



NATIONAL INSTITUTE OF EDUCATIONAL PLANNING AND ADMINISTRATION
17-B, Sri Aurobindo Marg, New Delhi – 110016
Tel. 26544829/874/825; Fax: 26853041, 26865180
Website: www.niepa.nic.in

TENDER DOCUMENT

Comprehensive Annual Maintenance Contract for Computers / Peripherals, etc. installed in the National Institute of Educational Planning and Administration, New Delhi by reputed firm.

Date of issue of Tender Document	07.08.2019
Pre-Bid Meeting*	22.08.2019, 11 AM at NIEPA Office
Last date and time of submission of Tender Document	29.08.2019, up to 03:00 PM
Date and Time for Opening of Tender Document	
Technical Bids	29.08.2019, 03:30 PM
Financial Bids of Eligible Tenderers	(Date and time will be provided to the Tenderers via email)

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*Pre-Bid Meeting is open for all the interested prospective bidders; the purpose is to clarify any concerns bidders may have with the solicitation documents, scope of work and other details of the requirement as given in the tender document. For pre-bid meeting please write an email to Mr.Chandra Kumar MJ, System Analyst, NIEPA before 21.08.2019.

Tender Document fee: 1,000/-
Earnest Money Deposit (EMD): 20,000/-

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TENDER NOTICE

National Institute of Educational Planning and Administration, a deemed university under the Ministry of Human Resource Development, invites tender from professional firms for award of Comprehensive Annual Maintenance Contract of computers, printers, laptops, networking equipments as per the list at Annexure-III.

The tender is invited in two bid system i.e. Technical Bid and Financial bid. The bidder should place the technical and financial bid in two separate envelopes and should be superscribed as "Technical Bid" and "Financial Bid", respectively. These two envelopes should be placed in the main envelope which should be superscribed as "Tender for CAMC of Computers/Printers/Laptops/Networking Equipments 2019". The tender complete in all respect should be addressed to the Registrar, NIEPA, 17-B, Sri Aurobindo Marg, New Delhi- 110016 and reach the Institute office up to 03:00 PM on or before **29.08.2019**. The tenders will be opened in the presence of the representative of the firms on **29.08.2019 at 03:30 PM**.

[Handwritten Signature] 07/08/19
REGISTRAR (I/C)

PROFILE OF THE FIRM

1. Name of the Firm*	
2. Nature of the Organization (Govt. / Public/ Private / Partnership / Proprietorship)*	
3. (a) Address of the Registered Office of the firm with Phone Number, Mobile No., Fax and E-mail* (b) CST Reg. No. * (c) GST Reg. No. * (d) GST returns: *	
4. Self-attested copies of certificate issued in the name of the company under shops and Establishment Act *	
5. Manpower position (present)	
6. (a) List of establishments where firms are currently being run with dates of contract(s). (b) List of establishments where firms were run in the past with period of contract(s).*	
8. Details of testing and repair facility available with the Company.	
7. Annual turnover for last three years* (along with ITR copies)	

* Companies must enclose documentary proof, failing which; tender/bid may be cancelled.

[Signature]
23/07/2019

STATEMENT OF COMPLIANCE OF ELIGIBILITY CONDITIONS

Sr.No.	Description (Eligibility Criteria)	Compliance – (YES / NO)
1.	Deposit of Tender Document fee of Rs.1,000/- and Earnest Money Deposit (E.M.D.) of Rs.20,000/-	
2.	Minimum Experience – Should have been working in the maintenance services of Computers and peripherals for a minimum of <u>05</u> years*	
3.	ISO Certification: <i>(Work of maintenance of Computers/printers/Scanners/Laptops and LAN systems)</i>	
4.	Documentary proof for Clause mentioned at point no. 4 and 5 of 'Eligibility Criteria' (at page no. 11)	
5.	Documentary Proof that the firm is an authorized service provider for computers and accessories and a channel partner of at least one major brand like HP, Compaq, Wipro, IBM, Acer, Dell, HCL, LG or Lenovo.	
6.	Qualification of the qualified and experienced resident engineers of the firm, who will be deployed at the Institute	
7.	Income Tax PAN*	
8.	Service Tax/GST Registration with copies of GST returns*	
9.	Any other registration*	
10.	Acceptance of Terms and Conditions* (as mentioned under 'Scope and description of work' at page no. 06 and 'Statutory Obligations' at page no. 09 etc.)	


* Companies must enclose documentary proof, failing which; tender/bid may be cancelled.

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TENDER DOCUMENT FOR AWARD OF COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTERS, PRINTERS, NETWORKING EQUIPMENTS

Invitation to bid

1. Quotations are invited for award of Comprehensive Annual Maintenance Services of Computers, Printers, Networking equipments installed at NIEPA, New Delhi. The details of equipments which will be covered under the CAMC is given in Annexure-III.
2. Each bidder shall submit its bid in two bid format viz. 'Technical bid and 'Financial Bid' in separate sealed covers super scribing 'Technical bid' and "Financial bid' as the case may be. Both the envelopes should be placed in a main cover super scribing "Comprehensive AMC of Computers/Printers/Laptops/Networking equipments 2019". The 'Technical Bid' should contain all documents as listed in Annexure-I and Annexure B. The 'Financial Bid' shall not include any other document other than the price bid enclosed at Annexure-II and III.
3. The bid should be accompanied by proof of depositing tender document fee of Rs.1,000/- (Rupees One Thousand Only) and an earnest money deposit of Rs. 20,000/- (Rupees Twenty Thousand Only) in the Institute's account. Bids received without the requisite tender fee and EMD will be summarily rejected.
4. The bidder may inspect the equipment as indicated in Annexure-III between 10:00 AM to 04.00PM up to 28-08-2019 on any working day.
5. The bid complete in all respect along with proof of deposit of requisite tender fee and EMD should be addressed to the Registrar, NIEPA, 17-B, Sri Aurobindo Marg, New Delhi-110016 and should reach on or before 29-08-2019 up to 03.00 PM.
6. Bids received up to 03.00 PM on 29-08-2019 will be accepted. No late bids will be accepted under any circumstance.
7. The financial bids of the qualified bidders will be opened on a later date, which shall be communicated to the eligible bidder in due course of time.

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Scope and Description of Work

1. The maintenance services will consist of :
 - a) Attending to complaints raised by various departments/individuals of NIEPA on daily basis.
 - b) Comprehensive preventive and corrective maintenance of computers, printers, laptops connected in LAN and other equipments as listed in Annexure-III at NIEPA, New Delhi.
 - c) Necessary repairs, and if required, replacement of defective/damaged parts/components with genuine parts manufactured by the OEM. The details in respect of parts replaced, part number, serial number should be provided to the Institute whenever replacement of any part is made. The defective part should be the property of the Institute and submitted thereto. However, replacement of toners, cartridges, ribbons of printers will not be covered under CAMC.
 - d) The firm shall arrange for replacement of damaged/non-working parts free of cost as part of the CAMC (On-site):
 - i) All other parts/components/sub-assemblies (except in 1(c)) including fuser assembly, pressure roller, forfeiter card (PCA assembly), logic card, motor/motor gears, belts and rollers of laser/officejet printers.
 - ii) SMPS, Motherboard, internal cables for desktop computers.
 - iii) Motherboard, internal wires/cables of laptops.
 - iv) Since, this is a CAMC, all parts, even if not mentioned above, has to be replaced free of cost.
 - e) The firm must provide the following services:
 - i) Installation of hardware spare parts supplied through GeM and other third party vendors.
 - ii) Software licenses procured through GeM and other third party vendors.
 - iii) The firm should be a channel partner of IBM /Dell/HP/Lenovo etc.
 - f) All disputes or differences arising out of or in connection with the tender shall be settled by bilateral discussions on Pre-Bid Meeting. The decision of Institute's Administration shall remain final for any dispute, disagreement or question arising out of or relating to the Contract or relating to construction or performance, which cannot be settled amicably.
 - g) In case any equipment/machine is not repairable and needs to be carried to the company's workshop for repair, the concerned officials of the Institute shall be informed and written permission shall be taken before carrying the equipment/machine outside the Institute's premises.

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- h) The firm shall provide stand-by computer/printer/other hardware, in case; the office computer/printer/other hardware is carried to the firms' workshop for repair.
- i) The firm must provide the necessary support for maintaining virus free computer environment and help in upgrading the software. Detection mechanism would be provided by the firm.
- j) The firm shall be responsible for taking backup data and programme available on PCs/laptops before attending the fault and shall be responsible for reloading the same.
- k) The firm shall be responsible for data recovery and data security in case of system failure and crashing of HDD of any computer/laptop system under the maintenance contract.
- l) The firm shall manage network administration and troubleshoot all related issues to keep the system operational.
- m) During the contract period the contractor will make regular periodic preventive checks of the machines to minimize the breakdown. The firm shall plan, as per schedule of quantities, so that maintenance is carried out in each equipment at least once in three months. The firm will prepare log books for each of the machines to be taken under the CAMC and preventive maintenance with virus detection and special cleaning of the Monitor, Printer, Keyboard, Mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A Preventive Maintenance Report from the users would be submitted to Administration Section on regular basis.
- n) Installation of up to 10 Structured LAN points free of cost as a part of CAMC. Including, Repair, maintain and troubleshoot all LAN components including the switches, wireless routers to keep the LAN fully functional.
- o) Configure the devices to access NIEPA's network/internet/e-mail services.
- p) Shall take any other action required to keep the equipment under good working condition.
2. The firm shall provide the above maintenance services through deployment of two qualified and experienced resident engineers having Diploma in Computer Hardware and Networking (of minimum 1 year duration) from a recognized institute/B.E./B.Sc. in CS/IT etc., who shall be exclusively available at NIEPA, New Delhi. The resident engineers shall be responsible for providing all the above support services (Services and transportation of Goods).
3. The firm shall provide maintenance services on all working days from 09.00 AM to 06.00 PM (Monday to Saturday). Provision of availability of service engineers on Sundays or other public holidays should be made in case of exigency.

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4. All computers/laptops/printers/networking equipments as mentioned in Annexure-III will be covered under this maintenance contract.
 5. The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/components/assemblies will be withdrawn from the maintenance contract. The decision of NIEPA regarding non-availability and obsolescence of technology will be final. Withdrawal of such items shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency.
 6. The firm shall install a Lab Maintenance Software to keep record of users, individual accounts and passwords, usage data, etc. and make available the same on regular basis. The software should also take care of monitoring of printing quota specified in case of each user in the computer labs.
 7. The firm shall provide mobile phones to the on-site engineers with company provided number.
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Statutory Obligations

1. The Contractor shall obtain license under the Contract Labour (Abolition and Regulation) Act 1970 (hereinafter referred as the Contract Labour Act) and all other requisite licenses at his own cost from the appropriate authorities and comply with the terms and conditions of the license(s) and all other relevant and necessary provisions of the Contract Labour Act and the Rules framed there under all such other provisions of laws in any enactment or otherwise laid down by an authority from time to time, it being clearly understood and agreed that the entire responsibility for compliance thereof shall always be of the Contractor. The Contractor shall be fully responsible for any compensation etc. in case of any injury/casualty or mishap to any employees working in the Institute during working hours. Appropriate documents/ Certificates issued from appropriate authorities should be enclosed to support this.
2. The Contractor shall be responsible for timely payment of wages to his/ her workers as per Minimum Wages Act of the GNCT of Delhi. A monthly proof of the same shall be submitted by him/ her.
3. The Contractor shall ensure proper discipline among his/her workers and further ensure that they do not indulge in any unlawful activity.
4. Employment of child labour is strictly prohibited under the law. Therefore, the Contractor will not employ any child.
5. The Contractor shall fulfil all statutory requirements pertaining to minimum wages and other statutory benefits like ESI, EPF, MWA etc., and proper account of payments including minimum wages being paid to the workers. The Contractor shall be solely responsible for any failure to fulfil the statutory obligations and shall indemnify the Institute against all such liabilities, which may likely to arise out of the Contractor's failure to fulfil such statutory obligations.
6. In the event of violation of any contractual or statutory obligations by the Contractor, he/she shall be responsible and liable for the same. Further, in the event of any action, claim, damages, suit initiated against the NIEPA by any individual, agency or government authority due to acts of the Contractor, the Contractor shall be liable to make

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good/compensate such claims or damages to the NIEPA. As a result of the acts of the Contractor, if the NIEPA is required to pay any damages to any individual, agency or government authority, the Contractor would be required to reimburse such amount to the NIEPA or the NIEPA reserves the right to recover such amount from the payment(s) due to the Contractor while settling his/her bills or from the amount of Security Deposit of the Contractor lying with the NIEPA.

7. The Contractor will take all necessary precautions against fire hazards and comply with rules and regulations as laid down by concerned local authorities, to the satisfaction of NIEPA.
8. The Contractor shall at all times keep indemnified the principal employer, namely, National Institute of Educational Planning and Administration (NIEPA) and its officers and designated concerned staff for and against all third party claims whatsoever (including property loss and damage, personal accident, injury or death of any person) and/or the owner and the Contractor shall at his/her own cost and initiative at all times, maintain all liabilities under.
9. The contractor will abide by Workman's Compensation Act / Fatal Accident Act, Personal Injuries, Employees State Insurance Act, PF Act, etc. in force from time to time.
10. All employees engaged by the Contractor shall be comprehensively insured for accidents and injuries by the Contractor at his/ her cost.
11. The Contractor shall ensure the police verification of all the persons before deploying them at the allotted premises.
12. Deployed workers shall also not have any claim against NIEPA for employment, pension, or any other statutory claim, or regularization of their services by virtue of being employed by the Contractor, against any temporary or permanent posts in NIEPA. In case of any untoward incident/ fire/death/ injury of any employee of the contractor, NIEPA will not be liable to pay any damages.

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Eligibility Criteria

1. The 'Technical Bid' submitted should contain proof of depositing Rs. 1,000/- towards the cost of the tender documents and Earnest Money Deposit (E.M.D.) of Rs. 20,000/- (Rupees Twenty Thousand Only). Tenders received without the Tender Document Fee and EMD shall be summarily rejected.
 2. The firm must be registered with the Registrar of Companies and with the GST and Government Taxes Department for works contracts tax. Copies of necessary documents must be attached.
 3. The firm should submit ISO certificate in the field of maintenance of Computers/Printers/Scanners/Laptops and LAN system.
 4. The agency must be currently maintaining more than 300 computers each on LAN at a minimum of three locations in Delhi/NCR. Copies of two such work order or any other documentary evidence clearly showing that more than 300 computers are being maintained at a single location should be attached.
 5. The agency must have satisfactorily executed similar works in last 3 years minimum 3 CAMC of more than 250 computers connected in LAN under Window NT/Windows 2000/2003/Linux Server environment. Necessary supporting documents as required must be attached.
 6. Documentary proof that the firm is an authorized service provider for computers and accessories and channel partner of at least one major brand like HP, Compaq, Wipro, IBM, Acer, Dell, HCL, LG or Lenovo.
 7. Firms have to submit the qualification of the qualified and experienced resident engineers of the firm, who will be deployed at the Institute. Necessary supporting documents as required must be attached and again submitted before the deployment.
 8. The Institute shall not be responsible for delay, loss or non-receipt of a quotation after dispatch.
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General Conditions/ Terms and Conditions

The CAMC will be awarded for a period of 3 months which will be extended to one year, starting from the date of execution of agreement. The contract may be renewed for a further period of one year, at the discretion of NIEPA and based on performance of the firm during the preceding year.

Security Deposit

The contractor shall be required to deposit a sum equivalent to 10 percent of the total work order at the time of signing the contract as security deposit directly in the Institute's account.

No interest shall accrue on this amount. The security amount shall be re-payable after one month of the expiry/termination of the contract after deduction of penalty /other dues, if any. The EMD of the successful bidder will be refunded after signing of the agreement and after deposit of security deposit.

Payment Terms and Conditions

The payment to the contractor shall be made on quarterly basis at the end of each quarter against invoice with PAN/GSTIN number, raised by the contractor and based on the performance with successful Preventive Maintenance and satisfactory feedback from the users. TDS, as applicable, will be deducted before making the payment.

The item-wise maintenance charges quoted by the agency shall be on yearly basis inclusive of all taxes and levies as applicable. No escalation of prices shall be permitted during the contract period.

Penalty

In case the maintenance agency fails to make the equipment operations within 24 hours, the Institute at its discretion may get the desired services from the open market at the risk and cost of the maintenance agency. A standby hardware should be provided to the user failing which an amount of Rs 500/- per day shall be imposed as penalty.

In case of absence of engineer, substitute shall be provided by the maintenance agency otherwise a deduction of Rs. 1000/- per day shall be levied as penalty.

Jurisdiction

The courts at Delhi alone shall have the jurisdiction in any matter arising out or relating to or touching this tender.

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TECHNICAL BID

The technical bid shall contain following information in a sealed cover super scribed "Technical Bid":

1. Brief Profile of the company with particulars of the contact person.
2. Registration certificate with the Registrar of Companies
3. PAN Card
4. ITR for the last three years. The firm should have annual turnover of at least Rs. 20 Lakh per year in the last three years.
5. GST and CST registration certificates. (copies of GST returns)
6. ISO certification
7. EMD of Rs. 20,000/- to be deposited in the Institute's account given below.

Bank Name: Syndicate Name

Branch Address: Syndicate Bank, NIEPA Campus, 17-B, Sri Aurobindo Marg, New Delhi- 16

Beneficiary Name: NUEPA

Bank Account Name: NUEPA Account Main

Bank Account Number: 91392010001112

IFSC Code: SYNB0009139

MICR Code: 110025108

8. Details of testing and repair facility available with the company.
9. List of service engineers and their qualifications.
10. List of clients with name, complete address and contact person with telephone number where the company is currently maintaining more than 250 computers on LAN in a single location in Delhi.
11. Tender document duly signed on each page.

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Annexure - II



NATIONAL INSTITUTE OF EDUCATIONAL PLANNING AND ADMINISTRATION
17-B, Sri Aurobindo Marg, New Delhi – 110016
Tel. 2654 4800, 2656 5600 Fax: 26853041, 26865180
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FINANCIAL BID

The financial/price bid should contain the quotation for yearly maintenance charges as listed below and unit rates should be quoted in Annexure - III. Price quoted by the tenderer shall be inclusive of all taxes and levies applicable. No escalation of prices would be permitted on any ground. The financial bid and annexure-III should be enclosed in a separate sealed cover super scribed "Financial Bid". Complete list is enclosed at Annexure – III.

S. No.	Item	Total Quantity	Total Amount
1.	Desktop Computers	219	
2.	Laptops	81	
3.	Printers	91	
4.	Networking items	76	
		Taxes if any	
		GRAND TOTAL	

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COMPLETE LIST OF ITEMS TO BE TAKEN UNDER CAMC (Total amount to be quoted in financial bid only)

S.No.	Description (Make/Model)	Quantity (in numbers)	Unit rate for CAMC (Exclusive taxes)
DESKTOP COMPUTERS			
1.	HP Core i5 and I7 (procured after Oct.2011)	69	
2.	Desktop computers procured before 2011	112 (approx.)	
3.	Dell OptiPlex 3050	18	
4.	Tyrone	1	
5.	HP Z240	1	
LAPTOPS			
3.	HP Probook 430G1	30	
4.	HP Probook 4430s series	09	
5.	Lenovo Thinkpad X220	16	
6.	Lenovo U310Ideapad	03	
7.	Lenovo T430	01	
8.	Lenovo X200	09	
9.	HP Pavilion	01	
10.	Dell Latitude 3590	12	
PRINTERS			
10.	HP LJ 1020 Plus	15	
11.	HP LJ M226dn	09	
12.	HP LJ 1536dn	06	
13.	HP OJ 276dw	03	
14.	HP LJ M1005	03	
15.	HP LJ M425dn	02	
16.	Canon MF 4450	02	
17.	Ricoh MF 210SU	02	
18.	Printers procured before 2011	49 (approx.)	

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NETWORKING HUBS/SWITCHES ROUTERS			
19.	As per list at pg. no. 14-15 <i>(Note: Support services to be provided like Configuration, checking for faults etc.; including installation, commissioning of 10 structured LAN points (items like cables, switches will be provided by NIEPA)</i>	76	

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LIST OF NETWORKING ITEMS

S. No.	Location	Product / Model	Quantity	Description
1.	Computer Lab – 323	D-Link	2	24 Port
		D-Link	1	16 Port
2.	319 – Room Opposite	D-Link	2	24 Port
		D-Link (In Room)	1	08 Port
3.	314 – Room	D-Link	1	08 Port
4.	313 – Room	Net Gear Router	1	
		D-Link (In Room)	1	16 Port
5.	308 – Room	D-Link (In Room)	1	08 Port
6.	301 – Room	D-Link Router	1	
7.	324 – Room	(In Front)	1	24 Port
8.	212 – Lecture Hall	Net Gear	1	
9.	215 – Room	D-Link (In Front)	1	24 Port
10.	205 – Room	D-Link Router (In Room)	1	
11.	207 – Room	D-Link (In Room)	1	08 Port
12.	208 – Room	D-Link Router (In Room)	1	
13.	211 – Room	D-Link (In Room)	1	24 Port
		D-Link Router (In Room)	1	
14.	216 – Room	D-Link (In Room)	2	08 Port
15.	U.P.S – Room 1 st Floor	D-Link	1	24 Port
16.	100 – Room	D – link Router (In Room)	1	
17.	102 – Room (Staff Room)	D-Link (In Room)	1	24 Port
	102 – Room (VC Room)	D-Link (In Room)	1	08 Port
18.	106 – Room	D-Link (In Room)	1	08 Port
19.	113 – Room	D-Link (In Hall)	1	08 Port
20.	112 – Room	D-Link (In Room)	1	08 Port
21.	Library 1 st Floor	D-Link (In Library)	1	08 Port
		Net Gear Router(In Library)	1	
22.	109 – Room	D-Link (In Room)	1	08 Port
23.	04 - Room	Net Gear Router	1	
24.	07 - Room	D - Link (In Room)	1	08 Port
25.	02- Room	D – Link (In Room)	1	24 Port
26.	Library GF Floor	D – Link	1	24 Port
27.	Ground Floor Hall (Hostel)	Net Gear	1	
		D-Link (In Front of GYM)	1	24 Port
		Net Gear Router (In Front of GYM)	1	
28.	16 – Room (1 st Floor Hostel)	Net Gear Router (In	1	

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		Front)		
29.	20 – Room (I st Floor Hostel)	D-Link Router (In Front)	1	
30.	Dining hall 1 st floor	Net Gear Router	1	
31.	1 st Floor	D – Link (In Suite Side)	1	24 Port
32.	28 – Room (II nd Floor Hostel)	Net Gear Router (In Front)	1	
33.	24 – Room (III rd Floor Hostel)	Net Gear Router (In Front)	1	
34.	38 – Room (III rd Floor Hostel)	Net Gear Router (In Front)	1	
35.	48 – Room (IV th Floor Hostel)	Net Gear Router (In Front)	1	
36.	44 – Room (IV th Floor Hostel)	Net Gear Router (In Front)	1	
37.	4 th Floor	D – Link (In Suite Side)	1	24 Port
38.	54 – Room (V th Floor Hostel)	Net Gear Router (In Front)	1	
39.	58 – Room (V th Floor Hostel)	Net Gear Router (In Front)	1	
40.	CPRHE	Net Gear Router (In Front)	1	
		D-Link	1	08 Port
41.	64 – Room (VI th Floor Hostel)	Binatone Router (In Front)	1	
42.	68 – Room (VI th Floor Hostel)	Net Gear Router (In Front)	1	
43.	Project staff Room	D – Link	1	08 Port
44.	NCSL GF	D – Link	2	24 Port
45.	NCSL GF Middle Room	Net Gear Router	1	
46.	NCSL 1 ST Floor	Net Gear Router	1	
47.	210 - Documentation	D – Link (In Room)	1	24 Port
		D – Link (In Room)	1	08 Port
48.	324 – Room	Net Gear Router (In Room)	1	
49.	326 – Room	D –Link Router	1	
50.	Unifi Wi-Fi Router	Unifi	4	
51.	Server Room	D – Link	6	24 Port
		TP – Link	1	24 Port
		Cyber Rom	1	

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