in force or make any conveyance or assignment of his effects or enter into any arrangement or composition with his creditors or suspend payment, or if the firm he dissolved under the Partnership Act, or
- b) If the contractor being a company shall pass a resolution or the court shall make an order for the liquidation of its affairs or receiver or manager on behalf of the debenture holders shall be appointed or circumstance shall have arisen which entitle the court or debenture holders to appoint a receiver or manager, or

- c) If the contractor commits any breach of contract not herein specifically provided always that such determination shall not prejudice any right of action or remedy which shall have then accrued or shall accrue thereafter to the Centre for any extra expenditure, he is thereby put to but shall not be entitled to any gain on re-tender.

- 10.4. In the event of inadequate or unsatisfactory performance of duties by the Contractor, the Centre shall have the right to bring to the notice of the Contractor the default (s) on their part and the Contractor shall ensure that the said default (s) is /are not repeated and for are duly remedied, within a period of three days from the receipt of the said notice. Failing such remedial action, or in the event of the said default (s)'s being inadequately corrected, the Centre shall have the right to immediately terminate the agreement.
- 10.5. Notwithstanding any other clause herein, if there is any act of omission by the Contractor or the Contract employees which jeopardizes the safety/security of the Centre including, but not limited to:
 - a) Theft or pilferage of property of HBCSE
 - b) Fire, flooding, breakage or damages, violence or physical attack on the Campus
 - c) Any act or incident which may prove detrimental to the interests of Center the contract would be terminated without any notice. Further, the Contractor would be levied penalties, as appropriate as deemed by HBCSE. The decision of the Centre Director shall be final in such matters.

11. Force Majeure

- 11.1. Notwithstanding the provisions of the Clauses relating to penalty and Termination, the Supplier shall not be liable for forfeiture of their Performance Guarantee, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- 11.2. For purposes of this clause, "Force Majeure" means an event or situation beyond the control of the contractor that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the contractor. Such events may include, but not be limited to, acts of Centre in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, earthquakes, storms and freight embargoes.
- 11.3. If a Force Majeure situation arises, the contractor shall promptly notify Centre in writing of such conditions and the cause thereof within 21 days of its occurrence. Unless otherwise directed by Centre in writing, the contractor 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.
- 11.4. If the performance in whole or in part or any obligations under the contract is prevented or delayed by any reason of force majeure for a period exceeding 60 days, either party may at its option terminate the contract without any financial repercussions on either side.

12. Settlement of Disputes/ Arbitration

- 12.1. The Centre and the contractor 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.
- 12.2. If, after twenty-one (21) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either Centre or the contractor may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this clause shall be finally settled by arbitration.
- 12.3. Any liability arising out of any litigation (including those in consumer courts) due to any act of the Contractor's personnel shall be directly borne by the Contractor including all expenses, fines, legal costs, penalties etc. The concerned Contractor's personnel shall attend the court as and when required. The Contractor shall ensure that a substitute is provided at such times.

13. Jurisdiction

Only the competent Courts of Law in Mumbai will have jurisdiction in respect of any disputes, concerning this contract, over the arbitration proceedings etc. The Contract shall be interpreted in accordance with

the laws of the Union of India and all disputes shall be subject to place of jurisdiction in Mumbai Jurisdiction only.

14. Canvassing

14.1. Canvassing either directly or indirectly, in connection with the tenders is strictly prohibited and the tenders submitted by the bidders who resort to canvassing will be liable to rejection and may be barred from future participation in HBCSE- TIFR works.

14.2. In respect of the matters pertaining to this contract, tenderer shall not directly or indirectly bring or attempt to bring any political or outside influences or intervention through any association, union or organization.

14.3. The bidders should not have any blood relationship with any employee working in HBCSE-TIFR or its center units.

15. Final Decision-Making Authority

The decision of the Centre Director, HBCSE/TIFR shall be final and binding. HBCSE reserves the right to accept or reject any bid and to annul the process and reject all bids at any time, without assigning any reason or incurring any liability to the bidders.

PART E : SCOPE OF WORK

Non-Comprehensive Annual Maintenance Contract for Telephone System at Homi Bhabha Centre for Science Education for Two Years

The scope and nature of services to be provided by the contractor shall include scheduled maintenance and services of Telephone network, along with replacement of defective devices, fixtures, spare parts etc., if required during the contract period.

The detailed scope of work is as follows:

1. Mandatory Visit by one of your skilled Technician/ Engineer, once in every week (Monday to Friday). During that visit, your Technician/ Engineer shall stay on the site, until he resolves all the complaints registered by that time.
2. However, your Technician/ Engineer shall attend the emergency complaints, based on the priority, on any day, as assigned by us to your office from time to time at no extra cost.
3. There will be no limit for no. of visits or no. of complaints.
4. Maximum turn-around time for your technician/ engineer to visit the site should be less than 24 hrs.
5. This maintenance contract shall cover proactive, preventive and breakdown maintenance support for all types of telephone equipment installed at HBCSE.
6. Repairing & Maintenance of telephone lines includes multi pair cable, krones, phones and up to I/O sockets. Maintenance also includes line extension, shifting, and new wiring (Cable charges will be paid separately) etc.
7. Your technician/ engineer has to bring the necessary testing and troubleshooting tools for maintenance works at HBCSE.
8. Telephone cable maintenance includes maintenance of optical/PRI telephone lines, around 300 extensions, 600 pair MDF's and around 200/100/50 pair Distribution boxes/ pillar Boxes.
9. Your technician/ engineer should coordinate with MTNL/Telecom partner to register and rectify MTNL/Telecom line complaints, Optic fibre cable (OFC) and Underground cable maintenance works.
10. Your technician/ engineer should submit the service report for his every visit, based on the service reports, attendance and your performance, quarterly payment might be release for the above maintenance works.
11. Your deputed technician/ engineer should sign in the attendance register kept at the security on every visit.
12. The contractor will keep necessary spares as per requirement in working condition as stand-by at HBCSE campus to achieve the agreed uptime at the client's end. Any increase in downtime due to the non-availability of spares shall be the sole responsibility of the contractor and HBCSE holds the right to take appropriate penalty action thereof.
 - a. On site response time – within 4hrs.
 - b. Complaint resolve time – within 24hrs.
13. The entire inventory kept at the institute by the contractor must be of reputed standard approved make. No unbranded hardware or pirated software should be kept and forwarded by the contractor.
14. The contractor shall carry out preventive maintenance in each quarter of the year for each system with the prior appointment with the user. The contractor's Service Engineer shall check the system by running diagnostics to ensure that all the units are working satisfactorily. The contractor will also do the internal and external cleaning of the system during this preventive maintenance. Preferably, the contractor will plan a preventive maintenance schedule for each section and inform the Engineer in-charge, well in advance.
15. The contractor shall have to provide the services of an additional Engineer as and when required to resolve the faults as per the timeframe mentioned in this document.
16. Shifting of telephones should be done with all the additional accessories at no extra cost.
17. If due to any demand institute installs a new connection at any location on the campus, the Contractor should bring it to operating condition by making necessary changes in the existing system at no extra cost.
18. Contractor must do liaison work with an external agency such as MTNL/TATA Tele business services, Coral, etc. on behalf of the institute if required.

The overall scope of Telephone AMC work includes -

1. Checking and repairing of all telephone instruments and telephone lines.
2. Maintenance of entire cabling network of telephone system installed in HBCSE.
3. Repairing of Rosset Boxes, I/O Boxes and keep the same in working orders.
4. Checking of all Distribution extension lines and keep the same in working order.
5. Checking of all extension lines & D.B. Frame and keep the same in working orders.
6. Regular visit to HBCSE for proper running of Maintenance of entire cabling.
7. Any complaint should be required to attend immediately without loss of time and the line should be **operational within 4 hrs.**
8. The awardee party will not open/ alter/ modify/ change/ temper etc. with the cabling connected with the TELEPHONE System of M/s Panasonic, Beetel or equivalent without the prior approval of the EIC HBCSE.
9. Periodical inspection and maintenance of
 - i) Intercom telephone wiring repairing and lay front telephone to various sections of HBCSE.
 - ii) All telephone instruments.
 - iii) Attending faults and its rectifications.
10. Maintaining list of users and numbers allotment, shifting of the existing extensions from one place to another as and when required.
11. **During repairing period, faulty telephone instruments shall be replaced with another instrument (To be supplied by the vendor) on temporary basis.**
12. Maintaining port name plate details.
13. Maintenance of telephone MDFs inside HBCSE Campus with cable dressing, labelling and documentation.
14. Keeping record of telephone instruments installed at the user-end such as phone model, replacement, batteries changed, parallel connections, etc.
15. In case of absence of technicians, the vendor shall make arrangements to deploy alternate resources at the site. If not deployed, proportionate penalty will be levied and the same will be deducted from the AMC payment.
16. The complaints lodged by the telecom users/ officials for the mentioned services shall be recorded in the Complaints register.
17. Upon receiving the complaint and entering the complaint register, the technicians shall analyze the call. If local issue, they shall attend to the fault and rectify in the order of priority and sequentially. In case of faults reported by Top Executives, they shall be attended immediately. If the fault is due to MTNL issue, they shall book the fault with MTNL. The technicians shall follow up with MTNL technicians and resolve the faults promptly.
18. The bidder shall provide (at their own cost) and equipment's the on-site technicians with necessary telecom tools and testing devices such as cable crimping tools, krone tools, tone testers, etc. for attending to the telephone faults.
19. Bidder shall be responsible for selection and deployment of trained on-site staff, payment of wages, insurance and social benefits to the staff as per statutory requirements and will also be responsible for their safety and health.
20. **The selected vendor shall deploy qualified and skilled technicians for carrying out the scope of work.**
21. The works mentioned in the Scope of Work above are indicative and may not be exhaustive. The nature of these works may not be of everyday requirement, i.e., normally these works are as and when requisitioned in nature and not a continuous process.
22. Maintenance of system with proper cable laying, trace out of telephone lines and prepare drawings and maintain the records. If any line changes maintain in records.
23. Awardee party should check the telephone line/instrument if noise level of instrument is less party should be repair the system.

Special Conditions:

1. All works to be carried out in accordance with relevant Indian Standards.
2. For carrying out above job the contractor has to make his own arrangements for tools, tackles and testing equipment, measuring meters, safety and protective devices for carrying out the work.

3. Contractors should deploy technical staff having experience in handling such sites and have ability to rectify the issues at the earliest with any material required.
4. As the work involved is quite specialized and continuous monitoring is required, absenteeism of the contractor's employees will not be tolerated. **The EIC is authorized to make penal deductions in the bills for the absenteeism and non-compliance of the work.** The contractor will ensure proper supervision all the time. In case of deficiency penalty will be imposed.
5. All the labours and expertise are included in the scope of work. No extra payment will be made for carrying out wiring work, routine breakdown and preventive maintenances.
6. It is presumed that contractor will deploy skilled manpower as required.
7. **All the breakdown calls should be attended immediately, in case frequency / work demands more manpower, Contractor will arrange additional manpower so as not to disturb the research activities at no extra cost.**
8. It is fully contractor's responsibility to deploy qualified Technician license holder & helper with relevant Qualifications, License with hands on experience (Minimum 3 to 4 Years) to handle Telecom network etc. Equipment's specified in the scope of work. They should be well conversant with Indian Standard.
9. Contractor will ensure consistency of work and work force, correct trouble shooting, good workmen ship follow all safety procedures and will make all necessary efforts to maintain healthy environments and reliable services.
10. It is purely contractor's responsibility to get his staff acquainted with the site condition, operation and maintenance procedure, Equipment detail, Safety devices, Scope of work etc.
11. Contractor shall depute adequate number of staff to carry out routine work wiring work, addition project work, attending break call, preventive and breakdown maintenance so as not disturb research activity.
12. Contractor will ensure that the deployed staff should have basic qualification and capable of handling work as stipulated in scope of work. In case of delay, repetition of work, noncompliance, inadequate staff etc. Penalty will be imposed as per the penalty clause mentioned in terms and condition.
13. Minimum wage of the staff should not be less than Minimum Wage Act applicable to the respective category/ experience.
14. Contractor will submit the details of minimum wages as per Minimum Wage Act. As applicable to the respective category/Experience at the time of submission of Tender bid.
15. Contractor will submit their detailed scheme to carry out above work along with the tender. In case of error in typing, report of different figures, only stringent condition will apply.

Terms and conditions:

1. **Contractor to keep site clean:** When the works are carried out, the old and damaged parts, spares, covers, waste etc. shall be removed and the area should be cleaned simultaneously with the completion of these items of work in the individual rooms, quarters or premises etc. where the work is done without waiting for the actual completion of all the other items of work in contract. In case the contractor fails to comply with the requirements of this clause, the Engineer-in-Charge shall have the right to get this work done at the cost of the contractor either departmentally or through any other agency.
2. **Contractor to supply tools & equipment's etc.:** The contractor shall provide at his own cost all materials (except such special materials, if any, as may in accordance with the contract be supplied from the Engineer-in-Charge's stores), machinery, tools & equipment's.
3. **Sequence of work:** The contractor shall execute the work as per the sequence given by the Engineer-in-Charge from time to time so that all other items of the work to be executed by other agencies are completed progressively along with the main work.
4. All breakdown calls (complaints received during normal working hours) should be attended to, at the shortest possible time. **TIME IS THE ESSENCE OF THE CONTRACT.**
5. The contractor shall provide a valid **ID card** to the workers issued by the contractor and signed by the HBCSE representative, showing name of the contractor with address and telephone number on ID card as approved by the Engineer in charge. **All the workers must wear the same while on duty.**

6. **Penalty Clause:**

Complaints logged up on any day shall be attended on the same day. If any complaint is not attended within the stipulated time period (24 hours), appropriate penalty @ Rs. 200/- per complaint per day will be deducted from the AMC charges.

- I) **In extreme cases, the action of forfeiture of security money/pending bill/blacklisting of the firm can be resorted at the discretion of the competent authority in case of failure by the contractor to rectify the complaints within the specified time.**
 - II) **Any damage to the building or the any part of the equipment which might result during the operation or malpractice shall be repaired by the contractor. Nothing extra will be paid for such work.**
 - III) **If the contractor's workers working in any residence places such as hostel/ guest house rooms or in any office spaces and found to be using the beds and chairs inside the rooms and office spaces, will be penalized with Rs. 500/- for First instance, Rs. 1000/- from Second instance onwards and will be either penalised or any further strict action can be taken from HBCSE such as termination of contract, blacklisting etc. along with penalties from Third instance onwards.**
 - IV) The contractor is sole responsible for the safety of his workers working on site at any heights. The contractor should make arrangements for the safety of the workers and take all measures to make accident-free work. Proper safety accessories such as safety belts, helmets of standard make and IS marked should be provided to the workers while working at heights and at stringent locations.
7. The contractor or his representative should not remove, disturb, and dislocate the existing equipment and its parts from its positions until and unless it is authorized by the Engineer-in – Charge. The entire installation should be intact at any time of inspection as was handed over to him at the time of initial taking over of its maintenance and operation. Care shall also be taken not to damage installation by improper handling.
 8. **Cancellation of Contract** - In cases of poor workmanship and non-compliance of tender/agreement or services provided by the contractor are not found to be satisfactory, the contract shall be terminated by the department by giving **15 days' notice** even before the expiry of contract period and shall be forfeited the security deposit without assigning any reason what so ever. No further justifications in this regard will be entertained by HBCSE. The decision of Engineer-In-Charge on behalf of Centre Director HBCSE will be final and binding to the contractor.
 9. To take the Telephone AMC related materials out of the campus for repair/ replacement it is the responsibility of the contractor to take prior approval and request for a valid **GATE PASS** for the parts of machine or any such material.
 10. The Service Provider is responsible for the payment of Minimum Wages (under Central Act) to the personnel deployed by it. The Service Provider is also responsible for compliance of the provisions of all the statutes applicable in its case.

PART F: FORMAT AND ANNEXURES

ANNEXURE-I

APPLICATION FORM

(On the letterhead of the applicant)

Date: _____

To,
The Centre Director,
Homi Bhabha Centre for Science Education,
TIFR, V. N. Purav Road,
Mankhurd, Mumbai – 400088.

Sir,

1. Being duly authorized to represent and act on behalf of
..... (hereinafter referred to as “the Applicant”)
and having reviewed and fully understood all the pre-qualification information provided, the undersigned hereby applies to be pre-qualified by yourselves as a tenderer for award of work(s) for ‘Non-Comprehensive Annual Maintenance Contract for Telephone System at Homi Bhabha Centre for Science Education for Two Years’ as per specification attached.

2. Attached to this letter are copies or original documents defining:

- (a) the applicant’s legal status
- (b) the principal place of business
- (c) the place of incorporation (for applicants who are corporations) or the place of registration and the nationality of the owners (for applicants who are partnerships or individually owned firms)
- (d) Annexure no. II to XII

3. Your Centre and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents and information submitted in connection with this application, and to seek clarification from our bankers and clients regarding any financial and technical aspects. This letter of application will also serve as authorization to any individual or authorized representative or any institution referred to in the supporting information, to provide such information deemed necessary and requested by you to verify statements and information provided in this application, or with regard to the resources, experience, and competence of the Applicant.

4. Your Centre and its authorized representatives may contact the following persons for further information on general, personnel, technical and financial enquiries.

Details	Contact 1	Contact 2
Name		
Designation		
Contact No.		
E-mail		

5. This application is made with the full understanding that:

- (a) Bids submitted by applicants will be subject to verification of all information submitted at the time of bidding
- (b) I have checked all terms & Conditions and all the clauses included in this contract document; I accept to abide and follow to conditions. I also understand that failing to satisfy the above the contract may lead to the cancellation of this contract and forfeiture of the Performance Guarantee with Security Deposit.
- (c) Your Centre reserves the right to:
 - i. Amend the scope and value of the contract / bid under this project; in such event, bids will only be called from pre-qualified bidders who meet the revised requirements; and
 - ii. Reject or accept any application, cancel the pre-qualification process, and reject all applications without assigning reasons or incurring any liability thereof; and
- (d) Your Centre shall not be liable for any such actions and shall be under no obligation to inform the applicant.

6. The undersigned declares that statements made and the information provided in the duly completed application are true and correct in every detail.

Signed and sealed, Name

For and on behalf of

ANNEXURE – II

TECHNICAL BID

Company Profile- Basic Technical Details Of The Bidder

Sr. No	Description	Remarks	Page no.
1.	Name of business		
2.	Type of firm: Proprietary / Partnership / Pvt. Ltd. / Ltd./ Single Person Company / LLP Incorporation date:		
3.	Name of Directors/ Partners		
4.	Full particulars of office		
	(a) Registered/ Head Office address		
	(b) Telephone no.		
	(c) E-mail address		
5.	Bank details		
	(a) Bank name and Address:		
	(b) Account type:		
	(c) Account no:		
	(d) IFSC code:		
6.	Registration details :		
	(a) PAN no. (attach copy of proof)		
	(b) GST registration no.(attach copy of proof)		
7.	Details of Bid Security Declaration/ Earnest Money Deposit		
	(a) Amount (Rs.)		
	(b) Demand Draft No. and Date		
	(c) Drawn on bank		
8.	The tenderer should have the office in Mumbai Metropolitan Region only. (attach copy of proof)		
9.	Name & Designation of the Officer of the Contractor/ Bidder to whom all the reference shall be made for expeditious technical co-ordination		
10.	Any other information		

Name & Signature of Bidder :

Designation :

Company Seal & Phone No. :

ANNEXURE – III

EXPERIENCE OF COMPLETION OF WORK/ PROJECTS OF SIMILAR NATURE

(During last Five years ending last day of month previous to the one in which applications are invited)

Sl. No.	Name of work / Project and location	Owner or sponsoring organization	Cost in Lakhs	Date of commencement and Completion	Name and address/ Telephone number of officer to whom reference may be made	Remarks

NOTE: Please attach supporting documents (completion certificates along with order copies) for the above information.

Name & Signature of Bidder :

Designation :

Company Seal & Phone No. :

ANNEXURE – IV

DETAILS OF WORKS IN HAND

(Work of similar nature)

Name of work	Name & address of the establishment under whom the work is being executed	Value of the work in Lakhs	Completion time as per the contract	Position of the works in progress	Remark

Name & Signature of Bidder :

Designation :

Company Seal & Phone No. :

ANNEXURE –V

FINANCIAL CAPABILITIES

(On the Letterhead of CA)

Financial Analysis – Details to be furnished duly supported by figures in balance sheet/ profit & loss account for the last Three years duly certified by the Chartered Accountant, copies to be attached.

Financial Year	Annual Turn Over in Indian Rupees (or equivalent to Indian Rupees) as per Audited Balance Sheet
2022-23	Rs.
2023-24	Rs.
2024-25	Rs.

NOTE: The above data is to be supported by audited balance sheets.

Attach copies of audited balance sheets duly certified by the chartered accountant for all three years. Audited Balance sheet should mention the membership number of chartered accountant issued by ICAI along with full address.

For _____

Chartered Accountants

Name & Signature :

Company Seal & Phone No. :

Date :

ANNEXURE –VI

DETAILS OF THE PENDING LITIGATIONS

Year	Name of the work	Name of the Client, with Address	Title of the court Case/ Arbitration	Detail of the Court/ Arbitrator	Status Pending/ Decided	Disputed Amount (Current Value, the equivalent) in case of Court Cases/ arbitration	Actual Awarded Amount (Rs) in decided Court Cases/ arbitration

Name & Signature of Bidder :

Designation :

Company Seal & Phone No. :

ANNEXURE –VII

CERTIFICATE OF VISIT TO THE SITE

Tender No.: HBC/PUR/PUBLIC TENDER 41/2026-27

To,
The Centre Director,
Homi Bhabha Centre for Science Education,
TIFR, V. N. Purav Road,
Mankhurd, Mumbai – 400088.

Dear Sir/Madam,

With reference to your tender mentioned above, we have visited the site on _____ and have understood the scope of work and conditions of the site

**HOMI BHABHA CENTRE FOR SCIENCE EDUCATION
Tata Institute of Fundamental Research
V. N. Purav Marg, Mankhurd
Mumbai – 400 088, India**

where the tendered work is to be carried out.

Name & Signature of Bidder :

Designation :

Company Seal & Phone No. :

Name & Signature of Centre's Representative:

Date:

ANNEXURE –VIII

BID SECURITY DECLARATION
(To be submitted on Company's letter head)

To,
Centre Director,
Homi Bhabha Centre for Science Education – TIFR,
V. N. Purav Marg,
Mankhurd, Mumbai - 400088.

Tender No. _____

I/we have gone through the tendering conditions pertaining to the Notice Inviting Tender, Instructions to the Bidders, Pre-qualification Criteria, General Conditions of Contract, and Scope of Work, Corrigendum, if any.

We, the undersigned, declare that:

I / We understand that, as per terms and conditions of tender, bids must be supported by a Bid Security Declaration In lieu of Earnest Money Deposit.

I / We hereby accept that I / We may be disqualified from bidding for any contract with you for a period of (03) Three years from the date of disqualification as may be notified by you if,

- I I am /We are in a breach of any of the obligations under the bid conditions, or
- II I/We have withdrawn or unilaterally modified/amended/revised, my/our Bid during the bid validity period specified in the form of Bid or extended period, if any.
- III If I am/we are awarded the contract, and I/ We fail to sign the contract,
- IV On acceptance of our bid by HBCSE, I/we failed to deposit the prescribed Performance Guarantee or fails to execute the agreement or fails to commence the execution of the work in accordance with the terms and conditions and within the specified time.

Signature of bidder with Seal & Date

Name of the authorized person signing: _____

Designation of the authorized person signing: _____

Duly authorized to sign the bid for and on behalf of: _____

Dated on _____ day of _____ month, _____ year.

ANNEXURE –IX

SOLVENCY CERTIFICATE

FORM OF BANKERS' CERTIFICATE FROM A SCHEDULED BANK

This is to certify that to the best of our knowledge and information that M/s _____
_____ having marginally noted address, a customer of our bank
are/is respectable and can be treated as good for any engagement upto a limit of Rs _____
(Rupees _____)

(Signature) For the Bank

NOTE:

1. Bankers certificate should be on letter head of the Bank.
2. In case of partnership firm, certificate should include names of all partners as recorded with the Bank.
3. Latest Solvency Certificate should not be older than one year from the date of opening of Technical Bid (Part-I) for a minimum amount of **40% of the estimated cost** from their bank.

ANNEXURE -X

BID FORM

[The Bidder shall fill in this Form in accordance with the instructions indicated No alterations to its format shall be permitted and no substitutions shall be accepted.]

Tender No.:

Date:

To:

The Centre Director,
Homi Bhabha Centre for Science Education,
TIFR, V. N. Purav Road,
Mankhurd, Mumbai – 400088.

We, the undersigned, declare that:

- (a) We have read & understand the bidding document and have no reservations,
- (b) We offer to execute the order in conformity with the Bidding Documents and in accordance with the specifications mentioned in the Scope of Work.
- (c) Our bid shall be valid for a period of **180 days**, from the date of opening Technical bid (Part– I), and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (d) If our bid is accepted, we agree to submit **Performance Guarantee** as per mentioned the tender document;
- (e) We understand that this bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed.
- (f) We have attended the pre-bid meeting / site visit and have understood the requirements of the contract.
- (g) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Name & Signature of Bidder :

Designation :

Company Seal & Phone No. :

ANNEXURE –XI

UNDERTAKING

Sir,

1. I/We hereby agree and undertake to abide by all terms and conditions laid down in tender document.
2. I/We have read and fully understood all the terms and conditions and instructions contained in the bid/ tender and have signed the bid/ tender documents in acceptance of these terms, conditions and instructions.
3. I/We have never been black listed by any of the Departments/ Autonomous Institutions/ Universities/ Public Sector Undertakings of the Government of India or Government of Maharashtra or any other State Government or Public Sector Banks or Local Bodies/ Municipalities and no criminal case is pending against the said firm/ contractor as on **date of bidding**.
4. I/We shall abide by the provisions of all applicable statutes, rules and regulations including Minimum Wages Act, Contract Labour Act, Provident Fund Act and ESI Act. I/We shall pay the wages/ allowances and pay wages and allowance as per DGR rates/ Minimum wages and further pay applicable Bonus, Gratuity, Leave, Relieving Charges, Uniform and other Allowances and any other statutory charges applicable from time to time. I/We shall be fully responsible for any violation of any laws pertaining to this tender/bid such as the Contract Labour Act, the Minimum Wages Act, the EPF Act, the ESI Act, the Payment of Bonus Act, etc. I/We shall indemnify and hold the Centre harmless from and against all claims, damages, losses and expenses (including legal costs) arising out of violation of, or resulting from an omission on my/ our part to adhere to and abide by the relevant provisions of law and statutory requirements including omission to make any statutory contributions or payments. I/ We shall indemnify and hold the Centre harmless from and against all claims, damages, losses and expenses (including legal costs) arising out of, or resulting from any claims made by my/our (Contractor 's) employees against the Centre including claims in respect of employment, payment of salary/ allowances or any matter which pertains to the employment with or employment terms with me/ us.
5. I/We hereby undertake to provide services as per the directives given in the tender document.
6. I/We do hereby undertake to provide Annual maintenance contract (AMC) for Telephone lines at HBCSE, as well as any other assignment considered by the administration.
7. I/ We undertake to perform all the duties/ responsibilities that may be assigned by the Centre from time to time and not on back-to-back by third parties.

Name & Signature of Bidder :

Designation :

Company Seal & Phone No. :

ANNEXURE –XII

FORMAT OF DECLARATION FOR AMALGAMATION / ACQUISITION

Tender No.:

Date:

Amalgamation/Acquisition

In the event of M/s. _____ proposes for amalgamation, acquisition or sale of its business to any other firm during this contract period, M/s. _____ and proposed Buyer/Successor of the Principal Company are liable to execute, fulfil contractual obligations without any deviations. For this purpose, M/s. _____ / M/s. _____ and proposed Buyer/Successor of the Principal Company shall indemnify itself to the Centre Director, Homi Bhabha Centre for Science Education, TIFR, Mumbai to fulfil the contractual obligations as per the terms of HBCSE Tender and bids of M/s. _____ No. _____ dated _____ and Homi Bhabha Centre for Science Education, TIFR, Mumbai W.O. _____ dated _____. The contractual obligations are for **‘Non-comprehensive Annual Maintenance Contract (AMC) for Telephone System at Homi Bhabha Centre for Science Education for two years’** as per the above-mentioned Order.

Name & Signature of Bidder :

Designation :

Company Seal & Phone No. :

ANNEXURE – XIII

FORMAT OF INDEMNITY BOND

(To be executed on **Rs. 500/-** Non-Judicial Stamp Paper by the successful bidder before commencement of work at site)

Work Order No. _____ Dt. _____

In consideration of Homi Bhabha Centre for Science Education, TIFR, Mumbai having office at V. N. Purav Marg, Mankhurd, Mumbai 400088, hereinafter referred to as “The Centre”, which expression shall unless it be repugnant to the context or meaning thereof, include its successors and assignors having awarded to M/s. _____ having registered office at _____, a firm carrying in such name and style the business of _____ (hereinafter referred to as “The Contractor “ which expression shall unless it be repugnant to the context or meaning; thereof, include its partner(s)/ proprietor(s) for the time being or its surviving partner(s) or its heirs and executors, administrators and assignees, its successors and assignors) the contract for _____ and in compliance with the terms and conditions of the said contract.

We M/s. _____ being the contractor shall save harmless and indemnify the Institute in respect of:

- a. Any expenses arising from any injury or accident or death of workers hired for this work or damage to property of any third party.
- b. Any claim made under any Act of Government or otherwise in respect of injury or damage as aforesaid.
- c. Any award of compensation or damages upon any claim as above.
- d. Any claim against the Centre by any member of the public or other third party in respect of anything, which may arise in respect of the works or in consequence thereof.
- e. Any claim which may be made upon the Centre whether under the Workman’s Compensation Act or any other statute in force during the currency of this contract or of common law in respect of any worker of the contractor/ or their family member(s) or of his sub-contractor(s).
- f. Any costs, charges or expenses arising out of any claim or proceeding and in respect of any award of compensation of damages arising therefrom.

Name & Signature of Bidder :

Designation :

Company Seal & Phone No. :

ANNEXURE –XIV

PROFORMA FOR PERFORMANCE BANK GUARANTEE

(On a stamp paper of appropriate value from any Nationalised Bank or Scheduled Bank)

In consideration of the HOMI BHABHA CENTRE FOR SCIENCE EDUCATION- TATA INSTITUTE OF FUNDAMENTAL RESEARCH (hereinafter called “The HBCSE- TIFR”) having agreed under the terms and conditions of Work Order Nodated made between HBCSE-TIFR and M/s(hereinafter called “the said Contractor{s}”) for the work(hereinafter called “ the said Work Order”) having agreed to production of an irrevocable bank Guarantee for Rs. (Rupeesonly), as a security / guarantee from the contractor(s) for compliance of his obligations in accordance with the terms and conditions in the said Work Order, we(Indicate the name of the Bank) (hereinafter referred to as “the Bank”) hereby undertake to pay to the HBCSE-TIFR an amount not exceeding Rs. (Rs.....only) on demand by the HBCSE-TIFR.

2. We (indicate the name of Bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the HBCSE-TIFR stating that the amount claimed is required to meet the recoveries due or likely to be due from the said Contractor(s). Any such demand made on the bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs..... (Rupees..... only).

3. We, the said bank, further undertake to pay to the HBCSE-TIFR any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and the Contractor(s) shall have no claim against us for making such payment.

4. We (indicate the name of Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Work Order and that it shall continue to be enforceable till all the dues of the HBCSE-TIFR under or by virtue of the Work order have been fully paid and its claims satisfied or discharged or Purchase Officer on behalf of the HBCSE-TIFR certifies that the terms and conditions of the said Work Order have been fully and properly carried out by the said Contractor(s) and accordingly discharges this guarantee.

5. We..... (indicate the name of Bank) further agree with the HBCSE-TIFR that the HBCSE-TIFR shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Work Order or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the HBCSE-TIFR against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Work Order and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act of omission on the part of the HBCSE-TIFR or any indulgence by the HBCSE-TIFR to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s).

7. We, (indicate the name of Bank) lastly undertake not to revoke this guarantee except with the previous consent of the HBCSE-TIFR in writing.

8. This guarantee shall be valid up to, unless extended on demand by HBCSE-TIFR. Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs. (Rupees only) and unless a claim in writing is lodged with us within six months of the date of expiry or the extended date of expiry of this guarantee, all our liability under this guarantee shall stand discharged.

Signed and sealed Dated

the day offor..... (indicate the name of Bank)

ANNEXURE XV
FINANCIAL BID (Part II of the Tender)

**Non-Comprehensive Annual Maintenance Contract for Telephone System
at Homi Bhabha Centre for Science Education for Two Years**

(TENDER NO: HBC/PUR/PUBLIC TENDER 41/2026-27)

Name of the Bidder _____

Sl. No.	Description of Items	Unit	Rate (in Rs.)
1	Annual maintenance contract of (non-comprehensive) for whole Telephone system including 100 Analog instruments repair/replace and 500 Extension lines.	Lump Sum	
Total			
GST 18%			
Grand Total			

Amount (in words): _____
_____ only.

Company Seal

(Signature of the bidder)

Date:

Name and Designation