



₹ 560/-
(in Cash /
DD / PO)

NATIONAL INSTITUTE OF FASHION TECHNOLOGY, CHENNAI

(A statutory Body established under the NIFT Act, 2006)

(Ministry of Textiles, Govt. of India)

An ISO 9001: 2015 certified Institution

DUAL BID SYSTEM

TENDER DOCUMENT FOR COMPUTERS & PERIPHERALS SERVICES

ANNUAL MAINTENANCE CONTRACT FOR COMPUTERS & PERIPHERALS SERVICES

Form No. **10/NIFT/CHE/PUR/AMC SERVICES/2018-19**, Date of Issue: **26.12.2018**

Rate Contract form issued to: _____

EMD to be deposit along with the Tender:- ₹ 35,000/-

- Closing Date & Time of submission of Rate Contract Form :- 11-01-2019 up to 2.00 p.m.
 Date & Time of opening of Tender :- 11-01-2019 at 4.00 p.m.
 Date & Time of opening of Price Bid :- will be notified to the short listed bidders

Note:-

1. This tender document contains 12 pages and bidders are requested to sign on all the pages

2 This tender document can also be downloaded from the website – www.nift.ac.in/chennai and tender fee ₹ 560/- (Incl. of GST Taxes) may be remitted at the time of submission of tender in form of DD/PO in favour of “NIFT, Chennai”.

3. The technical bid & the commercial bid should be sealed by the bidder in separate covers dully superscribed and both these sealed covers are to be put in a bigger cover which should also be sealed and superscribed “Tender for Computers and Peripherals Services” to The Director, NIFT, Chennai

4. EMD should be kept on separate cover superscribed as EMD and should not be kept in Commercial/ Technical bid cover

Ref : [Website Advertisement Dated on 27-12-2018](#)

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NATIONAL INSTITUTE OF FASHION TECHNOLOGY

(Ministry of Textiles, Govt. of India)

Rajiv Gandhi Salai, Taramani, Chennai – 600 113

NATIONAL INSTITUTE OF FASHION TECHNOLOGY

(A statutory Body established under the NIFT Act, 2006)

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Rajiv Gandhi Salai, Taramani, Chennai – 600 113.

TENDER DOCUMENT

1. The prospective tenderers may satisfy themselves about the requirements by visiting the NIFT, Rajiv Gandhi Salai, Taramani, Chennai – 600 113 on any working day between 10.00 a.m. and 4.00 p.m. before submitting their tenders.
2. The tenders should be submitted in the specified form (Non-transferable) as given in Annexure - I in a sealed cover with the name of the contractor written on the inner envelope.
3. The tenderers shall enclose copies of the following documents:-
 - i) Registration Certificate issued by the registering authority.
 - ii) List of their clients for whom they have been executing similar work for the last 3 years along with copies of work orders and at least served two Govt. organizations in each year.
 - iii) Latest Income Tax Clearance Certificate.
 - iv) GST Registration Certificate.
 - v) Annual Turnover not below ₹ 15 lakhs for 3 years (2015-2016, 2016-2017 and 2017-2018)
 - vi) Any other certificates and documents which the contractor would like to enclose to substantiate his stand in the field as a contractor proven ability.
 - vii) Copy of the PAN Card
4. While submitting the tender, the Contractor shall deposit an Earnest Money of ₹ 35,000/-by Demand Draft / Pay order drawn in favour of “NIFT, Chennai – 600 113 payable at Chennai” (on any Nationalized Banks), which will be refunded in respect of unsuccessful tenderers within a month.
5. Tenders without EMD and incomplete tenders are liable to be rejected.
6. EMD will be liable to be forfeited if the Contractor selected for the work fails to sign the formal agreement or to start the work on the date stipulated in the work order.

7. 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.

8. The EMD remitted will not bear any interest for the period retained by NIFT.

9. 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.

10. **Last date for receipt of tenders in the office of the NIFT, Chennai - 600 113, will be 2.00 p.m. on 11-01-2019. The Technical Bid will be opened at 4.00 p.m. on the same day** in the presence of the tenderers or their representatives present and opening of the Commercial Bid will be notified to the short listed bidders.

11. Before signing the agreement, the contractor shall deposit 10% of the annual value of contract (adjusting the EMD) as security deposit, which would be released on expiry/termination of the contract after adjustment of dues, if any.

12. The contract is initially for a period of one year only and if may be extended for further period of maximum of two years at the same tendered rate. The Contractor shall execute an agreement on a non-judicial stamp paper worth ₹ 100/- before taking up the contract, agreeing to abide by all the terms and conditions mentioned therein.

13. NIFT reserves right to accept or reject any or all the tender without assigning any reason.

Date :
Place:

(Full signature of the Contractor)
Seal:

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Terms & Conditions

Service and Support

You should provide one qualified engineer to be stationed at NIFT with qualification of Degree in the relevant field with minimum 2-3 years of hands on experience for maintenance and networking

Maintenance

You should provide maintenance services from Monday to Saturday to keep the system in good working order. Complete Technical support for the upkeep of IT infrastructure including PCs and peripherals should be provided without any additional financial implications as and when required by NIFT. The support engineer should have very good knowledge and relevant experience in servers, Network, firewall, PC's and Peripherals.

Responsibilities

Responsibilities include the following activities

Total Hardware maintenance and troubleshooting for PC's Peripherals, LAN, Servers, firewall (Cyberoam/Sophos) and CCTV cameras

Total software maintenance and trouble shooting

Antivirus loading, regular up gradation and cleaning

Monthly preventive maintenance includes regular physical cleaning (internal and external), virus scanning, and verification of computer labs/offices etc.

Shifting and reinstallation of PC's/ Peripherals as and when required by Institute

The service engineer should maintain the complaint register on daily basis.

Part Replacement

Faulty parts that need replacement are to be replaced by the part of same specification and from OEM. If the part of same specification/OEM is not available it is to be replaced by part of higher specifications/configuration from OEM's listed/agreed by NIFT. Local made spares should not be used. The contractor will be penalized if local spares are used as replacement. No extra payment will be paid for spares replacement.

Up –Time

You 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%.

The service provider is expected to rectify the equipment's in 5 to 6 hours. If the fault is not rectified or a standby is not provided within 24 hours from the time of registering the complaint and in any case the repairs are not completed within 10 working days from the date of complaint, a penalty of ₹ 500/-(Rupees Five Hundred Only) per day will be imposed and deducted from the bill produced by the service provider.

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 faculty In-charge for the said period.

Security Deposit

The successful contractor shall deposit 10% of the annual value of the quoted value of the contract as security deposit with NIFT. No Interest shall accrue on this deposit; which will be refunded after the successful completion of the contract and after adjusting dues if any. The EMD of the successful bidder will be continued as part of the security deposit.

Spares and Tools

You should maintain essential tools and 5% of total quantity of PCs & Server components and 10% of total quantity of Peripherals components, consumables (excluding stationery and ink/toner cartridges) as reserve at all time. This is to facilitate uninterrupted working condition of the equipment's listed in Annexure 'C'. 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.

General

You will be required to enter into a contract with NIFT for executing the AMC by signing a service level agreement (SLA).

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.

The above number of systems may vary at time of award of contract.

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.

Jurisdiction

All disputes shall be subject to Chennai jurisdiction only.

Date:
Place:

(Full signature of the Contractor)
Seal:

TECHNICAL BID

Enclose following documents/mentioned in the Technical Bid

1. P.T.F : Purchase and duly signed
2. EMD paid : Mention Yes/No (DD or Banker's cheque)
3. Name of Bank : ₹ _____
4. Name of Proprietor/partner/
Director with full residential
Address and telephone No. :
Fax No, Email No. etc.
5. Have you submitted all docu-
mentary evidence duly attested :
6. Remarks, if any

Sr. No.	Registration Under	Registration No.	Valid up to	Remarks
01	Firm/Company Registration (Delete whichever is not applicable)			
02	Shops & Establishment Act			
03	PAN			
04	Goods & Service s Tax (GST)			
05	Others			
06	Annual Turnover (2015-2016)			
07	Annual Turnover (2016-2017)			
08	Annual Turnover (2017-2018)			

7. Registration Details:

Self-attested certified copy as proof of the above must be attached to qualify, compulsorily. Original papers should be provided for verification purpose.

- Annual Turnover in this work should not be below ₹ 15 lakhs in each year (Enclosed the copies)

Name : _____ Designation: _____

- Note :
- 1) Please read P.T.F (Price Tender Form) carefully and fill up the above information and furnish copy of the above positively.
 - 2) Sealed Cover bearing TE/No. and Due date

Annexure-B

LIST OF PRESENT CLIENTS

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

At least two Government Organizations/Institutions should be served.

S. No.	Client's Name, Contact No. & Address	Client Phone & Address of present Services	Period of Contract		No. of persons availing Services	Contract Value of the Year
			From	To		

Note: Please tick mark at any above address for the evaluation process.

Annexure - C

LIST OF PAST CLIENTS DURING LAST THREE YEARS
(OTHER THAN PRESENT CLIENTS)

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

At least two Government Organizations/Institutions should be served.

S. No.	Client's Name, Contact No. & Address	Client Phone & Address of present Services	Period of Contract		No. of persons availing Services	Contract Value of the Year	Reason for Termination
			From	To			

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COMMERCIAL BID

SNO	Specifications	Qty.	Status & Warranty Period	Unit Price (in ₹)	Unit Price (in words)
A. Desktops & Workstations					
1	HP DC7900 Series - Intel V Pro Desktops Intel Core 2 Duo 8400, 3 Ghz. Processor, 3 GB DDR2, 250GB SATA HDD, DVD RW, HP 17" TFT LCD Monitor, KBD, USB Mouse and in built speakers	82	Working & No Warranty		
2	ACER Power Series – Intel Core 2 Duo Processor, 1 GB DDR2RAM, 160 GB SATA HDD, DVD-RW, FDD, Acer 17" TFT LCD Monitor, KBD, Mouse	93*	Working & No Warranty		
3	HP-Z 200 workstation Intel core i3 Processor 530 @ 2.93GHz, 2 GB DDR2 Ram, 250 GB SATA HDD, 512 MB Graphics Card, DVD-RW, 18.5" LCD Monitor, Keyboard & USB Mouse and inbuilt Speakers	38	Working & No Warranty		
4	HP-Z 210 workstation Intel Xeon R E31245 @ 3.30GHz. Processor, 4 GB DDR3 RAM, 500 GB SATA HDD, 1 GB Graphics Card, DVD-RW, 18.5" LCD Monitor, Keyboard, USB Mouse and inbuilt Speakers	23	Working & No Warranty		
5	HP-Z 220 workstation Intel Xeon R E31255 V2 @ 3.20GHz. Processor, 8 GB DDR3 RAM, 1 TB SATA HDD, 1 GB Graphics Card, DVD-RW, 18.5" LCD Monitor, Keyboard & Mouse and inbuilt Speakers	3	Working & No Warranty		
6	HP-Z 230 workstation Intel Xeon R E31255 V2 @ 3.20GHz. Processor, 8 GB DDR3 RAM, 1 TB SATA HDD, 1 GB Graphics Card, DVD-RW, 18.5" LCD Monitor, Keyboard & Mouse and inbuilt Speakers	30	Working & No Warranty		

7	<u>HP Z240 Tower Workstation – Workstations-</u> Intel Xeon E3-1245 v5 (4 Core, 3.5 GHz, 8 MB L3 Cache, 80 Watt), Intel C236 chipset motherboard, nVIDIA Quadro P400 2GB Graphics Card, 16 GB DDR4 RAM expandable up to 64 GB – 4 DIMM Slots, 1000GB (1 TB) SATA HDD- 7200 rpm., DVD RW, Integrated Gigabit 10/100/1000, 802.11 a/b/g/n/ac, HP 21.5” LED Backlit LED Monitor(55 cm), HP USB Standard Keyboard, HP USB Optical Mouse	30	Working & Warranty		
8	<u>HP Pro Desk 600 G3 Microtower PC – Desktops -</u> Intel 7 th Generation Processor- Intel Core i7-7700 (3.6 GHz, 8 MB Cache, 4 Cores), Intel Q270 Chipset Mother board, 8 GB DDR4 RAM expandable up to 64 GB – 4 DIMM Slots, 1000 GB (1 TB) SATA HDD- 7200 rpm., AMD Radeon R7 450 – 4GB Graphics Card, DVD RW, Integrated Gigabit 10/100/1000, HP V203p- 19.5” LED Backlit LED Monitor, HP USB Standard Keyboard, HP USB Optical Mouse	61	Working & Warranty		
TOTAL					
Total Rupees in Words		360			

* The Acer Computers will be disposed before March 2019.

B. Printers					
1	HP LaserJet 3050 MFP Printer	10	Working & No Warranty		
2	HP LaserJet 2420 dn Printer	4	Working & No Warranty		
3	HP LaserJet 1022n Printer	1	Working & No Warranty		
4	HP LaserJet 9040 dn Printer	1	Working & No Warranty		
5	HP LaserJet 1015 Printer	4	Working & No Warranty		
6	HP LaserJet 1007 Printer	2	Working & No Warranty		
7	HP LaserJet P1008 Series Printer	1	Working & No Warranty		
8	HP LaserJet M1319F Printer	2	Working & No Warranty		

9	HP LaserJet 1020 Printer	6	Working & No Warranty		
10	LaserJet 500 color M551dn Printer	3	Working & No Warranty		
11	HP LaserJet p1606dn Printer	1	Working & No Warranty		
12	HP LaserJet pro MFP m226dn Printer	1	Working & No Warranty		
13	HP LaserJet P2055dn Printer	1	Working & No Warranty		
14	HP LaserJet M1136F Printer	1	Working & No Warranty		
15	HP LaserJet Pro 126mw Printer	1	Working & No Warranty		
TOTAL		39			
Total Rupees in Words -					

Total (A+B)				
GST Taxes, if any (if applicable)				
Overall Grand Total in Rupees:				
Overall Grand Total in words:				

Note:-

- 1) Individual price and GST taxes should be compulsorily given. Quotation of comprehensive rate will not allow, otherwise the bid will be summarily rejected.