

राष्ट्रीय फैशन प्रौद्योगिकी संस्थान  
नई दिल्ली

**National Institute of Fashion Technology  
New Delhi**

**Tender Document  
for**

**Annual Maintenance Contract for IT Items in NIFT Delhi Campus & Head Office, NIFT  
Delhi**

निफ्ट दिल्ली परिसर और प्रधान कार्यालय, निफ्ट दिल्ली में आईटी वस्तुओं के लिए वार्षिक रखरखाव  
अनुबंध

**Time schedule for tender process:**

Date of publication of tender notification on official website	03/06/2025 11:00am
Uploading of tender document commences from	03/06/2025 12:00pm
Last date for receipt of duly filled in tenders	24/06/2025 11:00am
Date and Time of the opening Technical Bids	25/06/2025 11:00am

**Note: This tender document contains 33 pages (total no. of pages including Annexures) and tenderers are requested to sign and stamp on all the pages.**

**National Institute of Fashion Technology  
(Delhi Centre)  
NIFT Campus, Haus Khas,  
Near Gulmohar Park, New Delhi – 110016**

INDEX

<b>S.No.</b>	<b>Particulars</b>	<b>Page No.</b>
1	Introduction	3
2	Notice inviting Tender	4
3	General Instructions	5-6
4	Instruction to Tenderer	7-8
5	Terms and Conditions	9-18
6	Annexure A – Undertaking from the bidder	19
7	Annexure B – Performa for Technical Bid	20-24
8	Annexure C – Performa for Financial Bid	25-32
9	Annexure D - Bid Security Declaration Form	33

## **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 19 centers. It provides four years under graduate (UG) program in design and technology, two years post graduate (PG) program in design, fashion management & fashion technology and short duration education program to address the specialized needs of professional and students in the field of fashion. NIFT has its head office at New Delhi with its campuses located at Bengaluru, Bhopal, Bhubaneswar, Chennai, Daman, Gandhinagar, Hyderabad, Jodhpur, Kangra, Kannur, Kolkata, Mumbai, New Delhi, Patna, Panchkula, Raebareli, Shillong and Srinagar and Varanasi. NIFT Delhi Campus situated in the Hauz Khas near Gulmohar Park. The nearest Metro station is Green Park Metro Station. NIFT Delhi has produced a number of eminent alumni over the years like Rohit Bal, Ritu Beri, Manish Arora....

It offers a variety of Regular as well as CE programs. It has the oldest and richest Resource Centre having a rich collections of print and non-print materials.

## NOTICE INVITING TENDER

National Institute of Fashion Technology (NIFT) invites Tenders for Annual Maintenance Contract for IT Infrastructure at NIFT Delhi (Head Office & Delhi Centre).

General terms and conditions, Instructions to the bidders and conditions applicable are detailed in this document

**Last date for receipt of Tender: 24/06/2025 11:00am**

**Date of opening of Tender (Technical Bid) : 25/06/2025**

### Submission of Bids:

(a) The interested agencies should apply online and submit their tender and the bids along with signed and scanned copies of all the relevant certificates, documents, etc. in support of their bids from 03/06/2025 to 24/06/2025 .

Tender documents is also available for viewing on the “tenders”  
<https://eprocure.gov.in/eprocure/app>.

(b) Applications to this tender will be accepted only through the online mode only through the website <https://eprocure.gov.in/eprocure/app> .

(c) The basic requirements registration and applying for tender online are as under:

- Operating System should be atleast windows 7.
- Java version: Available at <https://eprocure.gov.in/eprocure/app> -download-JRE 8 download
- Use Internet Explorer atleast 8.
- All java add-ons must be enable in the system.

(d) In case of any clarification required relating the tender, the same may be sought from the following officers of the NIFT :

Officer Name : Vinod Kumar – Computer Engineer IT, NIFT Delhi Campus  
NATIONAL INSTITUTE OF FASHION TECHNOLOGY New Delhi ,Hauz Khas , Near  
Gulmohar park , New Delhi -110016 Phone No.011-26542161  
Email: [computerengg.delhi@nift.ac.in](mailto:computerengg.delhi@nift.ac.in)

(e) The agency should ensure that it complies with the requirements as per works before applying for tender. Bid has to be submitted online mode only with all relevant supporting documents by 24/06/2025.

**(IC-IT)**

**NATIONAL INSTITUTE OF FASHION TECHNOLOGY  
DELHI CENTRE  
Near GulmoharPark, Hauz Khas New Delhi- 100016**

**Sub: Tender enquiry for Annual Maintenance Contract for IT Infrastructure at NIFT Delhi (Head Office & Delhi Centre).**

1. National Institute of Fashion Technology (NIFT), is pleased to invite bids (in two bids system) against this tender enquiry from **ISO 20000-1:2005** Certified (in service of Computer Hardware, Software & peripherals) organizations for „**Annual Maintenance Contract for IT Infrastructure at NIFT Delhi (Head Office & Delhi Centre)**” as per Compliance and Commercial details and Annexure “A” to “C”.
2. Bidders are requested to submit commercial offer in the enclosed formats **ONLY**.
3. The Bidders are expected to accept all technical / commercial terms & Conditions mentioned in the Bid documents. Any deviations in the terms & conditions shall be clearly mentioned in „Technical & Commercial Compliance/Deviation Statement” as per the Annexure „B”. NIFT, however, reserves the right to reject any or all the offers with deviations, (if any) which shall be clearly mentioned along with the justification for the same. The “Technical Bid” shall contain, company details, compliance statement of terms and conditions (in enclosed form **ONLY**)

After the evaluations of Technical Bids, based upon the information supplied by the bidder, the financial bids of the Bidders, who qualify Technical Bid shall only be opened.

4. The interested supplier 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://eprocure.gov.in/eprocure/app>. **by 24/06/2025 upto 11.00 A.M.**
5. The Firm should ensure that it complies with all the requirements before applying for tender. The bid is to be submitted online with all relevant supporting documents by **24/06/2025 upto 11.00 A.M****The 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 will be summarily rejected.**
6. 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/cancel any or all the tenders without assigning any reason thereof.
7. Any vague/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 tenderer to meet tender requirements. In case the tenderer is not clear on any aspect of the tender specifications, their representative can meet the undersigned at NIFT, after due appointment, between 10 am to 4 P.M. on any working day before the date of tender submission, to get necessary clarification(s).

8. NIFT is NOT bound to accept the lowest tender. NIFT reserves the right to place order for a part of the quantity offered. The unit rates plus applicable taxes offered by the Bidder shall be valid for any such part order.
9. The tenderer shall not transfer the tender to any other person in any manner whatsoever. The agency/tenderer shall not be permitted to sub-contract the work to any other person/firm/agency.
10. The tender document consists of total 33 pages.
11. Selection Criteria: Only the Technical Bids shall be opened on the date of tender opening. Price bids of only those bidders shall be considered for opening whose offer is complete and technically acceptable in all respects.

In case L-1 is more than one, then the Technical qualification of the Tenderer shall be the criteria and the decision of NIFT shall be final.

## INSTRUCTIONS TO TENDERER

National Institute of Fashion Technology inviting tenders for the Annual Maintenance Contract of the IT infrastructure at NIFT Delhi (Head Office & Delhi Centre).

1. Offers on original printed sheets of companies' letterhead shall only be considered. Offers submitted by fax or in any manner other than specified above 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: Part A – Technical Bid and, Part B - Price Bid.
- 2.1 **The Technical Bid** should be submitted in online mode only.

The Technical Bid must contain:

1. Undertaking from the Bidder - Annexure „A“
2. Point-by-point compliance of Terms and Conditions – As per format given in Annexure „B“
3. Exact format in which the Bidder is submitting the Price Bid, with only Quoted and not quoted filled in. **No prices should be mentioned.**
4. Any other Terms and conditions from Bidder (Please, note that the terms may or may not be acceptable to NIFT).
  - a. Qualifying Criteria: Bidder must accept all the Term and Conditions.
  - b. The annual turnover of maintenance of the vendor should not be less than **Rs. 10 Crores per annum** in the preceding financial year 2021-22, 2022-23 and 2023-24 (**Only in Maintenance of computers and peripherals** etc. to be considered. Sales will not be considered for the annual turnover of the firm). In support financial Statement e,g audited balance sheet, P/L Account statement for 2021-22,2022-23 and 2023-24 or CA certified statement of accounts in original should be submitted.
  - c. The vendor should enclose the following: -
    - Annual report of the company for the last three years
    - Income Tax Return for the last three years i.e. AY – 2022-23, 2023-24 and 2024-25
    - VAT/Sales Tax registration certificate/GST
    - PAN Number.
6. The vendor must have successfully executed at least 03 orders for similar Infrastructure of nothing less than **Rs. 25 lakhs each** in the last five financial years as direct or 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)

7. Provide details of after sale service in terms of manpower availability repair Labs etc at Delhi.
8. The bidders are required to submit a (valid) copy of ISO **20000-1:2005** Certificate in service of Computer Hardware, Software & peripherals.
9. The bidders are required to submit purchase order for AMC executed with minimum 5 locations.
10. Any other related document which they wish to submit.

**2.2 The Price Bid has to be submitted for Annual Maintenance Contract for IT Infrastructure at NIFT Delhi (Head Office & Delhi Centre)“.**

1. The Price Bid shall contain **nothing else but Prices** as per the format enclosed as **Annexure “C”** of the tender document and/or enclosed by the Bidder in the Technical Bid. The formats are given separately for each center.
2. In no case any terms and conditions or technical deviations or any other amendment shall be included in the Price Bid.
3. No offer shall be accepted under any circumstances after the date and time.
4. The tenderers who qualify on the basis of Technical & Commercial Compliance, only their Price Bids shall be opened.
5. The successful tenderer shall be required to enter into a performance contract with NIFT. The tender shall be governed by the conditions detailed in the contract.
6. All documentations are required to be either in English or Hindi.
7. Tender shall be filled with neat legible and correct entries. Indistinct figures, erasures and alterations are not permitted in the tender.
8. Failure to comply with these conditions will render the tender void. Any correction, overwriting etc. will lead to rejection of tender.
9. Incomplete tenders, amendments and additions to tender after opening and late tenders are liable to be rejected.
10. In the event of space in the schedule being insufficient for the required purpose, additional pages may be added. Each such additional page must be numbered consecutively, and be fully signed by the tenderer. In such cases reference to the additional pages must be made at appropriate places.
11. Cost involved in submitting the bids, attending the tender opening meeting, arrangements for the demonstration /presentation etc shall be borne by the tenderer only.

## **TERMS AND CONDITIONS**

### **1. VALIDITY OF THE OFFER**

The offer shall be valid for three months from the date of receiving of bids.

### **2. RIGHT OF ACCEPTANCE**

NIFT does not bind itself to accept the lowest tender.

### **3. SERVICE AND SUPPORT**

3.1 The vendor shall provide all below mentioned stationed engineers (04 no.s) with qualification of B.E/B.Tech/MCA/three years Diploma in Electronics/Computers/ IT with minimum 03 years working experience in relevant field and one attendant, equipped with cell phones at NIFT as part of the agreement from 8:00 AM to 8:00 PM from **Monday** to **Saturday**. In emergency/urgent cases the vendor may be asked to provide the service/support on **Sundays and Holidays** also without any extra payment/compensatory facility that will be communicated accordingly.

3.2 The Team of stationed engineers should possess below mentioned expertise and qualification.

<b>Sr. No.</b>	<b>Expertise</b>	<b>Qualification</b>	<b>Responsibility</b>
1	Team Leader	B.E/B.Tech/MCA/three years Diploma/Degree in Electronics/Computers/ IT with minimum 03 years working experience in relevant field	Handling of proxy server handling as well as of servers, routers, switches, modem and all other networking equipments, VPNs, Managing firewall
2	Laptop and Desktop Expert with expertise in handling virtual conference setup	B.E/B.Tech/MCA/three years Diploma/Degree in Electronics/Computers/ IT with minimum 03 years working experience in relevant field	<ul style="list-style-type: none"> <li>• Troubleshooting all hardware/software issues</li> <li>• Operating system installation</li> <li>• Software installation</li> <li>• Data backup</li> </ul>
3	Printer and Scanner Expert	B.E/B.Tech/MCA/three	<ul style="list-style-type: none"> <li>• Troubleshooting all</li> </ul>

	And Projector expert	years Diploma/Degree in Electronics/Computers/ IT with minimum 03 years working experience in relevant field	<p>hardware/software issues</p> <ul style="list-style-type: none"> <li>• Repair, maintenance and installation(stand alone and network sharing) of all printers and scanners</li> <li>• Device Drivers installation</li> <li>• Expertise in handling/troubleshooting Projector, Virtual Conference (online) meeting tools (e.g. zoom, MS Teams, Webex, Google meet, etc.) &amp; its associated hardware &amp; peripherals</li> </ul>
4	Networking Expert with CCNA certification	B.E/B.Tech/MCA/three years Diploma/Degree in Electronics/Computers/ IT with minimum 03 years working experience in relevant field	<ul style="list-style-type: none"> <li>• Troubleshooting of networks</li> <li>• Creation and maintenance of Network and all network devices</li> <li>• Cabling and its layout</li> <li>• All other networking related tasks</li> </ul>
5	Attendant	Should be minimum 10 <sup>th</sup> pass	Cleaning & proper placement of I.T. equipments, Supporting IT team in day to day activities and shifting of devices as and when required and task assigned by computer engineer NIFT Delhi Campus.

The engineers shall report to the Computer Engineer/ Incharge-I.T, NIFT Delhi and Computer Engineer/ Incharge-I.T. Hardware, Head Office and carry out all the activities under his/her control and technical supervision.

- 3.3 The vender(s) shall be required to furnish the proof of qualification & experience (Certificate must be attached) of its AMC Engineer to IT cell before deploying them for AMC.
- 3.4 Within one month of commencement of the AMC contract, the vendor shall have to submit a list of all the items received within a month of commencement of AMC contract along with its working condition as per Annexure -C. In case of any faulty items, it must be intimated to the computer cell, failing which it will be assumed that all items in good working condition.
- 3.5 All Stationed resources should wear company provided uniform during their working hours while at NIFT Delhi premises.

#### **4. MAINTENANCE**

The vendor shall provide maintenance services from 8:00 AM to 8:00 PM (Monday to Saturday) to keep the systems in good working order. Further support will be provided without any financial implications as and when required by NIFT even after specified working hours.

#### **5. RESPONSIBILITIES**

Responsibility includes following activities:

- a. Total Hardware maintenance including parts replacement.
- b. Total software maintenance along with installation of new software (provided by NIFT).
- c. Anti-Virus Installation, regular up gradation and scanning
- d. Monthly preventive maintenance includes regular (at least 1/3<sup>rd</sup> of all hardware in a months) physical cleaning (internal and external) of both Delhi campus & Head Office, antivirus updating & activation etc.
- e. Shifting and reinstallation of I.T. equipments (PC,Laptop,Printer, scanner, projector etc.) as and when required by the Institute.
- f. Data backup support at hardware and software level.
- g. **Facility Management services** (Installation/Repairing of General Software) to be provided for items list in the enclosed annexure.

- h. Interacting and coordinating with the supplier of computers and peripherals with respect to the problems that occur in computers and peripherals under warranty and ensure ratification of the same.
- i. New equipment as and when purchased by NIFT shall be included in AMC as soon as its warranty expires. This shall be done through Addendum signed by NIFT and the Vendor.
- j. Network operations
  - 1. Maintenance and Operations of Network Switches and Firewall
  - 2. Maintenance and operations of Router and Leased Lines.
  - 3. Helping users for Network related problems, maintaining physical end-to-end connectivity of the network.
  - 4. Providing assistance in addition / alteration of network points
  - 5. Co-ordination with **ISP** & troubleshooting in case of any failure of WAN (Internet) connectivity.
  - 6. Co-ordination with OEM of the hardware/software firewall & troubleshooting (*In coordination with TAC of hardware/software firewall*) in case of any technical issue/policy implementation/firmware upgrade, Feature failure etc under the guidance of I.T. cell, NIFT.
  - 7. Any other task which is not included above but required for smooth functioning of IT department.
- k. The Technical support will also be required for Video conferencing setups at all venues of NIFT Delhi Campus including auditoriums, PJ hall and exhibition halls alongwith all venues at NIFT HO, including expertise in laptops, desktops, and network systems.
- l. The support engineers must report to the Computer Engineer/In-charge (IT), NIFT Delhi. In addition to this, the designated engineers should also report to the NIFT Head Office(Computer Engineer/ Inventory In-charge(IT)) as required.

## **6. PART REPLACEMENT (UNDER AMC)**

Faulty parts that need replacement are to be replaced by the same specification and OEM; if the parts of the same specification and OEM is not available it is to be replaced by parts of higher specifications/configuration and/or OEMs; listed/agreed to by NIFT. It is the responsibility of vendor that machine/ system should work.

Necessary and sufficient spares have to be kept ready with them for immediate replacement.

The faulty/non working mouses/keyboards/RJ-45 connectors /Printer Teflon have to be replaced with new one at free of cost. The Network Wire, CAT- 6 UTP or prevalent latest technology & Compatible one has to be provided by the vendor upto 02 rolls of approx.

305 mtr each per year, if required for maintenance work at free of cost

**The vendors may note this while quoting the prices in Financial bid**

**7. UP-TIME**

The service provider is expected to repair the faulty equipment in 5 to 6 hours, if the fault is not rectified within 24 hours from the time of registering the complaint, the vendor shall provide stand-by item/part with the same or higher configuration. The vendor must ensure an average uptime of minimum 95% for the entire equipment in monthly basis. In case the overall uptime falls below 95% for any month, the payment shall be made proportionate to the uptime percentage of that month.

**8. PENALTY CLAUSE**

- a. If the fault is not rectified within 24 hours from the time of registering the complaint, the vendor shall provide stand-by item/part with the same or higher configuration, otherwise a penalty of 10% of the AMC rate of the relevant item per day will be deducted from the bill produced by the service provider. In such an event, vendor may get the faults rectified by third party and such cost of repairs shall have to be borne by the contractor, in addition to the penalty.
- b. In case of non-adherence to preventive maintenance schedule, a penalty of 5% of the total of AMC charges for the quarter for every such failure in a quarterly schedule will be recovered.

**9. POWER OF ATTORNEY:**

The vendor shall provide the properly executed power of attorney to the person who signs the tender on behalf of the company providing service.

**10. PRICES:**

The vendors are required to quote as per “**Annexure C**” separately.

The Bidder shall quote the rates in figures as well as words. The amount must be filled in the columns in the schedule. The figures should be clearly written and there should be no overwriting.

**11. PAYMENT TERMS**

Payment shall be made on quarterly basis (25% of order value of AMC) , after successful

completion of every quarter of the year and upon receiving of „**Satisfactory Service Certificate**“ from various department heads, then UI-IT for NIFT Delhi Campus and Director– IT for NIFT HO for the said period.

The vendor shall have to raise separate invoice to Head Office and Delhi Campus for payment due to GST compliance.

## **12. SECURITY DEPOSIT**

The successful Bidder shall deposit 5% of work order value of AMC , by way of Demand Draft. No interest shall accrue on this deposit, which shall be returned after the successful completion of the contract and after adjusting dues, if any, of the vendor to NIFT.

## **13. SPARES AND TOOLS:**

Bidders shall have to keep relevant tools, connectors, converters, laptop chargers, and spare with adequate number & minimum 02 (Two) external NVMe SSDs having data transfer rate of upto 2000 MB/s of 2 TB capacity each for emergency data backup to facilitate uninterrupted working condition of the equipments, under lock and key space provided by NIFT for day-to-day maintenance activity.

## **14. SIGNING OF TENDER:**

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

A sole proprietor of the firm, or constituted attorney of such a proprietor.

A partner of the firm, if it be a partnership, in which case he must have the authority in writing to refer to arbitration, disputes if any, concerning the business of the partnership. Either by virtue of the partnership agreement or power of attorney.

Authorized signatory of the firm, if it is a company (copy of board resolution in favour of the authorized signatory in this respect must be enclosed along with the bid)

A person signing the tender form or any part thereof, on behalf of another, shall be deemed to warrant that he/she 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 shall 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.

## 15. RESULTS OF THE TENDER

Acceptance of the tender shall be communicated by NIFT through fax/courier in the form of Letter of Intent (LoI) to the successful Bidder. The successful Bidder shall give the acceptance of LoI in writing to NIFT within 2 Days of issue of LoI to NIFT. Failing this, NIFT reserves the right to cancel the LoI and place the letter on the next eligible Bidder.

## 16. GENERAL

- a. **Tenderers are required to quote rates for FMS (Facility Management Services) and AMC both as per lists enclosed at annexure „C“.** NIFT reserves the right for any reduction/increase in the scope of work at any time and the same shall be awarded to the vendor at the same Unit rate mentioned in their bid.
- b. The tenderer shall also give particulars of the banker(s), for reference to NIFT
- c. The vendor shall prior to commencement of the operation of contract, make available to NIFT the particulars of all the employees who shall be deployed on the maintenance work at NIFT; such particulars should include date of birth, permanent address, medical fitness certificate and Police verification report.
- d. NIFT is not bound to provide any mode of transport in respect of men or material required by the contractor for executing the AMC.
- e. The contract shall remain valid for a period of one year from the date of commencement, and it may be renewed upto 3 years on mutually acceptable terms and conditions.
- f. In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
- g. The physical damage item or any item damage due to natural calamity like thunder-lightening will not be covered by AMC

## 17. TERMINATION CLAUSE

- a. In case during the contract period, the services are not provided satisfactorily NIFT reserves the right to terminate the contract by giving one month notice in writing and deduct the amount accordingly. Bid security amount shall also be forfeited if the service is not done satisfactory. Nevertheless, NIFT shall terminate the contract of the vendor without any notice in case the vendor

commits a breach of any of the terms of the contract. NIFT's decision that a breach has occurred shall be final and shall be accepted without demur by the vendor.

- b. In any case of termination of the agreement, the vendor shall handover all the equipments/articles as supplied by NIFT in good working condition back to NIFT upfront. Otherwise, the cost of the faulty items will be deducted from the final payment at the end of the contract.

18. Dispute if any, arising out of the present agreement shall be settled by mutual discussion or through arbitration by sole Arbitrator to be appointed by DG, NIFT at New Delhi as per the provision of the Indian Arbitration and Conciliation Act, 1996(Amended up to date) with the mutual consent of other party. The Arbitration proceedings shall be in accordance with the prevailing Arbitration & Conciliation Act, 1996 & Laws of India as amended or enacted from time to time. The venue of the Arbitration shall be at New Delhi. The Arbitrator will give a speaking & reasoned award.

**19. JURISDICTION**

All matters connected with this agreement shall be governed by the Indian Law both substantive & procedural for the time being in force & shall be subject to the exclusive jurisdiction of Court at Delhi.

**Minimum Eligibility Criteria:**

1. Department will depute only experienced resident engineer who have atleast 03 years filed experience for maintenance of computer hardware and peripherals in government departments. Resident engineer should be capable to provide maintenance service for all required category of equipment such as computer, printer, scanner, UPS, server etc.
2. Resident service engineer will perform following task in additional to mentioned in Service level agreement: -Installation and uninstallation of computer hardware and peripherals free of cost as and when required. Technical support for conducting video conferences and meetings in Department. Any other task assigned by this Department, related to computer hardware and peripherals.
3. Resident engineers should not, in any case, be paid less than the minimum wages prescribed by the competent govt. authorities for required qualification/skill. Bidder must quote the rates for maintenance of computer hardware and peripherals accordingly.
4. The agency should have achieved a minimum annual turnover of ₹10 crores/- (Rupees Ten crores only) in the last three financial years (The last 3 F.Y. should be 2021-22, 2022-23 and 2023-24).

The agency should submit the Audited balance sheet or CA-certified certificate stating the same shall be enclosed.

5. The firm/company must have minimum experience of last 3 (three) Financial Years ending 31st March 2024 in the maintenance of various types and models of Computer systems and the supporting peripherals/accessories in the Government Ministries/Departments, including Public Sector Undertakings (PSUs). The agency must submit award letters along with performance certificates/completion certificates issued by officers of the rank of Section Officers and above of a Government Department or equivalent or above in PSUs.
6. The agency, for the said purpose, should have their registered office/ branch office in Delhi/ NCR Only.
7. The Customer Satisfactory Certificate issued by at least 03(three) Government Departments within last 3 (three) financial years must be provided.
8. The agency should have certificates of ISO 9001 (For Quality Management Systems), ISO 20000 (IT service management), and ISO 27001 (For Information security management systems), Minimum 2 CISCO certified Network specialist (The copies of the certification must be submitted with the bid document) and shall possess atleast Capability Maturity Model Integration (CMMI) Level 5 or higher valid certification.
9. The bid participants must require to furnish the below-mentioned documents (duly self-attested) on their letterhead:
  - a) Certificate of incorporation of company
  - b) Copy of PAN.
  - c) Copy of GST Registration
  - d) CMMI level 5 or Higher Certificate
10. The agency should have submitted list of engineers with resumes, Qualification and experience certificates of recommended team to be deployed under the contract, must be closed with technical bids. The firm shall furnish a **notarized affidavit** to the effect that the engineers going to be employed in the performance of the contract would be paid minimum wages as per applicable orders of Govt. of NCT of Delhi and all statutory requirements w.r.t. ESI, EPF, Factories Act, Industrial Disputes Act, Contract Labour (Regulation and Abolition) Act., would be complied with reference to those engineers.
11. The company should have adequate physical infrastructure like in-house Test and Repair Centre in Delhi/NCR to support AMC.
12. The bid participant not fulfilling any one of the above-specified eligibility criteria and/or not submitting/uploading any one of the above-specified documents shall be disqualified and not considered for any further Technical/Financial Evaluation rounds.

13. The agency should be an authorized GeM Supplier/Authorized Service Provider of Two of the OEMs viz. Dell/HP/Canon/Epson/Microsoft.
14. Bank solvency certificate to be produced as proof of bidder's financial standing  
(The solvency certificate issued from last 3 years within validity period on the time of bid clearly mentioned in the certificate will be considered).
15. The initial period of contract shall be for 1 (One) year from the date of award of contract. The rate quoted shall remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The period of Annual Maintenance Contract can be extended by a further period of 1 (one) year at the same rate, terms and conditions after completion of AMC period based on the performance of the service provider and if mutually agreed by both the parties in writing.
16. For Existing Resources (with the agency), Undertaking and Police Verification certificate need to be submitted for at least 6 desired resource person as per qualification and experience mentioned in the bid.

**UNDERTAKING FROM THE BIDDER**

**Director,  
National Institute of Fashion Technology,  
NIFT Delhi Campus,  
Near Gulmohar Park,  
Hauz Khas,  
New Delhi-110 016**

**Dear Sir/Madam,**

**We hereby unconditionally accept all terms and condition mentioned in „Tender enquiry for Annual Maintenance Contract for IT Infrastructure at NIFT Delhi (Head Office & Delhi Centre)” apart from those mentioned in the Deviation Sheets enclosed.**

**Regards,**

**(Authorized Signatory)**

**(Company Seal)**

**Date:**

**Technical bid****(To be sealed in envelop superscribed "Technical bid")****(PART-I)**

1. **Name of the Supplier** :
2. **Name of the authorized person** :
- (Who signs on the tender document) :
3. **Address of the Supplier** :
4. **Phone No** :
5. **Mobile No.** :
6. **Fax** :

**Document to be submitted:**

S.N.	PARTICULARS	Attached at pg. no.	Remark
1.	Undertaking from the Bidder - Annexure „A“		Copy to be attached
2.	Tender documents filled and duly signed(total-26pages) and without mentioning the rates.		To be filled and signed
3.	Point-by-point compliance of Terms and Conditions – As per format given in Annexure „-II“		Copy to be attached
4.	Bid Security Declaration Form.		Copy to be attached
5.	Any other Terms and conditions from Bidder (Please, note that the terms may or may not be acceptable to NIFT).		Copy to be attached
6.	Qualifying Criteria: Bidder must accept all the Term and Conditions.		Copy to be attached
7.	The annual turnover of maintenance of the vendor should not be less than Rs. <b>10 Crores per annum</b> in the preceding financial year (Only in Maintenance of computers and peripherals etc. to be considered. Sales will not be considered for the annual turnover of the firm). In support financial Statement e.g audited balance sheet, P/L Account statement for 2021-22 and 2022-23 and 2023-24 or CA certified statement of accounts in original should be submitted.		Copy to be attached
8.	Annual report of the company for the last three years		
9.	Income Tax Return for the last three years ie AY – 2022-23, 2023-24 and 2024-25		Copy to be attached
10.	VAT/Sales Tax registration certificate/GST		To be attached
11.	PAN Number.		To be mentioned
12.	The vendor must have successfully executed at least two orders for similar Infrastructure of nothing less than <b>Rs. 25 lakhs each</b> in the last five financial years as direct or part of ASP after sales service. The Bidder should submit documentary evidence in support of the above statement.		Copy to be attached

	(Copy of work order should be enclosed)		
13.	Provide details of after sale service in terms of manpower availability repair Labs etc at Delhi.		Copy to be attached
14.	The bidders are required to submit a (valid) copy of ISO 20000-1:2005 Certificate in service of Computer Hardware, Software & peripherals		Copy to be attached
15.	Any other related document which they wish to submit.		Copy to be attached

**Technical & Commercial Compliance/Deviation Statement**

Clause No (Terms &Conditions)	Description	Accepted (Yes/No)	Deviation (If any)
1.	<b>Validity of the offer:</b> 3 months		
2.	<b>Right of acceptance</b>		
3.	<b>Service and Support</b>		
3.1	<b>Work Hours</b>		
3.2	<b>Staff Education qualifications</b>		
3.3	<b>Proof of qualification and Experience</b>		
3.4	<b>Equipment working condition report</b>		
4.	<b>Maintenance</b>		
5.	<b>Responsibilities</b>		
5 (a)	Total hardware maintenance and replacement		
5 (b)	Software Maintenance		
5 (c)	Antivirus upgradation and installation		
5 (d)	Preventive Maintenance		
5 (e)	Shifting and reinstallation of hardware		
5 (f)	Data recovery support		
5 (g)	FMS		
5 (h)	Coordinating with suppliers and vendors		
5 (i.1)	Equipment addition/deletion to AMC list		
5 (j)	<b>Network operations</b> <ul style="list-style-type: none"> <li>• Maintenance and operations of network switches, routers and leaselines</li> <li>• Helping users for network related problems</li> <li>• Maintaining end to end connectivity</li> <li>• Assistance in addition and alteration of network points</li> <li>• Coordination with ISP in case of failure</li> <li>• Any other task not</li> </ul>		

	included above but required for smooth functioning		
6.	<b>Part Replacement</b>		
7.	<b>Up-Time</b>		
8.	<b>Penalty clause</b>		
8(a)	If problem not rectified in 24 hours 10 % of AMC rate as penalty		
8(b)	In case of Non adherence to preventive maintenance 10% of total AMC charges		
9.	<b>Power of Attorney</b>		
10.	<b>Prices</b>		
11.	<b>Payment Terms</b>		
12.	<b>Security Deposit</b>		
13.	<b>Spares and Tools</b>		
14.	<b>Signing of Tender</b>		
15.	<b>Results of the Tender</b>		
16.	<b>General</b>		
16 (a)	Tenderers are required to quote rates for FMS (Facility Management Services) and AMC both as per lists enclosed at annexure „C“		
16 (b)	The tenderer shall also give particulars of the banker(s), for reference to NIFT		
16 (c)	The vendor shall prior to commencement of the operation of contract, make available to NIFT the particulars of all the employees who shall be deployed on the maintenance work at NIFT; such particulars should include date of birth, permanent address, medical fitness certificate and Police verification report		
16 (d)	NIFT is not bound to		

	provide any mode of transport in respect of men or material required by the contractor for executing the AMC		
16 (e)	The contract shall remain valid for a period of one year from the date of commencement, and it may be renewed upto 3 years on mutually acceptable terms and conditions		
16 (f)	In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down		
16 (g)	The physical damage item or any item damage due to natural calamity like thunder-lightening will not be covered by AMC		
17.	<b>Termination Clause</b>		
17 (a)	In case during the contract period, the services are not provided satisfactorily NIFT reserves the right to terminate the contract by giving one month notice in writing and deduct the amount accordingly		
17(b)	In any case of termination of the agreement, the vendor will handover all the equipments/articles as supplied by NIFT in good working condition back to NIFT upfront. Otherwise, the cost of the faulty items will be deducted from the final payment at the end of the contract		
18.	<b>Arbitration</b>		
19	<b>Jurisdiction</b>		

**NIFT NEW DELHI CAMPUS  
PRICE BID**

List of items for AMC for non Warranty items						
Sr. No.	Items	Make/Model	Qty.	Rate per Unit	Tax (If Any)	Total Value
1	Desktop Computer	ACER VERITON	49			
		ACER VERITON M4660G	100			
		LENOVO H30-50	01			
		LENOVO M71E	13			
		LENOVO M910T	42			
		LENOVO M92P	01			
		LENOVO M93P	17			
2	Server	HP ML150	01			
		ACER G540 ALTOS	01			
		HP NL350G6	01			
		LENOVO M30A8	01			
3	Printers	HP CLJ PRO MFP M177FW	03			
		HP CLJ PRO MFP M183FW	02			
		HP L MFP 1188W	01			
		HPLJ 1022N	19			
		HPLJ 1020 PLUS	05			
		HPLJ 1213 MFP	04			
		HPLJ 1319	21			
		HPLJ 1536	01			
		HPLJ 3015	03			
		HPLJ 3050	07			
		HPLJ C100MFP M175	03			
		HPLJ M1136MFP	05			
		HPLJ M233 DW	01			
		HPLJ M425DW	01			
		HPLJ MFP 136NW	13			
		HPLJ P1108	13			
		HPLJ P1505	11			
HPLJ PRO MFP M128 FW	02					
		HPSJ 5590	04			
		HPSJ G3110	03			
		HPSJ PRO 3000	03			
		KODAK I 1190	02			

4	Scanner	SIMBOL BARCODE	01			
		ZEBRA BARCODE	01			
5	Network	WIFI CONTROLLER	02			
		NETGEAR POE SWITCHS 24 PORTS	09			
		NETGEAR POE SWITCHS 8 PORTS	02			
		SWITCHS 24 PORTS NON POE	15			
		SWITCHS 16 PORTS NON POE	05			
		SWITCHS 8 PORTS NON POE	20			
		SWITCHS 5 PORTS NON POE	19			
		NETGEAR WNDAP 360 ACCESS POINT	48			
		DLINK WIFI ROUTER	10			
6	Projectors	BANQ MP623	01			
		EPSON EB-108	01			
		EPSON EB-1880	01			
		EPSON H860C	01			
		EPSON H987C	01			
		OPTOMA W331	08			
		SHARP PG-D3050W	03			
		SONY VPL-DX120	16			
		SONY VPL-EW246	05			
		VIVITEK H1186-WT	01			
7	All In One Desktops	DELL OPTIPLEX 7470	02			
		APPLE I MAC A1419	25			
		APPLE I MAC M 1 CHIP A2438	07			
		APPLE IMAC	09			
		APPLE RATINA 5K	01			
8	TFT Displays	18 INCH TFT	01			
		19 INCH TFT	18			
		22 INCH TFT	03			
<b>Total</b>						

**NIFT Head Office  
PRICE BID**

<b>List of items for AMC for non Warranty items</b>						
<b>S.No</b>	<b>Item</b>	<b>Make</b>	<b>Qty</b>	<b>Rate per Unit</b>	<b>Tax (If Any)</b>	<b>Total Value</b>
1	Server	LENOVO M TYPE 70DJ	01			
2	Desktop computers	ACER VERITONE M6660G	06			
		DELL OPTIPLEX 3050	25			
		DELL OPTIPLEX 7050	30			
		HP 280 Pro G6 Microtower PC	04			
		HP PRODESK 600 G5	02			
		IBM	01			
		LENOVO M920T	10			
		LENOVO M93P	20			
3	Laptop	APPLE MACBOOK AIR 13"	01			
		Dell INS5482	01			
		DELL LATITUDE E3470	01			
		DELL LATITUDE E7470	01			
		DELL VOSTRO 3350	08			
		DELL VOSTRO 3460	01			
		DELL XPS 13 ULTRABOOK	01			
		LATITUDE 3400	02			
		LENOVO IDEAPAD 510	01			
4	Printer	CANON IG MF 643 CDW	01			
		HP LASER 108A	05			
		HP LJ 1020 PLUS	01			
		HP LJ 1022	02			
		HP LJ 1022N	01			
		HP LJ PRO MFP M 226 DW	02			
		HP LJ PRO MFP M 329 DW	01			
		HPCLJ CM1415FNW	01			
		HPCLJ M175NW	02			
		HPCLJ M176N	02			

		HPCLJ M180N	04			
		HPCLJ M277DW	02			
		HPCLJ M377DW	01			
		HPCLJ M476DW	01			
		HPCLJ PRO MFP M 183FW	01			
		HPCLJ277DN	01			
		HPLJ 1020+	04			
		HPLJ 1020plus	01			
		HPLJ 1022N	50			
		HPLJ 1102W	01			
		HPLJ 1213NF	01			
		HPLJ 1319	01			
		HPLJ 1320	01			
		HPLJ 3015	01			
		HPLJ 3050	03			
		HPLJ C100MFP M175	01			
		HPLJ M1005	02			
		HPLJ M1005 MFP	01			
		HPLJ M1136	01			
		HPLJ M128FN	01			
		HPLJ M226DN	03			
		HPLJ M227SDN	02			
		HPLJ M227SWN	01			
		HPLJ M403D	02			

		HPLJ M427 FDW	07			
		HPLJ MFP 227SDN	01			
		HPLJ MFP M233SDW	05			
		HPLJ P3005D	01			
		SAMSUNG ML2161	01			
5	All In One Desktops	APPLE	03			
		DELL INSPIRON 5348	01			
		DELL OPTILEX 7450	09			
		DELL OptiPlex 5400	03			
		DELL OPTIPLEX 5480	01			
		DELL OPTIPLEX 7400	01			
		DELL OPTIPLEX 7440	01			
		DELL OPTIPLEX 7780	01			
		DELL OPTIPLEX 9030	02			
		LENOVO C460	01			
		OptiPlex 5490	01			
6	Network	SWITCH NON POE 24 PORTS	03			
		SWITCH NON POE 16 PORTS	07			
		SWITCH NON POE 8 PORTS	11			
		SWITCH NON POE 5 PORTS	05			
7	TFT Displays	ACER AL1917W 19 INCH	04			
		LENOVO E2054A 20 INCH	01			
8	Scanners	KODAK I 1150	03			
		KODAK I 2800	01			

		KODAK i1150	01			
Total						

**NIFT DELHI CAMPUS  
PRICE BID  
LIST OF EQUIPMENTS FOR FMS SUPPORT**

S.No	Item	Make	Qty	Rate per Unit	Tax (If Any)	Total Value
1	All In One Desktops	HP ProOne 440 G9	01			
2	Desktops	DELL OPTIPLEX 5000	68			
		DELL PRECISION 3680 TOWER	52			
		DELL OPTIPLEX TOWER PLUS 7020	49			
3	PRINTERS	HPLJ 1188NW	04			
4	SCANNERS	CANON DR-C225	02			
5	PROJECTORS	EPSON EB-992F	11			

**HEAD OFFICE PRICE  
BID  
LIST OF EQUIPMENTS FOR FMS SUPPORT**

S.No	Item	Make	Qty	Rate per Unit	Tax (If Any)	Total Value
1	ALL IN ONE DESKTOPS	APPLE MAC M3 24 INCH	01			
		HP ELITEONE 870	01			
		OptiPlex All-In-One 7410	03			
2	DESKTOPS	HP ET 600 G9	16			
		HP ET SFF 600 G9	08			
3	LAPTOPS	DELL MOBILE PRECISION 3591	02			
4	PRINTERS	CANON IMAGE CLASS MF275DW	07			

		CANON IMAGE CLASS MF645CX	04			
		CANON IMAGE CLASS LBP122DW	06			
						<b>Total</b>

<b>Total AMC Charges as per annexure- C ( List I + List II + List 3) = Rs.</b>
(Rupees in Words: _____)

**Bid Security Declaration Form**

Date: \_\_\_\_\_

Tender No. \_\_\_\_\_

To (insert complete name and address of the purchaser)

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Security Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) Have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) Having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders. I/We understand this Bid Security Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)

in the capacity of (insert legal capacity of person signing the Bid Security Declaration)

Name: (insert complete name of person signing he Bid Security Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on \_\_\_\_\_ day of \_\_\_\_\_ (insert date of signing)

Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Security Declaration must be in the name of all partners to the Joint Venture that submits the bid)

Seal/Signature of tenderer