



राष्ट्रीय फैशन टेक्नालॉजी संस्थान, कोलकाता केन्द्र

NIT No. e-05/2018(Pur-Kol)



**Tender Document Fee
Rs. 200/-+5% GST**

राष्ट्रीय फैशन टेक्नालॉजी संस्थान कोलकाता केन्द्र

(वस्त्र मंत्रालय, भारत सरकार)

NATIONAL INSTITUTE OF FASHION TECHNOLOGY, KOLKATA

(A Statutory Body governed by the NIFT Act 2006 &
set up by Ministry of Textiles, Govt. of India)

(ISO 9000:2008 certified Institute)

TENDER DOCUMENT

FOR

COMPREHENSIVE AMC OF NETWORKING (LAN & WiFi)”

NIT No.: e-05/2018(Pur-Kol)

OPENING DATE FOR ONLINE SUBMISSION OF TENDER	16/02/2018
CLOSING DATE FOR ONLINE SUBMISSION OF TENDER	15/03/2018 up to 2.00 pm.
Date and time of opening of tenders (Technical Bid)	15/03/2018 at 3.00 pm.

Opening Date and Time of Financial Bidding: will be notified to the short listed bidders only

PREAMBLE / INTRODUCTION

National Institute of Fashion Technology is a Statutory Body governed by the NIFT Act 2006 & set up by the Ministry of Textiles, Govt. of India

Note: 1. NIFT Donations are exempted u/s 80 (G) of Income Tax Act.
2. Being registered with DSIR, NIFT is entitled for Custom/Central Excise duty exemption.

(A) TENDER NOTICE

NIFT, Kolkata invites **online** tender under two bid systems for “Comprehensive AMC of Networking (LAN & WiFi)” from eligible reputed Firms/Agencies having at least 03 (Three) years work experience in executing similar kind of services/jobs in Central/State Govt. Department/PSUs/MNCs Reputed Academic Institutes/Organisations.

The hard copy of the tender alongwith fees(i.e EMD & Tender document Cost), necessary/relevant documents and should be placed in a sealed envelope superscribed with “**Comprehensive AMC of Networking (LAN & WiFi) (NIT No.: e-05/2018(Pur-Kol))**” and addressed to the shall be sent Purchase Officer, National Institute of Fashion

Seal and Signature of the tenderer with date

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Technology, Block-LA, Plot-3B, Sector-III, Salt Lake City, Kolkata- 700098 or dropped in the Tender Box kept at the said address on or before 15.03.2018 up to 2.00 financial bid should be quoted online only and need not to be sent.

(B) SUBMISSION OF BID

- i) The interested firms should apply online and submit their bids along with scanned copies of all the relevant certificates, documents, etc. in support of their technical & price bids – all duly signed – on the <https://nifttenders.eproc.in/> from 16.02.2018 to 15.03.2018 up to 2.00 P.M.
- ii) Tender documents are also available for viewing on the “tenders” link of the NIFT website i.e. <https://nifttenders.eproc.in/>
- iii) Applications to this tender will be accepted only in the online mode through the website <https://nifttenders.eproc.in>. No other mode of application will be considered & accepted.
- iv) For applying online, the prospective bidder/Firm should get itself registered at <https://nifttenders.eproc.in>
 - Registration Charges of Rs. 2000/- + (GST) = Rs- 2360/- (Two Thousand Three Hundred Sixty Only) non-refundable.
 - Bid Processing Fee charges of Rs. 200/- + Rs 36/- (GST) =Rs. 236/- non-refundable through online payments only.
- v) The interested firms are advised to read carefully the entire tender document before submitting their tender and the tender documents not received online in prescribed format and/or are found incomplete in any respect shall be summarily rejected.
- vi) Any further clarifications can be sought from the NIFT office on Telephone No. 033- 23357546, NATIONAL INSTITUTE OF FASHION TECHNOLOGY, NIFT Campus, Block-LA, Plot-3B, Sector-III, Salt Lake City, Kolkata- 700098.

For online Participation:

For More enquiries/For Helpdesk officers:- Mr.Sandeep Bhandari,

E-mail:- sandeep.bhandari@clindia.com

Phone No.:- 0124-4302033/36

Commencing date of Tender: 16.02.2018

Last date of Submission: 15.03.2018 up to 2.00 PM

Date of opening of Tender (Technical Bid): 15.03.2018 at 3.00 PM

Cost of Tender form: Rs 200/- +5%GST (Non-refundable)

Earnest Money Deposit: Rs10,000/- (Rupees Ten Thousand only)

Security Deposit: Rs.10% of work order value (To be submitted by the selected/successful bidder after receiving of work order)

A) Scope of Work:

Service and Support: To maintain and ensure smooth functioning of networking system (LAN & WiFi) installed at NIFT Kolkata (at NIFT Campus at Block-LA, Sector-III, Salt Lake City, Kolkata-700098 and at

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NIFT Girls' Hostel at GE-4, Sector-III, Salt Lake City, Kolkata-700106) to keep the networking system in good working order.

Responsibilities:

- i. UP-TIME: LAN & WiFi network in NIFT Campus & Girls' Hostel should be up for 24x7 hours. The service provider should attend to any call within 1-2 hrs. from the time of logging of the call and fault should be rectified within 4 to 5 hours. If the fault is not rectified within 8 hours from the time of registering the complaint, the contractor should provide stand-by system with the same or higher configuration. Otherwise, NIFT reserve the right to get the system rectified from any other source(s) and cost to this effect will be recovered from quarterly/monthly bill(s) and/or from the security deposit and/or to be paid by the contractor.
- ii. Where any items/parts/components need replacement, the same shall be replaced with same make, specification of items/component/part. In case the brand/model has become obsolete, the same shall be replaced with same or superior quality of the items/parts/components and should carry at least one year warranty.
- iii. In case an equipment/machine is being taken out for servicing to service centre, the contractor shall provide standby equipment/machine and will take prior permission of the concerned department/official of NIFT before taking the equipment out. Cost of transportation and insurance of equipment/machines will be borne by the contractor.
- iv. The Contractor shall maintain the whole Networking Systems in good working condition till the end of the AMC tenure and handover all inventory in good working condition to the next agency/contractor/NIFT, in case the AMC is not extended or is expired.
- v. Call Reports should be submitted after attending each call. Also, the contractor may submit monthly reports to the concerned NIFT official, stating the complete list and status of the networking system.
- vi. Preventive maintenance, at least once in each month must be carried out and report should be submitted to the concerned official of NIFT Kolkata. If not done the monthly preventive maintenance, penalty of Rs.2-5% of the quarterly bill value should be imposed.
- vii. The Contractor shall provide the backup spare, if required; no extra charge will be paid for the same.
- viii. In case any shifting and re-installation/re-fixation of AP/Switch, etc. as and when required will done without any additional charge.

B) Terms & Conditions:

1. Please read the terms & conditions carefully before online submission/filling up the document. Incomplete tender documents will be summarily rejected. Only on-line bids will be considered.
2. Conditional or offline tender will not be accepted or the condition(s) may not be considered.
3. The Contract shall be initially for one year and may be extended/renewed for further periods subject to satisfactory service and/or as per requirement of NIFT, Kolkata.

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4. The agency/tenderer should have at least three years of relevant experience in executing/rendering such services. The agency should have at least 3 work order, with AMC value of minimum 3 lakhs.
5. The contract for Comprehensive AMC of Networking(LAN & WiFi) shall be commercial contract and between NIFT & the successful tenderer. There shall be no employer-employee relationship between NIFT and the Tenderer or the staff/personnel deputed by the said contractor.
6. Hard copy of tender(s) submitted beyond the scheduled last date & time due to whatever reason including postal delays and without the required fees, Annexure(s) & documents will not be considered.
7. A separate **Demand Draft of Rs. 200/- +5% (GST)** (Non-Refundable) drawn in favour of NIFT Kolkata payable at Kolkata towards tender document cost shall be attached with Technical Bid.
8. All tenderers are required to submit **Earnest Money Deposit (EMD) of Rs.10,000/-** (refundable) in the form of Demand Draft (should be drawn beyond the date of notification of this NIT) in favour of NIFT Kolkata payable at Kolkata. No interest shall be paid on the said EMD and will be returned after finalization of the tender; however, the EMD of the successful bidder will remain with NIFT and will be forfeited in the following events:
 - a. If information declared/document submitted found false/fake/forged
 - b. If the selected/successful bidder does not accept the W.O., or, unable to provide services
 - c. If the bidder withdraws his bid/quote
9. The successful tenderer shall be required to deposit **10% of work order value (AMC cost) as Security Money** within 15 days of receiving of Work Order. No interest shall be paid on such security deposit, which shall remain with the Institute during the entire period of the contract and it shall be released after two months from the date of expiry of the contract after deducting dues, recovery, etc., if any and as applicable. However if the contract is terminated due to any default of the contractor, the said security deposit will be forfeited.
10. The minimum annual turnover of the tenderer for the last two years should not be less than **Rs.100 Lakhs** per year which should be substantiated by valid document(s), viz. PL/IT Returns/Audit report, etc..
11. The AMC is of Comprehensive type, i.e. inclusive of all spares/parts and configuration and All LAN/UTP cable & RJ-45 and also casing & piping etc.
12. All statutory obligations under various laws from time to time will have to be met by the contractor for which no extra payment shall be made to successful tenderer at any time during the contract period. NIFT will no way be responsible for any default with regard to any statutory obligation.
13. The quotes should be valid for all the tenders at least 3 months from the date of opening of the tender and rates quoted by successful tenderer shall be valid for the entire period of contract. However, prevailing statutory rates as revised by the Govt. from time to time will be considered.
14. The Successful Bidder should be deputed competent service engineer(s) for trouble shooting and maintenance as and when required. In emergency/urgent/unavoidable circumstances the contractor may be required to provide the service on Saturday/Sunday/holidays also, which will be communicated accordingly.

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Payment Terms:

15. No payment shall be made in advance. Payment will be made quarterly in arrear basis against bill in triplicate and based on satisfactory certification by the concerned NIFT official(s), Kolkata. Penalty may be imposed on the bill amount due to non-satisfactory service. Generally the penalty amount will be 10-20% of the bill amount; however, the same may vary based on the level of performance which may be decided by the NIFT authority and decision of NIFT in this regard will be final & binding upon the contractor.
16. The number of Networking items (LAN & WiFi) under this AMC (mentioned in **Annexure “IV”**) may be increased/ decreased depending on the requirement and the payment will be made accordingly and on actual based on the quoted rate as applicable.
17. The name and address of the tenderer shall be clearly written in the space provided and no overwriting, correction, insertion shall be permitted in any part of the tender unless duly countersigned by the tenderer. The tender should be filled in and submitted in strict accordance with the instructions laid down herein; otherwise the tender is liable to be rejected.
18. Even after qualifying in the technical bid, the financial bid may be rejected if not found in order.
19. In case of L-I is more than one, the selection criteria [viz. the past performance, turnover, etc.] would be at the discretion of NIFT. The decision of NIFT, in this regard and for selection of successful bidder in such a situation, will be final in all respect and will be binding to all the tenderers.
20. Lowest bid may not be the only criteria for selection; preference shall be given to the other factors, viz. previous relevant experience with other organization(s), turnover, quality of service, reputation, etc. and successful tenderer will be selected accordingly. Decision of NIFT Authority in this regard shall be final and binding on all the bidders.
21. NIFT is not bound to issue work order to the agency being the ‘L-1’ bidder; weightage/ preference will also be given to the other factors, viz. previous experience, quality of service, number of clients, yearly turnover, etc. to select the agency to award the work and the decision of NIFT in this regard and for selection of successful bidder will be final in all respect and will be binding on all the tenderers.
22. The service provider should attend to any call within 1-2 hrs. from the time of logging of the call and fault should be rectified within 4 to 5 hours. If the fault is not rectified within 8 hours from the time of registering the complaint, the contractor should provide stand-by system with the same or higher configuration. Otherwise, NIFT reserve the right to get the system rectified from any other source(s) and cost to this effect will be recovered from quarterly/monthly bill(s) and/or from the security deposit and/or to be paid by the contractor.
23. NIFT will not provide any mode of transport in respect of manpower or any items/materials required for the contract.
24. In case of any damage or loss to the Institute’s property or material caused directly or indirectly by the personnel, the agency shall be held fully responsible, and the Institute shall be entitled to recover appropriate amount with penalty from contract fees payable to the Agency. The amount of loss or damage as determined by NIFT shall be final and binding on the contractor.

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25. As per the NIFT policy, payments and receipts to Government and Semi Government Agencies would be rounded off to the nearer higher rupee and in other cases the rounding off will be to nearest i.e., paisa 50 or above will be rounded off to the near higher rupee and paisa less than 50 will be ignored.
26. The Contractor shall not engage any Sub-Agent or Sub-Contractor whatsoever for the said AMC of networking (LAN & WiFi).
27. The Contractor shall abide by the Rules and Regulations of the NIFT, as may be enforced from time to time. The Contractor will have to work in close co-operation with others at the site.
28. The contract may be withdrawn by either side due to any reason by giving a minimum of 30 days' notice. The agreement with NIFT, in such cases, will be treated as cancelled before its expiry. However, NIFT reserves the right to terminate the contract at any point of time at its sole discretion due to non-satisfactory service or violation of T&Cs or due to any applicable reason and NIFT's decision in this regard shall be final and binding on the contractor.
29. An agreement on Non-judicial Stamp paper containing all the terms and conditions of the service is to be made by the successful tenderer with NIFT within one month from the date of issuing of work order and the same shall be notarised by the contractor at his own cost.
30. It is strongly recommended that the tenderer should inspect the site any time during working hours on any working day with prior appointment (Tel. 03323357546) before submission of bid; no extra amount shall be payable for non-awareness of the items or the site conditions and constraints, if any.
31. Any query/clarification with respect to the tender (T&Cs, etc.) may get cleared prior to submission of bid; concerned NIFT official(s) may be contacted (033-23357546) in this regard in between 9.00 am to 5.30 pm on any working day. However, NIFT will not entertain or clarify any such query during post bid.
32. All disputes are subject to Kolkata Jurisdiction only.

NIFT reserves the right to accept or reject any or all the tenders in part or whole or may cancel the tender at any stage of the tendering process at its sole discretion without assigning any reason whatsoever and decision of NIFT in this regard shall be final and binding on all the tenderers. No further correspondence in this regard will be entertained.

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Annexure- I

TENDERER TO FILL UP THIS PAGE

1.
 - a. Name of the tenderer / organization
 - b. Name of the proprietor/partners.....
 - c. Date of Establishment.....
 - d. Please specify as to whether Tenderer is sole proprietor/ Partnership firm/ Private or Limited Company.....
2. a. Address (Office):.....
 - b. Telephone No.
 - c. Mobile No.:.....
 - d. Email Id.:.....

3. List of reputed clients:

S l. no.	Client's Name	Contact Person	Contact number (with email-id, if any)	Remarks, if any
1				
2				
3				

4. Furnish copies of the following documents: [Please ✓]
 - i. Trade License
 - ii. PAN Registration
 - iii. GST Registration
 - iv. Shop & Establishment Act Registration

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- v. Annual Turnover (FY:2014-15, 2015-16)
- vi. ITR (AY: 2015-2016, 2016-2017)
- vii. Bank Details

5. DD [enclosed] details: please write your company name at the reverse of all DDs

- i. DD no. _____, dtd. _____, amt. _____, bank _____ [Tender Cost, if downloaded]
- ii. DD no. _____, dtd. _____, amt. _____, bank _____ [EMD]

1. Tenderer should submit the entire set of tender papers duly signed while dropping the tender.
2. Additional paper to furnish the above information may be used.

ANNEXURE – II

TECHNICAL BID for Comprehensive AMC for Network (LAN & WiFi)

Sl. No.	Particulars	Mention 'Yes' or 'No'
01	Whether demand Draft of Rs.200/- +5% favouring NIFT Kolkata is submitted as tender cost with the Technical Bid.	
02	Whether Demand Draft of Rs.10,000/- in favour of NIFT, KOLKATA is submitted as EMD with the Technical Bid.	
03	Whether capable and agreed to deposit 10% of work order value (AMC cost) as Security Deposit, if work order is awarded.	
04	Whether document in support of having minimum 03 (three) years experience in executing similar kind of works along with a list of organizations (Govt., PSU, reputed MNCs/ organisations) submitted. 2016-2017: Rs..... 2015-2016: Rs..... 2014-2015: Rs.....	
05	Whether copy of valid Trade License for this kind of jobs submitted	
06	Whether copy of Pan Card submitted	
07	Whether copy of GST Registration submitted	
08	Whether Bank Details submitted	
09	Whether copy of Registration of the contractor under the shop & Establishment Act submitted	
10	Whether minimum Annual turnover is Rs.100 Lakhs per year during the last 2 (two) years [i.e. Financial Year: 2014-2015, 2015-2016] [Please attach audited report Trading, PL & Balance Sheet from authorized Chartered Accountant) as a proof]	
11	Whether Copy of Income Tax Return for last 2(two) years submitted	

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	[i.e. Assessment Year 2015-16, 2016-17]	
12	Whether agreed to abide by all the terms & conditions of this tender	
13	Whether all DDs, Annexure-I, II & III duly filled, are enclosed with this Technical Bid	

(All above enclosures must be valid)

Annexure -III**Declaration by the Tenderer**

This is to certify that I/We, before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

I/We hereby undertake that the information provided with this tender are true and the tender is liable to rejection if the same is found to be false or the information is found to have been suppressed by me/us.

(Signature of Tenderer with seal)**Name:****Seal:****Address:****Phone No (O):****Date:****Seal and Signature of the tenderer with date**

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ANNEXURE-IV

FINANCIAL BID
for
Comprehensive AMC for Networking (LAN and Wi-Fi)

ROOM NAME	PRODUCT	Qty.	Rate per unit @Rs.	GST (%)	Total @Rs.
SERVER ROOM	CISCO 1841 ROUTER (S/n - FHK12502A4N)	1			
	UTP POINT	6			
LAB 1	UTP POINT	36			
	52 Port 10/100/1000 Mbps Smart Managed Switch Model: DGS-1210-52 with all LAN & UTP port	3			
	HCL BEE 42U 19" RACK	1			
	LUCENT 24 PORT JACK PANEL with all LAN & UTP port	5			
	12 PORT POWER STRIP	1			
LAB 2	UTP POINT	35			
LAB 3	UTP POINT	35			
LAB 4	UTP POINT	38			
LAB 5	UTP POINT	38			
Mac LAB	UTP POINT	8			

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	HCL BEE 42U 19" RACK	1			
	CABLETRON SMART SWITCH 6000	1			
	LUCENT 24 PORT JACK PANEL	5			
	12 PORT POWER STRIP	1			
FACULTY ROOM 2nd FLOOR	UTP POINT	8			
	Belkin 10/100 8 PORT SWITCH with all LAN & UTP port	2			
F TECH G.C LAB 1st FLOOR	HCL BEE 9U RACK	1			
	SMART STACK CABLETRON SYSTEM (ELS10-27TX)	1			
	LUCENT 24 PORT JACK PANEL	1			
	6 PORT POWER STRIP	1			
	UTP POINT	6			
FACULTY ROOM 1ST FLOOR	UTP POINT	6			
	DLINK 10/100 8 PORT SWITCH (DES1008D) with all LAN & UTP port	1			
LIBRARY	UTP POINT	5			
FACULTY ROOM 1 GROUND FLOOR	UTP POINT	10			
	4U RACK	1			
	DLINK DES 1016 16 PORT SWITCH with all LAN & UTP port	1			
FACULTY ROOM 2 GROUND FLOOR	UTP POINT	19			
	HCL 6U RACK	1			

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	DLINK DES 1024D 24 PORT SWITCH	1			
	24 PORT JACK PANEL	1			
COLLEGE CAMPUS	DLINK 24 PORT SWITCH with all LAN & UTP port	3			
DIRECTOR ROOM	UTP POINT	2			
PERSONAL DEPDT	UTP POINT	3			
Assistance Room GROUND FLOOR	DLINK DES 1016 16 PORT SWITCH	1			
	DLINK 10/100 8 PORT SWITCH (DES1008D)	1			
	UTP POINT	8			
	UTP POINT	4			
LD CONSTRUCTION LAB	DLINK 8 and 24 PORT SWITCH with all LAN & UTP port	2			
	HCL BEE 9U RACK	1			
	SMART STACK CABLETRON SYSTEM (ELS10-27TX)	1			
	JACK PANEL 24 PORT	1			
	UTP POINT	1			
COLLEGE CAMPUS	DLINK AP3200 WIFI AP with POE Adapter with all LAN & UTP port	5			
HOSTEL	DLINK AP3200 WIFI AP with POE Adapter with all LAN & UTP port	25			
	DLINK DR0250i ROUTER	1			
	20 Port 10/100/1000 Mbps Smart Managed Switch Model: DGS-1210-20 with all LAN & UTP port	4			
	24 Port 10/100/100/1000Mbps L2 Managed Switch Model: DGS-3100-24 with all LAN & UTP port	1			
	600 VA Offline , APC UPS	4			
	9U RACK	4			
	CISCO ISR4321 Router(under warranty) (for configuration/support pnly)	1			
SERVER ROOM	D Link, DWS-3160-24TC, Wi-Fi Controller (with 36 AP Lic)	1			

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COLLEGE CAMPUS	D Link, DWL-3600AP with all LAN & UTP port	34			
COLLEGE CAMPUS	D Link, DGS-1500-28, Switch with POE with all LAN & UTP port	11			
COLLEGE CAMPUS	D Link, DGS-3200-24, Switch with all LAN & UTP port	1			
COLLEGE CAMPUS	APW Equipment Rack 9U including power strip & FAN with D-LINK Jack Panel 24 Port with UTP port	6			
Server Room and IT Lab	Dlink Fiber Module DEM-310GT	2			
	D-Link Fo Cable 6 Core SM NCB-FS09O-AUHD-06	100.00 Mtr.			
	D Link FO LIU 6 Port R/M Unloaded	2.00 Nos.			
	D-Link Fo Adapter Plate SC 6port	2.00 Nos.			
	D -Link Fo Coupler SC SM	12.00 Nos.			
	D-Link Fo Pigtail SC SM (NCB-FS09S-SC1)	12.00 Nos.			
	D-Link Fo Patch Cord LC-SC SM Duplex 2mtrs	2.00 Nos.			
Grand Total					

GST should be mentioned specifically. Firms must clearly indicate in their offers the GST which they propose to charge mentioning clearly the present rate(s) thereof. Vague offer like “duties as applicable” “Taxes Extra”, etc. “all inclusive” shall not be considered.

Note: All equipment's are Comprehensive AMC including configuration and All LAN/UTP cable & RJ-45 and also casing & Piping, etc.

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