

**NATIONAL INSTITUTE FOR EMPOWERMENT OF PERSONSWITH MULTIPLE DISABILITIES**

(Department of Empowerment of Persons with Disabilities (Divyangjan),

Ministry of Social Justice and Empowerment, Govt. of India)

ECR, Muttukadu, Kovalam Post, Chennai 603 112, Tamilnadu.

Fax: 044-27472389 Tel: 044-27472104, 27472113, 27472046 Toll Free No: 18004250345

Website: www.niepmd.tn.nic.in E-mail: niepmd@gmail.com

ONSITE Annual Maintenance Contract of**Computers and its Peripherals (as Desktop Computers, Laptops,****Printers & UPS) installed at NIEPMD**

Sealed Tenders in prescribed forms in two bid systems (i) Technical Bid & (ii) Financial bid are invited by Director, NIEPMD from specialist firms of Chennai and nearby places for Annual Maintenance Contract of Computer Systems and Peripherals for Hardware (Such as PCs, Laptops, Printers, Scanners, MFDs, UPS etc.) of various make/model and configuration and Software installed in those Computer Systems located at NIEPMD, Chennai. For more details please visit our web site : www.niepmd.tn.nic.in.

File No. NIEPMD/Pur4 (06)/2016-17

Last date for sale of Tender Document	03.00 PM. On 21-10-2016
Tender Fee	Rs. 1000/-
EMD Amount	Rs. 22,000/-
Date & Time of Opening of Tender Documents	04.00 PM. On 11-11-2016.
Tele: 044-27472046/27472113 Tele fax: 044-27472389 E-mail:niepmd@gmail.com	

**--Sd--
Director**

Tender No. NIEPMD/Pur 4 (06)/2016-17

Notice Inviting Tenders

**Sub: ONSITE Annual Maintenance Contract of
Computers and its Peripherals (as Desktop Computers, Laptops,
Printers & UPS) installed at NIEPMD**

National Institute for Empowerment of Persons with Multiple Disabilities (NIEPMD), Chennai, Under Ministry of Social Justice and Empowerment, DEPwD intends to enter in to **Annual Maintenance Contract** for a period of one year from the date of finalization of contract for maintenance of Computers, Laptops, printers, MFDs and UPS power systems. The contract may be extended for two more on satisfactory performance on discretion on NIEPMD authorities.

Sealed Tenders in prescribed forms are invited Director, NIEPMD from specialist firms of Chennai and nearby places for Annual Maintenance Contract of Computer Systems and Peripherals for Hardware (Such as PCs, Laptops, Printers, Scanners, MFDs, UPS etc.) of various make/model and configuration and Software installed in those Computer Systems located at NIEPMD, Chennai.

The firms fulfilling the Terms and Conditions as prescribed below, may deposit bids super scribed as **“Quotation for AMC of Computer & Peripherals”** and addressed to the Director, NIEPMD, East Coast Road, Muttukadu, Kovalam (Post), Chennai. The Technical/Commercial bids should be in two separate sealed covers marked **‘Technical bid’** and **‘Financial bid’**. ‘Technical Bid’ will be opened first and only those firms who fulfil the Tech. Terms and Conditions, will be eligible for participating in the ‘Financial Bid’.

The Technical and financial terms and conditions of AMC shall be as follow:

(a) Technical Terms & Conditions:

- i. The firm should be in the business of maintenance of computers and its peripherals at least for 3 years (requisite documents to support this claim will have to be produced in original for verification)
- ii. The firm should have experience of AMC of not less than 20 computer systems in each year during 2012-13, 2013-14, 2014-15.
- iii. The firm should submit valid Income-Tax clearance certificate/return for the two years.
- iv. The firm should be registered with Chennai / Tamilnadu Sales Tax Department for work contracts.
- v. The firm should submit the copies of PAN and VAT numbers contracts.
- vi. The address of the workshop with telephone No. and FAX Nos. should be given.

vii. The contractor is understood to know in advance the configuration operating systems/hardware of the PCs installed in the office.

viii. **The quotations shall be accompanied by a non-refundable tender document fees of Rs. 1000/ and refundable earnest money of Rs.22,000/- (Rupees Twenty thousand only) in form of Bank Draft drawn in favour of Director, NIEPMD, Chennai. Cash and Cheque will not be accepted. Quotations received without Tender fees and earnest money Deposit shall be summarily rejected without assigning any reason thereof and no tenderer shall have any right to represent against it, even if, their quotation happens to be the lowest. The earnest money shall be returned to all participating firms after the finalisation of the contract but the EMD of successful firms shall be returned after submission of performance security money only. The earnest money shall be forfeited, if the contractor fails to abide by the terms and condition as laid down at the time of contract and amendments thereto, if any.**

ix. The firm must have experience to provide maintenance of various computers and peripherals of various brands/makes.

NOTE:-

(i). Submit the documentary proof against each of the above points of Technical Terms and Conditions chronologically which is (Mandatory), along with information as per Appendix –A enclosed.

The firms meeting the above technical terms and conditions only should participate in the tendering process. The financial bid of only those firms will be opened who fully fulfil the above mentioned Terms & Conditions.

(b) FINANCIAL TERMS & CONDITIONS:

1. The financial bid should contain the rate against each item separately. (As mentioned in financial bid)

2. The rates quoted should also cover the maintenance of operating system, software installation, and installation of patches, installation and updation of anti-virus software. Detection/removal of virus.

3. **The rates should be inclusive of all types of taxes, duties, levies like, service tax etc.**

4. The contractor should clearly intimate the payment terms.

5. All the payments under this agreement will be paid in Indian Rupees and will be subject to Tax/any other statutory deductions at source, as applicable.

6. The terms and condition mutually agreed to cannot be altered or changed.

7. The firm whose quotation is finally accepted shall have to deposit performance security money equivalent a sum of 10% of the total cost of annual contract in the form of Bank Guarantee or a Demand Draft drawn in favour of Director, NIEPMD, Chennai.

The performance security deposit will be released after satisfactory completion of the contract. No interest will be paid on performance security / Security Deposit.

The firms meeting the above financial terms & conditions only should apply in a sealed cover. The firm who fails to fulfil any of the above conditions will be disqualified

(c) TERMS & CONDITIONS

1. Annual Maintenance contract for computer and peripheral will be on **non-comprehensive basis**. During maintenance if any parts required to be changed after proper approval of competent authority, cost of the replaced item will be paid by the Institute.

2. The maintenance has to be provided for 365 days during the working hours and also during holidays if required by NIEPMD.

3. During the currency of the contract period it will be the responsibility of the contractor to keep the equipment's in perfect working order. The repair works will be carried out at the location of the equipment except in exceptional circumstances when the equipment or any components are required to be made by the contractor at their office. The installation of software (Provided by the Institute) and configuration and Virus detection, prevention as well as removal will be also done by vendor.

4. Necessary estimates will be submitted by the firms in respect of any Computers and peripherals which require repair before taking them on AMC. It may be noted that no separate estimate for repair after awarding AMC shall be entertained.

5. The payment towards AMC charges would be made at the end of each quarter on production of satisfactory reports from the concerned user / responsible regular officer of NIEPMD having qualified in Information Technology (IT) / Software Management on logging/ reporting of faults / responsible for IT services of this Institute with the Bill / Invoice. No advance payment shall be made in any case. The payment will be made after proper deduction of TDS. As per prevailing rule. Payment for any inclusion/deletion of Computer System/Peripherals (other than the scheduled items) will be calculated on pro-rata basis.

6. If the contractor fails to attend the complaints within 24 hours and repair the Computers and peripherals within a period of 3 days from the date of lodging of the complaint, Contractor will have to provide an standby for the same failing which may be caused of violence of contract and may be terminated from the AMC award after giving one month prior notice.

7. An agreement will be signed between The Director, NIEPMD, Chennai and Awarded Contractor. This shall be for the period of 12 months effective from the date as intimated by this institute, however the contract may be extended for two more year on yearly performance basis on mutual agreement on same Terms and conditions &

rates. The Director may terminate this agreement any time during its currency, without assigning any reason.

8. Party having the lowest quotation i.e. the (Total of A+B+C) will be awarded the contract.

(9) For the purpose of the AMC work following interpretation would be made:-

- (a) **Hardware**-This includes the actual components/assemblies/sub-assemblies of the PC i.e. the hard disk, monitor, mouse, keyboard, floppy disk, CD Rom, Zip disk drive, Teflon etc. This also includes the components/assemblies/sub-assemblies of Peripherals and other accessories. This will also include connectors/cables/cords and any other physical appliances required to run the computers etc.
- (b) **Peripherals**- This include Printers(LaserJet, Desk Jet, Inkjet, Dot Matrix), Scanner, CD writer, Modem, Speakers, UPS and any other unspecified but existing item.
- (c) **Software**-This includes all the software related to Operation Systems, System Software, Mail Software and any other unspecified software required to run the components/peripherals/application etc. This also includes the application software installed in the computer.
- (d) **Services**-This includes back-up solutions, cleaning of the computer system and peripherals, disaster recovery solutions general antivirus installation/reinstallation/updation checks and regular maintenance like running diagnostics tests to ensure if all the components are working fine and providing standby facility as per para 7 above.

(d) Scope of work:-

The Institute is having approximately (non-warranty) 58 computers, 21 Laptops, 17 printers, 35 printers with scanner, A3 Copiers 05, 53 UPS. Firms are requested to submit the quotation in the format attached as appendix "A" to this tender document. No other format will be accepted and will liable to be eliminated in the technical bids. NIEPMD is having right to add more system in AMC whose warranty expires during the contract period. Amount will be calculated on basis of months remaining in the current contract in force.

The total number of items shown above may vary i.e. it may increase/decrease at the time of awarding contract. The actual cost of AMC will be based on actual number of items brought under AMC. It is expected that during the contract period, more equipment may be included/excluded for maintenance and repair services of AMC. These equipment's will be included/excluded on pro-rata basis.

The scope of work covers Annual Maintenance of Hardware's (such as Computers, Printers, Printer with Scanners, CD Writers, Laptops and UPS etc. of different make & model) and operating system software's, various Software or any other software installed in the Computer Systems at NIEPMD not covered under warranty.

(e) Submission of Bid: The bidders are requested to submit bid in two bid systems Technical bid and Financial bid. Technical bid will have all necessary document mentioned above with EMD and Tender Fee demand draft. No financial quote will be included in technical bid. Financial bid will be deposited in separate cover. Marking of bids to be done in accordance as mentioned above and both bids will be packed in one cover marked as “**Quotation for AMC of Computer & Peripherals**”.

(f) Bid Validity: Bid shall remain valid for a period of 60 days from the date of opening of bid.

(g) Bid Evaluation: Duly filled Price Bid shall be evaluated on lowest tender basis.

- (h).** Prices quoted by the bidder shall remain FIRM during contract in NIEPMD, Chennai during the currency of contract and any extension thereof.
- (i).** The list of technically qualified bidders will be published on the Notice Board of NIEPMD.
- (j)** The financial bids of technically qualified bidders only will be opened. On the same day or time of opening will be intimated after evaluation of technical bid.
- (k)** NIEPMD reserves the right to accept / reject / select more than one Agency and to annul the bidding process of any or all bids at any time prior to award of contract without thereby incurring any liability to the affected bidders.
- (l)** The tender will be appraised by committee formed by NIEPMD.
- (m) MSME/SSI Units:** The units registered with MSME/SS/INSIC etc., are exempted from payment of EMD subject to following:
 - I. Submission/upload of registration certificate with District Industries Centres or Khadi and Village Industries Commission or Khadi and Village Industries Board or National Small Industries Corporation
 - II. Valid registration during validity period of quotation.
 - III. Applied for registration or for renewal will not be accepted. Such offers will be treated as offer received without EMD.
- (n)** The award to MSME Firms shall be regulated as per Govt. Guidelines.
- (o)** The NIEPMD reserves the right to accept or reject any or all the tenders without assigning any reason thereof whatsoever.
- (p)** The NIEPMD reserves the right to increase/decrease the quantity at the time of making the Contract.

(q) **Submission of bid means that bidder has read all the terms and conditions of this NIQ carefully and will comply them all unconditionally. Conditional bids will not be accepted.**

(r) **Important dates:-**

Tender Submission start Date	: 24th Oct 2016	09.00AM
Last Date to apply for Tender	: 14th Nov 2016	03.00PM
Bid opening date	: 14th Nov 2016	04.00PM

(s) NIEPMD, Chennai reserves the right to split the quantity/items ordered on more than one vendor.

.....We agree to all terms and conditions as mentioned above including the validity of the offer. Utmost confidentiality of the data provided shall be maintained.

Name, Designation & Signature of the bidder with the seal

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TECHNICAL BID

(To be uploaded)

Name and address of the bidder:

1. Name of the bidder
 - a) Full postal address
 - b) Full address of the premises
 - c) Telegraphic address
 - d) Telex number
 - e) Telephone number
 - f) Fax number
2. Monthly Repair capacity of products
 - a) Normal
 - b) Maximum
3. Total annual turn-over(value in Rupees)(2014-2015)
(Copy of Balance Sheet s Audit Statement / IT returns, etc. to be attached as proof)
4. Past 3 years contract details (major orders only)

5. Whether similar job work undertaken in the past, if so details
(Samples to be displayed if required)

Customer

Repair under taken

Year

**Name, Designation & Signature of the bidder with the
seal**

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FINANCIAL BID

(A) Computers:-

Computers	Annual Rate per PC*
Desktop with Monitor, Key Board and Mouse. (Duel Core, Core2 Duo, I-3 & I-5)	
Laptop (I-3, I-5, I-7)	

(B) Printers:

Printers	Annual Rate per Printer*
HP	
Canon	
Samsung	
Epson	
Canon with scanner (A3 Copier)	
Samsung A3 Copier	
HP with Scanner	
Canon Fax Machine	
CD / DVD / Combo Device	

(C) UPS:

0.5 KVA	Annual Rate per UPS*
0.6 KVA	
1KVA	

* . The rates should be inclusive of all types of taxes, duties, levies like, service tax etc.

**Name, Designation & Signature of the bidder with the
seal**