



राष्ट्रीय फैशन प्रौद्योगिकी संस्थान, नवी मुंबई

(निफ्टअधिनियम, 2006 के अंतर्गत एक सांविधिक संस्थान)

“निफ्ट मुंबई मेंआई.टी.उपकरणों के लिएव्यापक वार्षिक रख-रखाव अनुबंध हेतु
निविदा दस्तावेज़”

**TENDER DOCUMENT FOR PROVIDING COMPREHENSIVE
ANNUAL MAINTENANCE CONTRACT FOR IT
EQUIPMENTS/INFRASTRUCTURE**

निविदा संख्या : 08/NIFT/MUM/PO/21-22

OPENING DATE FOR ONLINE SUBMISSION OF TENDER: 13 August 2021

CLOSING DATE FOR ONLINE SUBMISSION OF TENDER: 02 September 2021

नोट:इस निविदा दस्तावेज़ में 18 पृष्ठ शामिल सभी निविदाकारों से अनुरोध है कि वे निविदा दस्तावेज़ के सभी पन्नों पर हस्ताक्षर करें तथा तकनीकी एवं वित्तीय संविदाओं को विधिवत भर कर अच्छी तरह मुहरबंद करके ऑनलाइन जमा करें।

निफ्ट कैंपस, प्लॉट नं.-15, सेक्टर -4, खारघर, नवी मुंबई -410210

दूरभाषः+91-22-2774 7000, 2774 7022, फैक्सः+91-22-2774 5386, वेबसाइट: www.nift.ac.in/mumbai

ABOUT THE INSTITUTE

National Institute of Fashion Technology (NIFT) is a premier educational Institution set up under an Act of Parliament and functioning under the aegis of the Ministry of Textiles, Govt. of India. NIFT, Mumbai center was established in the year 1995 with undergraduate and post graduate programmes.

SCOPE OF WORK FOR MAINTENANCE OF IT INFRASTRUCTURE

Tenders are invited from established IT Service companies to **“PROVIDING OF Annual Maintenance Contract for IT Infrastructure at NIFT Mumbai”**.

TENDER NOTICE

1. Tenders are invited from established IT Service companies for “Annual Maintenance Contract for IT Infrastructure at NIFT Mumbai” as per the requirements and details enclosed from contractors or agencies who have carried out similar work for one year during the period of contract.
2. The Earnest Money in the form of Demand Draft should be after the date of publishing of tender date, payable in favour of **“NIFT MUMBAI”**.
3. NIFT shall have the authority to cancel the tender process if NIFT does not find a suitable tender. NIFT shall have the right to call for fresh tender in such circumstances, wherein tenderers who have bid in the previous tender, shall have the right to participate in the fresh process. The tenderers shall have no right to challenge the authority and decision of NIFT to cancel the tender process for the reasons deemed fit by NIFT.
4. The site can be inspected any time during working hours on any working days after taking prior appointment through call. No extra money shall be payable by NIFT for non-awareness of the site conditions and constraints.

Submission of Bids

- A.** The interested contractor/agencies 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 **13/08/2021 to 02/09/2021 up to 03.00 P.M.**
- B.** Tender documents is also available for viewing on the “tenders” link of the NIFT website i.e. <http://www.nift.ac.in/mumbai>.
- C.** Applications to this tender will be accepted **only through the online mode** on Central Public Procurement Portal (CPPP) through the website <https://eprocure.gov.in> No other mode of application will be considered & application will not be accepted.
- D.** The Firm should ensure that it complies with the requirements as per works before applying for tender.
- E.** The technical bid must contain the technical bid in prescribed Performa as per **Annexure-B** along with the Earnest Money Deposit which is (refundable but non-interest bearing) of **Rs. 20,000/-** (Rupees Twenty Thousand Only) in favoring National Institute of Fashion Technology and payable at Mumbai with all relevant

- documents in support of eligibility and experience criteria.
- F. The financial bid must contain only the financial bid (**Annexure- D**). The financial bid will be without Tax. NIFT will not accept any claim other than mentioned in financial bid.
- G. The technical bid will be opened online at NIFT, Mumbai on **03.09.2021 at 03.30 P.M.** The Financial bid will be opened on the date which will be finalized by the NIFT authority of only those bidders who are found to be technically qualified after evaluation of technical bids.
- H. The interested 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 shall be summarily rejected.
- I. Any further clarifications can be sought from the NIFT office on Telephone No. 022-27747000/7022, NATIONAL INSTITUTE OF FASHION TECHNOLOGY, NIFT MUMBAI 410210.

- Earnest Money Deposit : Rs.20,000/-
- Commencing date of Tender :13.08.2021
- Last date of Submission: 02.09.2021 up to 3.00 PM
- Date of opening of Tender (Technical Bid): 03.09.2021 at 03.30 PM

National Institute of Fashion Technology, Mumbai
Plot No.15, Sector 4, Kharghar, Mumbai – 410210

E-Tender for Comprehensive Annual Maintenance Contract for
IT Infrastructure at NIFT Mumbai

1. National Institute of Fashion Technology (NIFT), is pleased to invite bids against this tender enquiry for 'Annual Maintenance Contract for IT Infrastructure at NIFT Mumbai' as per Technical and Commercial details mentioned in Parts 1, 2, 3 and Annexure 'A' to 'D'.
2. The Bidders are expected to accept all Technical terms & Conditions mentioned in the Bid documents. The "Technical Bid" shall contain company details and Technical statement of terms and conditions in enclosed form ONLY.
3. EARNEST MONEY DEPOSIT

The Bidders are required to furnish Earnest Money Deposit (EMD) along with their offer in the form of Demand Draft drawn on any Nationalized Bank favoring National Institute of Fashion Technology, Mumbai, payable at Mumbai for **Rs. 20,000/- (Rupees Twenty Thousand Only)**. The agencies registered under MSME & NSIC shall be exempted from submission of EMD on production of suitable certificates of MSME & NSIC registration.

The EMD of the bidder will be forfeited if the bidder 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 will be forfeited.

The successful tenderer will have to deposit **3%** of the total bid amount as security deposit/performance guarantee and this will also be treated as Performance Guarantee. Part of this amount will be adjusted against the EMD deposited by the tenderer along with the tender form. The balance amount will have to be deposited by the successful tenderer within 5 working days of the receipt of the Work Order by a Demand Draft of any Scheduled Bank in favor of NIFT Mumbai, payable at Mumbai failing which the Work Order will be treated as cancelled and the EMD amount will be liable to be forfeited. The successful bidder's Security Money will be retained till the validity of AMC contract and it will be returned after successful completion work and no interest will be paid for security deposit.

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

The EMD of the unsuccessful Bidders shall be released by NIFT after receiving the letter of acceptance of the Order and the EMD of successful bidder will be converted in to security deposit without interest.

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

4. 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 any or all the tenders without assigning any reason thereof. NIFT shall not be responsible for any postal delays.
5. 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 bidder to meet tender requirements.
6. NIFT reserves the right to place order for a part of the quantity offered. The rates quoted by the bidder shall be valid for any such part order.
7. The payment will be release quarterly basis on the basis of satisfactory work completion certificate obtained from concern department and receipt of original invoice which has been certified by Concern department.

INSTRUCTIONS TO BIDDER

National Institute of Fashion Technology invites tenders for the Annual Maintenance Contract of the IT infrastructure at NIFT Mumbai.

1. Offers submitted by any other manner apart from online 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: **Annexure “B”-Technical Bid and, Annexure “D” - Price Bid.**
3. The bid shall consist of two parts-Technical bid and financial bid.
4. The Technical Bid must contain:
 - i. Undertaking from the Bidder - **Annexure ‘A’**
 - ii. Point-by-point Technical Bid of Terms and Conditions – As per format given in **Annexure ‘B’**
 - iii. Acceptance of Commercial Technical Statement **Annexure “C”**
 - iv. Qualifying Criteria:
 - a. Bidder must accept all the Terms and Conditions.
 - b. The annual turnover of maintenance of the vendor should not be less than Rs. 1 Crore in the preceding financial year.
 - c. The vendor should enclose the following: -
 - Annual report of the company for the last two years
 - Income Tax return (ITR) for the last two years
 - GST Certificate
 - TIN Number
 - CA Certification stating Annual Turn Over for last two years
 - Company Profile including details of supporting staff
 - Resume of 03 stationed engineers as mentioned in the terms and condition.
 - Satisfactory work certificate of current AMC service from 3 customer site on their company letter head.
 - Authorization letter of being Authorized service provider of OEM’s.
 - v. The vendor must have successfully executed at least two orders for similar Infrastructure of nothing less than Rs.10 Lakhs each in the last three financial years as direct or as a 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)
 - vi. Provide details of after sale service in terms of manpower availability repair Labs etc at Mumbai.

- vii. Earnest Money Deposit: EMD in favor of NIFT payable at Mumbai should be submitted with the Technical bid in a sealed envelope super scribed as 'EMD for Annual Maintenance Contract for IT Infrastructure at NIFT Mumbai', without which the bid shall be summarily rejected.
5. The Price Bid should be submitted in the separate excel sheet prepared for this purpose known as BOQ. Price Bid must be submitted online in the prescribed BOQ format. Bid will be rejected in case submitted in any other format. If price bid is submitted with Technical document then the complete tender or bid of the bidder will be rejected and bidder will be disqualified for the tendering process.

The successful bidder will be required to enter into a Service Level Agreement (SLA) and performance contract with NIFT. The AMC shall be governed by the conditions detailed in the contract.

All documentations are required to be in Hindi/ English.

Tender should be filled with neat legible and correct entries. Indistinct figures, erasures and alterations are not permitted in the tender.

Failure to comply with these conditions will result in forfeiting of the tender.

Incomplete tenders, amendments and additions to tender after opening and late tenders are liable to be ignored.

TERMS AND CONDITIONS

1. VALIDITY OF THE OFFER

The offer should be valid for three months from the date of opening of Technical bids; it can be further extended for the period of three months.

2. SERVICE AND SUPPORT

The vendor will provide minimum three stationed engineers, one engineer with minimum qualification of full time Degree in the relevant field (IT/Computer Science/Engineering) from a Govt. recognized institute with minimum 5 years of experience and two support engineers with minimum qualification of graduation/diploma in the relevant field (IT/Computer Science/Engineering) with 3 year experience.

3. MAINTENANCE

The vendor shall provide maintenance services from 8:30 AM to 7:00 PM (Monday to Saturday) to keep the systems in good working order. Complete Technical support for the upkeep of IT infrastructure including PCs and peripherals should be provided without any financial implications as and when required by NIFT.

4. RESPONSIBILITIES

Responsibility include the following activities

- a. Total Hardware maintenance and troubleshooting for PCs and Peripherals.
- b. Total software maintenance and troubleshooting
- c. Anti-Virus loading, regular up gradation and cleaning
- d. Quarterly preventive maintenance includes regular physical cleaning (internal and external), virus cleaning, verification of computer labs/offices etc.
- e. Shifting and reinstallation of PCs/Peripherals as and when required by Institute.
- f. Backup and recovery of Data of computers installed in departments

5. PART REPLACEMENT

Faulty parts that need replacement are to be replaced by the part of same specification and from same OEM without any additional cost to NIFT. If the part of same specification / OEM is not available then it is to be replaced by part of higher specifications / configuration from OEM's listed/agreed by NIFT. The cost of the same would be borne by the bidder. At no stage local

made spares be used. The contractor will be penalized the cost of the equipment if local spares are used as replacement.

6. UP-TIME & PENALTY

- i. The vendor must ensure an average uptime of minimum 95% for the entire equipment in quarterly basis. In case the overall uptime falls below 95% for any quarter, the AMC liability of vendor shall be extended by number of days proportionate to the period by which the uptime was below 95%.
- ii. The service provider is expected to rectify the equipment in 5 to 6 hours. If the fault is not rectified within 24 hours from the time of registering the complaint, a penalty of Rs.1000/- (Rs. One thousand only) per day will be imposed and deducted from the bill produced by the service provider.
- iii. Absence of engineers will be charges Rs 500/- per day per engineer basis.
- iv. Incase loss of data or contractor fails to recover the data the same shall be recovered from the data recovery agency and the cost of recovery shall be deducted from the quarterly payment of the contractor.
- v. In case contractor fails to provide the standby in place of faulty item within 24hrs a penalty of Rs 500 shall be charged for the item.
- vi. In case the Items sent for repairing at the contractor's service center are not repaired for 15days and sent back to NIFT, the contractor has to provide the replacement for the item immediately, failing which a penalty of amount quoted for the device shall be applicable per day till the replacement is provided.

7. POWER OF ATTORNEY

The vendor should provide the power of attorney to the person who signs the tender on behalf of the company.

8. PRICES:

The vendors are required to quote as per **"Annexure D"** separately. The Bidder shall quote the rates in figures as well as words. The figures should be clearly written and there should be no overwriting.

9. PAYMENT TERMS

Payment will be made on quarterly basis after successful completion of every quarter of the year and upon receiving of **'Satisfactory'** Service Certificate' from the RITC and all departments, NIFT for the said period and submission of Call reports by the stationed Engineer.

10. SPARES AND TOOLS:

Bidders will have to maintain essential tools and 5% of total quantity of PCs & Server critical components and 10% of total quantity of Peripherals and network Components, consumables (excluding stationery, ink/toner

cartridges and UPS Battery) as reserve at all time. This is to facilitate uninterrupted working condition of the equipment's listed in **Annexure 'D'**. These can be kept under lock and key in the room provided by NIFT. The contractor will maintain all the equipment free of cost during the warranty period and shall establish liaison with the OEM.

11. SIGNING OF TENDER:

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

1. A sole proprietor of the firm, or constituted attorney of such a proprietor.
2. A partner of the firm, if it be a partnership, in which case he must have the authority to refer to arbitration, disputes if any, concerning the business of the partnership. Either by virtue of the partnership agreement or power of attorney.
3. Authorized signatory of the firm, if it is a company (a letter of the authority in this respect must be enclosed along with the bid)
4. 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 may 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.

12. RESULTS OF THE TENDER

Acceptance of the tender shall be communicated by NIFT in the form of Letter of Intent (LoI) or Work Order to the successful Bidder. The successful Bidder shall give the acceptance of LoI/WO in writing to NIFT within 2 Days of issue of LoI/WO to NIFT. Failing this, NIFT reserves the right to cancel the LoI/WO and forfeit the EMD.

13. GENERAL

- a) The vendor will be required to enter into a contract with NIFT for executing the AMC by signing a Service Level Agreement (SLA).

- b) NIFT reserves the right for any reduction/increase in the scope of work and the same shall be awarded to the vendor at the same Unit Rate mentioned in their bid.
- c) NIFT- reserve the right to cancel the whole tender Process at any stage in the interest of NIFT, without assigning any reasons whatsoever and also the rights to waive any minor discrepancy in the tenders received.
- d) The bidder shall also give particulars of the banker(s), for reference to NIFT.

14. TERMINATION CLAUSE

If during the contract period the services are not provided satisfactorily NIFT reserves the right to terminate the contract by giving one-month notice and imposing a penalty of 10% of the total annual value of the AMC.

15. JURISDICTION

All disputes shall be subject to Mumbai Jurisdiction only.

UNDERTAKING FROM THE BIDDER

To,
The Director
National Institute of Fashion Technology
Plot 15, Sector 4, Kharghar,
Navi Mumbai – 410210

Dear Sir/Madam,

We hereby unconditionally accept all terms and condition mentioned in 'Tender enquiry for Comprehensive Annual Maintenance Contract (2021-22) for IT Infrastructure at NIFT Mumbai'.

Regards,

(Authorized Signatory)

(Company Seal)

Date:

TECHNICAL BID

DETAILS OF THE TENDERER

Registration Details (whichever is applicable and attach copy):

Name of the Tenderer : _____
Address : _____
Pin Code No. : _____
Tel. No. : _____
Mobile No. : _____
Fax No. : _____
Email Address : _____

Status of the Company : Proprietor/Partnership/Company
(Pls. Tick mark as applicable)

The vendor should enclose the following: -

(a)Annual report of the company for the last three years, **(b)**Income Tax Return for the last three years, **(c)** CA certification stating the Annual Turn Over of Last two years (2019-20 and 2020-21) **(d)**Company Profile including details of supporting staff, **(e)**Resume of 3 stationed engineers as mentioned in the terms and conditions.

NAME OF THE COMPANY:

S. N.	Particulars	Registration Under	Valid upto	Remark
1.	Firm/Company Registration			
2.	DD of Earnest Money Deposit (EMD) or certificate of MSME/NSIC			
3.	PAN Card No.			
4.	TIN No.			
5.	GST Registration No.			
6.	A list of owner / partners of the firm and their contact telephone numbers along with a certificate to the effect that the firm is neither blacklisted by any government department nor any criminal case registered against the firm or its owner/partners anywhere in India.			

7.	Copy of work orders should be enclosed (at least two) nothing less than Rs.10 Lakhs			
8.	Annual turn Over (Should not be less than Rs. 1 Crore per annum)	2019-20	2020-21	
9.	CA Certification stating the Annual Turn Over of last two years (2019-20 and 2020-21)			

Note-1: All the copies of documents mentioned above are part of technical bid along with EMD (if applicable).

Note 2: This tender document contains 18 pages and bidders are requested to sign on all the pages.

Note 3: Tenders not accompanied with above information & documents in support of the same may be summarily rejected.

Commercial Technical Statement

Clause No	Description	Accepted (Yes/No)
1.	Validity of the offer: 3 months	
2.	Right of acceptance	
3.	Service and Support	
4.	Maintenance	
5.	Responsibilities	
5. (a)	Hardware Maintenance	
5. (b)	Software Maintenance	
5. (c)	Antivirus updation& Loading	
5. (d)	Preventive Maintenance	
5. (e)	Shifting and reinstallation	
6.	Part Replacement	
7.	Up-Time& Penalty	
8.	Power of attorney	
9.	Prices	
10.	Payment Terms	
11.	Performance Bank Guarantee	
12.	Spares and Tools	
13.	Signing of Tender	
14.	Results of the Tender	
15.	General	
16.	Termination Clause	
17.	Jurisdiction	

PRICE BID

PC's and Peripherals

No.	Description	Qty.	
1	Dell OptiPlex 390 Intel Core i5 CPU, 4 GB Ram, 500GB Hard disk, 19" inch LED	30	
2	HP 8000 Elite, Core 2 duo, 2GB RAM DDR3, 250GB HDD, TFT 18.5, DVD RW Sata, 1GB Graphics card	71	
3	HP DL360 G5 Rack Server, 8Gb Ram, 3x146 10k SAS Drives, DVD R/W,	01	
4	HP DL580 G5 Rack Server, 8Gb Ram, 3x146 10k SAS Drives, DVD R/W	01	
5	HP DX 7900, Core2Duo, 1GB Ram, 250 GB Hard Disk, DVD Writer, 17-inch TFT monitor	10	
6	HP GD 385AV, Core2Duo, 1GB Ram, 160 GB Hard disk, DVD Writer, 17-inch TFT monitor	42	
7	Dell OptiPlex 5050MT Intel Core i7 CPU, 8 GB Ram, 1 TB Hard disk, 21" inch LED	124	
8	Acer Veriton i7 processor, 4Gb ram, 500GB HDD 19inch wide led	50	
9	Dell 9020MT i7 processor, 4Gb ram, 500GB HDD, 19inch wide led	35	
10	DELL power edger820 Rack server, 32 GB Ram, 2TB HDD, DVD writer	01	
11	Scanners	HP Scanjet 9120	01
		HP Scanner 8300	01
		HP Scanjet 5590	03
		Epson GT20000 A3 Scanner	01
		HP Scanjet N6350	01
		Kodak i1150 document scanner	08
		Alaris 1035	03
		Fujitsu fi-7160 Document scanner	02
12	Projector	Optoma EX762	10
		Mitsubishi Xd430U	08
		Epson EMP S5	01
		Mitsubishi XD 520U	02
		MITSUBISHI MODEL NO XD490U	01
		Benq MX660P Dlp Projector	03
		MITSUBISHI MODEL NO XL650U	01
		ONIDA	01
		EPSON EB-X02	03
		EPSON EB-S02	02
		Hitachi CP-RX82	01
13	Printer	HP LaserJet 1010	02
		HP LaserJet Pro MFP M476DW	01
		HP LaserJet 1022N	11

		HP LaserJet 3050 All in one	12
		HP LaserJet 2420	08
		HP LaserJet 5200	01
		Samsung MFP 2876ND	10
		Canon MFP 246DN	02
		HP MFP M227n	01
		HP LaserJet M 1522nf	02
		HP LaserJet p1505n	02
		HP Color LaserJet CP3505n	01
		HP LaserJet 1536NF MFP	01
		Hp CP2025 Color LaserJet	05
		HP color LaserJet M451DN	01
		Xerox B215	05
		HP Color LaserJet Pro 200 MFP	01
14	Switches	D-Link Ethernet Data Switch 24 ports	04
		D-Link Gigabit Ethernet Data Switch 8ports	02
		D-Link Ethernet Switch - 8 Port	11
		Cisco High End Switch 3750 48 port with SFP	02
		D-Link Ethernet Data Switch – 16 ports	01
		Cisco 2960G 48 port with SFP	02
		NetgearProsafe M4100 50G	25
		D-Link Ethernet Data Switch – 16 ports	01
15	Wireless Bridge	DAP-F3705-N Outdoor Wireless TDMA Panel Bridge	02
16	Speakers	2.1 Speakers Creative (15) + 5.1 Speakers Sony (02)	17
17	Wi-Fi Routers	Wi-Fi routers 150 MBPS+300 MBPS	300
18	Laptops	Compaq CNU 8423T2n	01
		HP DV6000	02
		HP Pavilion 2000	04
		Toshiba	01
		HP 8430 NC	01
		HP Pro book 19inch	03
		DELL Vostro 3750	01
		Apple MacBook Pro	02
		Acer one laptop	05
19	UPS	Emerson 60KVA UPS	02
		Emerson 40KVA UPS	01
		APC smart UPS 1500VA	01
		APC Smart UPS 2200VA	04
		Iball 600VA	20
		APC 600VA	15

Total Amount (Inclusive of all Taxes) for the above items from Serial No .1 to 19	Rs. : _____ Rs.in words: _____ _____
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Seal & Signature of the Tenderer :

Full Name & Designation:

Date:

Place