



KAMLA NEHRU INSTITUTE OF TECHNOLOGY,

SULTANPUR (U.P)- 228118

Phone & Fax - 05362-240454

NOTICE INVITING QUOTATION

Advt. No.: 1693/TEQIP-III/2019

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Subject: Quotations are invited for Non-Comprehensive Annual Maintenance Contract (AMC) for Desktop, Laptop, Printers, Scanners, Projectors, UPSs, LAN etc.

Sealed quotations are invited from reputed vendors for Non-Comprehensive Annual Maintenance Contract (AMC) of Desktop, Laptop, Servers, Printers, Scanners, Projectors, LAN UPSs etc.

Estimated Cost of Work: 10,00,000/- (Per Year)

Last Date for Receipt of Tender: 18.09.2019 at 3:00 PM. And Tender opening on same day at 3:30PM.

The **Non-Comprehensive Annual Maintenance Contract (AMC)** will cover maintenance of hardware items as per details at Annexure-II along with prevention, operating system, antivirus and software installation etc. (required operating system, antivirus and software will be provided by the Institute) for a period of **ONE YEAR** from the date of awarding the contract along with primary level inspection of warranty items also.

The equipments are located at Kamla Nehru Institute of Technology, Sultanpur and can be inspected during any working day between 12.30 pm to 4.30 pm with prior appointment. The summarized item wise detail of the equipment is enclosed in at Annexure – II.

Condition for Bidder (ELIGIBILITY)

Tender documents should be submitted with the following documents, failing which the tender shall be rejected.

1. The firm should be in existence for over 5 years in the trade with annual maintenance contracts.
2. Audited balance sheet for last three years showing that the bidder has a minimum per annum turnover of at least **Rs. 1 Crore**.
3. The firm also must have expertise and experience in day-to-day troubleshooting. The bidder should have executed satisfactorily minimum one Annual Maintenance Contract of more than **50 Computers** under Linux/Window NT environment for at least two years consecutively.
4. The firm should submit an undertaking stating that it has not been barred or blacklisted by any of the Government agency, and no such case is undergoing/pending upon the firm.
5. The bidders must provide copy of Service Tax registration certificate and other documents specified in Annexure-I.
10. **List of Engineers with Resumes** deployed under the contract must have Graduate with minimum one Year Computer Hardware Diploma or BCA, and 5 years experience in maintenance of Hardware & Software.
11. Customer satisfactory certificate (at least 03 Nos. of Copy) issued by the clients.
12. Firm should submit list of customer along with copies of order of AMC executed within last 3 years.

13. The firm must be registered with the Sales Tax Department for Works Contract Tax.
14. Income tax return for last three years must be attached.
15. The company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN number, GST & service tax number.

NOTE : TENDER RECEIVED WITHOUT EARNEST MONEY SHALL NOT BE CONSIDERED UNDER ANY CIRCUMSTANCES.

Bidding Procedure:

- a. Quotations are invited in two Bid systems, (1) Technical (Annexure-I) and (2) Financial (Annexure-II). Quotations for **Technical and Financial bids** should be sealed separately and enclosed in single sealed envelope clearly indicating “Quotations for Non-Comprehensive AMC of Desktops, Printers etc.” and must be delivered at the TEQIP-III Office, **Kamla Nehru Institute of Technology, Sultanpur (U.P.)-228118.**
- b. Sealed quotations shall be received not later than **15:00 hrs. on , 18/09/2019.** No Bids will be accepted after this date & time under any circumstances. This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.
- c. The offer should be valid for the acceptance for the period of at least **180** days from the last date of submission of tender. Rates quoted should be free from any preconditions regarding payments etc., or otherwise offers are liable to be rejected, without assigning any reason. All the documents must be signed and duly stamped.

TERMS & CONDITIONS

1. Non-Comprehensive AMC includes essential servicing and repairs / fixing / replacement of all the electrical / electronic, and mechanical components of the equipment. Therefore, the firm shall not bear the cost of all spare parts of related items including all the plastic, rubber equipments, knobs, teflon, movable/ rotational parts or any other item necessary for proper operation of the original equipment. AMC includes items even if it is burnt or damaged due to power fluctuation. No extra charges would be payable by the Institute. However, batteries (UPS and Laptop), Projector Lamp, will NOT be covered in AMC. Printer Cartridges will be provided by the Institute; however Imaging Drums will be covered under AMC.
2. Those hardware items which are in the warranty will be included in AMC w.e.f. expiry of warranty.
3. Adequate inventory on site of hardware parts like Keyboard, Mouse, RAM, SMPS, various types of cables (excluding Network cables), etc. must be kept in stock in advance.
4. The Institute may be shift location of equipments with in the premises during the AMC period. Hence, the equipments including UPS needs to be uninstalled from current location and to be installed at new location. There will be no extra charges for the same. However, the Institute will make arrangements for transportation of these items.
5. If any hardware item warrants condemnation, that item will be deleted from AMC list at that time, and payment will made on **pro-rata basis**. Accordingly the amount paid may increase or decrease from the total amount of the agreement, depending on the items added or removed from the AMC.
6. Taxes, if any, to be paid need to be duly indicated in the bid otherwise no extra payment would be made for this purpose. The responsibility of payment of taxes to the concerned authorities will be of Firm.

7. The Firm must take every care to see that the order or any portion of thereof does not fall into unauthorized hands. Care should be taken to execute the order under proper security conditions and no spare item of order/copies should be retained/sold or otherwise made over by the Contractor or any of his staff member to any person other than the person(s) authorized by the Institute.
8. The firm will maintain the confidentiality of data stored of the computer systems. The contractor will be required to take appropriate actions in respect of his personnel to ensure the obligations of non-use and non-disclosure of confidential information.
9. The Institute shall have the right, within reason, to have any personnel removed who is considered to be undesirable or otherwise and similarly the Contractor has no right to remove any personnel without prior approval of the Institute, emergencies, exempted.
10. The contractor shall cover its personnel for personal accident and death whilst performing the duty and the Institute shall own no liability and obligation in this regard.
11. The submission of a quotation by a firm implies that they had read this notice and conditions of contract and has made himself aware of the scope and specifications of the work to be done and of the conditions and rates at which stores, tools and plants etc will be issued to him, local conditions and other factors on the execution of the work.
12. The accepting Officer does not bind himself to accept the lowest or any tender or to give any reasons for doing so.
13. Not more than one tender shall be submitted by one contractor or one firm of contractors. Under no circumstances will a father or his son(s) or other close relations who have business dealing with one another be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
14. No claim shall lie against the Government/Department in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit.
15. The Institute shall be at liberty to withhold any of the payments in full or in part subject to recovery of penalties mentioned in the tender.
17. After the contract is awarded, if it is found that the service given by the vendor is not satisfactory, the contract will be terminated by the competent Authority or his representative nominated for the purpose.
18. Any pending payment will not be paid if agreement is terminated for the above reason.
19. This notice of tender shall form part of the contract.

20. The successful bidder shall be required to depute following service engineers:

- a. At a time at least two well qualified resident engineers having minimum three years experience in relevant field should be made available at the Institute on preferably all days from 900 hrs to 1800 hrs for maintaining all hardware equipments running in the Institute and rectifying the problem, if any. The Engineer shall be required to install the software/drivers in the computers if required.
- b. The resident engineers should be professionally qualified to be able to handle UPS problem also on their own. In case if the resident engineer is unable to diagnose / resolve the UPS problem within reasonable time, then he should immediately call an expert UPS engineer from the firm.
- c. In case the faulty equipment under AMC (excluding UPS) is not repaired within 48 hrs from the date of lodging the complaint, then penalty of Rs. 200/- per day per complaint from the date of complaint will be deducted from the AMC amount.

- d. Engineer will sign daily in the attendance register for records purpose. If any of the engineers does not turn up, then a sum of Rs. 500/- per day per Engineer will be deducted from the AMC amount.
 - e. The scope of the work covers Non-Comprehensive Maintenance includes the preventive and breakdown maintenance of Desktop, Laptop, Servers, Printers, Scanners, Projectors, UPSs etc. The vendor is required to perform quarterly preventive maintenance of all the equipments under AMC.
21. In case if vendor is not able to repair/replace the faulty equipment within 10 days, the Institute will get it repaired/replaced at its own level, **without intimating the firm**. The cost of the same would be deducted from the AMC amount of the vendor.
 22. Successful bidder will have to sign an agreement with the Institute on a Rs. 100/- stamp paper as per the format provided by the Institute. The firm shall bear the cost for the same.
 23. On completion of the contract period, the firm will have to hand over all the equipments under AMC in perfect working condition to, failing which the amount spent on setting the system repaired / in working condition from the open market will be deducted from the security deposit / bill amount of the firm.
 24. After the contract is awarded, if it is found that the service given by the vendor is not satisfactory, the contract will be terminated by the competent Authority or his representative nominated for the purpose. If it is found that the service given by the vendor is satisfactory, the contract may be extended year by year.
 25. Any pending payment shall not be released if agreement is terminated for the above reason.
 26. The Director of the Institute reserves the right to reject or accept any tender document without assigning any reason.

Condition Regarding Deposit of Earnest Money

1. Quotation should be submitted along with the Earnest Money (Refundable) of **Rs.20,000/-** (Twenty Thousand Only) in the form of bank draft or pay order in favour of Director, Kamla Nehru Institute of Technology, Sultanpur.
2. No interest shall be payable by the Institute on the earnest money deposited by the bidder.
3. Any bid not accompanied with earnest money shall be rejected.
4. Earnest Money of the successful bidder shall be returned by the Institute as early as possible after the placement of contract.

Payment terms

1. Payment of the AMC will be from the effective date of AMC.
2. Payment will be made on quarterly basis (if the services are satisfactory) on submission of bill by the vendor on completion of each quarter after deducting penalty amount, if any.
3. Successful bidder will have to deposit a performance linked irrevocable Bank Guarantee (BG) equivalent to 10% of the total bid amount. Validity of the BG should cover entire AMC period plus 3 months beyond that period. Penalties if any shall be deducted from any of the payment due to the bidder.
4. Taxes etc., if any, levied shall be deducted at source.

Breach of terms and conditions

In case of breach of any of terms and conditions mentioned above, the competent authority will have the right to cancel the contract without assigning any reason and no payment shall be made by the Institute, the security deposit shall also stand forfeited.

Subletting of Work

The firm shall not assign or sublet the order of AMC or any part of it to any other will person or party, else it will lead to cancellation of the contract and security shall also stand forfeited.

Technical Proposal

Bidder's General Information –

S.No.	Particulars	Description/Details	Reference Documents	Page No.
A.	Name of Company			
B.	Contact Details			
	a) Address			
	e) Telephone with STD Code f) Mob No.–			
	e) Fax			
	f) email			
	g) Website			
	h) Name of Managing Director/ CEO			
C	Details of Documents as per eligibility criteria for firms along with proof of the same.	(attached separate sheet if necessary)		

NOTE:

1. Bidder must have sufficient infrastructure for smooth implementation of the project.
2. The Bidder must enclose separate sheets for each requirement.

Signature.....

In the capacity
of.....Duly authorized to sign proposal for
and on behalf of.....

Date.....

Place.....

Financial Proposal

Schedule -1 Annual Maintenance Charges for the:

S. No.	Product	Description	Qty.	Rate (Rs./each)	GST Tax (Amount for each)	Total Cost (Rs.)
1		2	3	4	5	6=(4+5)*3
1.1	Desktop:	core i-5, 4GB 500GB,Dual core 512MB150GB,core2 duo 512MB/1GB/150GB CORE I7, 4GB RAM, 500GB HDD PENTIUM D CPU, RAM 2GB, 40GBHDD INTEL CORE I5 VPRO, 2GB RAM, 500GB HDD.	799			
1.2	UPS:	NEC POWER-XTRA / NPL 6K UNILINE/IBOLL/MICROTEK 600 VA KEPTRAN/2KVA KEPTRAN/5KVA DELTA /5KVA UNILINE/ 5KVA KEPTRON/ 5KVA.	63			
1.3	Printer:	HP LASERJET / 1020+,HP LASERJET / 1022, HP LASERJET / 1007P HP/LASERJET PRO M202DW, HP/LASERJET 1106, HP/DJ3420 INKJET HP/LASERJET 1108, EPSON/ L360 PRINT/SCAN /COPY HP/ LASERJET M 1136	108			
1.3	PHOTO COPIER:	SHARP/AR5320 XEROX /5821XC, KYOCERA /TASKLFA180, SHARP/AR6020N XEROX X /WORK CENTER PRO 420 Ricoh Aticio MP 2000LE, Modi Xerox	14			
1.4	SCANNER:	HP / G2410 SCANJET	5			
1.5	LAPTOP:	HP/PRO BOOK 440	35			
1.6	SERVER:	HP/ ILO D NETWORK SETTING HP/ ML350PG8	13			
1.7	DOT MATRIX PRINTER:	TVS/ MSP355, HQ1050 +DX	4			
1.8	PROJECTOR:	HITACHI/ CPX4014 EPSON /LCD SCREEN 2 MOTIRISE PANASONIC /LCD 2004 MODEL HITACHI/ LPX4014WN EPSON/ H841C (EB-U05-EPIL) KYAN /PRO STANDARD KP1VQ4181063 CPX5022WN	17			
1.9	All LAN Work		1			
Total						

Date:
Place:

[authorized signatory]
Name of Firm with address
(Seal)