

TENDER

FOR

AMC Of Computer, Printer, UPS, LAN, Wi-Fi (with parts)

AT

NATIONAL INSTITUTE OF AYURVEDA, JAIPUR

(To be Deemed University)

NIT ISSUE DATE	:	14-12-2020 (4:00 Pm)
NIT NO.	:	NIA/CS/IT/AMC/2020/40
LAST DATE OF SUBMISSION	:	04-01-2021 (2:00 Pm)
BID OPENING DATE	:	05-01-2021 (2:00 Pm)
TENDER FEES	:	500/-



NATIONAL INSTITUTE OF AYURVEDA

**MINISTRY OF AYUSH GOVT. OF INDIA
JORAWAR SINGH GATE AMER ROAD, JAIPUR**

**AMC of Computer, Printer, UPS, LAN,Wi-Fi
NIA/CS/IT/2020/40**

National Institute of Ayurveda, Jaipur an autonomous body under the Ministry of AYUSH, Government of India, invites **Online bids in two bid system for tenders for AMC of Computer, Printer, UPS, LAN,Wifi (with parts)**. Best offers are invited along with the complete details of terms & conditions.

S.N.	ITEM DESCRIPTION	Years	EMD (RS.)
1	AMC of Computer, Printer, UPS, LAN,Wi-Fi (with parts)	1	10,000/-

INSTRUCTIONS:

1. Bids shall be submitted online at CPPP website:<https://eprocure.gov.in/eprocure/app>.
2. The complete bidding process is online Bidders should be in possession of valid digital Signature Certificate (DSC) of class II or III for online submission of Bids, Prior to bidding DSC need to be registered on the website mentioned above.
3. Tenderer/Contractor/Bidders are advised to follow the instructions provided in the instructions to the contractors/Tenderer/Bidders for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>.
4. Bid documents may be scanned with 100 dpi in black and white option which helps in reducing size of the scanned document.
5. **Tender Fees and EMD Payment:**

The Bidders shall be required to submit the Tender Fees and Earnest Money Deposit (EMD) for an amount of **Rs. 500/- (Rupees five hundred only)** and **Rs 10,000/- (Rupees Ten Thousand Only)** respectively by way of demand drafts only. The demand drafts shall be drawn in favour of **“Director, NIA, Jaipur”** Payable at Jaipur. Tender Fees is non-refundable. The EMD of the Successful Bidder shall be returned after the successful submission of Bank Guarantee/Security Deposit and for unsuccessful Bidder(s) it would be returned after award of the Contract. **The demand Drafts for Tender Fees and EMD must deliver to Director, NIA, Jaipur on or before last date /time of Bid Submission.**

- a) Tenderer shall not be permitted to withdraw his offer or modify the terms and conditions thereof. In case the tenderer fails to observe and comply with stipulation made herein or back out after quoting the rates, the aforesaid amount of earnest money will be forfeited.
- b) The firms who are registered with National Small Industries Corporation (NSIC)/ OR Small Scale Industries (SSI) are exempted to submit the EMD (Copy of Valid MSME registration Certificate must be provided along with technical bid. Exemption of EMD is applicable only for Manufacturing/Service Enterprises as per MSME norms).
- c) Bidders are not allowed to submit more than one bid anytime during the tendering process for the same/similar tendered item else all his bids shall be cancelled thereby making him disqualified in addition to the forfeiture of the EMD.
- d) The EMD, in case of unsuccessful Bidders shall be retained by NIA, Jaipur till the finalization of the Tender. No Interest will be payable by NIA, Jaipur on EMD.
- e) EMD is required to protect the purchaser against the risk of Bidders conduct. The EMD will be forfeited if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender or if it comes to the notice that the information/ documents furnished in its tender is incorrect or false.
- f) The EMD/PBG shall be forfeited if successful bidder fails to supply the goods/equipment in stipulated time or fails to comply with any of the terms & conditions of the contract or fail to sign the contract.

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6. Submission of Tender:

The tender shall be submitted online in two parts, viz., Technical Bid and Financial Bid (BOQ). All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The Bidder shall quote the Technical Bid as per the format enclosed with tender document.

The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

7. Technical Bid:

All pages of the Tender should be numbered and indexed.

The bidder shall provide in its tender the required as well as the relevant documents like technical data, literature, drawings etc. to establish that the goods and services offered in the tender fully confirm to the goods and services specified by the purchaser in the tender documents. For this purpose, the bidder shall also provide a clause-by-clause commentary on the technical specifications and other technical details incorporated by the purchaser in the tender documents to establish technical responsiveness of the goods and services offered in its tender duly indicating relevant page numbers in the product literature.

The following documents are to be furnished by the contractor/Bidder along with Technical Bid as per the Tender Document:

- a) Signed and scanned copy of appropriate value of valid registration certificate (if any), experience certificate as per the tender notice, PAN, GST registration certificate and Tender Acceptance Letter.
- b) Signed and Scanned Copy of make and model of all systems, sub systems and additional items should be mentioned in the technical bid and complete technical details should be provided in the form of Brochures and write-ups.
- c) The bidders are required to submit user certificate for the relevant **AMC of Computer, Printer, UPS, LAN, Wifi** on the letter head of the Institution or Organization.
- d) Bidders should have Experience of 3 Years in the same work.
- e) The tender shall be deemed to have carefully examined the conditions and scope of work etc. to be done under the contract. If he has any doubt as to the meaning of any portion of these conditions or the work to be done, he shall, before submitting the tender, get clarifications from office of Director, NIA, Jaipur.

8. Financial Bid:

Price Schedule(s) as per BoQ format filled up with all the details including of the AMC offered to be uploaded.

While filling up the columns of the Financial Bid, the following aspects should be noted for compliance:

Price should include:

- a) The price of annual AMC as mentioned in List of Requirements, Technical Specification and Financial Bid.

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- b) GST will be payable separately as per applicable rate.

Schedule of price bid in the form of BOQ_XXXX .xls

The below mentioned price bid format is provided as BoQ_XXXX.xls along with this Tender Enquiry Document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download this BoQ_XXXX.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tempered /modified in any manner, tender will be completely rejected and tenderer is liable to be banned from doing business with NIA, Jaipur.

9. The authorized signatory of the bidder must digitally sign the bid. Individuals digitally signing the bid or other documents connected with a contract must specify whether he signs as:
- A 'Sole Proprietor' of the firm or constituted attorney of such Sole Proprietor
 - In case of partnership firm he must have authority to quote & to refer to arbitration dispute concerning the business of the partnership either by virtue of the partnership agreement or a power of attorney
 - Constituted attorney of the firm if it is a company.

10. Turnover

The Firm/Company/Bidder/Agency should have an Average annual minimum turnover of Rs 5 Lakh during last 3 Years (2016-17, 2017-18, 2018-2019)

11. Validity:

The quoted rates must be valid for a period for 180 days from the date of closing of the tender. The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.

12. The bidding firm should be continuously engaged (with Valid License/Registration) in the same business at least for last 3 Years. The bidding firm should have at least 1 similar contract with Central Government/State Government/Public Sector Undertakings/ Universities/ Deemed to be universities/ Autonomous Bodies/Reputed Medical Institute or Organizations in last 3 Years.
13. Tender should be given only by those bonafide firms who are dealing with in product/maintenance of computer systems etc.
14. Director, NIA reserves full right to increase or decrease the number of Computers, Printers, UPS, LAN & Wi-fi systems at any time during the AMC period.
15. **The bidder firm should not have been blacklisted by any Ministry/Department of Govt. of India/State Government/any PSU's etc. The Performance Security Deposit will be forfeited after awarding the Bid, in case the bidding firms found black listed by Central Government/State Government/PSU's/Universities/Deemed to be Universities/Autonomous Bodies at any point of time.**
16. **The Director, National Institute of Ayurveda reserve the right to accept or reject any/all tenders without assigning any reason thereof.**
17. **Bidders must have registered office in Jaipur, Rajasthan. A proof certificate regarding the same should be furnished along with technical bid.**
18. **A representative of the successful firm will have to visit the Institute daily to maintain the AMC of Computer, Printer, UPS, LAN & Wi-Fi after allotment of the contract.**
19. **Period of Contract:**

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Initially, the contract will be done for a period of one year from the date of execution of the agreement, which may be extended for a further period of 6 months at the discretion of Director. A further extension of 12 months can also take place with mutual consent.

20. Signing the Contract:

The successful bidder shall be required to execute the Contract Agreement accepting all terms and conditions stipulated herein on a non-judicial stamp paper of Rs. 500/- (Rs. Five Hundred only) along with performance security within fifteen days of the issue of the Letter of notification of award. In the event of failure on the part of the successful bidder to sign the Contract within the period stipulated above, the EMD shall be forfeited and the acceptance of Bid shall be considered as cancelled.

21. Performance Security:

As a guarantee towards due performance and compliance of the contract work, the successful bidder (contractor) will deposit an amount equal to 5% of order value and should be kept valid for a period of 60 day beyond completion of all the contractual obligation, including AMC period towards security deposit by way of demand draft/ bank Guarantee in favour of "**DIRECTOR NIA, JAIPUR**" **payable at JAIPUR** drawn on any Nationalized Bank/Scheduled Bank and payable at JAIPUR within fifteen days of the issue of the Letter of notification of award along with non-judicial stamp paper of Rs. 500/- (Contract agreement).

22. General Scope or Works:

- I. Call Should be attended on the same day (within 4:00 working hours)
- II. Service site will be NIA office Campus.
- III. **Computer, Printer, UPS AMC will be with parts list of Parts/Items and consumables etc. not covered under AMC**
- IV. **AMC will be with parts excluding following part:**
 - **Computer** - **CPU Cabinet**
 - **Printer Laser** - **Teflon, Toner, Paper**
 - **Printer DMP** - **Head, Ribbon, Paper**
 - **UPS** - **Batteries**
 - **Projector** - **Lamp**
- V. **L.C.D./D.L.P. Projector AMC will be with parts.**
- VI. **All WiFi Device AMC will be with parts.**
- VII. *Preventive maintenance is required once in a quarter. This schedule will be as per convenience of Institute.*
- VIII. *Corrective comprehensive maintenance, which includes to carry out necessary repairs & fitting of the parts replaced.*
- IX. **Down time is kept 24 hours failing which a "standby equipment" of similar nature & specification shall be provided. Failing which NIA will charge Rs 200/- per day in lieu of penalty. This amount will be deducted from quarterly bills.**
- X. **The service will be made available from 9:00 AM to 5:00 PM on weekdays except Sunday and Public holidays. In case of emergency, service can be providing beyond working hours also.**
- XI. The rates are inclusive of LAN cable & connectors.
- XII. Firm is obliged the loading or installing of any software & removing virus effects.
- XIII. Director, NIA reserves the right of get maintenance done through other parties on risk & cost of the tenderer if service of the tenderer is not found satisfactory.

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23. The Bidders should furnish the following information invariably along with the relevant documentation. In the absence of this information or the information submitted being incomplete, the tender may be rejected summarily:-

- List of clients in government/semi government sector during the last 2 years with details and period services.
- List of service Engineers along with their qualifications and their PF numbers.
- Office setup along with equipments in workshop.
- The bidder must carry the Authorization of servicing from OEM (Original Equipment Manufacturer) for the models we have.
- Communication setup (please give all if available).
- 1. Phone 2. Mobile 3. E-Mail 4. Whatsapp
- Downtime of machines/services.
- List of equipments which the Bidder to provide after 2 days in the case of standby.

24. Payment Terms:

- I. No advance payment will be made.
- II. Payment shall be made on quarterly basis after furnishing of satisfactory service report from the concerned department for each quarter. Payment of consumables parts may be made on supplies and according price list of consumable parts.
- III. Quarterly preventive maintenance visit is required to be done and call report must be signed by computer authority.
- IV. Broken and replacement of old part should be deposited in the Central Store, NIA Jaipur.

25. Breach of Terms and Conditions:

If the Bidder fails to execute agreement within the prescribed period, such a failure shall be treated as a breach of terms and conditions and will result in the forfeiture of his earnest money.

26. Insolvency etc.:

In the event of the firm being adjudged insolvent or having a receiver appointed for it by a court or any other order under the Insolvency Act made against them or in the case of a company the passing any resolution or making of any order for winding up, whether voluntary or otherwise, or in the event of the firm failing to comply with any of the conditions herein specified NIA, Jaipur shall have the power to terminate the contract without any prior notice

27. Force Majeure:

If, at any time during the subsistence of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, act of public enemy, civil commotion, sabotage, fire, floods, explosion, epidemics, quarantine restriction, strikers lockout or act of God (herein after referred to as events) provided notice of happening of any such eventuality is given by part to other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and deliveries have been so resumed or not shall be final and conclusive. Further, that if the performance in whole or in part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, either party may, at least option to terminate the contract.

28. Bidder shall submit a copy of the tender document and addenda thereto, if any, with each page of this document should be signed and stamped to confirm the acceptance of the entire terms & conditions as mentioned in the tender enquiry document.

29. After due evaluation of the bid(s) Institute will award the contract to the overall lowest evaluated responsive Bidder.

30. Conditional bid will be treated as unresponsive and it may be rejected.

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31. The Institute reserves the right to accept in part or in full or reject any or more tender(s) without assigning any reasons or cancel the tendering process and reject all tender(s) at any time prior to award of contract, without incurring any liability, whatsoever to the affected bidder or bidder(s)

32. Applicable Law:

The contract shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such Commercial dealings / processing Any disputes are subject to exclusive jurisdiction of Competent Court and Forum in Jaipur, Rajasthan, India only. The Arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Jaipur. The decision of the Arbitrator shall be final and binding on both the parties

Force Majeure: Any delay due to Force Majeure will not be attributable to the supplier.

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Technical Bid

1.	Name of Tendering Company/Firm/Agency	:	
2.	Name of Owner/Partners/Directors	:	
3	Full Particulars of the Head Office	:	
	• Address	:	
	• Telephone No.	:	
	• Fax No.	:	
	• E-mail address	:	
4	Full Particulars of the Bankers of the Company/Firm/Agency, with full Address/Tel. No.	:	
	• Name of the Bank	:	
	• Address of the Bank	:	
	• Telephone No.	:	
	• Fax No.	:	
	• E-mail address	:	
5	Registration Details:	:	
	• Copy of Firm/Agency's Registration No.	:	
	• PAN/GIR NO.	:	
	• GST Registration No	:	
	• Aadhar No. of Owner/Partners/Directors	:	
6	Details of Earnest Money Deposit	:	
	• Amounts (Rs.)	:	
	• DD/PO No. and Date	:	
	• Drawn on Bank	:	
	• Valid upto	:	
7	Details of Tender Fee	:	
	• Amount	:	
	• DD/PO No.	:	
	• Drawn on Bank	:	
	• Valid upto	:	
8	Average Annual Turnover of the Company/Firm/Agency for the last 3 years (With Proof duly certified by Chartered Accountant/Auditor) Last 03 Years balance sheet and copies of Income tax returns for 3 Years as stated in Terms & Conditions		
	2016-2017	:	
	2017-2018	:	
	2018-2019	:	
9	The Firm who are registered with National small Industries Corporation (NSIC)/ or SmallScale Industry / or MSME are exempted to submit the Tender fee or EMD (copy of registration must be provide along with Udyog Aadhar)		
10	Similar Contracts in last 3 Years (with Proof)		
	Experience in the same field for minimum 3 years		Similar 1 Government Running Contract with central government/State Government/ PSU/University/Deemed to be university/ Autonomous bodies/ Reputed Medical Institute or Organizations in last 3 years

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Certificate
(To be submitted with the Technical Bid)

The Annual Turnover of M/s. _____ for the last 3 Years are given below and it is certified that the Statement is true and correct:

S.N.	Year	Turnover Rs. In Lacks
1	2016-2017	
2	2017-2018	
3	2018-2019	
	Total	Rs _____ Lacs

Average Turnover per Annum: Rs. _____ Lacs.

Signature of Chartered Accountant/Auditor with Seal

Schedule - I

**Declaration of Bonafide firm engaged in maintenance of
Computer Services**

I/we declare that I am/we are bona fide firm in maintenance of Computers and Peripherals (IT Technology) etc. If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Date:

Signature of Tenderer

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Schedule - II

List of Existing Manpower engaged Exclusively for AMC (Minimum 6 Persons)

2 For Computer Hardware

1 for Printer and UPS

1 for Projector

2 For Networking (LAN and Wifi)

S. No.	Name of Persons	Technical Qualification	Total Experience	Mobile. No.	Remarks

Date:

Signature of Tenderer

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Schedule –III

AMC of Computers, Printers, UPS, LAN and Wi-Fi to be done by the Bidders for-

S.No.	Item	Qty.
A.	Computers	
1	HP-Prodesk Core i5 / Intel mother board / 4 RAM / 500GB HDD / 24- LED Screen / DVD Writer	24
2	HP-ALL in one Core i3 / Intel mother board / 4 RAM / 1 TB HDD / 22- LED Screen / DVD Writer	3
3	LENOVO	2
4	LENOVO i7 / Intel mother board / 4 RAM / 1TB HDD // 18.6- LED Screen / DVD Writer	2
5	ACER-Veriton Core i5 / Intel mother board / 4 RAM / 1TB HDD / 24- LED Screen / DVD Writer	10
6	HCL i5 / Intel mother board / 2 RAM / 500 GB HDD / 18.6- LED Screen / DVD Writer	6
7	(Lenovo)i5 / Intel mother board / 2 RAM / 500 GB HDD / 18.6- LED Screen / DVD Writer	7
8	(Lenovo)i5 / Intel mother board / 2 RAM / 500 GB HDD / 18.6- LED Screen / DVD Writer	45
9	(Wipro Make) Intel Core i3 / Intel (R)7 Series / C216 chipset Mother board / 2GB RAM / 500 GB HDD/ 18.6" LED Screen / DVD writer	2
10	(Wipro Make) Intel core i5 / Intel (R)7 Series / C216 chipset Mother board / 2GB RAM / 500 GB HDD / 18.6" LED Screen / DVD writer	2
11	(HP Make) Intel Core 2 dtie7 Intel Ci-3I Chipact mother hoard / 2 GB RAM , 250 GB HDD/ 18.6" LED Screen / DVD Writer	45
12	ZENITH Computer	1
13	(HCL Make) Intel Dual Core / Intel 945 Mother hoard / 512 MB RAM / 160 HDD/CD Rom / 17 - CRT Monitor	20

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B.	Printer	
1	HP LASER JET-1020 PLUS	3
2	HP Laserjet M1005 MFP	1
3	HP 1005 MF	1
4	Canon Image Class MF-226DN	1
5	Epson-I565	1
6	Epson L220	1
7	Konika Minolta-1500W	8
8	Canon LBP 7100CN	1
9	Canon 4570 DW	1
10	Canon 4570 DW	1
11	Canon MF3010	1
12	HP Laser jet 1108	1
13	HP Laser Jet Pro M1216MFH	1
14	HP Laser Printer MFP1136	1
15	HP Laser Jet 5200	1
16	HP LASER JET 1007	21
17	LBP3000 LASER JET CANON	6
18	HP LASERJET 1005	7
19	CANON IMAGE CLASS 229 DW	1
20	CANON IMAGECLASS MF-1500W	1
21	HP LASERJET 1010	2
22	HP LASER JET 1020	5
23	HP LaserJet Pro M403N	1
24	HP LaserJet Pro M1136	1
25	Konica Minolta Pagepro 1590MF	21
26	SAMAUNG SCX-4200	1
27	TVS MSP-250 STAR	5
28	SAMSUNG ML -1610	4

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29	SAMSUNG ML-4600	1
30	SAMSUNGSCX 3410	1
C.	Projector	
1	LCD Projector- Panasonic- PT LB 360	6
2	Mitsubishi DLP Proctor XD490U	8
3	Sanyo PLC-XW58	6
4	BENQ-DLP-MX716	3
D.	Switches	
1	D-Link 1016A 10/100 Port-16	5
2	D-Link 1024R+ 2 port 100 Base-FX Fiber Modular Port-24	1
3	D-Link 1024R+ Port-24	6
4	Digisol Port-24	1
5	Digisol Port-16	1
6	D-Link 1008A Port-8	2
7	D-Link Port-16	2
8	D-Link Gigabit Port-16	1
9	D-Link Gigabit Port-24	1
10	D-Link Port-5	1
11	Patch Panel	13
12	LAN Wire CAT5/6 RJ45 Connector and Other Networking parts	
E.	UPS	
1	NUMERIC 6KVA	1
2	POWER PLUS 5KVA	1
3	APC 6KVA	1
4	EATON-DX 10KVA	1
5	NUMERIC 1KVA	1
6	MICROMAX 1KVA	1
F.	Wifi	
1	WireLess Access Point RUCKUS	9

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2	Access Point	2
3	Outdoor Access Point	18
4	Sector Antinaa	6
5	Cyberroom(sophos)-CR 300 Ing	1