

राष्ट्रीय फैशन प्रौद्योगिकी संस्थान
दिल्ली कैंपस
**National Institute of Fashion Technology
New Delhi**

Tender Document for

एनआईएफटी दिल्लीकैंपस में आई टी आइटम का वार्षिक रखरखाव अनुबंध

Annual Maintenance Contract for IT Items in NIFT Delhi Campus

एनआईएफटी, दिल्ली में निविदा दस्तावेज जमा करने की अंतिम तिथि और समय 09.07.2019 को 15:00 बजे तक या उससे पहले है।

Last date & time of submission of tender Documents in NIFT, Delhi is on or before 09.07.2019 upto 15:00 IST.

निविदा दस्तावेज जमा करे
क्रय विभाग,
निफ्ट दिल्ली सेंटर,
हौज खास, नई दिल्ली 110016-

Tender to be submitted to: **Purchase Department,
NIFT Delhi Center,
HauzKhas, New Delhi-110016.**

**National Institute of Fashion Technology
(Delhi Centre)
NIFT Campus, Haus Khas,
Near GulmoharPark, New Delhi – 110016**

INVITATION TO TENDER

National Institute of Fashion Technology (NIFT) invites Tenders for Annual Maintenance Contract for IT Infrastructure at NIFT Delhi (Head Office & Delhi Centre).

The tenders can be purchased from Purchase Deptt. (Delhi Centre) by way of Demand Draft in favour of NIFT, New Delhi. The tender papers can also be downloaded from the website "www.nift.ac.in" & cost of application submitted alongwith the tender.

Tenders duly filled in & complete in all respects and in sealed covers should be addressed to The Director, NIFT Campus, NIFT Delhi Centre, and should be dropped in the tender box in 1st Floor, Hostel Block, NIFT Delhi Centre, NIFT Campus, Near Gulmohar Park, Hauz khas, New Delhi – 110 016

Cost of Tender form: Rs590 including GST

Earnest Money: Rs. 60,000/-

Last date of Sale of Tender: upto 14.00 hrs on 09.07.2019

Last date for receipt of Tender: upto 15.00 hrs on 09.07.2019

Date of opening of Tender (Technical Bid) : at 15.30 hrs on on 09.07.2019


(IC-IT)

NATIONAL INSTITUTE OF FASHION TECHNOLOGY
DELHI CENTRE
Near GulmoharPark, Hauz Khas New Delhi- 100016

Sub: **Tender enquiry for Annual Maintenance Contract for IT Infrastructure at NIFT Delhi (Head Office & Delhi Centre).**

1. National Institute of Fashion Technology (NIFT), is pleased to invite bids (in two bids system) against this tender enquiry from **ISO 20000-1:2005** Certified (in service of Computer Hardware, Software & peripherals) organizations for **'Annual Maintenance Contract for IT Infrastructure at NIFT Delhi (Head Office & Delhi Centre)'** as per Compliance and Commercial details and Annexure 'A' to 'C'. The currency of ISO certificate must be beyond the currency of the proposed Tender of AMC. **The tender form may be downloaded from NIFT website www.nift.ac.in and should attach a separate DD of Rs. 590/- including GST(non-refundable) as tender cost in favour of NIFT New Delhi. The tender document downloaded from NIFT website will not be considered without tender cost.**
2. Bidders are requested to submit commercial offer in the enclosed formats **ONLY**.
3. The Bidders are expected to accept all technical / commercial terms & Conditions mentioned in the Bid documents. Any deviations in the terms & conditions shall be clearly mentioned in 'Technical & Commercial Compliance/Deviation Statement' as per the Annexure 'B'. NIFT, however, reserves the right to reject any or all the offers with deviations, (if any) which shall be clearly mentioned along with the justification for the same. The "Technical Bid" shall contain, company details, compliance statement of terms and conditions (in enclosed form **ONLY**) along with EMD money and tender cost Demand Drafts.
4. The "Technical Bid" and "Price Bid" shall be sealed in two separate envelopes with "Technical Bid" /"Price Bid" (as applicable), opening date & time duly superscribed on the envelopes.Both the envelopes containing the Technical and Price Bid shall be put in one outer envelope duly sealed and superscribed as **"Tender for Annual Maintenance Contract for IT Infrastructure at NIFT Delhi (Head Office & Delhi Centre)"**.

5. Tenders duly filled in & complete in all respects and in sealed covers shall be addressed to The Director, NIFT Campus, NIFT Delhi Centre, and shall be dropped in the tender box in 1st Floor, Hostel Block, NIFT Delhi Centre, NIFT Campus, Near Gulmohar Park, Hauz khas, New Delhi – 110 016

Last date & time for depositing tender is 09.07.2019 upto 3:00 pm

After the evaluations of Technical Bids, based upon the information supplied by the bidder, the financial bids of the Bidders, who qualify Technical Bid shall only be opened.

6. The interested supplier should apply online and submit their tender and the bids along with scanned copies of all the relevant certificates, documents, etc. in support of their technical & price bids – all duly signed – on the <https://nifttenders.eproc.in> from **17.06.2019 to 09.07.2019 upto 03.00 P.M.** Tender documents is also available for viewing on the “tenders” link of the NIFT website i.e. <https://nifttenders.eproc.in> / <http://www.nift.ac.in>.

Applications to this tender will be accepted only through the online mode through <https://nifttenders.eproc.in>. No other mode of application shall be considered & such applications shall not be accepted.

7. For applying online, the Firm should get itself registered at <https://nifttenders.eproc.in> by paying
- Annual Registration Charges of Rs. (service tax) = Rs. 2000+GST=Rs. 2360/- (Two Thousand Three Hundred and Sixty only - non-refundable).
 - Bid Processing Fee charges of Rs. 1500+ 270 (GST) = 1770/- (One Thousand Seven Hundred and Seventy only - non-refundable)

Basic requirements

The basic requirements for registration and applying for tender online are as under:

- Operating System should be atleast windows 7.
 - Java version : Java 8 update 25.
 - Use Internet Explorer 11.
 - All java add-ons must be enabled in the system.
 - Always use Class III B Digital Signature Certificates (DSC) having Signing and Encryption both.
8. The Firm should ensure that it complies with the above requirements before applying for tender. Also, the interested Firms should submit a hard copy of the same application which is submitted online with all relevant supporting documents by **09.07.2019 upto 03.00 P.M.** Non-submission of hardcopy as directed will lead to rejection of the tender application.
9. **The firms are advised to read carefully the entire tender document before submitting their tender and the tender documents not received online in prescribed format and/or are found incomplete in any respect will be summarily rejected.**

10. EARNEST MONEY DEPOSIT

The Bidders are required to furnish Earnest Money Deposit (EMD) along with their offer. The EMD, in the form of Demand Draft drawn on any Nationalized Bank favoring National Institute of Fashion Technology, New Delhi, payable at New Delhi for Rs. 60,000/- (Rupees Sixty Thousand Only).

The EMD of the tenderer shall be forfeited if the tenderer misleads NIFT during the course of evaluation of the tender by providing false and misleading information. If party become L1 and not willing to accept the offer, EMD of such tenderer shall be forfeited. No interest will be given on EMD.

PLEASE NOTE THAT OFFERS NOT ACCOMPANIED BY THE REQUIRED EMD ARE LIABLE TO BE REJECTED.

The EMD of the Bidders shall be released by NIFT after the letter of acceptance of the Order from the successful Bidder is received. The EMD of the successful Bidder shall be released after the Performance Bank Guarantee is received from him

NIFT, during and/or after Technical bid evaluations, may send representatives to visit the offices of the bidder. All such visit shall have to be facilitated by the vendor.

11. It is the responsibility of Bidders to read all terms & conditions of this tender carefully before filling the tender. Incomplete tender documents / or bids not responsive enough to the tender terms shall be rejected. NIFT reserves the right to split or reject/cancel any or all the tenders without assigning any reason thereof. NIFT shall not be responsible for any postal delays.
12. Any vagueness/incomplete details in the offer shall make it liable to be rejected as such shortcomings in the offer shall be interpreted as incompetence and disinterest on the part of the tenderer to meet tender requirements. In case the tenderer is not clear on any aspect of the tender specifications, their representative can meet the undersigned at NIFT, after appointment, between 10 am to 4 P.M. on any working day before the date of tender submission to get necessary clarification(s).
13. NIFT is NOT bound to accept the lowest tender. NIFT reserves the right to place order for a part of the quantity offered. The unit rates offered by the Bidder shall be valid for any such part order.

14. The tenderer shall not transfer the tender to any other person in any manner. The agency/tenderer shall not be permitted to sub-contract the work to any other person/firm/agency.
15. The tender document consists of total **24**pages.
16. Selection Criteria: Only the Technical Bids shall be opened on the date of tender opening. Price bids of only those bidders shall be considered for opening whose offer is complete and technically acceptable in all respects. The date and time for price bid opening shall be intimated to the successful bidders subsequently.

In case L-1 is more than one, then the Technical qualification of the Tenderer shall be the criteria and the decision of NIFT shall be final.

INSTRUCTIONS TO TENDERER

National Institute of Fashion Technology inviting tenders for the Annual Maintenance Contract of the IT infrastructure at NIFT Delhi (Head Office & Delhi Centre).

1. Offers on original printed sheets of companies' letterhead shall only be considered. Offers submitted by fax or in any manner other than specified above shall not be considered. The bids shall exactly be according to the prescribed formats. Modifications/Rewording of formats shall not be acceptable.
2. The tenders in respect of the indicated items should be submitted under two-bid system: Part A – Technical Bid and, Part B - Price Bid.
- 2.1 **The Technical Bid** should be in a sealed envelope superscribed as "**Technical Bid for Annual Maintenance Contract for IT Infrastructure at NIFT Delhi (Head Office & Delhi Centre)**".

The Technical Bid must contain:

1. EMD Demand Draft for Rs. 60,000
2. Tender cost Demand Draft for Rs 590 Including GST
3. Undertaking from the Bidder - Annexure 'A'
4. Point-by-point compliance of Terms and Conditions – As per format given in Annexure 'B'
5. Exact format in which the Bidder is submitting the Price Bid, with only Quoted and not quoted filled in. **No prices should be mentioned.**
6. Any other Terms and conditions from Bidder (Please, note that the terms may or may not be acceptable to NIFT).
 - a. Qualifying Criteria: Bidder must accept all the Term and Conditions.
 - b. The annual turnover of maintenance of the vendor should not be less than **Rs. 1 Crores per annum** in the preceding financial year 2016-17 and 2017-18 (Only in Maintenance of computers and peripherals etc. to be considered. Sales will not be considered for the annual turnover of the firm). In support financial Statement e.g audited balance sheet, P/L Account statement for 2016-17 and 2017-18 or CA certified statement of accounts in original should be submitted.
 - c. The vendor should enclose the following: -
 - Annual report of the company for the last three years
 - Income Tax Return for the last three years i.e. AY – 2016-17, 2017-18, and 2018-19
 - VAT/Sales Tax registration certificate/GST
 - Service Tax registration certificate
 - PAN Number.

6. The vendor must have successfully executed at least two orders for similar Infrastructure of nothing less than **Rs. 10 lakh each** in the last five financial years as direct or part of ASP after sales service. The Bidder should submit documentary evidence in support of the above statement. (Copy of work order should be enclosed)
7. Provide details of after sale service in terms of manpower availability repair Labs etc at Delhi.
8. The bidders are required to submit a (valid) copy of ISO **20000-1:2005** Certificate in service of Computer Hardware, Software & peripherals.
9. The bidders are required to submit purchase order for AMC executed for a WAN environment with minimum 5 locations.
10. Any other related document which they wish to submit.

2.2 **The Price Bid** should be in a sealed envelope superscribed as '**Price Bid for Annual Maintenance Contract for IT Infrastructure at NIFT Delhi (Head Office & Delhi Centre)**'.

1. The Price Bid shall contain **nothing else but Prices** as per the format enclosed as **Annexure 'C'** of the tender document and/or enclosed by the Bidder in the Technical Bid. The formats are given separately for each center.
2. In no case any terms and conditions or technical deviations or any other amendment shall be included in the Price Bid. **Any additional options, terms etc. shall be ignored** while evaluating the Commercial Bid.
3. Both the envelopes containing & superscribed the Technical and Price Bid separately should be put in one outer envelope duly sealed and superscribed as "**Tender for Annual Maintenance Contract for IT Infrastructure at NIFT Delhi**". This envelope shall be addressed to The Director, NIFT Campus, NIFT Delhi Centre and dropped in the tender box in 1st Floor, Hostel Block, NIFT Delhi Centre, NIFT Campus, Near Gulmohar Park, Hauz khas, New Delhi – 110 016 Latest by **09.07.2019 upto 3:00 pm**
4. No offer shall be accepted under any circumstances after the above date and time. The tenders will be opened at 3.30 P.M. on the above mention date i.e **09.07.2019**
5. The tenderers who qualify on the basis of Technical & Commercial Compliance, only their Price Bids shall be opened.
6. The successful tenderer shall be required to enter into a performance contract with NIFT. The tender shall be governed by the conditions detailed in the contract.

7. All documentations are required to be either in English or Hindi.
8. Tender shall be filled with neat legible and correct entries. Indistinct figures, erasures and alterations are not permitted in the tender.
9. Failure to comply with these conditions will render the tender void. Any correction, overwriting etc. will lead to rejection of tender.
10. Incomplete tenders, amendments and additions to tender after opening and late tenders are liable to be ignored.
11. In the event of space in the schedule being insufficient for the required purpose, additional pages may be added. Each such additional page must be numbered consecutively, and be fully signed by the tenderer. In such cases reference to the additional pages must be made at appropriate places.
12. Cost involved in submitting the bids, attending the tender opening meeting, arrangements for the demonstration /presentation etc shall be borne by the tenderer only.

TERMS AND CONDITIONS

1. VALIDITY OF THE OFFER

The offer shall be valid for three months from the date of receiving of bids.

2. RIGHT OF ACCEPTANCE

NIFT does not bind itself to accept the lowest tender.

3. SERVICE AND SUPPORT

- 3.1 The vendor shall provide four stationed engineers with qualification of B.E/B.Tech/MCA/three years Diploma in Electronics/Computers/ IT with minimum 03 years working experience in relevant field and one attendant, equipped with cell phones at NIFT as part of the agreement from 8:30 AM to 8:30 PM from **Monday to Saturday**. In emergency/urgent cases the vendor may be asked to provide the service/support on **Sunday** also without any extra payment/facility that will be communicated accordingly.
- 3.2 Out of four stationed engineers- One should be **Desktop/Laptop** expert, One shall be **Printer/Scanner** expert, one shall be networking expert with CCNA certificate and the team leader should have strong knowledge of proxy server handling as well as of servers, routers, switches, modem or other networking. The engineers shall report to the Computer Engineer/ Incharge-I.T, NIFT and carry out all the activities under his control and technical supervision
- 3.3 The vender(s) shall be required to furnish the proof of qualification & experience (Certificate must be attached) of its AMC Engineer to IT cell before deploying them for AMC.
- 3.4 Within one month of commencement of the AMC contract, the vendor shall have to submit a list of all the items received within a month of commencement of AMC contract along with its working condition as per Annexure -C. In case of any faulty items, it must be intimated to the computer cell, failing which it will be assumed that all items in good working condition.

4. MAINTENANCE

The vendor shall provide maintenance services from 8:30 AM to 8:30 PM (Monday to Saturday) to keep the systems in good working order. Further support will be provided without any financial implications as and when required by NIFT even after specified working hours.

5. RESPONSIBILITIES

Seal/Signature of tenderer

Responsibility includes following activities:

- a. Total Hardware maintenance including parts replacement.
- b. Total software maintenance
- c. Anti-Virus Installation, regular up gradation and scanning
- d. Monthly preventive maintenance includes regular (at least 25 nos. of Desktop in a months) physical cleaning (internal and external), virus updating & activation etc.
- e. Shifting and reinstallation of PC/Laptop/Printers as and when required by the Institute.
- f. **Facility Management services** (Installation/Repairing of General Software) to be provided for items list in the enclosed annexure.
- g. Interacting and coordinating with the supplier of computers and peripherals with respect to the problems that occur in computers and peripherals under warranty and ensure ratification of the same.
- h. New equipment as and when purchased by NIFT shall be included in AMC as soon as its warranty expires. This shall be done through Addendum signed by NIFT and the Vendor.
- i. Network operations
 1. Maintenance and Operations of Network Switches.
 2. Maintenance and operations of Router and Leased Lines.
 3. Helping users for Network related problems, maintaining physical end-to-end connectivity of the network.
 4. Providing assistance in addition / alteration of network points
 5. Co-ordination with **ISP** in case of any failure of WAN (Internet) connectivity.

6. PART REPLACEMENT (UNDER AMC)

Faulty parts that need replacement are to be replaced by the same specification and OEM; if the parts of the same specification and OEM is not available it is to be replaced by parts of higher specifications/configuration and/or OEMs; listed/agreed to by NIFT. It is the responsibility of vendor that machine/ system should work.

Necessary and sufficient spares have to be kept ready with them for immediate replacement.

The faulty/non working mouses/keyboards/RJ-45 connectors /Printer Teflon have to be replaced with new one at free of cost. The Network Wire, CAT- 6 STP has

to be provided by the vendor upto 02 rolls of approx. 305 mtr each per year, if required for maintenance work at free of cost

The vendors may note this while quoting the prices in Financial bid

7. UP-TIME

The service provider is expected to repair the faulty equipment in 5 to 6 hours, if the fault is not rectified within 24 hours from the time of registering the complaint, the vendor shall provide stand-by item/part with the same or higher configuration. The vendor must ensure an average uptime of minimum 95% for the entire equipment in monthly basis. In case the overall uptime falls below 95% for any month, the payment shall be made proportionate to the uptime percentage of that month.

8. PENALTY CLAUSE

- a. If the fault is not rectified within 24 hours from the time of registering the complaint, the vendor shall provide stand-by item/part with the same or higher configuration, otherwise a penalty of 5% of the AMC rate of the relevant item per day will be deducted from the bill produced by the service provider. In such an event, vendor may get the faults rectified by third party and such cost of repairs shall have to be borne by the contractor, in addition to the penalty.
- b. In case of non-adherence to preventive maintenance schedule, a penalty of 5% of the total of AMC charges for the quarter for every such failure in a quarterly schedule will be recovered.

9. POWER OF ATTORNEY:

The vendor shall provide the properly executed power of attorney to the person who signs the tender on behalf of the company providing service.

10. PRICES:

The vendors are required to quote as per “Annexure C” separately.

The Bidder shall quote the rates in figures as well as words. The amount must be filled in the columns in the schedule. The figures should be clearly written and there should be no overwriting.

11. PAYMENT TERMS

Payment shall be made on quarterly basis (25% of order value of AMC) , after successful completion of every quarter of the year and upon receiving of '**Satisfactory ServiceCertificate**' from various department heads, UI-IT and Director– IT, NIFT for the said period.

The vendor shall havetoraise separate invoice to Head Office and Delhi Campus for payment due to GST compliance.

12. SECURITY DEPOSIT

The successful Bidder shall deposit 10% of work order value of AMC , including the amount of EMD as security deposit by way of Demand Draft. No interest shall accrue on this deposit, which shall be returned after the successful completion of the contract and after adjusting dues, if any, of the vendor to NIFT.

13. SPARES AND TOOLS:

Bidders have to keep relevant tools and spare to facilitate uninterrupted working condition of the equipments, under lock and key space provided by NIFT for day-to-day maintenance activity.

14. SIGNING OF TENDER:

The individual signing the tender (or the documents in connection with it) must specify whether he/she is signing as:

A sole proprietor of the firm, or constituted attorney of such a proprietor.

A partner of the firm, if it be a partnership, in which case he must have the authority in writing to refer to arbitration, disputes if any, concerning the business of the partnership. Either by virtue of the partnership agreement or power of attorney.

Authorized signatory of the firm, if it is a company (copy of board resolution in favour of the authorized signatory in this respect must be enclosed along with the bid)

A person signing the tender form or any part thereof, on behalf of another, shall be deemed to warrant that he has the authority to bind the other and if on inquiry it appears that the person so signing has no authority do to so, NIFT shall without prejudice to other Civil and Criminal remedies, cancel the contract and hold the signatory liable for all costs and damages.

Each page of the tender form, agreement for purchase and agreement for installation and Maintenance should be signed and stamped for the purpose of the tender offer.

15. RESULTS OF THE TENDER

Acceptance of the tender shall be communicated by NIFT through fax/courier in the form of Letter of Intent (Lol) to the successful Bidder. The successful Bidder shall give the acceptance of Lol in writing to NIFT within 2 Days of issue of Lol to NIFT. Failing this, NIFT reserves the right to cancel the Lol and place the letter on the next eligible Bidder.

16. GENERAL

- a. **Tenderers are required to quote rates for FMS (Facility Management Services) and AMC both as per lists enclosed at annexure 'C'**. NIFT reserves the right for any reduction/increase in the scope of work at any time and the same shall be awarded to the vendor at the same Unit rate mentioned in their bid.
- b. The tenderer shall also give particulars of the banker(s), for reference to NIFT
- c. The vendor shall prior to commencement of the operation of contract, make available to NIFT the particulars of all the employees who shall be deployed on the maintenance work at NIFT; such particulars should include date of birth, permanent address, medical fitness certificate and Police verification report.
- d. NIFT is not bound to provide any mode of transport in respect of men or material required by the contractor for executing the AMC.
- e. The contract shall remain valid for a period of one year from the date of commencement, and it may be renewed upto 3 years on mutually acceptable terms and conditions.
- f. In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.

17. TERMINATION CLAUSE

- a. In case during the contract period, the services are not provided satisfactorily NIFT reserves the right to terminate the contract by giving one month notice in writing and deduct the amount accordingly. EMD amount shall also be forfeited if the service is not done satisfactory. Nevertheless, NIFT shall terminate the contract of

the vendor without any notice in case the vendor commits a breach of any of the terms of the contract. NIFT's decision that a breach has occurred shall be final and shall be accepted without demur by the vendor.

- b. In any case of termination of the agreement, the vendor will handover all the equipments/articles as supplied by NIFT in good working condition back to NIFTupfront. Otherwise, the cost of the faulty items will be deducted from the final payment at the end of the contract.
18. Arbitration: All disputes arising between the parties shall be referred to and settled through Arbitration conducted in accordance with the provisions of the Arbitration & Conciliation Act, 1996 Director, NIFT Delhi. The arbitrator shall have powers to award only such remedy as is contemplated by this Agreement, including as appropriate, injunctive relief. The place of arbitration shall be New Delhi. The language of arbitration shall be English.
19. **JURISDICTION**

All disputes shall be subject to Jurisdiction of the courts at Delhi only.

UNDERTAKING FROM THE BIDDER

Director,
National Institute of Fashion Technology,
NIFT Delhi Campus,
Near Gulmohar Park,
Hauz Khas,
New Delhi-110 016

Dear Sir/Madam,

We hereby unconditionally accept all terms and condition mentioned in 'Tender enquiry for Annual Maintenance Contract for IT Infrastructure at NIFT Delhi (Head Office & Delhi Centre)' apart from those mentioned in the Deviation Sheets enclosed.

Regards,

(Authorized Signatory)

(Company Seal)

Date:

Technical bid(To be sealed in envelop superscribed "Technical bid")(PART-I)

1. Name of the Supplier :
 2. Name of the authorized person :
 (Who signs on the tender document) :
 3. Address of the Supplier :
 4. Phone No :
 5. Mobile No. :
 6. Fax :

Document to be submitted:

S.N.	PARTICULARS	Attached at pg. no.	Remark
1.	Earnest Money demand draft for Rs60000(separate DD)		Date of DD must be after the publication of tender
2.	Tender cost demand draft for Rs 590 Including GST (separate DD)		Date of DD must be after the publication of tender
3.	Undertaking from the Bidder - Annexure 'A'		Copy to be attached
4.	Tender documents filled and duly signed(total-22pages) and without mentioning the rates.		To be filled and signed
5.	Point-by-point compliance of Terms and Conditions – As per format given in Annexure '-II'		Copy to be attached
6.	Exact format in which the Bidder is submitting the Price Bid, with only Quoted and not quoted filled in. No prices should be mentioned.		Copy to be attached
7.	Any other Terms and conditions from Bidder (Please, note that the terms may or may not be acceptable to NIFT).		Copy to be attached
8.	Qualifying Criteria: Bidder must accept all the Term and Conditions.		Copy to be attached
9.	The annual turnover of maintenance of the vendor should not be less than Rs. 1 Crores per annum in the preceding financial year 2016-17 and 2017-18 (Only in Maintenance of computers and peripherals etc. to be considered. Sales will not be considered for the annual turnover of the firm). In support financial Statement e.g audited balance sheet, P/L Account statement for 2016-17 and 2017-18 or CA certified statement of accounts in original should be submitted.		Copy to be attached
10.	Annual report of the company for the last three years		

Seal/Signature of tenderer

11.	Income Tax Return for the last three years ie AY – 2016-17, 2017-18, and 2018-19		Copy to be attached
12.	VAT/Sales Tax registration certificate/GST		To be attached
13.	Service Tax registration certificate		Copy to be attached
14.	PAN Number.		To be mentioned
15.	The vendor must have successfully executed at least two orders for similar Infrastructure of nothing less than Rs. 10 lakhseach in the last five financial years as direct or part of ASP after sales service. The Bidder should submit documentary evidence in support of the above statement. (Copy of work order should be enclosed)		Copy to be attached
16.	Provide details of after sale service in terms of manpower availability repair Labs etc at Delhi.		Copy to be attached
17.	The bidders are required to submit a (valid) copy of ISO 20000-1:2005 Certificate in service of Computer Hardware, Software & peripherals		Copy to be attached
18.	The bidders are required to submit purchase order for AMC executed for a WAN environment with minimum 5 locations.		Copy to be attached
19.	Any other related document which they wish to submit.		Copy to be attached

Technical & Commercial Compliance/Deviation Statement

Clause No (Terms &Conditions)	Description	Accepted (Yes/No)	Deviation (If any)
1.	Validity of the offer: 3 months		
2.	Right of acceptance		
3.	Service and Support		
3.1			
3.2			
3.3			
3.4			
4.	Maintenance		
5.	Responsibilities		
5 (a)			
5 (b)			
5 (c)			
5 (d)			
5 (e)			
5 (f)			
5 (g)			
5 (h)			
5 (i.1)			
5 (i.2)			
5 (i.3)			
5 (i.4)			
5 (i.5)			
6.	Part Replacement		
7.	Up-Time		
8.	Penalty clause		
8(a)			
8(b)			
9.	Power of Attorney		
10.	Prices		
11.	Payment Terms		
12.	Security Deposit		
13.	Spares and Tools		
14.	Signing of Tender		
15.	Results of the Tender		
16.	General		
16 (a)			

Seal/Signature of tenderer

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16 (b)			
16 (c)			
16 (d)			
16 (e)			
16 (f)			
17.	Termination Clause		
17 (a)			
17(b)			
18.	Arbitration		
19	Jurisdiction		

Seal/Signature of tenderer



**Delhi Campus
(PRICE BID)**

(Annexure-C)

List of items for AMC for non Warranty items						
Sr. No.	Items	Make/Model	Qty.	Rate	Tax	Total
				per unit	(if any)	Value
1	Desktop Computer	Acer P-IV/Power series	53			
		IBM P-IV/ Think Centre	82			
		HP Quad core	5			
		Acer Vertion M200-Q57	6			
		Acer Vertion I5	101			
		Acer Vertion I5	33			
		Apple IMAC MC813HN/A	10			
		Lenovo I5 (TC M71E)	25			
		Lenevo M92P	2			
		Lenavo I 7	21			
		2	Server	ACER G540/X5310	1	
HP ML 350	1					
CD DVD Mirror	1					
Lenovo Server M30A8 Xeon	1					
3	Printer	HP Laserjet 3015	2			
			1			
		HP Laserjet 1020	1			
		HP Laserjet 1022	2			
		Epson inkjet 1290	1			
		HP Laserjet 3050	12			
		HP Laserjet 3005 D	4			
		HP LJ 1022 N	14			
		HP Laserjet P 1505	9			
		CANON G2000	1			
		HP LJ 1319 MFP	1			
			2			
	5					

Seal/Signature of tenderer

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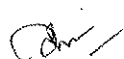


Head Office

S.No	Item	Make	Qty	Rate per unit	Tax (if any)	Total Value
1	Desktop Computer	Acer	36			
		IBM	9			
		Lenovo I7	23			
		DELL	54			
		AIO Dell,Lenovo	15			
2	Laptop	Apple	4			
		Dell - 3350	9			
		Lenovo	1			
		HP	3			
3	Printer HP	HP 1022 n	66			
		HP Laserjet 1320	2			
		HP 8600 OJ All in one	1			
		HP CM1312NFIMFB	2			
		HP Color Laserjet M176N	3			
		Deskjet 2545	1			
		Laser Jet 100 color MFPM175NW	3			
		Laser Jet 1213 NF	1			
		Laser Jet 3050	7			
		Laser Jet OJ J3608	1			
		LaserJet 3015	4			
		Laserjet P 3005 D	2			
		HP LaserJet-M2727nf	1			
		HPCLJ MFP M277	8			
		HPCLJ MFP M177FW	2			
		HPLJ PRO M128	1			
		LJ Pro M 1136	1			
		Office Jet Pro 8500	1			
4	Printer Brother	MFC 8510 DN	7			
		Wifi- MFC7860dw	1			
5	Printer Samsung	SF- 565P (Fax/ Printer)	1			

Seal/Signature of tenderer

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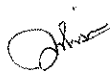
		SFX-4521F	1			
		ML 2161	1			
		SF-565P	1			
7	Scanner Kodak,HP,Fuzitsu	i2800,5990,i1150,Fi 7160	11			
Total						

FMS Support

S.No	Item	Make	Qty	Rate per unit	Tax	Total Value
					(if any)	
1	AIO	Apple	25			
2	Desktop	Lenavo I7	63			
3	Printer	HP 1136 printer	3			
4	Acer Desktop (i7)	M4660G	100			

Total AMC Charges as per annexure- C (List I + List II + List 3) = Rs.

(Rupees in Words: _____)



Seal/Signature of tenderer