



राष्ट्रीय फैशन प्रौद्योगिकी संस्थान, कोलकाता केन्द्र



NIT No.: e-17/2019(Pur-Kol)



NATIONAL INSTITUTE OF FASHION TECHNOLOGY, KOLKATA

(A Statutory Body governed by the NIFT Act 2006 &
set up by Ministry of Textiles, Govt. of India)

e-TENDER

For

“Comprehensive AMC of IT Infrastructure”

Tender No.: e-17/2019(Pur-Kol)

OPENING DATE FOR ONLINE SUBMISSION OF TENDER	08/08/2019
CLOSING DATE FOR ONLINE SUBMISSION OF TENDER	29/08/2019 up to 2.00 pm.
Date and time of opening of tenders (Technical Bid)	29/08/2019 at 3.00 pm.

Opening Date and Time of Financial Bidding: will be notified to the short listed bidders only

PREAMBLE / INTRODUCTION

National Institute of Fashion Technology is a Statutory Body governed by the NIFT Act 2006 & set up by the Ministry of Textiles, Govt. of India

Note: 1. NIFT Donations are exempted u/s 80 (G) of Income Tax Act.

2. Being registered with DSIR, NIFT is entitled for Custom/Central Excise duty exemption.

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 the Act of Parliament in 2006 (NIFT Act 2006) for the promotion and development of education and research in 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 to address the specialized needs of professional and students in the field on fashion. NIFT has its head office at New Delhi with its campuses located at Bengaluru, Bhopal, Bhubaneswar, Chennai, Gandhinagar, Hyderabad, Jodhpur, Kangra, Kannur, Kolkata, Mumbai, New Delhi, Patna, Raibareli, Shillong and Srinagar.

Founded in 1995, National Institute of Fashion Technology (NIFT), Kolkata is providing education in the field of Design, Technology and Management. NIFT Kolkata is one of the five oldest Centres among the NIFT fraternity and stands as a pioneer of fashion training and research.



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TENDER NOTICE

NIFT, Kolkata invites **online** tender under two bid systems for “Comprehensive AMC of IT Infrastructure” from eligible reputed Firms/Agencies having at least 03 (Three) years work experience in executing similar kind of services/jobs in Central/State Govt. Department/PSUs/MNCs Reputed Academic Institutes /Organisations.

The hard copy of the tender alongwith fees (i.e EMD), necessary/relevant documents should be placed in a sealed envelope superscribed with “**Comprehensive AMC of IT Infrastructure (NIT No.: e-17/2019(Pur-Kol))**” and shall be addressed to and sent to the Purchase Officer, National Institute of Fashion Technology, Block-LA, Plot-3B, Sector-III, Salt Lake City, Kolkata- 7000106 or dropped in the Tender Box kept at the said address on or before schedule financial bid should be quoted online only and need not to be submitted in hard copy .

SUBMISSION OF BID

- i) The interested firms should apply online and submit their 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>
- ii) Tender documents are also available for viewing on the “tenders” link of the NIFT website i.e. <https://nifttenders.eproc.in>
- iii) Applications to this tender will be accepted only in the online mode through the website <https://nifttenders.eproc.in>. No other mode of application will be considered & accepted.
- iv) For applying online, the prospective bidder/Firm should get itself registered at <https://nifttenders.eproc.in>

• Registration Charges of Rs.2000/- + Rs.360/-(GST) = Rs.2360/- non-refundable.

• Bid Processing Fee charges of Rs.240/- + 43/-(GST)=Rs 283/- non-refundable through online payments only.

- v) The interested firms are advised to read carefully the entire tender document before submitting their tender and the tender documents not received online and in the prescribed format and/or are found incomplete in any respect shall be summarily rejected.
- vi) Any further clarifications can be sought from the NIFT office on Telephone No. 033- 23357546, National Institute of Fashion Technology, NIFT Campus, Block-LA, Plot-3B, Sector-III, Salt Lake City, Kolkata- 700106.

For online procedure:

For More enquiries/For Helpdesk officers:- Mr.Sandeep Bhandari,

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

Phone No.:- 0124-4302033/36



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SCOPE OF WORK

- a) To keep all the systems in good working condition:
- Maintenance of all Hardware/Software (Computer/Laptop, Printer & Scanner, etc.)
 - Installation & maintenance of all Software
 - Anti-Virus loading, regular updating and virus cleaning
 - Shifting and reinstallation of PCs/Printers/Scanners, etc. as and when required.
- b) The AMC includes upkeep of systems including installation of Operating Systems (OS) & all the software (Adobe CC Suit, Corel, Auto CAD, 3D Studio Max., Antivirus, etc.). Software will be provided by NIFT.
- c) **SPARE PARTS REPLACEMENT**
Faulty parts that need replacement are to be replaced with the same specification and of same make; if the spare parts of same specification and make is not available the same will be replaced with spare/parts of higher specifications/ configuration and/or of make/brand agreed by NIFT. The replaced spare parts should be new and at par or higher with the faulty parts.
- For Printer all spare part including roller and Talon are covered under comprehensive AMC
- d) **UP-TIME**
The service provider should attend to any call within 2 hrs. from the time of logging of the call and fault should be rectified within 4 to 5 hours. If the fault is not rectified within 12 hours from the time of registering the complaint, the contractor should provide stand-by system with the same or higher configuration.
- e) Preventive maintenance of each system should be done at least once in each month.

TERMS AND CONDITIONS

- Only on-line bids will be considered. Please read the terms & conditions carefully before online submission/filling up the document. Incomplete tender documents will be summarily rejected.
- Conditional and/or offline tender will not be accepted and/or the condition(s) may not be considered.
- The Contract shall be initially for one year and may be extended/renewed for further periods subject to satisfactory service and/or as per requirement of NIFT, Kolkata.
- The agency/tenderer should have atleast three years of relevant experience in executing/rendering such services. The agency should have at least 3 work order, with AMC value of minimum 3 lakhs.



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5. The contract for Comprehensive AMC of IT Infrastructure shall be commercial contract and between NIFT & the successful tenderer. There shall be no employer-employee relationship between NIFT and the Tenderer or the staff/personnel deputed by the said contractor.
6. Hard copy of tender(s) submitted beyond the scheduled last date & time due to whatever reason including postal delays and without the required fees, Annexure(s) & documents will not be considered.
7. All tenderers are required to submit **Earnest Money Deposit (EMD) of Rs.20,000/-** (refundable) in the form of Demand Draft (should be drawn beyond the date of notification of this NIT) in favour of NIFT Kolkata payable at Kolkata. No interest shall be paid on the said EMD and will be returned after finalization of the tender; however, the EMD of the successful bidder will remain with NIFT and will be forfeited in the following events:
 - a. If information declared/document submitted found false/fake/forged
 - b. If the selected/successful bidder does not accept the W.O., or, unable to provide services
 - c. If the bidder withdraws his bid/quote

However, those who have valid NSIC registration certificate, Tender Cost & EMD may not be required.

8. The successful tenderer shall be required to deposit **10% of work order value (AMC cost) as Security Money** within 15 days of receiving of Work Order. No interest shall be paid on such security deposit, which shall remain with the Institute during the entire period of the contract and it shall be released after two months from the date of expiry of the contract after deducting dues, recovery, etc., if any and as applicable. However if the contract is terminated due to any default of the contractor, the said security deposit will be forfeited.
9. The minimum annual turnover of the tenderer for the last two years should not be less than **Rs.100 Lakhs** per year which should be substantiated by valid document(s), viz. PL/IT Returns/Audit report, etc..
10. Even after qualifying in the technical bid, the financial bid may be rejected if not found in order. Merely qualifying in the technical bid does not ensure acceptance of the financial bid.
11. In case of L-I is more than one, the selection criteria [viz. the past performance, turnover, etc.] would be at the discretion of NIFT. The decision of NIFT, in this regard and for selection of successful bidder in such a situation, will be final in all respect and will be binding to all the tenderers.
12. Lowest bid may not be the only criteria for selection and NIFT is not bound to issue work order to the agency being the 'L-1' bidder; weightage/ preference will also be given to the other factors, viz. previous experience, quality of service, number of clients, yearly turnover, etc. to select the agency to award the work and the decision of NIFT in this regard and for selection of successful bidder will be final in all respect and will be binding on all the tenderers.
13. The AMC is of Comprehensive type, i.e. Inclusive of all spares/parts etc. One/more efficient service engineer(s) should be stationed to carry out the assignment smoothly and no extra payment will be made for the same. Tenderer should quote accordingly.



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14. All statutory obligations under various laws from time to time will have to be met by the contractor for which no extra payment shall be made to him at any time during the contract period. NIFT will no way be responsible for any default with regard to any statutory obligation.
15. The quotes should be valid for all the tenders at least 3 months from the date of opening of the tender; however, rates quoted by successful tenderer shall be valid for the entire period of contract. Prevailing statutory rates as revised by the Govt. from time to time will be considered. Also applicable rates as may be fixed by the Govt. from time to time will be considered.
16. The Successful Bidder should depute competent service engineer(s) for trouble shooting and maintenance as and when required. In emergency/urgent/unavoidable circumstances the contractor may be required to provide the service on Saturday/Sunday/holidays also, which will be communicated accordingly.
17. **Payment Terms:** No payment shall be made in advance. Payment will be made quarterly in arrear basis against bill in triplicate and based on satisfactory certification by the concerned NIFT official(s), Kolkata. Penalty may be imposed on the bill amount due to non-satisfactory service. Generally the penalty amount will be 5-10% of the bill amount; however, the same may vary based on the level of performance which may be decided by the NIFT authority and decision of NIFT in this regard will be final & binding on the contractor.
18. As per the NIFT policy, payments and receipts to Government and Semi Government Agencies would be rounded off to the nearer higher rupee and in other cases the rounding off will be to nearest i.e., paisa 50 or above will be rounded off to the near higher rupee and paisa less than 50 will be ignored.
19. The number of items/systems covered under this AMC as mentioned in Annexure "IV" for which AMC is being done may vary (increased/decreased) and payment will be made on actual based on the quoted rate.
20. If any call is not attended within 4 hrs. of booking of call made or the agency is unable to resolve any call, NIFT reserves the right to get it rectified from any other agency/source and cost of the same will be deducted from the bill/security deposit and/or the agency will pay for the same.
21. In case of any damage or loss to the Institute's property or material caused directly or indirectly by the personnel, the agency shall be held fully responsible, and the Institute shall be entitled to recover appropriate amount with/without penalty from the amount payable to the Agency. The amount of loss or damage as determined by NIFT shall be final and binding on the Agency.
22. The Contractor shall not engage any Sub-Agent or Sub-Contractor whatsoever for the said AMC.
23. NIFT will not provide any mode of transport in respect of men or material required by the contractor for executing the AMC.



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24. The Contractor shall abide by the Rules and Regulations of the NIFT, as may be enforced from time to time. The Contractor will have to work in close co-operation with others at the site.
25. The contract may be withdrawn by either side due to any reason by giving a minimum of 30 days' notice. The agreement with NIFT, in such cases, will be treated as cancelled before its expiry. However, NIFT reserves the right to terminate the contract at any point of time at its sole discretion due to non-satisfactory service or violation of T&Cs or due to any applicable reason and NIFT's decision in this regard shall be final and binding on the contractor.
26. The Bidder shall quote the rates in figures as well as words. If there is any mismatch, either the lower amount will be considered or the quotation may not be accepted as may be decided by NIFT authority and decision of NIFT in this regard shall be final & binding.
27. An agreement on Non-judicial Stamp paper containing all the terms and conditions of the service is to be made by the successful tenderer with NIFT within one month from the date of issuing of work order and the same shall be notarised by the contractor at his own cost.
28. It is strongly recommended that the tenderer should inspect the site any time during working hours on any working day with prior appointment (Tel.033-23357546) before submission of bid; no extra amount shall be payable for non-awareness of the items or the site conditions and constraints, if any.
29. Any query/clarification with respect to the tender (T&Cs, etc.) may get cleared prior to submission of bid; concerned NIFT official(s) may be contacted (033-23357546) in this regard in between 9.00 am to 5.30 pm on any working day. However, NIFT will not entertain or clarify any such query during post bid.
30. All disputes are subject to Kolkata Jurisdiction only.

NIFT reserves the right to accept or reject any or all the tenders in part or whole or may cancel the tender at any stage of the tendering process at its sole discretion without assigning any reason whatsoever and decision of NIFT in this regard shall be final and binding on all the tenderers. No further correspondence in this regard will be entertained.



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Annexure- I

(TENDERER TO FILL UP THIS PAGE)

1. a. Name of the tenderer / organization
- b. Name of the proprietor/partner(s).....
- c. Date of Establishment:
- d. Please specify as to whether Tenderer is sole proprietor/ Partnership firm/ Private or Limited Company.....
2. a. Address (Office):
- b. Telephone No.:
- c. Mobile No.:
- d. Email Id.:
3. List of reputed clients:

Sl.	Client's Name	Contact Person	Contact number (with email-id, if any)	Remarks, if any
1				
2				
3				

4. Furnish Copies of the following documents:
 - i. Current Trade License
 - ii. PAN Card [in the name of firm/agency or proprietor]
 - iii. GST Registration
 - iv. Minimum 03 (Three) years experience **(at least 3 work orders with AMC value of minimum 3 lakhs)**
 - v. Income Tax Return (Assessment Year 2016-17, 2017-18 & 2018-19, any two years)
 - vi. Annual turnover is 100 Lakhs per year) [i.e. Financial Year 2015-2016, 2016-2017 & 2017-18, any two years.] (Audit report Trading & PL along with Balance Sheet from authorized chartered Accountant)
5. DD [enclosed] details: please write your company name at the reverse side of all DDs
DD no._____, dtd._____, amt._____, bank_____ [EMD]



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ANNEXURE-II

TECHNICAL BID
For
Comprehensive AMC OF IT INFRASTRUCTURE

<u>Sl.</u>	<u>Particulars</u>	<u>Mention 'Yes' or 'No'</u>
01	Whether Demand Draft of Rs.20,000/- as EMD in favour of NIFT, KOLKATA is enclosed	
02	Whether capable and agreed to deposit Rs.10% of the AMC value as Security Deposit, if work order is awarded.	
03	Whether document in support of having minimum 03 (Three) years experience in executing similar kind of jobs along with a list of organizations (Govt., PSU, reputed MNCs/ organisations) with contract nos. where the Contractor is currently providing/ has earlier provided this kind of service, submitted (at least 3 work orders with AMC value of minimum 3 lakhs)	
04	Whether one/more efficient service engineer(s) should be stationed to carry out the assignment smoothly and no extra payment will be made for the same.	
05	Whether copy of Trade Licence for this kind of job enclosed	
06	Whether copy of Pan Card enclosed	
07	Whether copy of GST enclosed	
08	Whether Average minimum Annual turnover is 100 Lakhs per year in the last 2 years [i.e. F.Y. 2015-16, 2016-17 & 2017-18, any two years] [Please attach relevant documents (audit report Trading & PL along with BS from authorized chartered Accountant) as a proof]	
09	Whether Copy of Income Tax Return for last 2 years submitted [i.e. Assessment Year 2016-17, 2017-18 & 2018-19, any two years]	
10	Whether agreed to abide by all the terms & conditions of this tender	
11	Whether all DDs, Annexure-I, II & III duly filled, are enclosed with Technical Bid	

All above enclosures must be valid



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ANNEXURE-III

Declaration by the Tenderer

This is to certify that I/We, before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

I/We hereby undertake that the information provided with this tender are true and the tender is liable to rejection if the same is found to be false or the information is found to have been suppressed by me/us.

(Signature of Tenderer with seal)

Name:

Seal:

Address:

Phone No (O):

Date:



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Annexure-IV

Financial Bid
Comprehensive AMC and FMS Ofor IT Infrastructure of NIFT, Kolkata

Sl.	Particulars	Specification	Qty. (no.)	Rate per Unit (Rs.)	GST (@18%) (Rs.)	Unit Rate including GST (Rs.)	Total Rate for one year (Rs.)	Remarks
			A	B	C=(B x 18%)	D=(B+C)	E(DxA)	
01	ACER VeritonM 4650G	Intel Core i7-7700 Processor (3.6 GHz, 8 MB Smart cache, 4 cores), 8GB RAM, 1TD HDD, DVD-R/W, Acer 21.5" IPS Full HD Monitor With 2 GB nVidia graphics card and Windows 10 Prof 64 bit O.S	50					FMS
02	<u>Workstation PC :</u> <u>Fujitsu CELSIUS W57</u>	Intel Xeon Processor 3.50 GHz, 16 GB RAM, 1 TB HDD, DVD R/W, nVidiaquadro P1000 with 4 GB GDDRS Graphics card , 21.5 " FHD IPS LED Display with Windows 10 Pro 64 Bits OS.	35					FMS
03	<u>Dell Optiplex-5050</u>	Intel Core i7-6770 (3.4 GHz), 8GB RAM, 1TB HDD, 2GB Graphics card, DVD RW, 18.5" LED MTR with Win 7 Pro	17					FMS
04	<u>Workstation PC :</u> <u>HP Z230T</u>	Intel Xeon E3-1245 v3, 3.4 GHz, 8 MB L3 Cache, 8 GB RAM, 500 GB HDD, DVD R/W, Monitor 21.5", 4 GB professional Graphics Card, Windows 7 Prof 64 bit	35					AMC
05	HP 8000 Elite CMT	P-IV,Intel Core 2 Duo E8400,3.00GHz(1333), 2GBRAM,250GB HDD,DVD RW and LCD MTR 18.5 ", OS: Win XP/VISTA	04					AMC
06	HP 3090 Pro MT	P-IV,Intel Core 2 Duo , 3.6 GB RAM, 320 GB HDD, DVD RW and LCD MTR 18.5 "OS: Win 7	10					AMC
07	HP 8100 Elite CMT	Intel Core i5-650,3.2 GHz,4 GB RAM,320 GB HDD, DVD RW and LCD MTR 18.5",OS: Win 7	21					AMC

Signatures of the tenderer with date & seal



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08	HP Elite 8300SFF Business Desktop	Intel Core i7-3770 Processor (3.4 GHz, 8 MB Cache),4GB (1 x 4GB) DDR3 1600MHz RAM, 500GB SATA 6G HDD 7200rpm, DVD-ROM Drive, HP 18.5" LED Monitor,OS Win 8	82					AMC
09	HP dc7900	Intel Core 2 Duo E8400 @ 3.00GHz , 2 GB RAM, 300 GB HDD,DVD R/W, LCD MTR 18.5 ", OS: Win XP	20					AMC
10	IBM Think Centre	P-IV, 2 GB RAM80 GB HDD, DVD Combo, LCD MTR 14", OS: Win XP	25					AMC
11	HP-Compaq dx2280MT	P-IV, Pentium-D,2GBRAM 160 GB HDD, DVD Combo, LCD MTR 17 ", OS: Win XP	25					AMC
12	Laptop: Apple Mac Book Pro 13"	Intel core i7 (2.9 GHZ), RAM: 8 GB (1600MHz DDR3), HDD: 750 GB, DVD R/W with Mac OS & Power adapter	09					AMC
13	Apple iMac 27- inch	iMac 27 inch : Intel i5 3.2GHz quad-Core processor, 8GB RAM, 1TB (7200-rpm) hard drive, NVIDIA GeForce GTX 775M graphics processor with 2GB of GDDR5 memory, 27-inch (diagonal) LED-backlit display with Mac OS.	26					AMC
14	Apple iMac 21.5-inch Retina 4K display	iMac 21.5-inch (diagonal) Retina 4K display with IPS technology; 4096x2304 resolution with support for millions of colors. Intel Core i5 3.1GHz quad-core (Turbo Boost up to 3.6GHz), 8GB RAM of 1867MHz LPDDR3, HDD: 1TB (5400-rpm) with Mac OS.	09					AMC
15	HP LJ Pro MFP M26nw Printer		04					AMC
16	HP LJ PRO P1102W Printer		02					AMC
17	HP Colour LJ Printer M 252 N		01					AMC
18	Canon Printer MF249DW		03					AMC
19	Canon Printer A3 iR2004N		01					AMC
20	HP ScanJet Pro 2500 f1		04					AMC
21	HP Scanjet G3110		01					AMC



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22	Canon Scanner DR-M160II with Flatbed Unit FB 101	01					AMC
23	Canon Scanner DR C225W	03					AMC
24	HP Scann Jet 5590	04					AMC
25	HP Scan Jet N9120 (A3 ADF)	01					AMC

(Rate should be quoted for all the above items)

Note: For FMS- Spare/parts will be supplied by OEM since 'under warranty'; hence to be quoted without spare parts for sl. no. 1-3 only.

Signatures of the tenderer with date & seal