

**DOMESTIC RFQ / TENDER DOCUMENT  
NON COMPHRENSIVE ANNUAL RATE CONTRACT FOR  
MAINTENANACE AND MONITORING OF FIRE ALARM  
SYSTEM - INDIAN INSTITUTE OF SCIENCE  
C V RAMAN ROAD  
BANGALORE 560012**

**Document Reference No: RFQ No: IISc/Purchase/FAS-AMC/2025-26/01**

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**Contact Details:**

The Chair, Fire Purchase Committee

Office of Laboratory Safety & Environmental Health (OLSEH),

Room No EG-17-New Chemical Science Building, Indian Institute of Science Bangalore - 560012

**Email:** [safety.olseh@iisc.ac.in](mailto:safety.olseh@iisc.ac.in)

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## 2 Short Summary

IISc. Bangalore invites Indian OEM or its authorized Indian distributor / partner are invited to submit their bid (in INR only) for carrying out Annual Maintenance Contract of fire alarm systems installed in all the buildings at IISc campus, Bangalore 560012.

The contractor must check all the fire alarm system and submit the requirement of major repair, if any of each of the systems in details once the contract is awarded. This clause is applicable only the systems which are not at all functional. The cost of the spare parts for the same will not be part of AMC/Monitoring .

The systems which are functional and in working condition must be maintained as per the maintenance schedule given in this tender document. During the routine maintenance, if any of the component found non-functional and required replacement , the same has to be indented by the contractor and the same will be procured by IISc after the due commercial process . Fixing and making the system functional will be responsibility of the contractor without any additional charges.

The bids must be addressed and submitted to

The Chair, Fire Purchase Committee

Office of Laboratory Safety & Environmental Health (OLSEH),

Room No EG-17-New Chemical Science Building, Indian Institute of Science Bangalore - 560012

Email: - [safety.olseh@iisc.ac.in](mailto:safety.olseh@iisc.ac.in)

### 2.1 Important Information:

<b>RFQ Reference Number</b>	RFQ No: RFQ No: IISc/Purchase/FAS-AMC/2025-26/01
<b>Availability of RFQ document</b>	RFQ will be available on our IISc website <a href="http://www.iisc.ac.in/tender">www.iisc.ac.in/tender</a> from 22nd April 2025. The RFQ may be downloaded from the Tender Section of Indian Institute of Science website by the Bidders. No hard copy of the RFQ will be made available by the IISc.
<b>Last date of submission of any query / reporting any error</b>	14 <sup>th</sup> May 2025 by 03:00pm. ALL QUERIES TO BE SUBMITTED THROUGH EMAIL ONLY ON <a href="mailto:safety.olseh@iisc.ac.in">safety.olseh@iisc.ac.in</a>
<b>Due date/time</b>	Bid Submission: 14 <sup>th</sup> May 2025 by 03:00pm. Late RFQ will not be accepted under any circumstances including postage delay.
<b>Date and Time of Technical bid Opening</b>	15 <sup>th</sup> May 2025 at 03:00 PM
<b>Contact person</b>	Safety Officer Mr. Masoodur Rahman Email: <a href="mailto:safety.olseh@iisc.ac.in">safety.olseh@iisc.ac.in</a> Tel: 080-22933199
<b>Validity of Offer</b>	The offer should be valid for period of 90 days from the last date for submission of the offer

### 2.2 Important Definitions

The following terms are used in the document interchangeably to mean:

1. IISc means “Indian Institute of Science”.
2. Recipient, Respondent and Bidder, Vendor, means “Respondent to the RFQ Document”.

3. Tender means RFQ response documents prepared by the Bidder and submitted to **IISc**.

## 2.3 Disclaimer

1. IISc reserves the right to reject any / all applications without assigning any reason whatsoever.
2. The above dates are tentative and subjected to change without any prior notice or intimation
3. Bidders should check our website [www.iisc.ac.in/tender](http://www.iisc.ac.in/tender) for any changes / addendums to the above dates and / or any other changes/ update to this RFQ). Bidders are requested to keep themselves updated through our said website from time to time.
4. Please note that Financial Bids will be opened for only those service providers who qualify in the technical bid stage
5. This RFQ is not an agreement and is neither an offer nor invitation by the IISc to the prospective Bidder/s or any other person or entity. The purpose of this RFQ is to provide interested parties with information that may be useful to them in the formulation of their bids pursuant to this RFQ.
6. This RFQ may not be appropriate for all people, and it is not possible for the IISc, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFQ. While all care has been taken to keep the assumptions, assessments, statements, and information contained in this RFQ as relevant, complete, accurate, adequate, and correct, it may not be taken as final.
7. The bidder must submit the bid as per the terms and condition of this document. The BOQ is enclosed with this document. The BOQ is prepared based on the drawings of the respective building/floors. Entire system has to be installed as per the above mentioned drawing. During the time of execution of the work, if there is any change/deviation required, the same has to be put up in writing and approval should be obtained from IISc before carrying out the work. However, the drawing will be provided only to the successful bidder once the contract is finalized in all respect.
8. Once the job is completed the contractor has to prepare an as built drawing and submit the same to IISc, duly signed and approved by our consultant.

## 2.4 Confidentiality

This document is meant for the specific use by the Company / persons interested to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. IISc expects the bidders or any person acting on behalf of the bidders to strictly adhere to the instructions given in the document and maintain confidentiality of information. The bidders will be held responsible for any misuse of the information contained in the document and liable to be prosecuted by the IISc. In the event of such a circumstance is brought to the notice of the IISc. By downloading the document, the interested party is subject to confidentiality clauses.

## 3 Technical Requirements

### 3.1 Introduction

1. This Request for Quotation document ('RFQ document' or RFQ)/tender document has been prepared for the purpose of selecting Vendors / Service Providers for rendering the service of Annual Maintenance Contract of Fire Alarm Systems installed in the campus of Indian institute of Science – C V Raman Road – Bangalore – 560012 .

2. In response, Indian Institute of science seeks a detailed technical and commercial proposal from the experienced service providers having experience in similar type of activity.
3. Initially contract will be awarded to successful bidder for a period of one year. If the service of the contractor is found satisfactory, the contract may be extended according to the decision of the purchase committee of fire safety equipment - IISc .

## 3.2 Eligibility

1. The vendor must have **a minimum of three years' experience** in commissioning and maintenance of fire detection and alarm system.
2. Its Mandatory that Vendor must be Indian OEM, or its authorized Indian distributor / partner are invited to submit their bid in INR only.
3. In the past three years the vendor should have maintained **three** similar systems, (for which the cost of each contract value should not be less than 20 lakhs per annum) or at least **one single system** for which the Annual Maintenance Contract value should not be less than 50 Lakhs in Government/Private/Public sector /Research institutes. Supporting document should be enclosed.
4. **Work Executed.** The bidder shall have carried out similar work during last 03 financial years as under:
  - a. Non Comprehensive Maintenance of the fire detection and Alarm system (AMC/On Call) . Minimum three systems for past three years. (Relevant document should be enclosed with the bid)
5. **Performance Certificate:** The applicant should submit a "Satisfactory Performance Certificate" from two Companies/Entities where the applicant presently carrying out the AMC of fire Alarm systems. The certificate obtained from the customer shall not be older than 30 days from the date of submission of the tender.
6. **Manufacture authorization: Bidder shall submit specific manufacturer authorization (Written letter from the manufacturer) for the fire alarm systems given below.**
  - A. EST -3 panel from OEM.
  - B. Honeywell Notifier panels from OEM.
  - C. Siemens panels
  - D. Ravels system
7. **Trained and Certified Engineers:** Bidder shall have at least two well trained and certified Engineers permanently placed in Bangalore for the purpose of maintenance of the systems mentioned above OEMs
8. **Registered Office:** The bidder should have a local technical office in Bangalore. The branch office should have a certified technical team who can promptly attend the calls and rectify the faults. The technical team of IISc is free to visit and verify the same.
9. **Supply & Installation:** The applicant should be able to carry out the AMC /Monitoring by employing their own, trained staff. No subletting of the work is permissible.
10. **Past Record:** The applicant should not have been blacklisted by any PSU/PSB/Govt. Organization in past 3 years or services terminated due to poor performance. A certificate be submitted stating that the company/firm or its owner or any sister concern have not been blacklisted. (Annexure A)
11. If IISc has issued a dissatisfactory letter / termination of work contract due to dissatisfactory services to the agency the bid of the company will be rejected.

### 3.3 Scope of Work

**3.3.1 Maintenance** - There are number of buildings in the campus of IISc Bangalore, where various types of fire detection systems are installed. Out of them few are under warranty /DLP and rest of the systems are not under warranty/DLP. The details of the systems which are not under warranty and require AMC is enclosed below. The contractor has to carry out the maintenance of such systems as per the terms and conditions mentioned in this RFQ/Tender document

**3.3.2 Monitoring the FAS &PAS of newly constructed buildings:** Currently 3 high-rise buildings FAS &PAS systems are under warranty /DLP which required monitoring. The contractor must carry out the monitoring of such systems as per the terms and conditions mentioned in this RFQ/Tender document. The technical specification of FAS which required monitoring will be communicated later through email. Another newly constructed buildings system will be also part of this tender for monitoring whenever handed over to OLSEH and monitoring charges will be according to unit price mentioned for this tender.

### 3.4 Technical specification of the FAS requires AMC and Monitoring

#### 3.4.1 For AMC of FAS

Sl no	NAME OF THE BUILDING	No of Panel	Detectors	MCP	Hooter	Panel Make	Panel Model no
1	New biological Science Building - old - repaired	1	344	24	24	EDWARD	EST 3
2	CENSE	3	124	31	11	EDWARD LOCAL RAVEL	EST 3 4 ZONE RE 2558
3	NEW CHEMICAL SCIENCE	1	500(approx. )	0	0	NOTIFIER	NOTIFIER 3030
4	*PHYSICS	1	395	9	10	SIEMENS	
5	AEROSPACE ENGINEERING	2	190	16	16	NOTIFIER	NOTIFIER 3030
6	CCT		2	0	0		
7	CAOS and DIVECHA	1	10	10	14	RAVEL	2558
08	DESE	3	144 28	13 03	13 03	NOTIFIER RAVEL	NFS3030 RE 104
09	MBU Main Building	1	212	30	10	NOTIFIER	NFS3030
10	MBU Annex Building	1	39	3	5	RAVEL	RE 104
11	ICER	1	158	12	4	NOTIFIER	NFS3030
12	IAP main	1	163	12	12	NOTIFIER	NFS3030
13	IAP Annex	1	83	8	8	NOTIFIER	NFS3030
14	CIVIL ENGINEERING	4	473	39	39	NOTIFIER	NFS3030

15	MECHANICAL ENGINEERING	3	386	32	35	NOTIFIER	NFS3030
16	CDS/SERC	2	20	12	12	OLD PANEL SCHNIDER	-
17	CISTUP	1	34	4	4	NOTIFIER	NFS3030
18	CPDM	1	89	15	15	NOTIFIER	NFS3030
19	MGMT	2	68	10	10	NOTIFIER	NFS3030
20	MRC	1	232	14	14	NOTIFIER	NFS3030
21	MATHEMATICS	1	148	12	12	NOTIFIER	NFS3030
22	HIGHVOLTAGE	1	71	10	10	NOTIFIER	NFS3030
23	CAF OLD	1	54	06	07	NOTIFIER	NFS3030
24	CST OLD	1	68	16	19	NOTIFIER	NFS3030
25	ROBERT BOSCH	3	38	3	2	RAVEL	RE 104 & RE 102 @ 3rd floor RE 104 @ 4th floor
26	New Boys Hostel	1	0	35	35	NOTIFIER	NFS3030
27	New Girls Hostel	1	0	35	35	NOTIFIER	NFS3030
28	Ladies Guest House	1	0	20	20	NOTIFIER	NFS3030
29	HE Quarters-3 blocks	3	0	33	33	Ravel	
<b>TOTAL</b>		<b>44</b>	<b>4073</b>	<b>467</b>	<b>432</b>		

### 3.4.2 For FAS & PAS Monitoring

SI no	NAME OF THE BUILDING	No of Panel	Detectors	MCP	Hooter	Panel Make	Panel Model no
1	Nisarga Women hostels	1	344 (approx. )	24	24	EDWARD	EST 3
2	IDR new building	1	350 (approx. )	31	11	EDWARD	EST 3
3	Women's Dining cum Guest house	1	300(approx. )	20	10	EDWARD	EST 3

#### Notes:

1. The number of FAS devices and detectors may be increased or decreased.
2. All Upgradation works of FAS & PA system will be part of this tender.
3. The newly constructed building's FAS system will be also part of this tender for monitoring whenever handed over to OLSEH and monitoring charges will be according to the unit price final tender quote received for this
4. Fire alarm systems in newly constructed buildings by CPWD, TCE, or other agencies are currently not under AMC. These systems AMC will be part of this tender once their existing DLP/monitoring period is over.

1. **Periodical inspection and maintenance and monitoring:** The contractor has to carry out the periodical inspection and maintenance and monitoring of the fire detection and alarm system.

2. **In view of the above the vendor has to quote the AMC Charges for each of the above systems separately.**
3. **In view of the above the vendor has to quote the Monitoring Charges for each of the above systems separately mentioned in monitoring table.**
4. **Regular Maintenance of the system: The contractor must maintain the system as per the maintenance activities mentioned below and responsible for 100% functional of the fire detection and alarm system including the PA system supporting the fire alarm system.**
  - a. The Engineer/Technician of contractor/vendor shall visit departments and offices under institute as per schedule and carryout Servicing/maintenance work of fire the systems taken on AMC.
  - b. The contractor must take the utmost care of the safety during the maintenance work of the system.
  - c. The Contractor/Vendor shall be responsible for any injury to their workmen during performing the servicing/maintenance work etc.
  - d. The contractor must have the ESI and PF registrations to the employees deputed in IISc for above contract. Required certificates shall be enclosed along with the bid.
  - e. The vendor/contractor will maintain a data log sheet of all the connected equipment of fire detection and alarm system including PA system.
  - f. The contractor has to take prior permission to work if there is any such work where the safety of the maintenance crew/person is involved (Like height work, work at the area where hazardous materials are stored etc.)
  - g. The Vendor/contractor will strictly follow the periodicity of the maintenance and testing of the system as per the details given below.
  - h. The vendor has to report the Fire Marshal of IISc, if any of the equipment is non-functional / which are failed in the testing on daily basis.
  - i. The contractor must keep designated manpower to ensure there is no false alarm in any of the systems installed, under AMC/Monitoring and eliminate false alarms as and when it occurs/or when get information from IISc.

#### **4.0 Maintenance activities**

**4.1 Maintenance activities of the Fire detection and PA system:** The contractor has to carry out the following activities as part of the maintenance of the system and the same has to be documented. The contractor's engineer must sign the document and obtain counter sign from the authorized representative of IISc .

<b>Daily</b>	<ul style="list-style-type: none"> <li>▪ Check to ensure that control panel indicates normal operation.</li> <li>▪ Any fault indicated is recorded in the log book and action should be taken for repairs.</li> <li>▪ Any fault warning recorded during the previous day should receive attention.</li> <li>▪ Record the activities in the fire control room logbook.</li> </ul>
<b>Weekly</b>	<ul style="list-style-type: none"> <li>▪ Carry out the daily activities.</li> <li>▪ Operate at least one detector and manual call point on each zone circuit and check the functions of control panel, response indicators and notification devices (hooters).</li> <li>▪ In analogue addressable systems at least 5 % of detectors operate in each loop of the system.</li> <li>▪ Visual examination of batteries and connections shall be made to ensure they are in good condition. Check battery electrolyte level.</li> </ul>



<b>Monthly</b>	<ul style="list-style-type: none"> <li>Repeat the weekly activities.</li> <li>Check the following; <ul style="list-style-type: none"> <li>A. Control panel operational.</li> <li>B. All LED, lights and displays on the control panel are operational.</li> <li>C. All detectors appear operational</li> <li>D. All manual call points appear operational.</li> <li>E. All speakers and hooters appear operational.</li> <li>F. Ensure the built-in battery charger is functional and the battery is properly charged.</li> </ul> </li> </ul>
<b>Quarterly</b>	<ul style="list-style-type: none"> <li>Repeat the monthly routine.</li> <li>Ensure all the fire detectors are checked in rotation and completed the checking including cleaning.</li> <li>Check the entries in the log book since the previous inspection.</li> <li>Batteries and their connections shall be examined and tested to ensure that they are in good serviceable condition.</li> <li>Check the alarm functions of control panel by operating a detector.</li> <li>Visual inspection of the premises to ensure that structural or occupancy changes have not affected the requirements for re-siting of detectors, manual call points etc.</li> </ul>
<b>Annual</b>	<ul style="list-style-type: none"> <li>Test at least 20 % of the detectors in the installation (This is in addition to the quarterly check).</li> <li>Visual inspection shall be made to confirm that all cable fittings and equipment are secure, undamaged and adequately protected.</li> <li>Test all audio-visual alarms, hooters etc.</li> <li>Discharge the batteries for two hours and should remain operational.</li> <li>Test the battery charger for proper operation.</li> </ul>
<b>Once in three years</b>	<ul style="list-style-type: none"> <li>Electrical installation shall be tested.</li> </ul>

**PA system:** Maintenance of the PA system is part of this contract. The contractor is also responsible to maintain the PA system installed for supporting the fire detection system, ensure for its proper function and maintain the records.

While submitting the quotation for the AMC, the contractor must include the maintenance of the PA system also.

**4.2 Monitoring activities of the Fire detection and PA system which are under DLP:** The contractor has to carry out the following activities as part of the monitoring of the system and the same must be documented. The same activities must be repeated daily, weekly and monthly every month.

<b>Daily</b>	<ul style="list-style-type: none"> <li>Check to ensure that control panel indicates normal operation.</li> <li>Any fault indicated is recorded in the log book and action should be taken for repairs.</li> <li>Any fault warning recorded during the previous day should receive attention.</li> <li>Record the activities in the fire control room logbook.</li> </ul>
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<b>Weekly</b>	<ul style="list-style-type: none"> <li>- Carry out the daily activities.</li> <li>- Operate at least one detector and manual call point on each zone circuit and check the functions of control panel, response indicators and notification devices (hooters).</li> <li>- In analogue addressable systems at least 25 % of detectors operate in each loop of the system.</li> <li>- Visual examination of batteries and connections shall be made to ensure they are in good condition. Check battery electrolyte level.</li> </ul>
<b>Monthly</b>	<ul style="list-style-type: none"> <li>- Repeat the weekly activities.</li> <li>- Check the following; <ul style="list-style-type: none"> <li>A. Control panel operational.</li> <li>B. All LED, lights and displays on the control panel are operational.</li> <li>C. All detectors appear operational</li> <li>D. All manual call points appear operational.</li> <li>E. All speakers and hooters appear operational.</li> <li>F. Ensure the built-in battery charger is functional and the battery is properly charged.</li> </ul> </li> </ul>
<p><b>PA system:</b> Monitoring of the PA system is part of this contract according to the above schedules. The contractor is also responsible for monitoring the PA system installed to support the fire detection system, ensuring its proper function and maintain the records. While submitting the quotation for the monitoring, the contractor must include the monitoring of the PA system also.</p>	

Payment Terms: The billing will be monthly for the month completed. The total cost of the AMC and monitoring will be equally divided into 12 months and bill will be submitted accordingly. The additional cost incurred if any, (after obtaining the sanction of the IISc) , will be included with the monthly bill separately.

## 5.0 Submission of bid

### 5.1 ENVELOPE No.1

The envelope for Technical Bid, "ENVELOPE No.1" shall be super scribed, "TECHNICAL BID for OFFER LETTER for carrying out annual maintenance of fire alarm systems installed at various Buildings - IISc Bangalore-560012.

**Shall contain the following:** Information as per the Performa **"MANDATORY TECHNICAL REQUIREMENT"** along with copies of the required / supporting documents (Self Attested) as per the Annexure – B.

### 5.2 ENVELOPE No.2

The envelope containing Financial Bid, **"ENVELOPE No.2"** shall be super scribed "FINANCIAL BID for OFFER LETTER for carrying out annual maintenance of fire alarm systems installed at various Buildings - IISc Bangalore-560012.

Rates for AMC of Fire detection and alarm system at IISc Campus given in the Tender Document ***Excluding GST***. Submission of Financial Bid In any format other than the provided format or including any attachment other than the Financial Bid as per the format will not be accepted and the Bid will be rejected.

## 6.0 Tender Evaluation

### 6.1 Process

Bids will be evaluated based on compliance with eligibility, technical specification, other terms, and conditions stipulated in the tender document.

1. The bids must be submitted in two parts (under two-cover bid system).
2. Technical Bid (in a single file PDF document format)- As per annexure B
3. Financial Bid or Price Bid (As per Annexure-C).
4. The technical bids will be evaluated first. Incomplete information submission shall attract disqualification.
5. The technical bids of all bidders shall be scrutinized and evaluated by IISc based on eligibility criteria and qualifications as per details provided along-with documents by the bidder in their technical bid. IISc may ask for additional clarification / details / documents / technical presentation etc. For the purpose, any date fixed by IISc, will be final and binding. Decision of IISc, regarding technical evaluation and declaration of technically qualified bidders, will be final and binding.
6. Financial Bids (Price Bid) of only those bidders will be opened, who will be declared technically qualified. Decision of IISc, in this regard, will be final and binding.
7. The price bids (submitted as per annexure-C) of the technically qualified bidders will be evaluated based on the criteria defined below. **Decision of IISc with regard to evaluation of financial bids, calculations of marks and scores and declaration of bidders' ranking will be final and binding.**
8. As per recent edits to the GFR 2017 (notified on August 22<sup>nd</sup>), there are three classes of vendors distinguished by their "local content". Only Class 1 and 2 suppliers are eligible for this RFQ.
9. Purchase preference as defined by the recent edits to GFR (within the "margin of purchase preference") will be given to the Class-1 supplier.
10. MSMEs can seek an exemption to some qualification criteria. IISc follows GFR2017 for such details.
11. Bidders offering imported products will fall under the category of non-local suppliers. They cannot claim themselves as Class-1 local suppliers/Class-2 local suppliers by claiming the services such as transportation, insurance, installation, commissioning, training, and other sales service support like AMC/CMC, etc., as local value addition.
12. The Agency could be a sole proprietary concern/partnership firm or a company and should be registered Firms/Companies wherever applicable.
13. As per [MSME Development Act, 2006](#), Micro and Small Enterprises (MSEs) registered under Udyam are eligible and encouraged to apply for the tender for EMD exemption in public procurement.
14. Class 1 supplier: Goods and services have a local content equal to or more than 50%
15. Class 2 supplier: Goods and services have a local content more than 20% but less than 50%
16. Non-local supplier: Goods and services have a local content of equal to or less than 20%

### 6.2 Selection of L1

1. The L1 will be decided on average of unit cost of all items mentioned in BOQ.
2. L1 will be decided after opening and evaluating of the financial bids subject to all eligibility criteria.
3. **The total charges stated for Annexure C will be considered for financial evaluation of the Financial Bid of the tender.** The quoted unit cost will be fixed for three years.

## 7 Terms & Conditions and Other Details

### 7.1 Cancellation of Bids

IISc reserves the right to reject a tender under any of the following circumstances:-

- a. If this RFQ document is not submitted or submitted without seal & signature of the Vendor in any of the pages.
- b. If Tender Documents are incomplete and /or not accompanied by all stipulated documents.
- c. If any of the terms and conditions and mandatory declarations are not accepted.
- d. The Agency should have been in the business of installation and maintenance of fire detection and alarm system for minimum **3 years**. This period of 3 Years in business should have been completed on the date of application. Proof for previous three years for services provided to any institution preferably PSUs/PSBs and should submit report of satisfactory service from them.
- e. The IISc reserves the right to accept or reject any Bid in part or in full or to cancel the Bidding process and reject all bids at any time prior to contract award, without incurring any liability to the affected bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the IISc action.

### 7.2 Validity of Bids:

Bids shall remain valid for a period of 90 Days from the date of opening of the Financial Bid. A bid valid for a shorter period may be rejected by the IISc as non-responsive. Validity of all the eligible bids would be required till the successful bidder/s sign contract with BOB.

### 7.3 Contacting IISc

- a. No bidder/s shall contact the IISc on any matter relating to its Bid, from the time of opening of RFQ/Tender to the time contract is awarded.
- b. Any effort by the Bidder/s to influence the IISc in its decision on RFQ/Tender evaluation, comparison or contract award may result in rejection of the Bidder's.

### 7.4 Award and Signing of Contract

- a. IISc will communicate to successful bidder/s (through letter in duplicate by email) that its bid have been accepted. The selected bidder/s have to return the duplicate copy to the IISc within 7 working days duly Accepted, Stamped and Signed by the Authorized Signatory in token of acceptance.
- b. It would be mandatory for L1 Bidder to accept the work awarded by the IISc.
- c. Successful L1 bidder has to provide unconditional Performance Bank Guarantee of 03% of estimated 1 year's three months contract value from any Schedule Commercial Bank excluding Co- operative Bank.
- d. In case the RFQ is cancelled, IISc reserves the right to take appropriate decision, including calling up of fresh tenders.

## 7.5 Payment Terms

The terms of payment are as under:

- a. No advance payment against work order.
- b. Payment of bills will be made by the IISc after receiving the consolidated monthly bills with all reports and documents from Service Provider, within 14 working days of submission of such bill.

## 7.6 Performance Bank Guarantee

- a. **Successful L1 bidder has to provide unconditional Performance Bank Guarantee of 5% of estimated 1-year three months contract value from any Schedule Commercial bank.**
- b. The Performance Bank Guarantee shall be adjusted against any loss, damage, delay expense etc. to the IISc. IISc reserves the right to take appropriate decision on the adjustment of the Performance Bank Guarantee. During the period of contract including AMC period supplier should attend to all repairs / defects / replacement of minor spare parts free of cost. In case of failure on the part of the supplier to attend to the defects within a reasonable period, the IISc on its own will get the defects rectified through another vendor at the risk and cost of supplier and repairs rectified through another vendor in such circumstance will not affect the liabilities of the supplier on the warranty for its remaining period nor will it affect the supplier's liabilities on the stipulated Annual Maintenance Contracts.
- c. The IISc reserves the right either to invoke the Performance Bank Guarantee or to cancel the purchase order or both if the Bidder/s fail to meet the terms of this Bid or contracts entered in to with them.

## 7.7 Contract Period

- a. *The contract period shall be for a period of **two years**. The contract may be extended for one more year after successful completion of two years/by mutual consent. The counting of period will start from the day of issuance of purchase order. In case of any delay without proper reasons, the contractor will be penalized. The penalty clauses will be discussed during award of contract.*

## 7.8 Agreement

The service provider shall be required to enter into an agreement with IISc, based on terms and conditions mentioned in the tender document.

## 8 Cancellation of Contract

The IISc reserves the absolute right to cancel the contract with the selected bidder/s at any time during the contract period, by giving a written notice of at least one (01) Months, for any valid reason, including but not limited to the following reasons:

1. Delay in execution of orders placed by the IISc.
2. Discrepancies / deviations in the agreed process and / of products.
3. Violation of terms and conditions stipulated in this Bid / Contract.
4. Unsatisfactory performance of the bidder.
5. Any other valid reason.

### 8.1 IISc Rights

Purchase Committee reserves the right to

- a. Reject any and all responses received in response to the RFQ.
- b. Waive or Change any formalities, irregularities, or inconsistencies in proposal format delivery.
- c. Amend/ modify terms & conditions of RFQ.
- d. Extend the time for submission of the RFQ.
- e. Select the most responsive Bidder (in case no Bidder satisfies the eligibility criteria in totality)
- f. Share the information/ clarifications provided in response to tender by any Bidder, with any other Bidder(s) /others, in any form.
- g. Re-negotiate the price and terms of the entire contract with the bidder at more favorable terms in case such terms are offered in the industry at that time.
- h. Cancel the RFQ at any stage, without assigning any reason whatsoever.

## 8.2 Inspection of Facilities

The applicant should not have any objection to IISc inspecting the site where the similar work is being carried out or already executed by the applicant. IISc may also hold enquiries from past / present clients of the applicant.

## 8.3 Grievance Redressal

Any vendors have a grievance against a decision or action with regards to the provisions of this RFQ may file a request to the OLSEH, Bangalore at [safety.olseh@iisc.ac.in](mailto:safety.olseh@iisc.ac.in). It may please be noted that the grievance can be filed by only that vendor who has participated in Procurement proceedings in accordance with the provisions of this RFQ.

## 8.4 Indemnity

The Vendor shall indemnify IISc, and shall always keep indemnified and hold the IISc, its employees, personnel, officers, directors, (hereinafter collectively referred to as "Personnel") harmless from and against any and all losses, liabilities, claims, actions, costs and expenses (including attorneys' fees) relating to, resulting directly or indirectly from or in any way arising out of any claim, suit or proceeding brought against the IISc as a result of:

- a. IISc authorized / Bonafede use of the Deliverables and /or the Services provided by Vendor under this assignment; and/or
- b. Negligence or wilful misconduct of the Vendor and/or its employees, agents, sub-contractors in performance of the obligations under this assignment; and/or
- c. claims made by employees or subcontractors or subcontractors' employees, who are deployed by the Vendor, against the IISc; and/or
- d. claims arising out of employment, non-payment of remuneration and non-provision of statutory benefits by the Vendor to its employees, its agents, contractors and sub-contractors, or breach of any terms, representation or false representation or inaccurate statement or assurance or covenant or warranty of the Vendor under this assignment; and/or breach of confidentiality obligations of the Vendor; and/or
- e. any or all Deliverables or Services infringing any patent, trademarks, copyrights or such other Intellectual Property Rights;
- f. IISc shall notify the Vendor in writing as soon as practicable when the IISc becomes aware of the claim, and Co-operates with the Vendor in the defence and settlement of the claims.
- g. The Vendor shall have sole control of the defence and all related settlement/ negotiations, and IISc will provide the Vendor with the assistance, information and

authority reasonably necessary to perform the above.

- h. In the event of successful bidder not fulfilling its obligations under this clause within the period specified in the notice issued by the IISc. IISc has the right to recover the amounts due to it under this provision from any amount payable to the vendor under this assignment.
- i. The indemnities under this clause are in addition to and without prejudice to the indemnities given elsewhere in this RFQ.

## 8.5 Dispute Resolution

- a. The IISc and the vendor shall make every effort to resolve amicably, by direct informal negotiation between the respective Safety officer / Fire Purchase committee Chair of the IISc and the vendor, any disagreement or dispute arising between them under or in connection with the contract.
- b. If the IISc Safety officer / Fire Purchase committee Chair are unable to resolve the dispute after thirty days from the commencement of such informal negotiations, they shall immediately escalate the dispute to the senior authorized personnel designated by the vendor and IISc respectively.
- c. All questions, disputes or differences arising under and out of, or in connection with the contract or carrying out of the work whether during the progress of the work or after the completion and whether before or after the determination, abandonment or breach of the contract shall be referred to arbitration by a sole Arbitrator acceptable to both parties OR the number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator shall act as the chairman of the proceedings. Arbitration will be carried out at Bangalore. The Arbitration and Conciliation Act 1996 or any statutory modification thereof shall apply to the arbitration proceedings
- d. Judgment upon the award may be entered by any court having jurisdiction thereof or having jurisdiction over the relevant Party or its assets.

## 8.6 Governing Laws

This RFQ and the subsequent contract shall be governed and construed and enforced in accordance with the laws of India. Both Parties shall agree that in respect of any dispute arising upon, over or in respect of any of the terms of this Agreement, only the courts in Bangalore shall have exclusive jurisdiction to try and adjudicate such disputes to the exclusion of all other courts.

## 9 Annexure

### 9.1 Annexure A: Offer Letter (On the Agency's Letter Head)

#### **Annexure – A**

##### **ENVELOPE - 1 : OFFER LETTER.**

To,

**The Chairman, Fire Purchase Committee**

**Office of Laboratory Safety & Environmental Health (OLSEH),**

**Room No EG-17-New Chemical Science Building Indian Institute of Science Bangalore - 560012**

Dear Sir,

Re: RFQ/tender document for Annual maintenance Contract of Fire Alarm System installed in the buildings of IISc Bangalore-560012

With reference to the RFQ/Tender document

1. Having examined the nature and quantum of work relating to the above mentioned work and having visited and examined the site of the proposed work and having acquired the requisite information relating thereto as affecting the tender invited by you, I / We, the undersigned hereby offer for undertaking Short listing of Service Provider for Annual maintenance Contract of fire detection and alarm system installed in the buildings in IISc – Bangalore 560012.
2. I / We agree to deposit a Performance Bank Guarantee (as per Annexure-D) of 3 % of estimated of 1 year contract value (refundable on expiry of the contract), which in the event of not carrying out the contracted services, as per terms and condition of the tender, shall be forfeited.
3. I / We certify that the / our Company / firm or owner or any sister concern have not been Blacklisted by any institution of the Central or State Govt. / PSU/PSB in the past three years on any grounds whatsoever.
4. We are complying with all the guidelines issued by the Karnataka Fire Services and State Govt. with regards to Provision & Maintenance of Fire Fighting systems and will also ensure such compliance on any new guidelines issued during the currency of the contract period from time to time.
5. We have read the general Terms and Conditions of the Work Contract and agree to abide and comply with the same.

Yours faithfully

Name & Signature of the Vendor with Seal

Date:

Place:

Enclosures: As above



## 9.2 Annexure B: Vendor Profile (On the Agency's Letter head)

### Annexure – B

ENVELOPE - 1: TECHNICAL BID

#### MANDATORY TECHNICAL REQUIREMENT

S.No.	Description		Information from the Vendor		Annexure
1.	Name and Address of the Firm				Annexure -1
2.	Telephone Nos. & Email Id.				Annexure - 1
3.	Type of Firm: <b>(Sole Proprietorship/Partnership/Ltd. Co./Other)</b>		Copy of Registration certificate		Annexure - 1
4.	Name of Contact Person with contact number in relation to this RFQ:				Annexure - 1
	Company / Firm Registration				
	OEM Details		OEM LETTERS		
5.	Address & Tel. No. of the Branch/Service Centrein Bangalore:				Annexure - 1
6.	GST No.		GST copy		Annexure - 2
7.	PAN No, ESI & PF		PAN Card, ESI and PF copy		Annexure - 3
8.	The Turnover of the Firm		NO turnover needed		Annexure - 4
9.	Name of Banker with address				
10.	Details of work carried out for previous clients (attach copy)				Annexure - 6
	Year	Name of Organization	Type of Work	Amount	
	(i)				
	(ii)				
	(iii)				
11.	No. of Certified Technical Staff (Two each for the systems mentioned in the tender document)				Annexure – 7
	Name of person	Qualification	Designation	Total Experience in the Firm	
1					
2					
3					

4				
12.	a) Has your company/firm been ever Blacklisted in past 3 years. Give details if Yes			Annexure - 8
	b) If No, a <b>certificate</b> be submitted stating that the company/firm or its owner or any sister concern have not been so blacklisted by any institution of the Central or State Govt, PSU/PSBs in the past three years on any grounds  Whatsoever.			
13.	The vendor must have experience in commissioning and maintenance of fire fighting system in High Rise Buildings of minimum 05 stories.  (Attach Copy)			Annexure - 9
14.	Proof of work executed in last 03 years and satisfactory performance certificates			Annexure - 10
15.	Whether any of the family members working with IISc (if Yes, Give Details)		YES/NO	Annexure - 11
16	Whether Eligibility criteria (page no-5) has fulfilled		Yes/No	Annexure-12
17	In the past three years the vendor should have maintained three similar FAS systems, (for which the cost of each contract value should not be less than 20 lakhs per annum) or at least one single system for which the Annual Maintenance Contract value should not be less than 50 Lakhs in Government/Private/Public sector /Research institutes. Supporting document should be enclosed.			Annexure-13
18	Signed copy of Tender document			Annexure 14

Name & Signature of the Vendor

Date:

Place:

Encl : As above.

### 9.3 Annexure C: Financial Bid (On the Agency's Letter Head)

#### ENVELOPE - 2: FINANCIAL BID

To

**The Chairman, Fire Purchase Committee**

**Office of Laboratory Safety & Environmental Health (OLSEH),**

**Room No EG-17, New Chemical Science Building, Indian Institute of Science Bangalore – 560012**

Dear Sir,

Ref RFQ/Tender for Annual maintenance Contract of fire Alarm Systems installed in various buildings at IISC campus– Bangalore -560012.

We hereby declare that we are abiding by the following terms and condition.

- a. We have gone through the Tender document/RFQ in detail and understood the requirement of the AMC of Fire detection and alarm system for various Buildings in IISc campus. Also, we understood the technical specifications and requirements.
- b. We understood the terms and conditions mentioned in the tender/RFQ document.
- c. The terms and condition for release of the payment shall be according to the mutually agreed terms and condition during the final negotiation with the selected bidder.

Note: In case of any discrepancy, total cost quoted in words will be considered.

Name & Signature of the Vendor

Seal:

Date:

Place:

**9.4 Format for submission of the Financial Bid for AMC: (Quote must be in FORIISC Bangalore basis in INR only)**

S.No	Device Name	Items	Per unit cost (without GST)
1	EST3-EDWARD	Detectors	
		Analogue Addressable Control module	
		FAS panel	
		Addressable Manual Pull Stations or Manual Call Point (MCP)	
		Addressable Hooter cum strobe	
		Battery for control panel	
		Analogue Addressable Control Relay Module,	
		Analogue addressable Fault isolator	
2	NOTIFIER	Detectors	
		Analogue Addressable Control module	
		FAS panel	
		Addressable Manual Pull Stations or Manual Call Point (MCP)	
		Addressable Hooter cum strobe	
		Battery for panel	
		Analogue Addressable Control Relay Module,	
		Analogue addressable Fault isolator	
3	SIEMENS	Detectors	
		Analogue Addressable Control module	
		FAS panel	
		Addressable Manual Pull Stations or Manual Call Point (MCP)	
		Addressable Hooter cum strobe	
		Battery for panel	
		Analogue Addressable Control Relay Module,	
		Analogue addressable Fault isolator	
4	RAVEL	Detectors	
		Analogue Addressable Control module	
		FAS panel	
		Manual Call Point (MCP)	

		Hooter cum strobe	
		Battery for panel	
		Control Relay Module,	
		Fault isolator	

5	OTHER NON CONVENTIONAL	Detectors	
		Analogue Addressable Control module	
		FAS panel	
		Manual Call Point (MCP)	
		Hooter cum strobe	
		Battery for panel	
		Control Relay Module,	
		Fault isolator	
6	Public addressing system	unit including all accessories	

Note: If the vendor feels any other units need to be included, can quote the rates separately on a per unit basis after approval from OLSEH.

### 9.5 Format for submission of the Financial Bid for Monitoring of FAS: ((Quote must be in FORIISC Bangalore basis in INR only)

S.No	Device Name	Items	Per unit cost (without GST)
1	EST3-EDWARD	Detectors	
		Analogue Addressable Control module	
		FAS panel	
		Addressable Manual Pull Stations or Manual Call Point (MCP)	
		Addressable Hooter cum strobe	
		Battery for control panel	
		Analogue Addressable Control Relay Module,	
		Analogue addressable Fault isolator	

2	OTHER NON CONVENTIONAL	Detectors	
		Analogue Addressable Control module	
		FAS panel	
		Manual Call Point (MCP)	
		Hooter cum strobe	
		Battery for panel	
		Control Relay Module,	
		Fault isolator	
3	SIEMENS	Detectors	
		Analogue Addressable Control module	
		FAS panel	
		Addressable Manual Pull Stations or Manual Call Point (MCP)	
		Addressable Hooter cum strobe	
		Battery for panel	
		Analogue Addressable Control Relay Module,	
		Analogue addressable Fault isolator	

## 9.6 Annexure D:

### Format for Bank Guarantee for Performance Security (Performance Bank Guarantee)

To be submitted by the successful bidders after placement of the purchase order.

#### *Annexure-D*

To

The Registrar, Indian Institute of Science (IISc), Bangalore – 560 012, Karnataka India

Subject: Performance Bank Guarantee (PBG)

Reference: IISc Purchase Order No. \_\_\_\_\_, dated \_\_\_\_\_

Dear Sir,

We hereby issue a Bank Guarantee as follows: -

Bank Guarantee No. : \_\_\_\_\_

Amount of Guarantee Rs : \_\_\_\_\_

Date : \_\_\_\_\_

Guarantee covers from : \_\_\_\_\_ To \_\_\_\_\_

Last Date for Lodgment of claim : \_\_\_\_\_

This deed of guarantee executed by the **[Name of Bank]** having its Central Office at **[location]** and

amongst other places a branch at **[local branch location]** (hereinafter referred to as “The Bank”) in favour of The Registrar, Indian Institute of Science, Bangalore – 560 012 (hereinafter referred to as IISc) for an amount of not exceeding Rs. **[Amount]** (Rupees **[Amount in words]** only) at the request of M/s **[Vendor]** (hereinafter referred to as “Supplier”). IISc has entered into an agreement with Vendor; vide IISc Purchase Order No. **[PO Number]** dated **[date]** with vendor to carry out Annual maintenance contract of fire hydrant and sprinkler system at Indian Institute of Science, Bangalore as per their above order, the Supplier agreed to execute a Bank Guarantee for 3 % of the total order value viz. Rs. **[Amount]** (Rupees **[Amount in words]** only) towards performance Security / performance guarantee obligation for a period of 1 years from **[start date]** to **[end date]**

We, the **[Bank Name]**, **[Branch]** (hereinafter referred to as a Guarantor) at the request of the supplier, irrevocably undertake to indemnify and to keep indemnify IISc, without any demur to the extent of Rs. **[Amount]** (Rupees **[Amount in words]** only) in the event of the aforesaid Supplier failing to comply the Warranty / contractual Obligations as per the agreed terms to the full satisfaction of the Company as mentioned in the IISc. Purchase order.

The Guarantor guarantees that in the event of the said Supplier failing to abide by any of the conditions referred in tender document / purchase order/ performance of the equipment / Machinery / service, etc. this Bank shall pay to Indian Institute of Science, Bangalore on demand and without protest or demur Rs. **[Amount]** (Rupees **[Amount in words]** only).

Guarantor, further agrees that the guarantee herein contained shall remain in full force and affect during the period that would be taken for the performance of the equipment and / or services as stated in the Purchase Order issued by IISc and that it shall continue to be enforceable till the completion of the period and certified that warranty and contractual obligations have been fully carried out by the supplier and accordingly discharges the Guarantee subject. However, IISc shall have no right under after the expiry of the Guarantee on **[end date]**. Guarantor undertakes not to revoke this Guarantee, during its currency except with the previous consent of IISc. in writing.

Notwithstanding anything contained herein, the liability of the Guarantor under the Bank Guarantee shall not exceed Rs. **[Amount]** (Rupees **[Amount in words]** only). The guarantee shall remain in force until, unless a demand or claim under the guarantee is made on our Bank in writing on or before **[end date]** all your rights under the said guarantee be forfeited and we shall be relieved and discharged from all liabilities there under. Guarantor is liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if IISc serve upon us a written claim or demand on or before expiry of date, i.e. **[end date]**. This Guarantor further agrees that the decision of Indian Institute of Science, Bangalore as to whether the said Supplier has committed a breach of any of the conditions referred in tender document / purchase order shall be final and binding. This Guarantor further agrees that the claims if any, against this Bank Guarantee shall be enforceable at branch office at **[local branch location]**. Details of the Guarantor are given below:

Branch Name	
Name of the Bank	
Branch Code	
IFSC Code	
E-mail Id	
Phone / Mobile No.	

Seal & Signature of the Bank