

**NATIONAL INSTITUTE OF FASHION TECHNOLOGY**

(A statutory body governed by the NIFT Act 2006 and set up by the Ministry of Textiles,  
Govt. of India)

**TENDER DOCUMENT FOR ANNUAL MAINTAINCE CONTRACT FOR COMPUTER  
& PERIPHERALS AT NIFT KANNUR**

NIFT Campus, Dharmasala, Mangattuparamba,  
Kannur, Kerala. Pin - 670 562  
An ISO9001:2008 certified institution

No: 12169(3)/NIFT/KNR/ADMN/AMC-Computers/2019

DATED: 22.12.2018

<b>BID SCHEDULE</b>	
Date of uploading tender documents	22.12.2018 (10.00 hours)
Date from which tender documents can be downloaded	22.12.2018 (10.00 hours)
Date of Pre Bid Meeting	27.12.2018 (15.00 hours)
Date of commencement of online submission of bids	28.12.2018 (11.00 hours)
Last date for online submission of bids	18.01.2019 (14.00 hours)
Last date for receipt of hard copy of Tender documents (filed online).	21.01.2019 (15.00 hours)
Date and Time of the opening Technical Bids	21.01.2019 (16.00 hours)
Date and time of opening Price Bids	will be notified separately to the technically qualified tenderers
Proposed Date to Commence services	<b>01.02.2019</b>

Note: This tender document contains 23 pages. Interested firms should apply online and submit their tender and the bids along with scanned copies of all relevant certificates, documents, etc. in support of their technical & price bids – all duly signed – on the website <https://nifttenders.eproc.in>. Tender document is also available for viewing on the “tenders” link of the NIFT website i.e. <https://nift.ac.in/kannur/tenders>. Application through any other mode will not be considered.

Bidders are also requested to send hard copy of the tender form and all other documents submitted online to the **Director NIFT Kannur campus** duly signed and stamped on all pages. The Technical and Financial bids should be kept in separate covers duly sealed and superscribed as ‘Technical bid’ and ‘Financial bid’ as the case may be. Both the bids shall be put in another large cover and duly sealed and superscribed as ‘**Tender for Annual Maintenance contract for computers and peripherals at NIFT Kannur**’. Hard copy of tender documents completed in all respects shall be sent to: **The Director NIFT Kannur Campus, Dharmasala, Mangattuparamba, Kannur-670562, Kerala, to reach before 15.00 hours on 21.01.2019**

**Web ID:** <http://www.nift.ac.in/kannur/tenders>

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## NATIONAL INSTITUTE OF FASHION TECHNOLOGY KANNUR

### A. INTRODUCTION.

National Institute of Fashion Technology (NIFT) was set up by the Ministry of Textiles, Government of India in 1986 which has been accorded statutory status under Act of Parliament in 2006 (NIFT Act 2006) for the promotion and development of education and research in the field of Fashion Technology. NIFT provides fashion business education across the country through its network of 16 centers. It provides four years under graduate (UG) program in design and technology, two years post graduate (PG) program in design, fashion management & fashion technology and short duration education program to address the specialized needs of professional and students in the field of fashion. NIFT has its head office at New Delhi with its centres located at Bengaluru, Bhopal, Bhubaneswar, Chennai, Gandhinagar, Hyderabad, Jodhpur, Kangra, Kannur, Kolkata, Mumbai, New Delhi, Patna, Raibareli, Shillong and Srinagar.

NIFT, Kannur centre was established in the year 2008 with undergraduate and post graduate programmes. It is situated at DHARMASALA, MANGATTUPARAMBA on the Kannur-Taliparamba Road (NH 66) in Kannur District, Kerala. Approximately 750 students are getting education every year in this Institute and about 50 Officers/Faculty and employees are working in the Institute. This institute is having one Mac computer lab and four other computer labs comprising of desktops, laptops and other related equipments as IT infrastructure in addition to other general purpose computers and equipments in the campus.

### B. NOTICE INVITING TENDER.

NIFT Kannur invites **e-tender** from registered companies or established shops/firms, having at least three years of experience in executing maintenance/services of computers and peripherals, for ANNUAL MAINTANANCE CONTRACT FOR COMPUTERS & PERIPHERALS in NIFT Kannur campus. The intending firm shall have average annual turnover of at least Rs.12 lakh in the last three years. Interested firms shall **apply online** and submit their tender and the bids along with scanned copies of all relevant certificates, documents, etc. in support of their technical & price bids – all duly signed and stamped – on the web site <https://nifttenders.eproc.in> from **28.12.2018 11.00 hours to 18.01.2019 up to 14.00 hours**. Tender document is also available for viewing on the “tenders” link of the NIFT website i.e. <https://nift.ac.in/kannur/tenders>. Application through any other mode will not be considered.

For applying online, the interested Firm should first get itself registered at <https://nifttenders.eproc.in> by paying online:

- Registration Charges of **Rs. 2000/- + GST Rs 360/- = Rs.2360** (Rupees Two Thousand Three Hundred and sixty Only - non-refundable).
- Bid Processing Fee of **Rs. 960/- + GST Rs. 173/- = Rs. 1133** (Rupees one thousand one hundred thirty three only - non-refundable).

**For enquiries on online procedure/For Helpdesk officers : Mr.Sandeep Bhandari**

**E-mail :- sandeep.bhandari@clindia.com**

**Phone No.:- 0124-4302033 &36**

**Correspondence Address:** The Director, National Institute of Fashion Technology, NIFT Campus, Dharmasala, Mangattuparamba, Kannur-670562, Kerala.

In case of any clarification required relating to this tender, the same can be sought from the following officers of NIFT:

1. Shri.Nagaraj T.R, Assistant Director, 0497-2780434, [ad.kannur@nift.ac.in](mailto:ad.kannur@nift.ac.in)
2. Shri.Chakravarthy P, IT-in-charge, 9400361639 [chakravarthy.p@nift.ac.in](mailto:chakravarthy.p@nift.ac.in)

The firms after submitting the tender online should also submit hard copy of the tender documents with all relevant supporting documents to “The Director, National Institute of Fashion Technology, NIFT Kannur Campus, Dharmasala, Mangattuparamba, Kannur-670562, Kerala” latest by 21.01.2019:14.00hours. Non-submission of hardcopy as directed will lead to rejection of the tender application.

The bids are to be submitted in two parts viz., "Technical Bid" and "Financial Bid" in separate sealed envelopes superscribed as “Tender document for Annual maintenance Contract for computers and peripherals-Technical Bid" and “Tender document for Annual maintenance Contract for computers and peripherals-Financial Bid" as the case may be. Earnest Money Deposit (EMD) is part of Technical bid and should be kept in the envelope containing the Technical bid.

Both the bids - Technical and Financial – along with all other documents submitted online shall be submitted in a large envelope sealed and superscribed as ‘**Tender document for Annual maintenance contract for computers and peripherals at NIFT Kannur**’ to the Director, NIFT Kannur Campus, Dharmasala, Mangattuparamba, Kannur-670562, Kerala to reach the office o or before on or before 21.01.2019:15.00 hours

Earnest Money Deposit	Rs.25000/-
Date from which tender forms can be downloaded	21.12.2018 (10.00 hours)
Date of pre bid meeting	27.12.2018 (15.00 hours)
Date of commencement of online submission of bids	28.12.2018 (11.00 hours)
Last date for online bid submission	18.01.2019 (14.00 hours)
Last date for receipt of hard copy	21.01.2019 (14.00 hour)
Date of Technical bid opening	21.01.2019 (15.00 hours)
Date of Financial bid opening	Will be notified to the technically qualified tenderers.
Bid validity	90 days from the date of opening of financial bid

### C. INSTRUCTIONS TO BIDDERS.

1. The contract shall be initially for a period of one year reckoned from the 10th day from date of awarding the contract. However, the contract is extendable for further period of one year each (maximum two times) up to three years based on the satisfactory performance for each year. The extension will be on mutual consent/agreement basis, and on the same rates and terms and conditions.

2. The Contractor will be provided room/space, electricity and water free of cost.
3. It is the responsibility of the tenderer to collect all information and data regarding computers and peripherals covered under the AMC and to satisfy themselves about the requirements by visiting NIFT Kannur Campus at Dharmasala, Mangattuparamba, Kannur – 670 562 on any working day between 10.00 a.m. and 04.00 p.m.
4. It is the responsibility of the tenderer to read all terms & conditions of this tender carefully before submitting the tender. Incomplete tender documents / or bids not responsive enough to the tender terms, is liable to be rejected.
5. Please keep visiting our website for any corrigendum /amendments and submit the bid documents accordingly.
6. Vague/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 bidder to meet tender requirements.
7. If any difference is found in the hard copy of the tender documents and that submitted online, only online bid(s) will be considered.
8. The bids shall be exactly according to the prescribed formats. Modifications/rewording of formats shall not be acceptable.
9. All documentations are required to be in English.
10. In case a company/firm wishes to authorize some other company or a firm to submit bids on its behalf, valid authorization letter should be attached.
11. Tender should be filled with neat legible and correct entries. Indistinct figures, erasures and alterations are not permitted in the tender. Please cross out any mistakes and rewrite the same and counter sign/attest by the authorized signatory. Failure to comply with the conditions may result in rejection of the tender.
12. Incomplete tenders, amendments and additions to tender after opening the tender and tenders submitted after the last date and time prescribed for submission shall be liable to be ignored.
13. Cost involved in submitting the bids, attending the tender opening meeting, arrangements for the demonstration/presentation etc. shall be borne by the bidder.
14. The bidder shall be free from any encumbrance and there shall not be any vigilance/ CBI /Court Case pending against the firm. The bidder shall not be black listed/debarred by any Govt. /Semi Govt. /Private Institution. A self-certificate in this regard shall be enclosed as in **Annexure -III**.
15. Price shall be mentioned in Indian Rupee in figures as well as in words. If any discrepancy is observed in the amount written in the figures and that in words, the amount written in words will prevail. No overwriting or use of correction fluid shall be accepted. Corrections, if any, shall be legible and signed/attested by the authorized signatory. Each bid must contain the unit price of each type of computers/peripherals in figures as well as in words. Total amount shall be calculated and rounded off to the nearest rupee.
16. NIFT will not accept any claim other than mentioned in financial bid.
17. The 'Financial bid' envelope must contain only the financial bid.
18. The financial bid shall include all charges including all taxes etc., (percentage of tax needs to be specified).

19. A guaranteed price list for standard items (such as mother board, SMPS etc.) for non Mac items should be attached along with the bids. Reimbursement of cost for such items shall be made at actual cost or guaranteed cost whichever is less.
20. The prices charged by the maintenance contractor should not exceed the prevailing rates charged by him from others for similar services. While claiming payments the contractor is to give a certificate to this effect in his bill.
21. Conditional bids shall not be considered and will be rejected summarily.
22. If any relative of the tenderer is an employee of the NIFT the name, designation and relationship of such employee shall be intimated to the Director, NIFT in writing while submitting the tender.
23. **Signing the Tender:** Each page of the tender form shall be signed and stamped for the purpose of the tender offer. The individual signing the tender and the documents in connection therewith must specify whether he/she is signing as:
  - i. A sole proprietor of the firm, or constituted attorney of such a proprietor.
  - ii. A partner of the firm if it is partnership, in which case he/she must have the authority to sign either by virtue of the partnership agreement or power of attorney.
  - iii. Authorized signatory of the firm, if it is a company (a letter of authority in this respect must be enclosed along with the bid).
  - iv. A person signing the tender form or any part thereof, on behalf of another, shall be deemed to warrant that he/she has the authority to bind the other and if on inquiry it appears that the person so signing has no authority to do so, NIFT may without prejudice to other Civil and Criminal remedies, cancel the contract and hold the signatory liable for all costs and damages that may arise.
24. **Bidding.**
  - i. The tenders are to be submitted online. For applying online, the interested Firm should first get itself registered at <https://nifttenders.eproc.in> by paying Rs.2360 towards Registration charges and Rs.1133 towards bid processing fee (both inclusive of GST at 18 *per cent*).
  - ii. Interested firms should submit their tender and the bids along with **scanned copies** of the following documents in support of their technical & price bids – all duly signed and stamped – on the web site <https://nifttenders.eproc.in> from 27.12.2018:11.00 hours to 18.1.2019:14.00 hours.
  - iii. **TECHNICAL BID should contain scanned copy of:**
    - a. Account payee demand draft for Rs.25000 (Rupees Twenty five thousand only) drawn in favour of National Institute of Fashion Technology, Kannur and payable at Kannur towards EMD.
    - b. Original tender document (except financial bid) duly signed and stamped.
    - c. Certificate of proof in regard to status of the organization (i.e., certificate of incorporation/Registration Certificate etc.) issued by the appropriate authority.
    - d. Audited balance sheet and Profit and loss statement or certificate of turnover (if accounts not finalized) issued by Chartered Accountant in proof of Turnover.
    - e. Documents in proof of experience in providing AMC for computers and peripherals showing specific experience in Apple products if quoted for AMC

for Apple products also. List of clients to whom similar services were provided/has been providing during the last three years ending last day of the month previous to the one in which tenders are invited along with copies of work orders and certificate of satisfactory completion, of which at least two shall be Government organizations.

- a. General information as required in ANNEXURE – I
- b. Details of AMC under taken as required in ANNEXURE-II
- c. Declaration to the effect that the firm has not been black-listed/debarred by any Governments/PSUs from participating in any tenders and/or no case has been filed or is pending against the firm, in the format given as ANNEXURE III
- d. Check list as prescribed in ANNEXURE IV.
- e. Latest Income Tax Clearance Certificate.
- f. PAN Card of the firm/institution.
- g. GST Registration.
- h. Details of service personnel proposed to be engaged for AMC (Name, qualification experience etc.)
- i. Any other certificate/document which the Tenderer would like to enclose to substantiate his expertise/goodwill in the field as a contractor of proven ability.
- iv. FINANCIAL BID should contain scanned copy of financial bid in the specified form as given in ANNEXURE-V A (for Desk tops, Laptops, Printers, Scanners etc. other than Apple products) and ANNEXURE - V B (for Apple products).
- v. The Tenderer have option to quote either for Annexure-VA or Annexure-VB or for both.
- vi. The Tenderer should quote for all items in Annexure-VA or /and Annexure-V B and the tender will be decided on the total amount quoted based on the net out go to NIFT.

**25. Bid opening:**

- i. The Technical Bid will be opened on 21.01.2019 at 15.00 hours in the office of the Director, NIFT Kannur campus in the presence of the tenderers or their representatives who choose to attend. Tender/s received after the due date and time, by whatever means, shall not be accepted.
- ii. In the event of the date specified for bid opening being declared as closed / holiday, bid will be opened at the appointed time and location on the next working day.
- iii. Financial bid of only those bidders will be opened, who are found to be technically qualified after evaluation of technical bids,
- iv. Date of opening the Financial Bid will be notified separately to the shortlisted bidders.

**26. Earnest Money Deposit.**

- i. Tenders without EMD and incomplete in content are liable to be rejected.
- ii. EMD of the unsuccessful tenderers will be discharged / returned as promptly as possible upon the successful bidders signing the agreement pursuant to Clause 6 of the General Conditions of Contract or after the expiration of the period of bid validity prescribed in the NIT.

- iii. The EMD will NOT bear any interest for the period retained by NIFT.
  - iv. EMD will be liable to be forfeited if:
    - The tenderer withdraws the tender after submission or
    - does not accept the work order if offered or
    - backs out after acceptance or
    - violates any of the conditions prescribed in the tender document or
    - Revises any of the terms quoted during bid validity period
    - The successful bidder fails to submit performance guarantee and/or sign the formal agreement or to start the work on the date stipulated in the work order. In the above cases, in addition to the forfeiture of EMD, the tenderer may be disqualified from participating in any future tender of the Institute.
27. **Right of acceptance:** NIFT reserves the right to reject any or all the bids without assigning any reason(s) thereof. Even after qualifying in technical bid, the financial bid may not be accepted if found not in order at the sole discretion of NIFT. NIFT is NOT bound to accept the tender quoting the lowest rate in the financial bid.
28. **Bid Validity:** The tender submitted shall remain valid for 90 days from the date of opening for the purpose of acceptance and award of work. Validity beyond 90 days from the date of opening shall be by mutual consent.
29. Bids received shall be evaluated as per the criteria prescribed in the tender document. NIFT will not entertain any modification subsequent to opening of bids and bids not conforming to tender conditions shall be liable to be rejected. Therefore, bidders are advised to submit their bids complete in all respects as per requirement of tender document.

#### **D. TECHNICAL QUALIFICATION & BID EVALUATION CRITERIA.**

Only those tenderers who fulfill the under given conditions shall be considered as technically qualified. This is further subject to other conditions prescribed ANNEXURE-I, II and III. Financial bids of those who are evaluated as technically qualified only will be considered for opening.

- i. The tenderer shall be a registered company/partnership firm or established shops/firms registered under the relevant rules.
- ii. The tenderer shall have experience of not less than three years in the maintenance/service of Desk tops, Laptops, Printers, Scanners etc., (other than for Mac products). The client list shall include at least two Government organizations/institutions (not applicable to Mac products). For verifying the experience last three years ending last day of the month previous to the one in which tenders are invited will be considered.
- iii. The firm intending to bid for AMC for Apple Mac products shall be an authorized service personnel for Mac products (documents to be submitted).
- iv. Average annual turnover of the firm/organization for the last three years (previous to the year in which tender is invited) shall not be less than Rs.12 lakh. The turnover details shall be supported by copy of Audited Balance Sheet and Statement of Profit & Loss or Certificate of Turnover duly certified by a Chartered Accountant.
- v. Technical bid cover shall contain EMD of Rs.25000 in the form of Account Payee Demand Draft in favour of NIFT Kannur payable at Kannur.



- vi. The Tenderer shall enclose all documents required to be included in the Technical Bid cover.

### **E.SCOPE OF WORK**

The Institute is having one Mac lab and four other computer labs. Besides, there are general purpose computers and other related equipments in various offices in the institution. The contractor shall maintain all computer labs, laptops, desktops and other related equipments and net working systems in the campus. The system to be maintained by the Contractor includes Personal Computers, Laser Jet Printers/Multifunction Printers, Scanners, Laptops and networking system. Contract will also include maintenance of operating systems, software installation, data recovery, pre-emptive actions against virus spread, detection / removal of virus, configuration of internet, configuration of applications (client/server), and client applications, connections of computers to projectors/TVs for presentation.

The scope of software maintenance covers maintenance of all software already installed in the personal computers and peripherals and the software to be installed at later stage.

Responsibilities of the contractor are given in detail in item No.10 under Terms & Conditions. The number of computers (Desktops/Lap Tops), Printers and Scanners, their make, specifications and status of warranty etc are given in Annexure V-A and V-B.

### **F. TERMS AND CONDITIONS**

1. The decision of The Director, NIFT Kannur, regarding fulfillment of the requirements of the Technical Bid shall be final and binding.

2. NIFT reserves the right to accept fully or partially or reject any or all of the bids without assigning any reasons(s) thereof.

3. All PCs and peripherals mentioned in **Annexure-V A** (Desk tops, Laptops, Printers, Scanners etc. other than Apple Mac products) and **Annexure-V B** (all Apple Mac products) which forms part of the agreement will be maintained for a period of one year from the date of commencement of AMC Service.

4. NIFT reserves the right to change the quantity/upgrade the criteria/drop any item or part thereof /change in the scope of work and the bidder shall have to maintain the items at the same Unit Rate mentioned in the bid on pro rata basis.

**5. PERFORMANCE SECURITY:** For the due performance of the contract the contractor shall furnish performance security for an amount equal to 10 *per cent* of the contract value in the form of an account payee demand draft (DD) drawn in favour of NIFT Kannur or bank guarantee (BG) for an equal amount issued /confirmed from any commercial bank in India in an acceptable form valid for 15 months from the date of order. DD or BG shall be submitted within 10 days of release of the work order. No interest will be payable on the amount of performance security.

6. The successful bidder shall have to sign an agreement in stamp paper worth Rs.200 within 10 days of issuing letter of acceptance.

7. EMD of the successful bidder will be discharged upon the bidder furnishing the performance security and signing the agreement. EMD of the successful tenderer may be adjusted towards security deposit payable if the contractor so desires.

**8. SERVICE AND SUPPORT:** The contractor will engage service personnel possessing Degree/Diploma in Hardware maintenance/Engineering of any institution recognized by Government/University/AICTE. They shall have sufficient experience in maintenance of computers and other related equipments including networking system. A Senior Engineer having BE/B Tech or higher qualification in Computer Engineering/Computer Science and Engineering/IT of a recognized University with minimum experience of 3 years in Hardware /Networking shall visit the campus at least once in a fortnight to sort out pending issues & problems related to hardware and monitoring of the AMC Service. Bio data of the Engineer/service personnel with copies of certificates also shall be submitted to NIFT along with tender document. NIFT will deploy the service personnel in different locations in the campus according to the need. The personnel engaged must note his IN time, OUT time and signature in a register, which is kept in the Security Cabin. They will report to IT-in-charge of NIFT-Kannur. The Contractor shall not change the persons engaged and deputed to the Institute without prior-written approval of the competent authority. In the event of the service personnel proceed on leave or absent from duty for more than two days continuously the contractor should make suitable alternate arrangement for the service/maintenance of computers with due information to the IT-in-charge.

The contractor shall provide maintenance services from 8.30 am to 8.30 pm from Monday to Saturday. At least one person for Mac Computers and two persons for other computers shall be available for service at any point of time between 8.30 am and 8.30 p.m. In case of exigency of work, the service personnel may be asked to attend office even on Sunday or any other holiday to keep the systems in good working order. Further, support for some occasional events will also be provided as and when required by NIFT without any financial implications.

**9. RESPONSIBILITIES:** The institute is having one Mac lab and four other computer labs. Besides, there are general purpose computers and other related equipments in various offices in the institution. The Contractor shall maintain all computer labs, laptops, desktops and other related equipments and networking system.

Contractor who will be awarded the AMC of Mac labs will be responsible for the maintenance and up keep of Mac lab, Mac computers and related equipments.

Responsibility includes the following activities by the contractor

- a. IT infrastructure in each lab shall be subjected to audit at the end of each day and that in other locations once in three months. If any item is found missing it shall be reported to IT-in-charge immediately on conclusion of the Audit.
- b. Total maintenance of hardware and software for proper working and troubleshooting for computers, peripherals, Networking maintenance etc.,
- c. Anti-Virus loading, regular up-gradation and cleaning.
- d. Preventive maintenance including physical cleaning (internal and external), virus scanning and maintenance of computer lab (facility management) etc.
- e. Shifting and reinstallation of PCs/Printers as and when required by the Institute.
- f. Providing support to connect the LCD projectors/TVs to laptops / Desktops based on the requirement.
- g. Support WI-Fi network and basic need in Video conference room whenever required.
- h. Network operations (For Peer-to-peer Lab wise, department wise networking).

- Maintenance and Operations of Network Switches & configurations.
  - Helping users for Network related problems.
  - Ensuring onsite internal and external cleaning of all systems (laptops, Desktops and printers) on quarterly basis.
  - Provide the appropriate cleaning materials required for the purpose.
- i.** The contractor will have to maintain a Complaint Register/software based register (should be kept with IT-in-charge for easy access to register complaint) wherein details of complaints received from various departments/sections shall be noted down along with date, time and details of the work attended, time and date by which defects pointed out in the complaints are rectified etc.. The Contractor/Engineer-in-charge also should maintain diary for getting the routine services (like preventive maintenance including internal and external physical cleaning) done attested by the respective department officials. They also have to maintain internal movements register for equipments under AMC. The contractor shall also maintain attendance register of the Service personnel/Engineer. Senior Engineer will also mark his attendance in the Register whenever he visits the Campus. The registers shall be submitted to the IT-in-charge for review on a monthly basis.
- j.** Any reported fault would be taken up by the service engineers within one hour. As far as possible the repairs would be carried out on site itself. A logbook shall be maintained in which the resident engineers shall record all the complaints made. All the complaints received shall be attended by them in following manner:
- Minor faults immediately.
  - Major faults rectifiable with the available spares, within 4 hours by replacement method, if instructed by IT-in-charge.
  - Major faults which are to be got serviced from authorized service centres of manufactures within 48 hrs, except for the Laser Printers and multifunction Printers - The firm shall be responsible for taking back-up data and programme available on PCs before attending the fault and shall be also responsible for reloading the same. The back-up copies are to be returned to the users, under acknowledgment.
  - If the equipment is required to be transported to the firm's/manufacture's service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.
  - The replacement of components shall be as per manufacturer instructions and as per the decision of IT-in-charge.
  - The complaint logbook would be signed by the complainant after the complaint has been addressed by the AMC firm which will further be countersigned by the IT-in-charge.
  - NIFT will review the status of pending complaints received from users on monthly basis. If too many complaints are found pending for long, NIFT reserves the right to withhold the payment till all pending complaints are resolved.
- k.** The contractor, solely at his own risk, shall get the work done by his maintenance staff. NIFT shall not, in any way, be liable to incur any expenditure or face any law suit in any court of law for any injury or death suffered by the contractor's staff during the course of maintenance under this AMC.
10. The service will be reviewed every three months during the contract period and NIFT has full rights to disqualify /discontinue the service without giving any reason.

**11. REPLACEMENT OF COMPONENTS/PARTS:** The Contractor shall provide new genuine spares for replacement of parts which develop defects / suffer break down during the period of AMC which will be reimbursed by NIFT on production of bills duly certified by IT-in-charge. Replacement of spares costing more than Rs.10000 shall be done only with the prior permission of competent authority/IT-in-charge. Faulty parts/ components which need replacement are to be replaced with items of original specification as prescribed by OEM. In case such components/ parts with original specification are not available, it is to be replaced by matching components of higher specification/ configuration and/ or OEM approved list agreed by NIFT without any extra charges. Local made spares should not be used. The contractor will be penalized if local spares are used as replacement. Parts/Components of hardware moving out of NIFT will go through gate pass systems. Components/ parts specification, code of the device, serial nos. of the items etc., shall be noted in the gate pass. NIFT will not pay for the transportation etc.

**12. SPARES AND TOOLS:** The contractor should maintain essential tools and 5% of total quantity of PCs components and Peripherals components, consumables (excluding stationery and ink/toner cartridges) as reserve at all time. This is to facilitate uninterrupted and smooth working of the equipments. These can be kept under lock and key in the room provided by NIFT.

**13. UP-TIME:** The Contractor must ensure minimum average uptime of 95%, for all computers and other equipments on quarterly basis. In case the overall uptime falls below 95% for any quarter, the Comprehensive AMC liability of Contractor shall be extended by number of days proportionate to the period by which the uptime was below 95%. The service provider is expected to rectify the equipments within the time frame given under sub item (j) under Clause 9 above. If the fault is not rectified or standby is not provided within 24 hours from the time of registering the complaint and in any case the repairs are not completed within 2 working days from the date of complaint, a penalty of Rs.500/- (Rs. Five Hundred only) per day will be imposed and deducted from the bill produced by the contractor.

**14. PAYMENT TERMS:** The contractor shall submit the AMC bill on quarterly basis after the end of each quarter. NIFT shall deduct such taxes, duties and any other statutory levies as imposed by the Government from time to time. Satisfactory performance certificate and up-time should be obtained from IT-in-charge of the NIFT, Kannur Campus, for each quarter and should be submitted along with the bill. On submission of invoice along with satisfactory performance certificate and up-time certificate, the payment will be released within 10 working days.

**15.** Director NIFT Kannur campus reserves its right to terminate the maintenance contract at any time after giving due notice without assigning any reason. The contractor will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the contractor for maintenance services already performed in terms of the contract, these would be paid to it/him as per the contract terms

**16. PENALTY CLAUSE:** The contractor shall strictly adhere to the time schedule mentioned under item (j) of clause 9 for providing maintenance service. Delay in providing maintenance service beyond 48 hours shall be properly justified to the satisfaction of IT-in-charge/competent

authority. Penalty shall be imposed at the rate of Rs.500/- (Rupees five hundred only) per day for any delay in service or unavailability of any qualified service personnel/Engineer beyond 2 days, subject to maximum 15% of the total value of the contract. If the Engineer is changed without prior approval of the Competent Authority, then 15% of the AMC amount will be deducted as a penalty on every such occasion.

**17. TAKING OVER/ HANDING OVER THE CONTRACT:**

**a.** At the time of taking over the comprehensive AMC, the contractor will ensure to take charge of all PCs and peripherals in good-working condition from the existing/ leaving contractor. At the end of the comprehensive AMC period, the contractor will hand over all computers, peripherals, other hardware etc., in good working condition to the new contractor. A duly signed taking over/ handing over certificate signed by both the parties will be submitted to the IT-in-charge.

**b.** In case any of the computers, peripherals, other hardware or even part(s) of it are not in working condition on the last working day for the AMC, it /they shall be rectified / repaired by the contractor within the next 10 working days without extra cost failing which the equipment shall be got rectified from alternative source and the cost thereof shall be deducted from the AMC payment.

**18. GENERAL:** The contractor shall give particulars of the banker(s), for reference to NIFT.

**19. JURISDICTION:** All disputes shall be subject to Kannur, Kerala jurisdiction only. In the case of disputes raised by the Contractor, a representation will be made only by the Contractor or the authorized representative of the supplier and the decision of the Director NIFT Kannur will be binding on the contractor.

**DIRECTOR**

## ANNEXURE – I

### GENERAL INFORMATION

(To be filled in by the bidder for the Technical Bid)

1. Name of the company :
2. Complete Office Address:  
(With contact number & email ID)
3. Company website, If any:
4. Type of Organization: Individual / Partnership / incorporated / franchise
5. Year of establishment:
6. Year in which Computer Maintenance service were started:
7. Year in which Apple Computer Maintenance service were started:
8. Details of EMD Deposited:  
DD amount Rs. \_\_\_\_\_ dt: \_\_\_\_\_ Name of the Bank \_\_\_\_\_
9. Name and address of the authorised signatory / Contact person for this tender:
10. Total staff strength of the company on its payroll:
  - a. Regular for last 2 years: \_\_\_\_\_
  - b. Engineers / Other staff : \_\_\_\_\_
  - c. Daily wages \_\_\_\_\_
11. Details of supporting documents enclosed duly self-attested:

Sr. No.	Registration Under	Registration No.	Valid up to	Proof enclosed in Page No:
01	Firm / Company Registration (delete whichever is not applicable)			
02	Copy of GST Registration Certificate			
03	Shops & Establishment Act			
04	PAN			

05	Others			
06	Annual Turnover (as per audited accounts)			
	2015-16			
	2016-17			
	2017-18			

(Self- attested copy as proof of the above must be attached. Original documents should be provided for verification purpose).

Signature of the Tenderer

Date:

Name:

Place:

Office Seal:

**ANNEXURE – II**

(To be filled in by the bidder for the Technical Bid)

Details of all Annual Maintenance Contract undertaken during last three years ending  
Last day of the month previous to the month in which tender is invited  
At least two Government Organizations / Institutions should be served for (non-Mac  
products).

S. No:	Name and Address of the Client's	Client contact number	Period of Contract		Order copy enclosed At Page No.	Contract value (Rs.)
			From	To		

(Tender not accompanied by this information & documents in support of the same may be summarily rejected)

Signature of the Tenderer

Date:

Name:

Place:

Office Seal:





**CHECK LIST (ANNEXURE IV)**

(Please tick wherever applicable)

Sl No	Items	Yes	No
1	EMD for Rs.25,000/-		
2	Copy of certificate of incorporation/registration		
3	Copy of GST Registration Certificate		
4	Copy of PAN Card/TIN		
5	Tender form duly signed & sealed in all pages		
6	Client List (last 3 years) indicating name of Govt. organizations		
7	Details of authority for servicing Mac. Products.		
7	Copy of Latest income tax clearance certificate		
8	Copy of audited accounts OR Certificate of Turnover duly certified by a Chartered Accountant, for last three years to verify Annual Turnover		
9	Bio data of service personnel and Engineer proposed to be engaged		

(Signature & seal of the tenderer)

**ANNEXURE – V A**  
**FINANCIAL BID**

**(Consists of Desk top, Laptops, Printers, Scanners etc. other than Apple Mac products)**

**1. DESK TOPS**

<b>Sl No:</b>	<b>Specification</b>	<b>Qty</b>	<b>Warranty Period</b>	<b>Year of Purchase</b>	<b>AMC Rate per unit</b>	<b>Amount (in figure &amp; in words)</b>
1	<b>HP</b> Elight 8100-Intel core i5 3.2 GHz / 4 GB DDR3 / 320 GB HDD/ 512 MB Graphic / win 7 pro / 18.5" monitor	40	No warranty	2011	Rs.	<b>Rs.</b> _____ <b>(in words)</b> _____
2	<b>HP</b> Z 210 Workstation- Intel Xeon E-3-1230 3.28M / 3 GB RAM / ATI Fire pro v3800 512 MB GC/ 500 GB / 18.5" Monitor	49	No warranty	2011	Rs.	<b>Rs.</b> _____ <b>(in words)</b> _____
3	<b>ACER</b> Veriton IC5669 / H 61MV5 -Intel core i7 3rd 3770 / 8 GB DDR3 / 1 TB / 1 GB graphic / Win 8 Pro / 20" monitor	35	No warranty	2013	Rs.	<b>Rs.</b> _____ <b>(in words)</b> _____
4	<b>HP</b> 406G1-Intel core i7 / 8GB / 500 GB / Win 8.1 Pro / 22" Monitor	36	Up to May'19	2016	Rs.	<b>Rs.</b> _____ <b>(in words)</b> _____
5	<b>HP</b> 406G1-Intel core i7 / 4GB / 500 GB / Win 8.1 Pro / 22" Monitor	6	Up to May'19	2016	Rs.	<b>Rs.</b> _____ <b>(in words)</b> _____

6	<b>KBS</b> Supreme Intel core i7- 4790 3.6 GHz / 8GB DDR3 / 500 GB / 2 GB Graphic / 21.5" monitor	35	up to Sep'19	2016	Rs.	<b>Rs.</b> _____ <b>(in words)</b> _____
7	<b>KBS Elegance</b> Intel core i5- 6402p 2.8 GHz / 4 GB DDR4 / 500 GB / No Graphic / 18.5" monitor	10	up to Sep'19	2016	Rs.	<b>Rs.</b> _____ <b>(in words)</b> _____

## 2. LAPTOPS

Sl No:	Specification	Qty	Warranty Period	Year of Purchase	AMC Rate per unit	Amount
8	HP- 440G3 Intel core i7 4500U / 4 GB / 500 GB /14" display	6	Till May 2019	2016	Rs	<b>Rs.</b> _____ <b>(in words)</b> _____
9	LENOVO- 80XL03MMIN Intel core i5 7200 / 8 GB / 1 TB / 2 GB Graphic / 15.6" display	7	Lap top up to July 2021 Battery till July 2019	2018	Rs	<b>Rs.</b> _____ <b>(in words)</b> _____

### 3. PRINTERS

Sl No:	Specification	Qty	Warranty Period	Year of Purchase	AMC Rate per unit	Total Amount
10	HP P1505	3	No Warranty	2008	Rs.	Rs. _____ (in words)
11	Canon- MF 4350	5	No warranty	2010	Rs.	Rs. _____ (in words)
12	HP- Laser jet 1606	2	No warranty	2012	Rs.	Rs: _____ (in words)
13	HP-Laser jet M1536 DNF	3	No warranty	2015	Rs.	Rs. _____ (in words)
14	HP M226DN	1	No warranty	2015	Rs.	Rs. _____ (in words)
15	Toshiba E Studio 2007	1	No warranty	2015	Rs.	Rs. _____ (in words)
16	HP Desk jet 1112	1	No warranty	2016	Rs.	Rs. _____ (in words)
17	HP- L J M1136	6	No warranty	2017	Rs.	Rs. _____ (in words)
18	Canon iR2004N	2	Under warranty	Valid Upto 01.08 2020	Rs	Rs. _____ (in words)
19	Sharp Mx-2630N	1	Under Warranty	Valid upto 01.10.2019	Rs.	Rs. _____ (in words)

#### 4. SCANNERS

Sl No:	Specification	Qty	Warranty Period	Year of Purchase	AMC Rate per unit	Amount
20	HP 2410	1	No Warranty	2011	Rs.	Rs._____ (in words) _____
21	CANON SCANNER 110	1	No Warranty	2013	Rs.	Rs._____ (in words) _____
22	CANNON Scanner LIDE 120	1	No Warranty	2015	Rs.	Rs._____ (in words):_ _____
23	HP Scanner 8270	2	No Warranty	2016	Rs.	Rs._____ (in words):----- _____
24	EPSON DS860 document scanner	1	No Warranty	2017	Rs.	Rs._____ (in words):_____
25	CANNON DR-C 225W document scanner	3	No Warranty	2018	Rs.	Rs._____ (in words): _____
<b>Grand Total In words</b>					<b>Sub Total</b>	Rs._____ (in words): _____
Rupees _____ _____					<b>GST</b>	Rs. _____ (in words): _____
					<b>Grand Total</b>	Rs.

**ANNEXURE – ‘V-B’**

**FINANCIAL BID**

**(Consists of Desk top, Laptops, of Apple Mac products)**

**1. DESK TOPS**

<b>Sl. No:</b>	<b>Specification</b>	<b>Warranty Period</b>	<b>Year of Purchase</b>	<b>AMC Rate per unit</b>	<b>Amount (in figure &amp; in words)</b>	
1	Desk Top Apple-089HN/A Intel core i5 3.4 GHz / 8 GB DDR3 / 1 TB / 2 GB GDDR5 graphic / wireless keyboard / wireless mouse / Track pad	36	No warranty	2014	Rs.	Rs. _____ (in words) _____
<b>2. LAPTOPS</b>						
2	Apple Mac Book Laptop - A 1466 – Mac book air Intel Core i5 1.8 GHz / 4 GB RAM / 256 GB SSD	1	No warranty	2013	Rs.	Rs. _____ (in words) _____
3	Laptop - Apple MD101HN/A - A 1278 - MAC BOOK PRO Intel Core i5 2.5 GHz / 4 GB DDR3 RAM / 500 GB HDD / 13"	11	No warranty	2013	Rs.	Rs. _____ (in words) _____
4	Laptop - Apple ME865HN/A - A 1502 - mac book pro Intel Core i5 2.4 Ghz / 8 GB DDR3 RAM / 256 SSD /13"	15	No warranty	2013	Rs.	Rs. _____ (in words) _____
5	Laptop-Apple ME293HN/A - A 1398 -Mac book pro ratina Intel Core i7 2.0 GHz / 8 GB DDR3 RAM / 256 SSD / 15"	4	No warranty	2013	Rs.	Rs. _____ (in words) _____
<b>Grand Total In words</b>  Rupees _____  _____					<b>Sub Total</b>	Rs. _____ (in words) _____
					<b>GST</b>	Rs. _____ (in words) _____
					<b>Grand Total</b>	Rs. _____