



**जैव प्रौद्योगिकी उद्योग अनुसंधान सहायता परिषद  
(बाइरैक)  
(भारत सरकार का एक उपक्रम)**

**Biotechnology Industry Research Assistance Council  
(BIRAC)  
(A Govt. Of India Enterprise)**

**Open Tender Enquiry  
for  
Annual Maintenance Contract of IT equipment's and the provision of two  
manpower at office of Biotechnology Industry Research Assistance  
Council [BIRAC]**

**[BIRAC/HR&A/007/2025/ENQ-56]**

**कार्यालय का पता**

5वीं मंजिल, एनएसआईसी बिजनेस पार्क, एनएसआईसी भवन,  
ओखला इंडस्ट्रियल एस्टेट, नई दिल्ली – 110020

5th Floor, NSIC Business Park, NSIC Bhawan,  
Okhla Industrial Estate, New Delhi – 110020

फोन/ Phone: +91-11-29878000  
सीआईएन सं./ CIN No.: U73100DL2012NPL233152  
वेबसाइट का पता/ Website address: [www.birac.nic.in](http://www.birac.nic.in)

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**जैव प्रौद्योगिकी उद्योग अनुसंधान सहायता परिषद**  
(भारत सरकार का उपक्रम)  
**Biotechnology Industry Research Assistance Council**  
(A Government of India Enterprise)

**निविदा आमंत्रण सूचना**  
**Notice Inviting Tender**

**1.0 Letter of Invitation**

Biotechnology Industry Research Assistance Council (BIRAC), New Delhi invites sealed BIDS from experienced Bidders for Annual maintenance contract of IT equipment's and the provision of two manpower at office of Biotechnology Industry Research Assistance Council (BIRAC) at NSIC Okhla, New Delhi.

The BID document containing the details of qualification criteria, submission details, brief objective & Scope of work and evaluation criteria etc. can be downloaded from website <https://birac.nic.in/> and <http://eprocure.gov.in/epublish/app>.

बोली संख्या/Bid No:	BIRAC/HR&A/007/2025/ENQ- 56
संक्षिप्त विवरण/Brief Description:	Annual maintenance contract of IT equipment's and the provision of two manpower at office of Biotechnology Industry Research Assistance Council (BIRAC) at NSIC Okhla, New Delhi
बोली अवधि /BID Duration	21 Days
श्रेणी/Category:	Services
अनुबंधनकाल/Contract Period:	3 (Three) Years thereafter extendable by another 2 (two) years on mutually agreed terms & conditions.
बोली आरंभिक स्थान/ Bid Originating Location:	BIRAC Office, New Delhi
बोली का प्रकार/Type of bid:	Open Tender Enquiry
बोली दस्तावेज की लागत (रुपये में)/ Cost of bid document (IN INR):	NIL
बयाना जमा राशि (रुपये में)/ Earnest money Deposit (IN INR):	1% of the Estimated Annual Cost
प्रदर्शन बैंक गारंटी (रुपये में)/ Performance Bank Guarantee (IN INR):	3% of the Quoted Annual Cost
बोली दस्तावेज जारी/बिक्री/ Issue / Sale of Bid document:	Downloadable from BIRAC Website & Central Public Procurement Portal (CPPP)
बोली प्रकाशन की तारीख/ Bid Publication Date:	18 <sup>th</sup> August 2025
साइट/विज़िट की तारीख: Site/s Visit Dates:	NA
प्री-बिड मीटिंग दिनांक, समय और स्थान: Pre-bid Meeting Date, time & Venue:	25 <sup>th</sup> August 2025 at 02:30 PM at Biotechnology Industry Research Assistance Council (BIRAC), 5th Floor, NSIC Business Park, NSIC Bhawan, Okhla Industrial Estate, New Delhi – 110020

बोली जमा करने की अंतिम तिथि और समय/ Last Date & Time for Submission of BID:	08 <sup>th</sup> September 2025 by 02:00 PM
बोली खोलने की तिथि और समय/ Bid Opening Date & Time:	08 <sup>th</sup> September 2025 at 02:30 PM
बोली जमा करने और खोलने का स्थान/ Place of submission & opening of bid:	Biotechnology Industry Research Assistance Council (BIRAC), 5th Floor, NSIC Business Park, NSIC Bhawan, Okhla Industrial Estate, New Delhi – 110020
अनुमानित वार्षिक लागत [एएमसी लागत और जनशक्ति की वार्षिक लागत सहित]: / Estimated Annual cost [including AMC Cost and annual cost of manpower]:	Rs. 20,00,000/- [Inclusive of taxes]
जगह स्थान/Site Location:	Office/s of Biotechnology Industry Research Assistance Council (BIRAC) at New Delhi
पूर्व योग्यता मानदंड/ Pre-Qualification Criteria:	As per Clause - 7.0
बोली की वैधता/Bid Validity	90 days from the Bid Closing Date

The eligible bidders may submit their responses in sealed envelope in the prescribed format as indicated in the Bid document.

Prospective bidders should download the Complete Tender Documents from BIRAC's web site [www.birac.nic.in](http://www.birac.nic.in) and CPPP. Addendum/ Corrigendum, if any, to the tender documents shall be uploaded on website only. Hence, bidders may visit the same regularly till the bid submission date.

Thanking you,

Yours faithfully,  
Head - HR & Admin  
For BIRAC

**Note:** BIRAC reserves the right to cancel this bid and/ or invite afresh with or without amendments, without liability or any obligation for bids and without assigning any reason. Information provided at this stage is indicative and BIRAC reserves the right to amend/add further details in the Bid.

This Bid is not an agreement and is neither an offer nor invitation by the Authority to the prospective Applicants or any other person. The purpose of this Bid is to provide interested parties with information that may be useful to them in the formulation of their applications pursuant to this Bid. This Bid includes statements, which reflect various assumptions and assessments arrived at in relation to the Bid that may not be accurate. The Authority may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this Bid.

## 2.0 **Background**

Biotechnology Industry Research Assistance Council (BIRAC), is a Public sector undertaking registered under the Indian Companies Act 2013 as a Section 8 'Not for profit Company', as an interface agency of DBT, Ministry of Science & Technology, BIRAC was set up with a vision to stimulate, foster and enhance the strategic research and innovation capabilities of the Indian biotech industry particularly SME's, to make India globally competitive in biotech innovation and entrepreneurship and to create affordable products and services.

## 3.0 **Objective**

Annual maintenance contract of IT equipment's and the provision of two manpower at the office of Biotechnology Industry Research Assistance Council (BIRAC) at NSIC Okhla, New Delhi.

## 4.0 **Scope of Work**

1. The comprehensive maintenance includes inspection, period servicing, replacement/repair of defective parts, components etc. of those equipment's mentioned in Schedule-I.
2. The bidder shall provide experienced manpower and the manpower should be stationed in BIRAC office for providing support and resolving problems related to Computer Hardware, Software, and Printers etc. items covered under AMC.
3. Breakdown maintenance of equipment's- whenever the fault in the systems is reported, system will be made operational within **24 hours** of inspection of fault. In case equipment is not repaired within **24 hours**, standby arrangements shall be provided by the bidder at no extra cost. In case any equipment is required to be taken out from the office premises for repair/ replace, a stand-by equipment of matching configuration/capacity or higher configurations should be made available.
4. If any spare/part that is not covered under scope of AMC is to be repaired/replaced, then bidder shall submit the proforma Invoice (for the cost of new spare) to BIRAC for the approval of cost. In that case, the cost of such spare/part will be paid after successful repair, installation and commissioning of repaired equipment at BIRAC. In case of need to replace any spare/part, the bidders shall provide original make genuine parts/components of similar or high configuration
5. If any IT item is added/ deleted or removed during the AMC period, then the total cost of AMC will differ as per unit price quoted by bidder.
6. If any IT item is purchased during the AMC period, then the AMC cost of that Item will be charged on actual basis.
7. The bidder should undertake preventive maintenance by checking all the **"IT equipments"** at least once in a month and confirm that the equipments are in the best of working conditions.

8. No Extra Cost will be paid for the items covered under AMC.
9. The bidder shall bear all the expenses towards taxes, freight and customs duty etc. for providing the required spare/part under the annual maintenance contract.
10. The bidder and its employees are mutually obliged to keep secret all information not universally known as well as any material about the other party and this duty of secrecy also applies after completion of the task and after the expiry of this agreement.
11. The bidder represents and warrants to BIRAC that it is under no contractual or other restrictions or obligations which are inconsistent with the extension of this Agreement, or which will interfere with the performance of its Duties.
12. Support shall be on-Site for all the equipment's and also includes resolution of all system related problems.
13. Support will be given 24\*7 with an SLA of 2 hours, which means the service provider shall provide the support within 2 hours from the raising of the complaint/ issue.
14. Installation and Shifting of entire network set up with all equipment's in case organization shifts to new premises.
15. Bidder's executive will visit as and when required and check the whole BIRAC network setup in order to ensure the proper functioning of office.
16. Any items beyond the scope of AMC or Consumable items like power adapter, batteries, UPS etc. will be provided/ replaced on actual cost basis. **(The bidder will share the list of such consumable parts of IT equipment which are not covered under AMC).**
17. All the software shall be procured by BIRAC, which shall be further installed in BIRAC's equipment by the selected proponent.
18. If Server replacement is required, in that case Server and all its relevant parts will be procured from the AMC Bidder's Company.
19. If any hardware's /software's or components & peripherals are required then (for e.g. hard disk, SSD, UPS Batteries etc.) it will be provided by the Bidder's Company on chargeable basis.
20. The maintenance and replacement aspects not covered under manufacturer warranty, will be provided by the company on actual cost basis.
21. The recovery of data (For damaged/corrupt data storage devices) as and when required will be undertaken by the bidder on actual charge basis and on strict confidentiality conditions.
22. IT Manpower would be available at BIRAC site as per the scope of service.
23. Bidder will reserve the right to replace the IT manpower on mutual consultation.
24. The IT Manpower provided by the bidder shall not be considered as the employee of BIRAC for any purpose.
25. In case the IT Manpower takes leave for more than one day in a month, bidder would provide a suitable replacement.

26. All the peripheral device of desktops like mouse, keyboard, CPUs are covered under AMC. Replacement cost of any part will be borne by the AMC Company.
27. Installation of operating systems (Windows Server 2012, Windows Server 2008, Windows 11, Windows 10, Windows 7, Windows Vista, Windows XP, Microsoft IIS Server), antivirus packages and other application tools as desired by BIRAC at client systems.
28. Online support to users in systems, application and printer configuration.
29. Maintain the systems inventory details in proper manner and resolving anti- virus issues at client site.
30. Update of the software/drivers required for the networking components during the contract period.
31. Taking back up of systems and other related activities under windows as and when required.
32. The systems support should include the trouble shooting for Operating Systems, creating and deleting of network ID, network rights management, configuration management etc. The bidder shall carry out a monthly preventive maintenance in all the computer systems, printers and other peripherals included in AMC.
33. Movement of the systems and reinstallation at any place has to be done by the stationed manpower.
34. As part of the maintenance contract the scheduled equipment shall be numbered separately and call report should be submitted on daily basis by the manpower.
35. The preventive maintenance should be completed during the first week of every quarter.
36. The stationed manpower may be assigned any technical IT related job as and when required.
37. Desktop and Laptop maintenance:
  - Installation of software,
  - Replacement of faulty parts,
  - System formatting
  - Resolving system related errors.
  - Backup and updating of the systems on monthly basis
38. Server Management:
  - Creating new users
  - Managing accounts
  - Creating new policies for security purpose
  - Timely checking working and performance of server
  - Resolving server related issues
  - Backup of the server on weekly basis.
39. Security:
  - Providing access rights to the authorized users,
  - Security Firewall management,
  - Keep systems password protected,

- Installation and updation of antivirus,
- Timely Updating of antivirus to keep data secure,
- Disabling USB ports of the systems.
- Data security (Back up and restoration of data).

40. Network Management:

- Proper Network Planning
- Maintaining Network diagram of the organization
- Maintaining the inventory of all network items
- Resolving network related issues
- Network performance analysis and fine tuning – Monitoring of traffic, errors, bandwidth utilization, and link reliability
- Network security audit, security systems development, implementation integration and management.

41. Printers' maintenance:

- Installation of printers (Network, USB and wi-fi)
- Replacement of faulty parts of the printers
- Resolving printer related issues
- Provide printer drivers as per the requirement.

42. E-mail Services:

- Mail account management – creation, deletion and transfer/forward.
- Configuring Microsoft outlook on systems,
- Timely back up of mails.

43. Any other relevant services for AMC of associated peripherals.

44. Inventory of all AMC items.

- Keeping track of no. of desktops, laptops and printers in the organization.
- Keeping track of license keys of all licensed software.
- In case any equipment is required to be taken out from the office premises for repair/ replace, a stand-by equipment of matching configuration/capacity or higher configurations may be provided for meeting purpose.

45. Replacement of faulty part should be done by bidder.

**Role of Manpower: IT**

1. To resolve IT related issues in BIRAC Office.
2. To resolve IT- Network related issues.
3. To provide IT support in the meetings.
4. To Backup DATA of the Server and employee's system.
5. To manage firewall and Server.
6. To launch complain in case of any fault in IT related items (e.g. Desktop, Laptop, Server, UPS, IT Software etc.) and get the item repaired.
7. To make Inventory for the IT Hardware/Software's items and update it on regular basis.
8. To manage user's account and DATA on BIRAC Server.
9. To apply restrictions on user's computer as per the BIRAC security guidelines.



10. To manage Biometric Systems (Add new record, Maintain List, Resolve issues).
11. To update and manage all software's installed in all the systems in BIRAC office.
12. To ensure that all the IT items including CCTV Cameras are working properly.
13. Desk Side Assistance
  - Hardware break fix
  - Operating system support
  - Printer Installation
  - Windows Patch Updates
  - User Orientations
14. Network Management
  - Monitoring the Network devices
  - Check the LAN / WAN Connectivity
15. Virus Control & Management
  - Installing anti-virus software on all desktops
  - Virus Scanning and cleaning
  - Virus DAT updates
  - User orientation and Virus control
16. Vendor's Management
  - Coordination with vendors for any Problem
  - Make a track for each call.
  - Take Follow-ups from ISP in case of any down
17. Call logging
  - Maintain a call log for all call logged.
  - Maintain log for backup
18. Manpower should be stationed in BIRAC as per official timing of BIRAC and can be called on weekend on requirement basis.

Installation of Digital Signatures in user's system and troubleshooting in case of any issue

## **5.0 Instructions to Bidders**

**5.1** The bidders are expected to examine all the instructions in the Bid Document. Failure to furnish all information required by the Bid Document or submission of a Bid not substantially responsive to the Bid Document up to the satisfaction of the BIRAC in every respect will be at Bidders' risk and responsibility and may result in the rejection of its Bids.

**5.2** Any agency who has pre-exited or terminated any contract with or by BIRAC in last five (05) years as on the date of submission shall not be eligible to apply.

## **5.3 Language of Bid**

The bid prepared by the bidders and all correspondence and documents exchanged between the bidders and BIRAC relating to the Bid submitted shall be in English or bilingual (Hindi and English) language. However, printed literature furnished by the bidders may be in any other language as long as it is accompanied by an English translation of all its contents. In such a case for the purposes of the interpretation of bid, English translation shall prevail.

## **5.4 Signing the Bid**

The bid shall be signed by the bidders or a person duly authorized to bind the bidders to the contract. The authorization shall be indicated by written letter of authorization/ agency agreement etc. accompanying the bid. The person or persons signing the bid documents shall initial all pages of the bid, except for un-amended printed literature.

## **5.5 Cost of Bidding**

The bidders shall be solely liable to bear all costs and expenses associated with the preparation and submission of its bid, BIRAC will in no case be held responsible or liable for payment of any costs associated with the preparation or submission of the said bids irrespective of the outcome of the bidding process as also in case the entire bidding process or part thereof is nullified/ cancelled due to any reason whatsoever.

## **5.6 Validity of Bids**

- i) Bids shall remain valid for 90 days after the bid closing date. A bid valid for a shorter period will be considered as non-responsive and be liable to be rejected by the BIRAC.
- ii) In exceptional circumstances, BIRAC may solicit the bidders' consent to an extension of the period of validity.

## **5.7 Submission Details**

Bidders are requested to go through all pre-qualification requirements, scope of work for execution & requirements w.r.t technical/financial capabilities for acceptance and submission of documents for verification by BIRAC. Bids are to be submitted in sealed covers.

Bids are to be submitted as per the details given below.:

- i) Authorization letter (***Annexure - I***)
- ii) The bid shall be submitted in sealed envelope super scribed with **Enquiry number, Subject and Date of closing** prominently underlined, along with the address of this office. This envelope shall contain the following:

- iii) **1<sup>st</sup> Inner Sealed Cover** - The first inner sealed cover should contain all the documents pertaining to **Pre-Qualification Criteria (PQC)** as prescribed and will clearly be super scribed with “**PQC**” along with enquiry number. This cover should include **Covering letter and PQC (format enclosed as Annexure - II)** with all stamped and signed supporting documents.
- iv) **2<sup>nd</sup> Inner Sealed Cover** - The second inner sealed cover should contain all the documents pertaining to **Technical Evaluation Criteria (TEC)** as prescribed and will clearly be super scribed with “**TEC**” along with enquiry number. This cover should include **Covering letter and TEC (format enclosed as Annexure - III)** with all stamped and signed supporting documents.
- v) **3<sup>rd</sup> Inner Sealed Cover** - The third inner sealed cover will contain only the price bid duly filled in, stamped and signed and should be clearly super scribed with “**Price Bid**” along with enquiry number **(format enclosed as Annexure - IV)**.
- vi) **4<sup>th</sup> Outer Sealed Cover** - The fourth outer sealed cover will contain Authorization Letter and all the above mentioned 3 envelopes i.e. 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> Inner Sealed Covers) super scribed with **Enquiry number, Subject and Date of closing** prominently underlined, along with the address of this office.
- vii) Only one bid should be included in one cover.
- viii) The bid which fails to comply with the above instructions shall be summarily rejected.
- ix) Transfer of Bid Document - Non-Transferable.
- x) Price bids, which remain unopened with BIRAC, will not be returned to the concerned bidders.
- xi) Any change in the price after opening of the bids will not be considered.
- xii) Late bids - Bidders are advised in their own interest to ensure that bid reaches the specified office well before the closing date and time of the bid. BIRAC will not be responsible for the loss of the bid or delay in postal transit. Any bid received after dead line for submission of bid, will be rejected and returned unopened.
- xiii) The cost for preparing the BID including visits by the bidders to BIRAC Office is not reimbursable.
- xiv) BIRAC reserves the right to call for any clarifications covered in the broad scope, wherever such a clarification become necessary for proper judgment in evaluation.
- xv) Exemptions referred to EMD should be clearly declared by the bidder.

### **5.8 Address of Submission/communication/inspection**

**The sealed envelope should be addressed to:**

Head- HR & Administration  
 Biotechnology Industry Research Assistance Council (BIRAC)  
 5th Floor, NSIC Business Park, NSIC Bhawan,  
 Okhla Industrial Estate, New Delhi – 110020

### **5.9 Amendments and Addendum to Bid**

- i) At any time prior to the deadline for submission of bids, BIRAC may at its own discretion and for any reason whatsoever whether at its own initiative or in response to a clarification requested by a bidders modify the Bid Documents by notifying any such amendment as may be drafted/incorporated to the original bid documents.

- ii) The amendment and addendum, if any will be notified by BIRAC or published on the BIRAC website ([www.birac.nic.in](http://www.birac.nic.in)) before the last date of submission.
- iii) In order to allow the bidders reasonable time to take the amendment into account in preparing their bids, the BIRAC may at its discretion, extend the deadline for the submission of Bids and any such extension will be notified by BIRAC.

#### **5.10 Conflict of Interest**

The Bidders shall not receive any remuneration in connection with the assignment except as provided in the "Service and Confidentiality Agreement".

#### **5.11 Warranty of the agency**

The agency shall warrant that it is under no contractual restrictions of legal disqualification or other obligations which will prohibit from entering into agreement and that the statement and particulars herein contained in this Bid and in the relevant and supporting documents to this Bid are correct.

#### **5.12 Bid Rejection Criteria (BRC)**

BIRAC reserves the right to reject any bid if:

1. Received after the expiry of due date and time.
2. Any agency who has pre-exited or terminated any contract with or by BIRAC in last five (05) years as on the date of submission shall not be eligible to apply.
3. It is not given in the prescribed format as per clause 5.7.
4. The bid has not been indexed or properly paginated and details provided in PQC Checklist (clause 7.0) are not submitted.
5. Supporting documents to substantiate the PQC have not been submitted.
6. Certificates certified by Chartered Accountants must bear UDIN number, in absence of which, it will be considered as invalid and the bid shall be rejected (Reference point no. 5 of clause 7.0 i.e. PQC).
7. All Declarations/undertakings/information have not been provided on the Letter Head of the Bidders, duly signed and stamped.
8. At any time, a material misrepresentation is made or uncovered
9. The agency/ Agency /entity does not respond promptly and thoroughly to requests for supplemental information required for the evaluation of the bid.
10. If any item in the price bid is left blank.

#### **5.13 Engagement Terms and Conditions**

- i) The effective date of the engagement will be in accordance with the commencement of services.
- ii) The Bidder shall be liable to indemnify BIRAC in all respects and meet and pay off the litigation expenses and all the liabilities including damages, sums etc. arising as a consequence of negligence, deficiencies, mistakes, lapses, delays etc. in the execution of the work and the services provided.
- iii) **Letter of Award (LOA):** On acceptance of Bid for awarding the contract, BIRAC will issue a Letter of Award "LOA" to the successful bidder in writing. Such successful bidder will need to sign a "Service and Confidentiality Agreement" (**enclosed as Annexure - VIII**). After signing of the Agreement, no variation in or modification of

any of the terms of the Agreement shall be made except by written amendment signed by the parties. The engagement of the bidder shall be governed by the terms and conditions of the “Service and Confidentiality Agreement”.

*iv) Payment Terms*

- a) Agency shall submit the bills on approved Performa to Head- HR & Administration on quarterly basis. The payment will be made after submission of Invoice along with supporting documents as desired by BIRAC. This shall be scrutinized and checked before passing the bills for payment. The payments for all undisputed bills shall be made by BIRAC after scrutiny of the bills normally within 30 working days from the date of submission of original bills and related supporting documents.
- b) Income Tax as per statutory provision shall be deducted from the bills and remitted to Income Tax authorities by Accounts Department of BIRAC. A TDS certificate shall be issued by BIRAC to the Agency for such deductions.
- c) BIRAC shall make timely payments through Electronic Payment Mechanism (viz NEFT/ RTGS /ECS). Bank details have to be provided by the Agency.
- d) BIRAC shall not be liable for any consequences, whatsoever, in case there is a delay in making payments for any reasons resting with agency. Further, no interest shall be paid on such delayed payments.
- e) **With holding / Recovery from payment:** BIRAC reserves the right to recover from the bills of the agency the amount due to BIRAC against any losses and damages including Liquidated Damages or as a result of any claims / compensation or due to any statutory imposition etc. without any notice. BIRAC also reserves the right to withhold any payment to safeguard the interest of BIRAC against any dues for which the decision of the company shall be final. In case of any legal disputes, withheld payments shall not be released till the dispute is settled. No interest shall be payable in case of such withheld amounts.

**5.14 Abnormal Rates**

The bidder is expected to quote rate after careful analysis of cost involved considering all specifications and conditions of contract. In case it is noticed that the rates quoted by the bidder are unusually high or unusually low, it will be a sufficient ground for rejection of the tender unless the reasonableness of the rates is convincing. For scrutiny, the analysis for such rates is to be furnished by the bidder on demand.

**5.15 Disclaimer**

- a. BIRAC shall not be responsible for any late receipt of applications for any reasons whatsoever.
- b. BIRAC reserves the right to reject all applications without assigning any reasons thereof.
- c. To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the BIRAC without assigning any reasons thereof.
- d. To include any other item in the Scope of work at any time after consultation with

bidders or otherwise.

e. BIRAC reserves the right to reject all the Bids without assigning any reasons.

### **5.16 Jurisdictions**

All the disputes or difference regarding the bid/contract shall be governed by the jurisdiction of the courts situated at New Delhi.

### **5.17 Earnest Money Deposit (EMD)**

- **Submission of EMD:** The Earnest Money of **Rs. 20,000/** in the form of a Demand Draft, payable at New Delhi from any commercial bank in favour of “Biotechnology Industry Research Assistance Council” (BIRAC) has to be submitted along with bid document. If the bid is received without EMD, it would not be considered and would be summarily rejected.
- Bid security will not be necessary for bids from startup companies registered with DIPP, OEMs, Authorized Distributors of OEMs, firms registered with a CPO or BIRAC or NSIC/Directorate of Industries and MSMEs and SMEs. However, the firms registered with a CPO or NSIC/Directorate of Industries have to submit evidence that they have a current and valid registration for the item(s) they intend to bid for, including the prescribed monetary limit.
- **Forfeiture of EMD:** EMD of a bidder will be forfeited, if the bidder withdraws or amends its bid or impairs or derogates from the bid in any respect within the specified period of validity of bid. Further, if the bidder fails to furnish the required performance security within the specified period, its EMD will be forfeited.
- **Refund of EMD:** EMD furnished by all unsuccessful bidders shall be returned without any interest whatsoever, after award of the contract. EMD of the successful bidder shall also be returned without any interest whatsoever, only after receipt of performance security, as required in the contract.
- **Adjustment of EMD:** The earnest money deposited along with the bid documents for the present bid shall be in respect of the present bid document only and the contract to be hereby awarded only. No Bidder shall be entitled to request or claim for transferring and appropriating any previously deposited amount or performance security amount or for adjusting any outstanding bill amount with the earnest money payable with the bid documents.

### **5.18 Performance Bank Guarantee**

- The agency shall furnish a Performance Bank Guarantee (**Format attached at Annexure - IX**) drawn on bank/branch in India for 3% of the quoted cost of work, within 07 days of the date of signing of Service and Confidentially Agreement.
- BIRAC has the right to invoke the Performance Bank Guarantee in case the agency fails to complete any/all obligations under the contract to the satisfaction of BIRAC.
- Performance Security is to be furnished by a specified date and it should remain valid for a period of 60 (Sixty) days beyond the date of completion of all contractual obligations of the supplier, including warranty obligations.

- The PBG will be duly discharged by BIRAC after successful completion of Agency's obligations under the contract, including completion of any/ all obligations under the contract to the satisfaction of the BIRAC and/or person/agency appointed by it for the said purpose.
- **Refund of Performance Security:** - Performance Security shall be refunded to the supplier without any interest, whatsoever, after due performance and completion of all obligations under the contract. The refund of performance security shall not normally be later than 90 days of such performance and completion of contract obligations.

## 6.0 **Evaluation Methodology**

- 6.1 Opening of Bids by BIRAC: BIRAC will open the Bids on the stipulated date and time as given in the schedule. Authorized representative of the bidder is requested to attend the bid opening process with Authorization Letter (*Annexure - I*)
- 6.2 Authorization Letter- Bids with Authorization Letter (*Annexure - I*) shall only be considered for Pre- Qualification Criteria (PQC).
- 6.3 Pre-Qualification Criteria (PQC) (*Annexure - II*) The bids shall be verified based on the documents submitted for PQC. Checklist provided at *Annexure – II* is required to be mandatorily filled. Those bids which satisfy the PQC will be considered for Technical Evaluation Criteria (TEC).
- 6.4 Technical evaluation criteria (TEC) (*Annexure - III*) Each bidder shall be assigned scores based on the marks obtained under each parameter as given under the Technical Evaluation Criteria. The scoring will be done cumulatively out of 100.
- 6.5 The highest scoring 3 bidders (H1, H2, H3) bidder shall be considered for opening of Price Bid.
- 6.6 Out of the highest scoring 3 bidders, the Bidder with the lowest quote will be considered as L1 bidder.
- 6.7 The schedule date/time for opening of financial bids would be indicated later.

### 6.8 **Price Bid (*Annexure - IV*)**

- i. The Bidder shall complete the price bid furnished in the bidding document.
- ii. Price bid quoted by the successful bidder shall be held firm during its performance of the contract.
- iii. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be liable to be rejected. Price bid are to be strictly in accordance with bid. Conditional bid is liable to be rejected.
- iv. Duties, taxes and other levies payable as per the statute should be included in the bid. The price bid shall be quoted inclusive of the applicable taxes.**
- v. The bidders shall not indicate separate discount. Discount if any should be merged in the quoted rates.
- vi. Rate for each item shall be quoted. Even if a single column is left un-filled the Price Bid may not be considered for evaluation.
- vii. If there is any discrepancy in the unit price & total price, the unit price will prevail and the total price will be corrected accordingly.
- viii. If there is any discrepancy between words and figures the amount in words shall prevail.
- ix. Special Considerations For MSME/Start-Ups

If the bidding entity is registered under (i) Micro & Small Enterprises at District Industry centre or Khadi and Village Industry Board or Coir Board or National Small Industry Corporation or Directorate of Handicrafts and Handlooms or any other body specified under “Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012” & (ii) Start-Ups registered under DIPP (as per G.S.R. 501(E)) it will be exempted from the prior experience & financial criteria.

The participating Bidders who qualify any of the above aspect shall be allowed L1+15% margin of purchase preference in the Price Bid for the purpose of evaluation. After giving such margin, if more than one Bidder stands on equal Price Quote, then the Bidder having more relevant experience can be considered for award of contract.



- x. The Bidder with the lowest price quote will be considered as L1 and the Letter of Award (LOA) will be issued. If more than one agency stand on equal Price Quote, then the agency having more relevant experience will be considered for award of contract.
- xi. The bidder is expected to quote rate after careful analysis of cost involved considering all specifications and conditions of contract. In case it is noticed that the rates quoted by the bidder are unusually high or unusually low, it will be a sufficient ground for rejection of the tender unless the reasonableness of the rates is convincing. For scrutiny, the analysis for such rates is to be furnished by the bidder on demand.
- xii. The Bidder shall complete the price bid furnished in the bidding document.
- xiii. Price bid quoted by the successful bidder shall be held firm during initial duration of contract.
- xiv. Bid submitted with an adjustable price quotation will be treated as non-responsive and will be liable to be rejected. Price bid are to be strictly in accordance with bid. Conditional bid is liable to be rejected.
- xv. Rate for each item shall be quoted. If any item in the price bid is left blank/Zero/NIL/Free the bid may not be considered for evaluation.

### 7.0 Pre-Qualification Criteria (PQC)

The following will be the minimum Pre-Qualification Criteria (PQC). Responses not meeting the minimum PQC will be summarily rejected and will not be evaluated further:

S. No.	Pre-Qualification Criteria	Supporting Documents Required
1.	The bidder shall be a legal entity, registered as a Company/LLP/Society/partnership Agency / proprietorship Agency under respective acts in India.	Self-attested copy of Company Incorporation Certificate from ROC/Partnership deed/PAN/GST etc.
2.	The bidder must be registered in India with taxation and other administrative authorities.	Self-attested Copy of GST Registration or GST exemption certificate/ PAN Card.
3.	The bidder must have an established office in Delhi/NCR.	Electricity/Telephone Bill in the name of agency or any other supporting document stating the address duly certified by the Owner/Authorized Representative of the Company
4.	The bidder should have provided similar services in the Government/Semi Govt. / Autonomous Bodies/PSUs/Reputed organization for at-least 05 [Five] immediately preceding FY (2020-21, 2021-22, 2022-23, 2023-24 and 2024-25)	Self-attested Copies of the work order(s) arranged in chronological order i.e. latest first or letter of successful completion from the client.
5.	The bidder has to be profitable and should not have incurred loss in any three out of five consecutive FY (2020-21, 2021-22, 2022-23, 2023-24 and 2024-25)	Certificate with UDIN number from the Organization/Audited Balance sheets for last three financial years, Income Tax return.
6.	The bidder should have been competed similar kind of work in <b>any two</b> Central Govt./State Govt./PSUs/Govt. bodies in India in 05 [Five] immediately preceding FY (2020-21, 2021-22, 2022-23, 2023-24 and 2024-25)	Self-attested Copies of the work order(s) arranged in chronological order i.e. latest first or letter of successful completion from the client.
7.	The bidder should not have been blacklisted by any Central /State Government/Public Sector Undertaking, Govt. of India.	Undertaking on the Letter Head of the Bidder duly signed & Stamped by Authorized Signatory (As per <b><u>Annexure - V</u></b> )
8.	The bidder should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this Bid and in the execution of agreement.	Undertaking on Bidder's Letter Head, duly signed and stamped by the Authorized Signatory (As per <b><u>Annexure - VI</u></b> )
9.	The bidder should not have pre-exited or terminated any contract with or by BIRAC in last 05 years as on the date of submission.	Undertaking on Bidder's Letter Head, duly signed and stamped by the Authorized Signatory (As per <b><u>Annexure - VII</u></b> )

**Note: Documentary Evidences are mandatorily to be submitted along with the formats.**

## 8.0 Technical Evaluation Criteria

Sl. No.	Technical Evaluation Criteria (Documentary Evidences are to be attached as the scoring will be done based on the submitted documents)	Maximum Score (Total 100)	Indicative Supporting Documents
1.	Past Experience in similar kind of services (AMC of IT equipment's) in reputed Organizations	25	Self-attested Copies of the work order(s) arranged in chronological order i.e. latest first or letter of successful completion from the client.
2.	CMMI Level 3 or above, ISO 9001:2015, ISO 20000, ISO 27001 etc.	25	Self-attested copy of certificates
3.	List of Skilled technical resources deputed in various organization with similar profile and experience	25	Self-attested copy of the list of manpower including their qualification, experience and organization where they are deputed.
4.	Total number of Clients from Central Govt./ State Govt./ PSUs/ Govt. bodies where similar kind of services (AMC of IT equipment's) is provided	25	Self-attested Copies of the work order(s) arranged in chronological order i.e. latest first or letter of successful completion from the client.

**Note:** *Documentary Evidences are mandatorily to be submitted along with the annexures as the scoring will be done based on the submitted documents.*

**Schedule – I [List of IT Equipment installed in BIRAC office]**

S.No.	Items Name	Make	Quantity	Warranty
1	Desktop	RDP, HP, Dell	69	1 Under Warranty till March 2030
2	Laptop	Acer, Lenovo, HP, Dell	159	4 Under Warranty till May 2027 5 Under Warranty till Dec 2027
3	Laser Mono Printer (MFU)	Canon, HP, Kyocera	15	
4	Laser Mono Desk Printer	Canon	14	
5	Inkjet Color Desk Printer	Canon, HP	2	
6	Photocopier	HP	2	
7	ALL IN ONE Desktops	RDP	10	
8	UPS 5 KVA	Compact, Numeric	1	
9	UPS 6 KVA	Compact	2	
10	UPS 10 KVA	Microtek, BPE	2	
11	UPS 20 KVA	Eaton	1	
12	Networking Switches (24 Ports)	Dlink, Cisco	22	
13	Biometric Machine with Cosec Software	Matrix	1	
14	Rack with KVM Switch	Eten		
15	Server PowerEdge with Windows Server 12 R2 Standard	Dell Server (Rack server with 16 core processor 32 GB RAM, 8TB usable space, Raid 5 enabled)	1	
16	Rack Mount Pullout LCD (20 inches) Keyboard		1	
17	CCTV Camera	Wisenet	21	
18	NVR (Network Video Recorder)	Wisenet	1	
19	Firewall with Software Support	Sophos XGS 2100	1	

***Annexure - I***

***Authorization Letter***

(To be submitted on Agency's Letter Head)

Ref. No. BIRAC/HR&A/007/2025/ENQ-56

To,

The Head-HR & Administration,  
Biotechnology Industry Research Assistance Council (BIRAC)  
5th Floor, NSIC Business Park, NSIC Bhawan,  
Okhla Industrial Estate, New Delhi – 110020

**Subject: Authorization Letter**

Dear Sir / Madam,

This has reference to your above-mentioned bid for Annual maintenance contract of IT equipment's and the provision of two manpower at office of Biotechnology Industry Research Assistance Council [BIRAC] at New Delhi.

Mr./Miss/Mrs. \_\_\_\_\_ is hereby authorized to submit the bid & attend opening of the above bid No. \_\_\_\_\_ on behalf of M/s \_\_\_\_\_ (Agency Name).

**The specimen signature is attested below:**

Name: \_\_\_\_\_

(Specimen Signature of Representative) \_\_\_\_\_

\_\_\_\_\_  
Signature of Authorizing Authority

Name of Authorizing Authority & Designation:

Company Seal:

**Note:** *Permission for entry to the hall where bids are to be opened may be refused in case authorization as prescribed above is not received.*

**Annexure - II****PQC Covering Letter**

(To be submitted on Agency's Letter Head)

Ref. No. BIRAC/HR&amp;A/007/2025/ENQ-56

To,

The Head-HR & Administration,  
 Biotechnology Industry Research Assistance Council (BIRAC)  
 5th Floor, NSIC Business Park, NSIC Bhawan,  
 Okhla Industrial Estate, New Delhi - 110020

**Subject:** Annual maintenance contract of IT equipment's and the provision of two manpower at office of  
 Biotechnology Industry Research Assistance Council [BIRAC]

Sir/Madam,

The undersigned having read and examined in detail all the bid documents pertaining to your assignment;  
 do hereby express the interest to do the work as specified in the scope of work.

Sl. No.	Description	Response
1	Name of the Bidder	
2	Address	
3	Name, designation & address of the person to whom all references shall be made	
4	Telephone No. (with STD code)	
5	Mobile No. of the contact person	
6	Email ID of the contact person	

The following documents are enclosed:

1. Authorization Letter (As per **Annexure - I**)
2. Pre-qualification criteria as per the details given below:

S. No.	Pre-Qualification Criteria	Supporting Documents Required	Type of Document	Page number of the supporting document
1.	The bidder shall be a legal entity, registered as a Company/LLP/ Society/partnership Agency / proprietorship Agency under respective acts in India.	Self-attested copy of Company Incorporation Certificate from ROC/Partnership deed/PAN/GST etc.		
2.	The bidder must be registered in India with taxation and other administrative authorities.	Self-attested Copy of GST Registration or GST exemption certificate/ PAN Card.		
3.	The bidder must have an established office in Delhi/NCR.	Electricity/Telephone Bill in the name of agency or any other supporting document stating the address duly certified by the Owner/Authorized Representative of the Company		
4.	The bidder should have provided similar services in the Government/Semi Govt. / Autonomous Bodies/PSUs/Reputed organization for at-least 05 [Five] immediately preceding FY (2020-21, 2021-22, 2022-23, 2023-24 and 2024-25)	Self-attested Copies of the work order(s) arranged in chronological order i.e. latest first or letter of successful completion from the client.		
5.	The bidder has to be profitable and should not have incurred loss in any three out of five consecutive FY (2020-21, 2021-22, 2022-23, 2023-24 and 2024-25)	Certificate with UDIN number from the Organization/Audited Balance sheets for last three financial years, Income Tax return.		
6.	The bidder should have been competed similar kind of work in <b>any two</b> Central Govt./State Govt./PSUs/Govt. bodies in India in 05 [Five] immediately preceding FY (2020-21, 2021-22, 2022-23, 2023-24 and 2024-25)	Self-attested Copies of the work order(s) arranged in chronological order i.e. latest first or letter of successful completion from the client.		
7.	The bidder should not have been blacklisted by any Central /State Government/Public Sector Undertaking, Govt. of India.	Undertaking on the Letter Head of the Bidder duly signed & Stamped by Authorized Signatory (As per <u><b>Annexure - V</b></u> )		
8.	The bidder should not be involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required	Undertaking on Bidder's Letter Head, duly signed and stamped by the Authorized Signatory (As per <u><b>Annexure - VI</b></u> )		

S. No.	Pre-Qualification Criteria	Supporting Documents Required	Type of Document	Page number of the supporting document
	under this Bid and in the execution of agreement.			
9.	The bidder should not have pre-exited or terminated any contract with or by BIRAC in last 05 years as on the date of submission.	Undertaking on Bidder's Letter Head, duly signed and stamped by the Authorized Signatory (As per <b><i>Annexure - VII</i></b> )		

I/we hereby declare that my/our bid is made in good faith and the information contained is true and correct to the best of my/our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature of the Authorized signatory)

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Seal: \_\_\_\_\_

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

Place: \_\_\_\_\_



**Annexure-III****Technical Evaluation Criteria TEC**  
**(To be submitted on Agency's Letter Head)**

Ref. No.: BIRAC/HR&amp;A/007/2025/ENQ-56

To,  
The Head-HR & Administration,  
Biotechnology Industry Research Assistance Council (BIRAC)  
5th Floor, NSIC Business Park, NSIC Bhawan,  
Okhla Industrial Estate, New Delhi – 110020

**Sub: Annual maintenance contract of IT equipment's and the provision of two manpower at office of Biotechnology Industry Research Assistance Council (BIRAC).**

Sl. No.	Technical Evaluation Criteria	Indicative Supporting Documents	Type of Document	Page number of the supporting document
1.	Past Experience in similar kind of services (AMC of IT equipment's) in reputed Organizations	Self-attested Copies of the work order(s) arranged in chronological order i.e. latest first or letter of successful completion from the client.		
2.	CMMI Level 3 or above, ISO 9001:2015, ISO 20000, ISO 27001 etc.	Self-attested copy of certificates		
3.	List of Skilled technical resources deputed in various organization with similar profile and experience	Self-attested copy of the list of manpower including their qualification, experience and organization where they are deputed.		
4.	Total number of Clients from Central Govt./ State Govt./ PSUs/ Govt. bodies where similar kind of services (AMC of IT equipment's) is provided	Self-attested Copies of the work order(s) arranged in chronological order i.e. latest first or letter of successful completion from the client.		

I/we hereby declare that my/our Bid is made in good faith and the information contained is true and correct to the best of my/our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature of the Authorized signatory)

Name : \_\_\_\_\_  
Designation : \_\_\_\_\_  
Seal : \_\_\_\_\_  
Date : \_\_\_\_\_  
Place : \_\_\_\_\_

**Annexure-IV**

**Format for Price Bid**  
**(To be submitted on Agency's Letter Head)**

**Ref. No. - BIRAC/HR&A/007/2025/ENQ-56**

To,  
The Head-HR & Administration,  
Biotechnology Industry Research Assistance Council (BIRAC)  
5th Floor, NSIC Business Park, NSIC Bhawan,  
Okhla Industrial Estate, New Delhi – 110020

**Sub: Open Tender Enquiry for Annual maintenance contract of IT equipment's and the provision of two manpower at office of Biotechnology Industry Research Assistance Council (BIRAC).**

S.No .	Items Name	Make	Quantity	AMC Cost Per Unit (Inclusive of all taxes)	AMC Total cost (Inclusive of all taxes)	Comments [if any]
1	Desktop	RDP, HP, Dell	69			
2	Laptop	Acer, Lenovo, HP, Dell	159			
3	Laser Mono Printer (MFU)	Canon, HP, Kyocera	15			
4	Laser Mono Desk Printer	Canon	14			
5	Inkjet Color Desk Printer	Canon, HP	2			
6	Photocopier	HP	2			
7	ALL IN ONE Desktops	RDP	10			
8	UPS 5 KVA	Compact, Numeric	1			
9	UPS 6 KVA	Compact	2			
10	UPS 10 KVA	Microtek, BPE	2			
11	UPS 20 KVA	Eaton	1			
12	Networking Switches (24 Ports)	Dlink, Cisco	22			
13	Biometric Machine with Cosoc Software	Matrix	1			
14	Rack with KVM Switch	Eten				
15	Server PowerEdge with Windows Server 12 R2 Standard	Dell Server (Rack server with 16 core processor 32 GB RAM, 8TB	1			

S.No	Items Name	Make	Quantity	AMC Cost Per Unit (Inclusive of all taxes)	AMC Total cost (Inclusive of all taxes)	Comments [if any]
		usable space, Raid 5 enabled)				
16	Rack Mount Pullout LCD (20 inches) Keyboard		1			
17	CCTV Camera	Wisenet	21			
18	NVR (Network Video Recorder)	Wisenet	1			
19	Firewall with Software Support	Sophos XGS 2100	1			
<b>Total Annual Cost (Inclusive of taxes) In Figures</b>						
<b>Total Annual Cost (Inclusive of taxes) In Words</b>						

**Wages Payable to 02 [Two] Manpower:**

S.No.	Particular	Actual Monthly Wages Payable to 02 [Two] Manpower	Actual Annual Wages Payable to 02 [Two] Manpower
1	1 <sup>st</sup> Year		
2	2 <sup>nd</sup> Year		
3	3 <sup>rd</sup> Year		

**Note:**

- The wages payable to manpower shall not be taken for evaluation purpose, however, the agency should quote rates for wages payable to manpower deputed at BIRAC.** For evaluation purpose, Total Annual cost [inclusive of taxes] shall be taken into consideration
- For IT Item mentioned at s.no.1, currently 01 desktop in under warranty till March 2030 and the same shall be included in AMC after expiry of the warranty.
- For IT Item mentioned at s.no.2, currently 4 Laptops are Under Warranty till May 2027 5 laptops are Under Warranty till Dec 2027 and the same shall be included in AMC after expiry of the warranty.
- Please mentioned per unit cost of all the Items mentioned above.
- The price bid shall be quoted inclusive of the applicable taxes. Duties, taxes and other levies payable as per the statute should be included in the bid.
- Rate against each item should be quoted in all sections of the Price Bid Format.
- If any item in the price bid is left blank/Zero/NIL/Free the bid may not be considered for evaluation.
- The Agencies will not indicate separate discount, discount if any should be merged in the quoted rates.
- If there is any discrepancy between words and figure, the amounts in words shall prevail and will be adopted for evaluation.
- Special consideration will be given to MSMEs and Start-ups as per clause 6.8 indicated above.
- After giving special consideration, if more than one agency stand on equal Price Quote, then the agency having more relevant experience will be considered for award of contract.

***Annexure - V***

***Undertaking with regard to Blacklisting***  
(To be submitted on Agency's Letter Head)

Ref. No. BIRAC/HR&A/007/2025/ENQ- 56

To,  
The Head-HR & Administration,  
Biotechnology Industry Research Assistance Council (BIRAC)  
5th Floor, NSIC Business Park, NSIC Bhawan,  
Okhla Industrial Estate, New Delhi – 110020

**Subject: Undertaking regarding Blacklisting/Non-Debarment**

It is hereby confirmed and declared that M/s\_\_\_\_\_is not blacklisted/debarred by any Government Department/Public Sector Undertaking/ Private Sector/or any other agency for which works/assignments/services have been executed/undertaken.

(Signature of the Authorized signatory)

Name:\_\_\_\_\_

Designation: \_\_\_\_\_

Seal:\_\_\_\_\_

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

Place: \_\_\_\_\_

***Annexure - VI***

***Undertaking with regard to Non-litigation***  
(To be submitted on Agency's Letter Head)

Ref. No. BIRAC/HR&A/007/2025/ENQ- 56

To,

The Head-HR & Administration,  
Biotechnology Industry Research Assistance Council (BIRAC)  
5th Floor, NSIC Business Park, NSIC Bhawan,  
Okhla Industrial Estate, New Delhi – 110020

**Subject: Undertaking regarding Litigation**

It is hereby confirmed and declared that M/s\_\_\_\_\_, does not have any litigation / arbitration history with any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which works/assignments/services have been executed/undertaken.

(Signature of the Authorized signatory)

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Seal: \_\_\_\_\_

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

Place: \_\_\_\_\_

***Annexure - VII***

***Undertaking with regard to Pre-Exit or Termination***

(To be submitted on Agency's Letter Head)

Ref. No. BIRAC/HR&A/007/2025/ENQ-56

To,  
The Head-HR & Administration,  
Biotechnology Industry Research Assistance Council (BIRAC)  
5th Floor, NSIC Business Park, NSIC Bhawan,  
Okhla Industrial Estate, New Delhi – 110020

**Subject: Undertaking regarding Pre-exit or termination**

It is hereby confirmed and declared that M/s\_\_\_\_\_, has not been pre-exited or terminated any contract with or by BIRAC in last 05 years as on the date of submission.

(Signature of the Authorized signatory)

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Seal: \_\_\_\_\_

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

Place: \_\_\_\_\_

**Annexure - VIII*****Service and Confidentiality Agreement***

This Agreement is made on this \_\_\_\_\_ day of \_\_\_\_\_, 2025 (the Effective Date) at New Delhi BY and BETWEEN

**Biotechnology Industry Research Assistance Council**, a Government of India Enterprise having its office at **5<sup>th</sup> Floor, NSIC Business Park, NSIC Bhawan, Okhla Industrial Estate, New Delhi – 110020** hereinafter referred to as “BIRAC” (which expression shall wherever the context so admits include its successors and assignees) of the **First Part**

AND

\_\_\_\_\_ a company registered under the Companies Act 2013, having its Registered office at \_\_\_\_\_, hereinafter referred to as the “Agency” (which expression shall wherever the context so admits include its employees, administrators and permitted assignees) of the **Second Part**

WHEREAS all the parts are hereinafter referred to as “Parties”;

All Annexure to this Agreement and Tender Document (Ref. No. \_\_\_\_\_) shall be an integral part of this Agreement.

WHEREAS BIRAC desires to engage the Agency and the Agency hereby agrees to provide the same governed by below mentioned terms and conditions and as per the BID documents.

NOW THEREFORE, the parties hereby agree to be bound by the provisions set out in this agreement.

**1. Interpretation**

- i. Confidential Information: “Confidential Information” means all information (whether in oral, written or electronic form) relating to BIRAC, matters related to BIRAC’s corporate affairs, minutes of the meeting(s) or other agnate materials including any notes or summaries derived from those materials of the Disclosing Party and confidential information received by the Disclosing Party from third parties, but excludes any information that: (1) was lawfully in the possession of the Recipient before receiving it from the Disclosing Party; (2) is provided in good faith to the Recipient by a third party without breaching any rights of the Disclosing Party or any other party; (3) is or becomes generally available to, or accessible by, the public through no fault of the Recipient; (4) is independently developed by the Recipient without use of the disclosed Confidential Information or (5) is required by public authority, by law or decree.
  - ii. Words importing the singular numbers shall include the plural number and vice versa.
2. Headings and subheadings are for convenience only and shall not be deemed to be a part of this Agreement.

**3. Terms of Engagement**

- i. The engagement shall be effective from the **date of signing of the Service & confidentiality Agreement** (Effective Date) initially for a period of three years. The duration may be extended

further for a period up to two years on the mutually agreed terms and conditions, by written communication from BIRAC in this regard. The governing terms of this Agreement shall remain effective till there is full and final settlement between both the parties.

- ii. BIRAC will not retain any control for direct supervision of the contracted services and execution of this Contract does not create any liability, explicit or implicit, on BIRAC in respect of the manpower engaged.
- iii. This engagement may be executed in two or more counterparts, each of which shall constitute an original and all of which shall be deemed a single Contract.
- iv. The rights and remedies herein provided are cumulative with, and not exclusive of, any rights or remedies provided by law.
- v. The Agency shall be entitled to the fees and reimbursement for all preapproved expenses incurred in the performance of the Duties, upon submission and approval of written statements and/or receipts in accordance with the then regular procedures of the BIRAC.
- vi. BIRAC reserves the right to assign the tasks to any of the agency. BIRAC also reserves the right to award the work to any other agency, not necessarily empanelled with BIRAC.
- vii. This empanelment does not constitute and will not be deemed to constitute and exclusive commitment/ arrangement between BIRAC and the Empanelled Agency.

#### **4. Responsibilities of the Agency**

- i. Discharge the duties, responsibilities and execute activities strictly in furtherance of the BID document, Scope of Work as given in the BID document as annexed as **Annexure \_\_\_\_\_**
- ii. Ensure compliance with legal provisions related to this Contract. The Agency shall obtain all requisite license and approval at his cost from the appropriate authority for executing this contract work and submit copy of such license and approval to BIRAC.
- iii. Deploy any workforce which will exclusively be on Agency's pay roll.
- iv. Ensure proper behavior of the work force provided for the event. The Agency will prevent the work force from taking part in any direct or indirect association with a person or persons engaged in any antisocial activities, demonstrations, riots of agitation, which may in any way be detrimental or prejudicial to the occupants of land / properties in the neighborhood.
- v. Keep the BIRAC and its employees etc., harmless and indemnified from any consequential claims, actions, suits, proceedings, losses or damages on any ground whatsoever.
- vi. Take disciplinary action against any worker/staff engaged by him.
- vii. Undertake to indemnify the BIRAC against all claims which may arise under the noted acts:
  - a The Shops and Establishment Act.
  - b The Workman's compensation Act.
  - c The payment of Wages Act.
  - d The Contract labor (Regulation and Abolition) Act. 1970 and the rules framed thereunder.
  - e Family Pension Scheme.



- f Inter-state Migrant Workmen (Regulation of employment and condition of Service) Act, 1979.
- g Any other Statutory Act/Law/Regulation made applicable during the pendency of the contract.
- viii. Be solely responsible for determining all matters of detail as to the manner in which a specific assignment is done with an objectively acceptable quality.
- ix. Undertake necessary liaison work as may be required from time to time with the officials of the concerned departments.
- x. Comply to the best of the technical /scientific knowledge, statutory, regulatory and safety guidelines established by the Government of India, any statutory authority and BIRAC while performing the services.
- xi. Take reasonable measures to protect the secrecy and avoid disclosure and unauthorized use of the Confidential Information of the disclosing party including discussion of the Confidential Information in any public forum which includes formal and informal discussions.
- xii. Comply with all prevailing laws, rules and regulations and shall not indulge in any act, which constitutes an offence or a corrupt practice under the Indian laws.
- xiii. Practice Chinese wall or Firewall policy within to deal with contrary interests or with confidential information.
- xiv. Submit any other documentary evidence as & when called by the BIRAC in connection with this Contract.

## **5. Payment Terms**

- a. The payment as per the quoted approved rates shall be made on a quarterly basis after submission of the Invoice by the agency, as per the satisfaction of BIRAC.
- b. Agency shall submit the bills on the approved Performa to Head- HR & Administration on successful completion of the work. The payment will be made after submission of Invoice along with the supporting documents as desired by BIRAC. This shall be scrutinized and checked before passing the bills for payment. The payments for all undisputed bills shall be made by BIRAC after scrutiny of the bills normally within 30 working days from the date of submission of original bills and related supporting documents.
- c. Income Tax as per statutory provision shall be deducted from the bills and remitted to Income Tax authorities by Accounts Department of BIRAC. A TDS certificate shall be issued by BIRAC to the Agency for such deductions.
- d. BIRAC shall make timely payments through Electronic Payment Mechanism (viz NEFT/ RTGS /ECS). Bank details have to be provided by the Agency.
- e. BIRAC shall not be liable for any consequences, whatsoever, in case there is a delay in making payments for any reasons resting with Agency. Further, no interest shall be paid on such delayed payments.

## **6. Withholding of Payment**

BIRAC reserves the right to recover from the bills of the Agency the amount due to BIRAC against any losses and damages including Liquidated Damages or as a result of any claims / compensation or due

to any statutory imposition etc. without any notice. BIRAC also reserves the right to withhold any payment to safeguard the interest of BIRAC against any dues for which the decision of the company shall be final. In case of any legal disputes, withheld payments shall not be released till the dispute is settled. No interest shall be payable in case of such withheld amounts.

In order to protect BIRAC, it may withhold the whole or any part of the amount due to agency on account of evidence subsequently discovered in respect of following:

- i. For non-completion of contracted work to BIRAC's satisfaction.
- ii. Agency's indebtedness arising out of execution of contract
- iii. All claims against Agency for Liquidated damages.
- iv. Any failure by the Agency to fully reimburse BIRAC under of indemnification provisions of this Contract. If, during the process of the Agency shall allow any indebtedness to accrue of which BIRAC may be primarily or contingently liable or ultimately responsible and agency shall, within five days after demand is made by the BIRAC, fail to pay and discharge such indebtedness, then BIRAC may during the period for which indebtedness shall remain unpaid, withhold from the amounts due to Agency's a sum equal to the amount such unpaid indebtedness. When all the above grounds for withholding payments shall be removed, payment shall thereafter be made for amounts so withheld.
- v. Garnishee order issued by a Court of Law in India.
- vi. Income-tax deductible at source according to law prevalent from time to time in the country.
- vii. Any obligation of Agency which by any law prevalent from time to time to be discharged by the BIRAC in the event of Agency's failure to adhere to such laws.

## **7. Confidentiality**

The Parties, undertake to maintain strict confidentiality and refrain from disclosure thereof, of all or any part of the Confidential Information and data exchanged/generated from the Process under this Contract for any purpose other than in accordance with this Contract. It shall be the responsibility of both the Parties to ensure maintenance of such confidentiality in respect of their behalf and on behalf of their employees, representatives and associates involved in related activities. Thus, obligation under this Contract will commence on the Effective Date and will subsist till three years after completion/termination or till such time the confidential information falls into the public domain whichever is earlier.

## **8. Return of Materials**

Upon the conclusion of the task the agency undertakes to return or destroy materials containing Confidential Information in physical form handed over by the BIRAC in relation to the services or which was generated by the agency in the course of providing the services.

## **9. Waiver and Assignment**

Any waiver by the BIRAC of a breach of any provision of this Agreement shall not operate or be construed as a waiver of any subsequent breach of the same or any other provision hereof. The agency shall not have the right to assign the rights or obligations under this Agreement without the prior written consent of BIRAC.

## **10. Effect of this Agreement**

- i. The duty of secrecy under this agreement will commence on the Effective Date and will subsist till three years after completion of the duration of the agreement or its termination.

- ii. This Agreement may be executed in two or more counterparts, each of which shall constitute an original and all of which shall be deemed a single agreement.
- iii. The rights and remedies herein provided are cumulative with, and not exclusive of, any rights or remedies provided by law.

### ***11. Dispute Resolution***

In the event of any dispute or difference between the Parties hereto upon or in relation to or in connection with this Contract, such dispute or difference, shall be resolved amicably and in good faith by mutual consultation.

If such resolution is not possible, then the unresolved dispute or difference whatsoever arising between the Parties out of or relation to the construction, meaning, scope, operation or effect of this Contract or the validity the breach thereof or in respect of any defined legal relationship associated therewith or derived therefrom dispute shall be submitted for arbitration to International Centre for Alternate Dispute Resolution (ICADR), an autonomous organization working under the aegis of the Ministry of Law & Justice, Department of Legal Affairs, Government of India. The Authority to appoint the sole arbitrator shall be the ICADR. The Arbitration under this Clause and provision of administrative services by ICADR shall be in accordance with the ICADR Arbitration Rules, 1996 read with The New Delhi International Arbitration Centre Act, 2019 read with The New Delhi International Arbitration Centre Act, 2019. The award made in pursuance thereof shall be binding on the Parties. The venue/seat of arbitration shall be New Delhi and the arbitration proceedings shall be conducted in English Language. The provision of this Clause shall not become inoperative notwithstanding the Contract expiring or ceasing to exist or being terminated.

### ***12. Notice***

Any notices, consents, objections, demands, requests or other communications required or permitted to be given pursuant to this Agreement shall be in writing, and shall be sent by registered post, return receipt requested, to the addresses of the parties set forth in the heading to this Agreement. Either party may designate, by notice, a change of address hereunder.

### ***13. Severability***

If any of the provisions of this Agreement are found to be unenforceable, the remainder shall be enforced as fully as possible and the unenforceable provision(s) shall be deemed modified to the limited extent required to permit enforcement of the Agreement as a whole.

### ***14. Governing Law***

This Agreement shall be construed in accordance with and governed for all purposes by the laws of India applicable to contracts executed and wholly performed within the jurisdiction of the Courts at New Delhi.

### ***15. Amendments or Waiver***

No amendment or waiver of this Agreement is binding unless agreed to in writing by the parties.

**16. No other Relationship**

The Agency agrees that all Services will be rendered as an independent Agency and that this Agreement does not create an employer-employee relationship or business partnership between the parties.

WHEREFORE, the Parties hereto through its duly authorized representatives have signed this Agreement on the day, month and year mentioned hereinbefore.

**Parties**

<b>For and on behalf of the Agency</b> {Signatories duly authorised by the agency through its Board Resolution (BoR) No. _____ dated _____ (copy of the BoR attached)}		<b>For BIRAC</b>	
Signature		Signature	
Name:		Name:	
Designation: Director		Designation:	
Date.....		Date.....	
<b>WITNESS</b>		<b>WITNESS</b>	
Signed		Signed	
Name:		Name:	
Complete Address:		Complete Address:	

**Annexure - IX**

**Bank Guarantee Form**  
(To be submitted on non-judicial stamp paper)

**PERFORMANCE GUARANTEE**

Ref. No. BIRAC/HR&amp;A/007/2025/ENQ-56

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

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

To,

Biotechnology Industry Research Assistance Council (BIRAC)  
A Government of India Enterprise,  
5th Floor, NSIC Business Park, NSIC Bhawan,  
Okhla Industrial Estate, New Delhi – 110020

Sirs,

1. In consideration of BIRAC, a Government of India enterprise under the dept. Of Biotechnology of Ministry of Science of technology 5th Floor, NSIC Business Park, NSIC Bhawan, Okhla Industrial Estate, New Delhi – 110020 (hereinafter referred to as "the BIRAC", which expression shall unless repugnant to the context or meaning thereof includes all its successors, administrators, executors and permitted assigns) having awarded letter of intent (LOI)/ Contract dated \_\_\_\_\_ to M/s. \_\_\_\_\_ having its registered / head office at \_\_\_\_\_ (hereinafter referred to as "Agency"), which expression shall unless repugnant to the context or meaning thereof include all its successors, administrators, executors and assigns and the BIRAC having agreed that the Agency shall furnish to the BIRAC a performance guarantee for an amount of \_\_\_\_\_ for the faithful performance of the entire contract as mentioned in the LOI.
2. We \_\_\_\_\_ (name of the bank along with address, Telex No., Fax No.) registered under the laws of \_\_\_\_\_ having our head / registered office at \_\_\_\_\_ (hereinafter referred to as "The Bank", which expression shall, unless repugnant to the context or meaning thereof includes all its successors, administrators, executors and permitted assigns), do hereby guarantee and undertake to pay immediately on first demand in writing any / all money to the extent of Indian Rs..... (in figures) (Indian Rs..... (in words) without any demur, reservation, contest or protest and/or without any reference to the Agency. Any such demand made by the BIRAC on the Bank by serving a written notice shall be conclusive and binding on the bank notwithstanding any dispute(s) pending before any Court, Tribunal, Arbitrator or any other authority and/or any other matter or thing whatsoever, as Page 30 of 31 the liability under these presents being absolute and unequivocal. We agree that the guarantee herein contained shall be irrevocable and shall continue to be validly enforceable until it is discharged by the BIRAC in writing. This guarantee shall not be determined, discharged or affected by the liquidation, winding up, dissolution or insolvency of the Agency and shall remain valid, binding and operative against the bank.

3. The Bank also agrees that the BIRAC at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor in the first instance, without proceeding against the Agency and notwithstanding any Bond or other guarantee/s that the BIRAC may have in relation to the Agency's liabilities.
4. The Bank further agrees that the BIRAC shall have the fullest liberty without being obliged to seek our prior consent and without affecting in any manner our obligations set out hereunder to vary any or all of the terms and conditions of the said contract or to extend the time of performance of the contract by the Agency from time to time or to postpone the performance of the contract for any period of time or from time to time exercise of any of the powers vested in the BIRAC against us and to forebear or enforce any of the terms and conditions relating to the said contract and we shall not be relieved from any of our liability / liabilities by reason of any such variation or amendment to any or all terms of the contract.
5. The Bank further agrees that the Guarantee herein contained shall remain in full force during the period that is taken for the performance of the contract and until all dues payable by the Agency to the BIRAC under the contract have been fully paid and the entire claim which the BIRAC may have against the Agency has been fully satisfied or discharged or till the BIRAC discharges this guarantee in writing, whichever is earlier.
6. This Guarantee shall not be discharged by any change in our constitution or in the constitution of the BIRAC or in that of the Agency.
7. The Bank hereby confirms that this guarantee has been issued after due observance of all appropriate laws of the country of issue and the issuance of this Bank guarantee does not violate any of the said laws.
8. The Bank hereby also agrees that this guarantee shall be governed by and construed in accordance with Indian Laws and shall be subject to the exclusive jurisdiction of the competent Indian Courts within whose jurisdiction the bids have been invited.
9. Notwithstanding anything contained hereinabove, our liability under this Guarantee is limited to Indian Rs. .... (in figures) (Indian Rs. .... (in words) and it shall remain in force until \_\_\_\_\_ (indicate the date of expiry of the bank guarantees) unless extended further. We must receive all claims made under this Guarantee before the said expiry of this Bank Guarantee. If no such claim has been made or received by us within Page 31 of 31 the said expiry or the extended date/s, the rights of the BIRAC under this Guarantee will cease. However, if we have received a claim within the said date, all rights of BIRAC, under this Bank Guarantee shall be valid and subsisting and shall not cease until we have satisfied the said claim.

In witness whereof, the bank through its authorized officer has set its hand and stamp on this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_ at \_\_\_\_\_.

\_\_\_\_\_

(Signature)

Full Name & designation  
and official address (in legible letters)  
with bank stamp

WITNESS NO.1

WITNESS NO.2

\_\_\_\_\_

(Signature)

Full name and Official address  
(In legible letters)

\_\_\_\_\_

(Signature)

Full name and Official address  
(In legible letters)

Attorney as per power of Attorney

No.: \_\_\_\_\_

Dated: \_\_\_\_\_