



राष्ट्रीय फैशन प्रौद्योगिकी संस्थान, कोलकाता केन्द्र



NIT No.: e-03/2022(Pur-Kol)



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)

e-TENDER
For

Comprehensive AMC of IT Infrastructure [Desktop, Workstation, Server, Printer and Scanner]

Tender No.: e-03/2022(Pur-Kol)

OPENING DATE FOR ONLINE SUBMISSION OF TENDER	06/12/2022
CLOSING DATE FOR ONLINE SUBMISSION OF TENDER	21/12/2022 up to 2.00 PM.
Date and time of opening of tenders (Technical Bid)	22/12/2022 at 2.00 PM.

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.

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 17 centers. It provides four years under graduate (UG) program in design and technology, two years post graduate (PG) program to address the specialized needs of professional and students in the field on fashion. NIFT has its head office at New Delhi with its campuses located at Bengaluru, Bhopal, Bhubaneswar, Chennai, Gandhinagar, Hyderabad, Jodhpur, Kangra, Kannur, Kolkata, Mumbai, New Delhi, Patna, Panchkula, Raebareli, Shillong and Srinagar.

Founded in 1995, National Institute of Fashion Technology (NIFT), Kolkata is providing education in the field of Design, Technology and Management. NIFT Kolkata is one of the five oldest Centres among the NIFT fraternity and stands as a pioneer of fashion training and research.

Seal & Signature of the tenderer with date & seal



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TENDER NOTICE

NIFT, Kolkata invites **online** tender under two bid systems for "Comprehensive AMC of IT Infrastructure [Desktop, Workstation, Server, Printer and Scanner]" 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 /Organizations.

SUBMISSION OF BID AND AVAILABILITY OF TENDER DOCUMENT

i. Complete set of Bidding Document in English may be downloaded at free of cost from CPP Portal (URL: <https://eprocure.gov.in/eprocure/app>) and from NIFT's website URL:<https://nift.ac.in/kolkata>.

Corrigendum/addendum, if any, shall be published only on the aforesaid website and separate communication in this regard will not be sent for the same to any individual.

ii. Instructions regarding submission of online bids are available at URL: <https://eprocure.gov.in/eprocure/app>

iii. Bids shall be submitted through online only. Manual / physical bids will not be accepted.

iv. On submission of online bid, please intimate the same to the e-mail ID: purchase.kolkata@nift.ac.in

Scope of Work for Desktop, Workstation, Server, Printer and Scanner

- i) The AMC includes upkeep of systems including installation of Operating Systems (OS) & all the software (MS Office, Adobe CC Suit, Corel, Auto CAD, 3D Studio Max., Antivirus, etc.). Software will be provided by NIFT.
 - ii) Preventive maintenance of each system should be done at least once in each month.
 - iii) The AMC is of Comprehensive type, i.e. Inclusive of all spares/parts etc..
 - iv) **One and more efficient service engineer(s) should be stationed to carry out the assignment smoothly and no extra payment will be made for the same. In emergency/urgent cases the vendor may be asked to provide the Engineer for service/support on Saturday/Sunday and Holiday also without any extra payment/facility that will be communicated accordingly.**
 - v) The vendor shall provide maintenance services from 9:00 AM to 6:30 PM 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.
- a) To keep all the systems in good working condition:**
- i) Maintenance of all Hardware/systems as Annexed.
 - ii) Installation & maintenance of Software, if any.
 - iii) Anti-Virus loading, regular updating and virus cleaning
 - iv) Any items Shifting and reinstallation as applicable as and when required.

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b) SPARE PARTS REPLACEMENT

i) Faulty parts that need replacement are to be replaced with the same specification and of same make; if the spare parts of same specification and make is not available the same may be replaced with spare/parts of higher specifications/ configuration and/or of make/brand agreed by NIFT. The replaced spare parts should be new and at par or higher with the faulty parts. For Printer all spare parts including Roller and Teflon of Printers are covered under the comprehensive AMC.

c) UP-TIME

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 12 hours from the time of registering the complaint, the contractor should provide stand-by system with the same or higher configuration.

d) Preventive maintenance of each system should be done at least once in each month.

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.
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 10 lakhs.
5. The contract for Comprehensive AMC of Desktop, Workstation, Server, Printer and Scanner 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. In lieu of EMD/Bid Security, bidders have to furnish the "Bid Securing Declaration Form" as per format specified in Annexure-III(A) of this tender document.
8. 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.

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9. The minimum annual turnover of the tenderer for the last two years should not be less than **Rs.50 Lakhs** per year which should be substantiated by valid document(s), viz. PL/IT Returns/Audit report, etc..
10. All equipment's are Comprehensive AMC are under covered with AMC
11. 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.
12. 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.
13. 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.

Payment Terms:

14. 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/Liquidated Damages may be imposed on the bill amount due to non-satisfactory service. Generally the penalty/ liquidated damages 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.
15. The number of items (Desktop, Workstation, Server, Printer & Scanner), 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.
16. 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.
17. Even after qualifying in the technical bid, the financial bid may be rejected if not found in order.
18. 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.
19. 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.

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- 20.** The Availability of Office of Service Provider: An office of the Service Provider must be located in the state of Consignee. Documentary evidence to be submitted in the Technical Bids.
- 21.** The bidders should have not been Black listed by any of the Government Agency in the past years for any reasons whatsoever.
- 22.** The Micro and Small scale industrial units, Startups registered under Department of Industrial Policy and Promotion (DIPP) are exempted from prior experience & turnover prior. Document proof for the same is to be provided in the Technical bid for clearance exemption
 - a) Further, as per Department of Expenditure, Ministry of Finance OM No. F.20/2/2014/PPD-(Pt) dated 25.07.2016 circulated vide note F. No. 24/2/2013/Fin-1 dated 02.08.2016, relaxation of the condition of prior turnover and prior experience in public procurement has been extended to all Startups (whether MSE or not) subject to meeting of quality and technical specifications in accordance with the relevant provisions [Rule 173(i)(b) of GFR, 2017].
 - b) Against the tender, if the bidders in their offer have submitted documents to prove the Startup/MSE status for the tendered item without certificate towards quality, assurance and capability from some authority like MSME, NSIC, etc., the Technical Team of NIFT, Kolkata, if needed, may assess the techno-commercial capability of the vendors to provide the required service as per the prescribed quality and technical specification before awarding contract to them.
 - c) If favorable technical capability reports obtained earlier on such firms for rendering service of the item in question as per the required specification is available, these may be considered for granting relaxation to the criteria of prior experience and prior turnover provided date of such reports are not more than one year from the date of opening of bids.
- 23.** 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.
- 24.** 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 systems with the same or higher configuration including all accessories, equipments, cartridge etc.. 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.
- 25.** NIFT will not provide any mode of transport in respect of manpower or any items/materials required for the contract.
- 26.** 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/liiquidated damage from contract fees payable to the

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Agency. The amount of loss or damage as determined by NIFT shall be final and binding on the contractor.

27. 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.
28. The Contractor shall not engage any Sub-Agent or Sub-Contractor whatsoever for the said AMC.
29. 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.
30. 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.
31. 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.
32. 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.
33. 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:

Sl. no.	Client's Name	Contact Person	Contact number (with email-id, if any)	Remarks, if any

4. Furnish copies of the following documents: [Please ✓]
 - i. Trade License
 - ii. PAN Registration
 - iii. GST Registration
 - iv. Shop & Establishment Act Registration
 - v. Annual Turnover (FY:2019-20, 2020-21 and 2021-22)
 - vi. ITR (AY: 2020-21, 2021-22 or 2022-23)
 - vii. Bank Details

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ANNEXURE – II

TECHNICAL BID
for

Comprehensive AMC of IT Infrastructure [Desktop, Workstation, Server, Printer & Scanner]

Sl. No.	Particulars	Mention 'Yes' or 'No'
01	Whether capable and agreed to deposit 10% of work order value (AMC cost) as Security Deposit, if work order is awarded.	
02	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/ organizations) submitted. 2019-20, 2020-21 & 2021-22.	
03	Whether copy of valid Trade License for this kind of jobs submitted	
04	The bidders are required to submit a (valid) copy of ISO 20000-1:2005 Certificate in service of Computer Hardware, Software & peripherals.	
05	Whether copy of PAN and GST Registration submitted	
06	Whether Bank Details submitted	
07	Whether copy of Registration of the contractor under the shop & Establishment Act submitted	
08	Whether proof of Startups registered under Department of Industrial Policy and Promotion (DIPP) for exemption of experience and turnover submitted	
09	Whether minimum Annual turnover is Rs.50.00 Lakhs per year during the last 2 (two) years [i.e. Financial Year: 2019-20, 2020-21 or 2021-22 (any two)] [Please attach audited report Trading, PL & Balance Sheet from authorized Chartered Accountant) as a proof]	
10	Whether the agency should have at least 3 work order, with the AMC value of minimum 10 lakhs each in the last five financial years.	
11	Whether Copy of Income Tax Return for last 2(two) years submitted [i.e. Assessment Year 2020-21, 2021-22 or 2022-2023 (any two)]	
12	Whether agreed to abide by all the terms & conditions of this tender	
13	Whether all DDs, Annexure-I, II, III, III(A) & III(B) duly filled, are enclosed with this Technical Bid	

(All above enclosures must be valid)

Seal & Signature of the tenderer with date & seal



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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 &Signature of the tenderer with date & seal



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ANNEXURE-III(A)

Bid Securing Declaration Form

Date: _____

TenderNo. _____

To
The Director,
National Institute of Fashion Technology,
NIFT Campus,
Block-LA, Plot-3B,
Sector-III, Salt Lake City,
Kolkata-700106

I/We, the undersigned, declare that:

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

(Signature of the Tender with Seal):

Date:

Address:

Seal & Signature of the tenderer with date & seal



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ANNEXURE-III(B)

SELF-DECLARATION – NO BLACKLISTING

In response to the Tender Document for Comprehensive AMC of IT Infrastructure [LAN & WiFi, Projector, Printer and Laptop] at NIFT Kolkata, I/ We hereby declare that presently our Company/ firm _____ is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

I/We further declare that presently our Company/ firm is not blacklisted or debarred and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission including violation of relevant labour laws.

I/We further declare that contract of our Company/ firm has never been terminated by any State/ Central Government/ PSU/ Autonomous Body due to deficiency in services, performance or any other defaults.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our security may be forfeited in full and the bid, if any to the extent accepted may be cancelled at any stage and the contract may be terminated and we shall be debarred from bidding in future against any other tender.

Yours faithfully,

Place:

Date:

(Signature of the Tender with

Seal):

Seal & Signature of the tenderer with date & seal



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ANNEXURE-IV

FINANCIAL BID

for

A) Comprehensive AMC and FMS Required for IT Infrastructure (Desktop/Workstation/Server) of NIFT, Kolkata

Sl.	Particulars	Specification	Qty. (no.)	Remarks	Charges		
					Unit Price (in Rs.)	GST %	Total Price (in Rs.)
01	ACER VeritonM 4650G	Intel Core i7-7700 Processor (3.6 GHz, 8 MB Smart cache, 4 cores), 8GB RAM, 1TD HDD, DVD-R/W, Acer 21.5" IPS Full HD Monitor With 2 GB nVidia graphics card and Windows 10 Prof 64 bit O.S	50	FMS			
02	ACER Veriton M4660G	Intel Core i7-8700 Processor (3.2 GHz, 12 MB Smart cache, 6 cores), 8GB RAM, 1TD HDD, DVD-R/W, Acer 21.5" IPS Full HD Monitor With 2 GB nVidia graphics card and Windows 10 Prof 64 bit O.S	50	FMS			
03	ACER Veriton S2680G	Intel Core i7-11700 Processor (2.5 GHz, 16 MB Smart cache, 8 cores), 16GB RAM, 1TD HDD, DVD-R/W, Wi-Fi, Acer 21.5" Full HD Monitor With 2 GB nVidia graphics card and Windows 10 Prof 64 bit O.S	21	FMS			
04	Workstation PC : Fujitsu CELSIUS W57	Intel Xeon Processor 3.50 GHz, 16 GB RAM, 1 TB HDD, DVD R/W, nVidia quadro P1000 with 4 GB GDDRS Graphics card , 21.5 " FHD IPS LED Display with Windows 10 Pro 64 Bits OS.	35	AMC			
05	Dell Optiplex-5050	Intel Core i7-6770 (3.4 GHz), 8GB RAM, 1TB HDD, 2GB Graphics card, DVD RW, 18.5" LED MTR with Win 7 Pro	17	AMC			
06	Workstation PC : HP Z230T	Intel Xeon E3-1245 v3, 3.4 GHz, 8 MB L3 Cache, 8 GB RAM, 500 GB HDD, DVD R/W, Monitor 21.5", 4 GB professional Graphics Card, Windows 7 Prof 64 bit	35	AMC			
07	HP Elite 8300SFF Business Desktop	Intel Core i7-3770 Processor (3.4 GHz, 8 MB Cache), 4GB (1 x 4GB) DDR3 1600MHz RAM, 500GB SATA 6G HDD 7200rpm, DVD-ROM Drive, HP 18.5" LED Monitor, OS Win 8	82	AMC			
08	HP 8100 Elite CMT	Intel Core i5-650, 3.2 GHz, 4 GB RAM, 320 GB HDD, DVD RW and LCD MTR 18.5", OS: Win 7	21	AMC			
09	HP 3090 Pro MT	P-IV, Intel Core 2 Duo , 3.6 GHz, 2 GB RAM, 320 GB HDD, DVD RW and LCD MTR 18.5 "OS: Win 7	10	AMC			
10	Server: Fujitsu PRIMERGY TX2560 M2 Tower Server	Server: Fujitsu PRIMERGY TX2560 M2 Tower Server, Intel Xeon E5-2620 V4, 2.10GHz, 16 core, 20MB L3 Cache, 32 GB RAM, 2*1TB, 7.2k rpm SATA Hot Plug HDD, DVD RW, 19.5" LCD MTR with Win 2016 Std OS.	02	AMC			

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Note: For FMS (Facility Management Services) - Spare/parts will be supplied by OEM since 'under warranty'; hence to be quoted without spare parts for sl. no. 1-3 only.

B. Comprehensive AMC for IT Infrastructure (Scanner/Printer) of NIFT, Kolkata

Sl. No.	Item/Particulars (Specification)	Qty. (no.)	Rate per Unit (Rs.)	GST (@18%) (Rs.)	Unit Rate including GST (Rs.)	Total Rate for one year (Rs.)
		A	B	C =(B x 18%)	D=(B+C)	E=(D x A)
1	Scanner: HP Scanner 5590	04				
2	HP Scan Jet Pro 2500 f1	04				
3	Canon Scanner DR-M160II with Flatbed Unit FB 101	01				
4	Canon Scanner DR C225W	03				
5	HP Scan Jet 5590	04				
6	HP Scan Jet G3110	01				
7	HP Scan Jet N9120 (A3 ADF)	01				
8	Printer: Canon Printer MF249DW	03				
9	Canon Printer A3 iR2004N	01				
10	HP LJ 3050 (All-in-one)	10				
11	HP LJ 1022 N Printer	06				
12	HP LJ 3005d/dn Printer	11				
13	HP LJ 5200n Printer	01				
14	HP LJ 1320 Printer	01				
15	HP LJ 1160 Printer	02				
16	HP LJ P1007 Printer	03				
17	HP LJ-P1108 Printer	07				
18	HP LJ M1136 (All-in-one) Printer	07				
19	HP LJ M1536 DNF (All-in-one) Printer	02				
20	HP LJ Pro MFP M26nw (All-in-one) Printer	04				
21	HP LJ-P1102W Printer	02				
22	HP Colour LJ-M252N Printer	01				

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	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: Rate should be quote for all the above mentioned items.

Seal &Signature of the tenderer with date & seal