



All India Council for Technical Education
(A Statutory body under Ministry of HRD, Govt. of India)
7th Floor, Chandralok Building, Janpath, New Delhi- 110 001
Phone: 23724151-57 FAX: 011-23724183
Website: www.aicte-india.org

**Tender Document
For**

**Comprehensive Annual Maintenance Contract of Computers &
Peripherals**

Tender Advertisement Number	Admin III/05(04)2011
Tender Reference Number	F.N:2(96)/Admn-III/2011-12
Date of Issue	26 th May,2011
Due Date	13 th June,2011
Name & Address of Tenderer	Member Secretary, AICTE, 7 th floor, Chandralok Building, Janpath, New Delhi, 110001

All India Council for Technical Education, New Delhi
(Tender Reference No: F.N:2(96)/Admn-III/2011-12)

INVITATION FOR TENDER OFFERS

All India Council for Technical Education, hereinafter referred to as the AICTE, invites sealed tender offers (Technical bid and Commercial bid) from eligible reputed firms for providing Comprehensive Annual Maintenance Contract of Computers and Peripherals as specified in the schedule below.

Bid collection and submission details:	
Tender reference Number	F.N:2(96)/Admn-III/2011-12
Pre bid meeting with the bidders	1 st June,2011 at 15:30 Hrs
Last date and time for receipt of tender offers	13 th June,2011 at 11.00 Hrs
Date of opening of technical bids	13 th June,2011 at 11.30 Hrs
Date of Presentation of proposed solution	To be intimated to the bidders.
Offer Validity Period	Tender should remain valid for 30 days
Earnest Money Deposit	Rs 20,000/- (Rupees Twenty Thousand only) by Demand Draft in favour of ‘Member Secretary, AICTE, New Delhi,’ payable at New Delhi.
Address for communication	Member Secretary, AICTE, 7 th floor, Chandralok Building, Janpath, New Delhi, 110001
Place where tender offers would be opened	AICTE, 7 th Floor, Chandralok Building, Janpath, New Delhi
Fax No.	011-23724193
e-mail	aicte.amc@gmail.com

ABOUT AICTE

The All India Council for Technical Education (AICTE), set-up in November 1945 as a national level Apex Advisory Body, is marching ahead with its mission of developing and promoting qualitative technical education in the country in a coordinated and integrated manner. The Council is constantly endeavoring to encourage a meaningful association between the technical education system and research & development activities in a concerted effort aimed at nation-building.

SCOPE

Sealed tenders are invited from firms for the award of Annual Maintenance Contract (AMC) for computers and other peripherals listed in Annexure-A. Firm must be a registered and experienced who have executed similar nature of work in Government and Semi-Government organizations and satisfying the terms and conditions in this document.

The vendor's involvement is expected to be spread across **a period of 12 months** from the date of contract and implementation at the locations as specified in this tender.

Vendor service support is required during business hours (9:00AM to 6:00PM) on working days as defined by the Central Govt. holiday calendar. The vendor support staff is required to be based at AICTE office(s) or locations mentioned in this tender.

The tender offer must be valid for a period of 90 days from the date of submission. Any offer falling short of the validity period is liable for rejection.

Vendor shall maintain the sufficient Spares for maintaining required uptime guarantee.

Services should be provided at the Sites/Locations as per **Annexure-J** at the risk and cost of successful bidder.

The number of PC and other peripherals as in the technical specifications are the minimum requirements of the purchaser. The Tenderer is at liberty to increase or decrease these numbers. Similarly the contract period is the minimum required. The Tenderer is at liberty to offer a higher contract period and the Purchaser / Indenter reserves the right to avail of the longer contract period offered.

Intending Tenderer will be allowed to suggest suitable modifications in the Technical Speciation. So that AICTE can take the benefit. The Purchaser will communicate such changes in specifications that are accepted to all the intending Tenderer who have attended the prebid meeting. Only such changes that have been communicated will become binding on all the Tenderer.

Tender document may be down loaded from the website www.aicte-india.org.

It may be noted that Council will not pay any amount / expenses / charges / fees / traveling expenses / boarding expenses / lodging expenses / conveyance expenses / out of pocket expenses, regardless of the conduct or outcome of the Tendering process.

Neither the contract nor any rights granted under the contract may be sold, leased/sublet, assigned, or otherwise transferred, in whole or in part, by the vendor, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the Council.

The Tenderer is expected to examine all instructions, forms, terms, conditions, and specifications in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender offer not substantially responsive in every respect to the tender documents will be at the Tenderer's risk and may result in rejection of its tender offer. The tender offer is liable to be rejected outright without any intimation to the Tenderer if complete information as called for in the tender document is not given therein, or if particulars asked for in the Forms / Performa in the tender are not fully furnished.

Submission of the Offer:

The offer shall be in two separate parts. One Envelop containing Technical offer in duplicate along with EMD and Commercial offers in second envelop. These Two separate sealed envelopes containing the Technical and Commercial offers separately should be enclosed together in a large envelop, sealed and superscripted with the Tender Reference Number, Name and address of the Tenderer. Tender Offer without separate envelops for technical offer and commercial offer will be rejected outright.

All pages in technical and commercial bid shall be numbered, stamped with the official company seal and duly signed by the authorized signatory.

The bidders should use the formats prescribed by the Council for submitting both technical and commercial bids.

All the attachments should be in a sequence specified in tender offer form (Annexure-C) and flagged.

All two inside envelops should be separately sealed and stamped. The sealed envelops must be super-scribed with the following information:

- Type of offer (Technical or Commercial):
- Tender Reference Number:
- Name and address of Tenderer:
- Date of submission of Tender Offer and Time:

The Technical bid should be complete in all respects with all the columns filled in including “Accepted / Deviations”.

Filling up of the Technical Detail Form using terms such as “ok”, “acceptable”, “noted”, “as given in brochure / manual” is not acceptable. The Purchaser may treat offers not adhering to these guideline as unacceptable.

One tender should contain only one option.

Any additional accessories, services for Hardware and Software which can be supplied and /or required should be included separately indicating their need/use. Those additional accessories, services which are essential for basic functional use of the equipment in the overall system should be marked as essential and others as optional and quoted separately.

Subject to compliance of Response Submission Process the intending bidders should pay along with bids an Earnest of Money Deposit Rs 20,000/- (Rupees Twenty Thousand only). The EMD shall be paid by Demand Draft in favour of ‘ Member Secretary, AICTE, New Delhi’, payable at New Delhi. The EMD will not carry any interest.

The EMD made by the bidder will be forfeited if:

- The bidder withdraws his tender before processing of the same.

- The bidder withdraws his tender after processing but before acceptance of “Letter of appointment” issued by Council.
- The selected bidder withdraws his tender before furnishing an unconditional and irrevocable Performance Bank Guarantee.
- The bidder violates any of the provisions of the terms and conditions of this tender specification.

The EMD will be refunded to:

- The successful bidder, 3 months after award of the contract and satisfactory services within this period.
- The successful bidder, only after furnishing an unconditional and irrevocable Performance Bank Guarantee for 10% of the contract value.
- The unsuccessful bidders, only after acceptance of the “Letter of Appointment” by the selected bidder.

Commercial Offer as per Annexure –B shall be submitted.

It should give all relevant price information and should not contradict the Technical Offer in any manner.

The prices quoted in the commercial bid should be without any conditions.

The bidder should submit an undertaking that there are no deviations to the specifications mentioned in the tender either with the technical or commercial bids submitted.

The price schedule must be filled in completely, without any error, erasures or alterations.

Tenderer should quote only all-inclusive Price inclusive of Supply, Installation, commissioning, Transportation, Forwarding, Insurance, Training, Warranty, taxes and duties etc except Octroi.

The commercial offer shall be on a fixed price basis, inclusive of all taxes, no price variation should be asked for relating to increase in customs duty, excise tax, dollar price variation, etc. Price quotation accompanied by vague and conditional expression such as “subject to immediate acceptance”, “subject to confirmation before sales”, etc will be treated as being at variance and shall be liable for rejection.

The envelop consisting of Commercial Offer shall be marked as “**Commercial Envelop**” Prices quoted will be firm for the entire period of Contract. All prices to be quoted in **Indian Rupees**, and must clearly state all applicable taxes which must be included in quoted price.

It is the responsibility of the Vendor to clearly identify all costs associated with any item or series of items in this tender. The Vendor must include and complete all parts of the cost Proposal in a clear and accurate manner. Omissions, errors, misrepresentations, or inadequate details in the Vendor’s cost proposal will be considered as valid ground for rejection of the Vendor’s proposal. Costs that are not clearly identified will be borne by the Vendor.

Tenderer should indicate separately the cost of additional accessories, services of essential and optional nature.

The commercial offer should include incidental charges and customization charges if any.

The selected bidder shall indicate the authorized signatories who can discuss and correspond with the Council, with regard to the obligations under the contract.

Only one submission of response to tender by each Vendor will be permitted.

Sealed tender offers shall be received by the “Member Secretary, AICTE, New Delhi” at the address specified above not later than the time and date specified in the invitation of Tender offer. In the event of the specified date for the submission of tender offers being declared a holiday, the offers will be received up to the appointed time on the next working day.

Tender Offer submitted without EMD, sent by fax or e-mail will not be considered for evaluation.

Tender Offer received late will be rejected and / or returned unopened to the Tenderer.

Bid Evaluation:

Tender offers received within the prescribed closing date and time will be opened in the presence of bidders’ representatives who choose to attend the opening of the tender on the specified date and time as mentioned earlier in the tender document.

The bidder’s representatives present shall sign a register of attendance and minutes and they should be authorized by their respective companies to do so.

A copy of the authorization letter should be brought for verification.

Prior to the detailed evaluation, the Purchaser will determine the substantial responsiveness of each offer to the tender document. For purpose to these clauses, a substantially responsive bid is one which confirms to all the terms and conditions of the Tender Document without material deviations. The purchaser’s determination of an offer’s responsiveness is to be based on the contents of the Tender Offer itself without recourse to extrinsic evidence.

The Purchaser will scrutinize the offer to determine whether the offer is complete, whether required technical documentation have been furnished, whether the documents have been properly signed, and whether the offer is in order.

All the prospective vendors will have to present the proposed solution as per schedule in the tender. Substantially responsiveness of the technical offer in the tender will be decided based on the proposed solution.

A tender offer determined as not substantially responsive will be rejected by the purchaser and the commercial bid for such Tenderer will not be opened.

The Purchase may waive any minor infirmity or irregularity in a Tender offer, which does not constitute a material deviation. This shall be binding on all Tenderers and the Purchaser reserves the right of such waivers.

To assist in the scrutiny, evaluation and comparison of offer, the Purchaser may, at its discretion, ask some or all Tenderers for technical clarification of their offer. The request for such clarification and the response shall be in writing. To speed up the response process, the Purchaser, at its discretion, may ask for any technical clarification to be submitted by means of facsimile by the Tenderer. In such cases, original copy of the document describing the technical clarification must be sent to the Purchaser by means of courier / in person.

The Purchaser will short list technically qualifying Tenderers and commercial offers of only these Tenderers will be opened.

The Purchaser will evaluate the commercial offers of Tenderers previously short-listed and determined to be substantially responsive.

After opening of the commercial offers of the short-listed Tenderers, if there is a discrepancy between words and figures, the amount indicated in words will prevail.

Contract will be awarded to the Tenderer who's technical offer is responsive and commercial offer has been determined to be lowest evaluated offer. Contract may be awarded even if only one bidder qualifies technical/commercial offer. However, AICTE reserves the right to take appropriate decisions in such case and shall not be binding on the AICTE to award the contract.

The Purchaser reserves the right to delete items from the schedule of requirements specified in the tender. The Purchaser also reserves the right to alter the quantity.

AICTE shall be under no obligation to accept the lowest or any other offer, including those received late or incomplete offers, without assigning any reason whatsoever.

AICTE reserves the right to make any changes in the terms and conditions of the tender.

AICTE will not be obliged to meet and have discussions with any bidder, and or to listen to any representations.

The Purchaser will reject a proposal for award if it determines that Tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

Within seven days of receipt of Purchase order, the successful Tenderer shall sign and date the contract and return it to the Purchaser.

Performance Bank Guarantee of 10 % of the contract value valid for contract period (12 Months) plus one month claim period shall be submitted within 7 days from acceptance of the purchase order.

The contract period shall be of 12 months from the date of acceptance of the purchase order.

A Service Level Agreement (SLA) will be required to establish appropriate level of support for speed repair and replacement.

A Service Level Agreement, which would include all the services and terms and conditions of the services to be extended as detailed herein and as maybe prescribed by the Council and Non-disclosure Agreement. The vendor should execute the SLA and NDA within 15 days from the date of acceptance of Letter of Appointment.

Liquidated Damages at the rates referred in this document shall be imposed in case of any delays due to any reason whatsoever

The Council reserves the right to cancel the contract of the selected bidder and recover expenditure incurred by the Council on the following circumstances:

- The selected bidder commits a breach of any of the terms and conditions of the bid/contract.
- The bidder goes into liquidation voluntarily or otherwise.
- The progress regarding execution of the contract, made by the selected bidder is found to be unsatisfactory.
- If deductions on account of liquidated Damages exceeds more than 10% of the total contract price.

After the award of the contract, if the selected bidder does not perform satisfactorily or delays execution of the contract, the Council reserves the right to get the balance contract executed by another party of its choice by giving one months notice for the same. In this event, the selected bidder is bound to make good the additional expenditure, which the Council may have to incur to carry out bidding process for the execution of the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.

The Council reserves the right to recover any dues payable by the selected bidder from any amount outstanding to the credit of the selected bidder, including the pending bills and/or invoking Bank Guarantee, if any, under this contract or any other contract/order.

The purchaser shall be entitled and it shall be lawful on his part to forfeit the amount of Performance Bank Guarantee in whole or in part in the event of any default, failure or neglect on part of the contractor in fulfillment or performance of the contract under reference in all respects satisfaction of the purchaser. The purchaser shall be entitled to deduct from the amount of Performance Bank Guarantee any loss or damage which the purchaser may suffer or be put by any reason of or due to any act or other default recoverable by the purchaser from the contract. The losses recoverable by the purchaser from the Performance Bank Guarantee shall include all losses incurred by the purchaser during the warranty period on account of failure of Goods or delay in attending the Goods by the contractor during the AMC period as per stipulations of the contract.

The Performance Bank Guarantee will be returned to the contractor without any interest on performance and successful completion of the contract.

Neither the contract nor any rights granted under the contract may be sold, leased, assigned, or otherwise transferred, in whole or in part, by the vendor, and any such attempted sale, lease, assignment or otherwise transfer shall be void and of no effect without the advance written consent of the Council.

The vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required of the vendor under the contract without the prior written consent of the Council.

The Contract with the selected bidder shall be governed in accordance with the Laws of India and will be subject to the exclusive jurisdiction of Courts at Delhi (with the exclusion of all other Courts).

No binding legal relationship will exist between any of the Recipients / Respondents and Council until execution of a contractual agreement.

Any non confirmation to above tender details can be treated disqualification. Any form of canvassing/lobbying/influence/query regarding short listing, status etc will be a disqualification.

Systems average uptime should not be less than 98%. Maximum allowable down time of any system is 3hrs in case of minor problems and 24 hrs for major problems.

The contract period is 12 months and is liable to be terminated at any time by giving notice of one month in advance by either party.

Any verification, clarification regarding deployment of computers and other peripherals , may be undertaken by visiting the office on any working day (Monday to Friday) between 02:00 pm to 06:00 pm, after prior appointment with the undersigned.

DEFINITIONS

In this Contract, the following terms shall be interpreted as indicated below:

1. "Vendor or Contractor or Service Provider" shall mean the successful bidder to whom the contract has been awarded and with whom the Tendering Authority signs the contract for rendering of goods and services.
2. "Contract" means the agreement entered into between the Tendering Authority and the Vendor, as recorded in the document signed by the parties, including all the attachments and appendices thereto, and all documents incorporated by reference therein;
3. "Bidder" means any firm having proper legal Agreement between the parties with the lead firm taking the full responsibility of managing the project as required in the tender. The word "Bidder" when used in the pre award period shall be synonymous with "Vendor" which shall be used after award of the contract.
4. "The Contract Price" means the price payable/receivable to the Successful Bidder under the Contract for the full and proper performance of its contractual obligations;
5. "The Goods" means all the all the material/ services, which the Vendor is required to supply to the Tendering Authority under the Contract;

6. "Services" means services ancillary to the supply of the Goods, such as transportation and insurance and any other incidental services and other obligations of the Vendor covered under the Contract;
7. "Day" means a working day.
8. "Tendering Authority" means The Member Secretary, AICTE, New Delhi.
9. "Council" means All India Council for Technical Education
10. "AICTE" means All India Council for Technical Education

QUALIFICATION CRITERION

- a. The respondent may be a Government Organization / PSU / PSE / partnership firm or a Company under Indian Laws.
- b. The respondent should be in existence for minimum 3 years.
- c. The respondent should have a minimum turnover of at least Rs. 10 lakh per year in the past three years for Indian operations.
- d. It should be profit making firm / company / organization.
- e. An affidavit to the effect that the firm or any of its partner, director, Board Member of any firm has not been black listed by any Government /Semi Government Organization/statuary body.
- f. The bidder should have executed 3 orders in last 2 years where each order should have minimum 150 computers and 50 Printers.
- g. Should have executed similar project in Government and Private sector
- h. Should have support network at the locations as specified in this tender
- i. Should have qualified team of Software Professionals.
- j. Only those Tenderer who attend the pre-bid meeting will be allowed to submit the Tender offer and further eligible for participation in the Tender process.

MAINTENANCE AND SUPPORT

The AMC shall cover the comprehensive on-site residential support contract for all services and parts of the computers and other peripherals as specified in the Annexure-A

Maintenance shall include installation and updation of all kinds of software including operating system, office applications, and anti-virus.

Preventive maintenance service is to be carried out every three months for all the computers and peripherals covered under the contract.

Preventive maintenance means quarterly servicing of the equipment irrespective of the whether the equipment has undergone a breakdown or not and it would include:

- Defragmentation of hard disk drives and scanning for disk errors.
- Checking and cleaning all the computers and its peripherals as well.
- Checking and fixing the network connectivity problems at client side such as IP addressing, finding loose contacts and fixing them.

Software support for operating system (Microsoft Windows), office applications and antivirus is compulsory as and when software failure occurs.

AMC shall include the repair/replacement of defective parts with the parts of equivalent or higher specification and details of replacement should be provided to the competent authority. A standby arrangement is also mandatory in such cases.

The resident engineer should maintain a log register of all calls attended, pending issues, preventive maintenance records and details of all replaced spare parts.

As a part of maintenance strategy, vendor shall provide services for the hardware, and software during the period of warranty. The service engineer should have sufficient technical qualification and experience to handle hardware, software, communications issues that may arise during the usage of system.

The vendors shall furnish the details of their centers to support and shall deploy only trained service personnel to resolve the issues which may arise.

Maximum time to repair (resolve & recover) a reported break down should be 24 hours. Time for this purpose shall be measured as interval between the time of reporting the problem and the time when the problem is fully solved making the faulty components/functions fully operational.

Even if the goods are shifted to any other location of AICTE during the warranty period, the warranty should continue.

The successful Bidders shall warrant the software, equipment and its components to be free from any sort of defects in material and workmanship for a minimum period of 3 years from date of completed installation and shall repair or replace on a timely basis any defective component, assembly or portion free of cost.

Each and every call will be attended by competent staff of the Bidder within 3-4 hours of its notification either on phone or in writing during business hours (9am-6pm). Delay in attending the call and delay in rectification of fault will lead to consequential financial damages to the Vendor/Bidder.

PAYMENT TERMS

Payment will be made on quarterly basis against bills only after satisfactory completion of assigned job(s).

LIQUIDATED DAMAGES

The maximum permissible absence of engineer will be 10 days in the entire AMC period. A penalty of 2% of total AMC charges will be charged for every additional day of absence.

ANNEXURES TO THE TENDERS

The tender comprises of following schedules / Annexure:

Annexure-A	Specifications For Technical Offer
Annexure-B	Price Schedule
Annexure-C	Tender Offer Form
Annexure-D	Self-Declaration (Notarized Affidavit)
Annexure-E	Details Of Bidder
Annexure-F	Details Of Manpower Exclusively Associated With This Project
Annexure-G	Performance Statement
Annexure-H	Contract Form
Annexure-I	Performance Security Form
Annexure-J	Locations of AICTE Offices
Annexure-K	Checklist
Annexure-L	SLA

Specifications for Technical Offer

Part-A:

Comprehensive on-site support AMC (Hardware and Software Support)

Sr No	Category	Make	Model	Quantity	Compliance
1.	Desktops	HP- Compaq	dx 6100 MT	03	
2.	Desktops	HP- Compaq	dx 2080 MT	08	
3.	Desktops	HP- Compaq	dx 6120 MT	16	
4.	Desktops	HP- Compaq	d 330 MT	06	
5.	Desktops	HP- Compaq	MS 7104 (based)	01	
6.	Desktops	HP- Compaq	Evo D320	01	
7.	Desktops	HP- Compaq	DSDT (based)	01	
8.	Desktops	HP- Compaq	G31M-ES2L (based)	01	
9.	Desktops	DELL	Optiplex 745	01	
10.	Desktops	DELL	Optiplex 755	01	
11.	LaserJet Printers	HP	1015	03	
12.	LaserJet Printers	HP	1012	06	
13.	LaserJet Printers	HP	6L Pro	01	
14.	LaserJet Printers	HP	3390	02	
15.	LaserJet Printers	HP	P 1505n	13	
16.	LaserJet Printers	HP	1150	03	
17.	LaserJet Printers	HP	1020	03	
18.	LaserJet Printers	HP	1000	03	
19.	LaserJet Printers	HP	1200	09	
20.	LaserJet Printers	HP	1210	01	
21.	LaserJet Printers	HP	1022	01	
22.	LaserJet Printers	HP	CP 2025 (Color)	01	
23.	LaserJet Printers	HP	3600 (Color)	01	
24.	LaserJet Printers	SAMSUNG	ML-1610	01	
25.	LaserJet Printers	SAMSUNG	ML-1640	01	
26.	Multi-functional (Print, Scan, Copy & Fax)	Cannon	MF 4350	08	
27.	Multi-functional (Print, Scan, Copy & Fax)	Cannon	MF 4100	01	
28.	Multi-functional (Print, Scan, Copy & Fax)	Panasonic	KX-FLB802	01	
29.	Projectors	SONY	VPL-EX5	01	

			3LCD		
30.	Projectors	MITSUBISHI	XD300U DLP	01	
Part-B					
Comprehensive on-site support AMC (Software Support)					
1	Desktops	HP- Compaq	dx 7480 MT	61	

ANNEXURE-B
PRICE SCHEDULE (PS)
Tender Reference:
Last date and time for submission of Tender :
The Member Secretary,
AICTE,
7 th Floor, Chandralok Building,
Janpath, New Delhi
110001.
SUBJECT: TENDER DOCUMENT FOR PARTICIPATION IN THE TENDER PROCESS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTERS AND PERIPHERALS
That we are sole owner/authorized agents/ of
.....
.....
That we/the undersigned agency is equipped with adequate hardware/software and other facilities required for providing services and our establishment is open for inspection by the representatives of AICTE
We hereby offer to provide Services at the prices and rates mentioned in the financial bid (as per financial template).
We do hereby undertake, that,
In the event of acceptance of our bid, the Services shall be provided as stipulated in the work order and the tender terms and conditions to the Bid and that we shall perform the entire incidental services.
The prices quoted are inclusive of all charges inclusive of traveling, hardware/software/ manpower etc. for providing the desired services.
We agree to abide by our offer a period of 90 days from the date fixed for opening of the tenders and what we shall remain bound by a communication within that time.
We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the tender and we do hereby undertake to provide the services as per these terms and condition.
We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof, the tender document and placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Financial Bid**Part-A:****Comprehensive on-site support AMC (Hardware and Software Support)**

Sr No	Category	Make	Model	Quantity	Rate per unit (In Rs.)	Amount (In Rs.)
1.	Desktops	HP- Compaq	dx 6100 MT	03		
2.	Desktops	HP- Compaq	dx 2080 MT	08		
3.	Desktops	HP- Compaq	dx 6120 MT	16		
4.	Desktops	HP- Compaq	d 330 MT	06		
5.	Desktops	HP- Compaq	MS 7104 (based)	01		
6.	Desktops	HP- Compaq	Evo D320	01		
7.	Desktops	HP- Compaq	DSDT (based)	01		
8.	Desktops	HP- Compaq	G31M- ES2L (based)	01		
9.	Desktops	DELL	Optiplex 745	01		
10.	Desktops	DELL	Optiplex 755	01		
11.	LaserJet Printers	HP	1015	03		
12.	LaserJet Printers	HP	1012	06		
13.	LaserJet Printers	HP	6L Pro	01		
14.	LaserJet Printers	HP	3390	02		
15.	LaserJet Printers	HP	P 1505n	13		
16.	LaserJet Printers	HP	1150	03		
17.	LaserJet Printers	HP	1020	03		
18.	LaserJet Printers	HP	1000	03		
19.	LaserJet Printers	HP	1200	09		
20.	LaserJet Printers	HP	1210	01		
21.	LaserJet Printers	HP	1022	01		
22.	LaserJet Printers	HP	CP 2025 (Color)	01		
23.	LaserJet Printers	HP	3600 (Color)	01		
24.	LaserJet Printers	SAMSUNG	ML-1610	01		
25.	LaserJet Printers	SAMSUNG	ML-1640	01		
26.	Multi-functional (Print, Scan, Copy & Fax)	Cannon	MF 4350	08		
27.	Multi-functional (Print, Scan, Copy & Fax)	Cannon	MF 4100	01		
28.	Multi-functional (Print, Scan,	Panasonic	KX-FLB802	01		

	Copy & Fax)					
29.	Projectors	SONY	VPL-EX5 3LCD	01		
30.	Projectors	MITSUBISHI	XD300U DLP	01		
List of computers peripherals at AICTE-NBCC Office						
31.	Desktops	HP	dx 2080MT	01		
32.	Laserjet Printers	HP	P 1606 dn	02		
33.	Laserjet Printers	HP	M1005	01		
34.	Laserjet Printers	HP	1015	01		
35.	Laserjet Printers	HP	1200	02		
36.	Laserjet Printers	HP	1505	01		
37.	Laserjet Printers	SAMSUNG	ML-1610	01		
38.	Fax Machine	Cannon	L-220	01		

Part-B

Comprehensive on-site support AMC (Software Support)

Sr No	Category	Make	Model	Quantity	Rate per unit (In Rs.)	Amount (In Rs.)
1	Desktops	HP- Compaq	dx 7480 MT	61		
2	Desktops (At NBCC place)	HP- Compaq	dx 7480 MT	27		

Part-C

Comprehensive on-site support

Sr No	Category	Quantity	Rate per unit (In Rs.)	Amount (In Rs.)
1	Residential on-site support Engineer	01		

Note:

1. ANY INCREASE/DECREASE IN QUANTITY will be ON PRO-RATA BASIS. However, AICTE shall place the order for required additional quantity as and when required by giving a written request to the Tenderer.
2. The financial bid scrutiny for evaluation of the bid will be based on the GRAND TOTAL of all schedule.
3. AICTE reserves the right to place order either for one year or more years initially.
4. In case of extension in the supply of service, the differential cost will be paid to the vendor for the extended contract period.
5. All the costs should be quoted in Indian Rupees and should be fixed on lump-sum basis, no escalation of cost will be allowed under any circumstances.
6. AICTE shall not pay separately any specific statutory taxes / service charges to any authority.
7. No hidden charges will be allowed, if any.

8. Bills should be raised in the name and will be paid Competent Authority, as specified in the tender.	
I/We, hereby, undertake that we shall not ask for any other charges other than the charges specified above. We also confirm that we will make our own arrangements at our own cost for traveling, boarding, lodging, communication etc. for successful implementation of the project at site.	
Dated:	Signature:
Name of Agency:	
Company Seal	Full Address:

ANNEXURE-C
TENDER OFFER FORM (TOF)
Date: _____
Tender Reference No.:
To
The Member Secretary,
Member Secretary, AICTE, 7 th floor, Chandralok Bulding, Janpath, New Delhi, 110001
SUBJECT: TENDER DOCUMENT FOR PARTICIPATION IN THE TENDER PROCESS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTERS AND PERIPHERALS
Gentlemen:
Having examined the tender documents including all Annexure the receipt of which is hereby duly acknowledged, we, the undersigned, offer to work as Vendor as mentioned in the Scope of the work as required by AICTE in conformity with the said tender documents.
I/We declare that we are an established service Provider in the area of IT service Provider under the name and style of.....
We declare that we are equipped with adequate machinery/technology for providing the services as per the parameters laid down in the Tender Document and we are prepared for live demonstration of our capability and preparedness before the representatives of the AICTE office.
I/ We undertake that the Prices are in conformity with the specifications prescribed. The quote is inclusive of all costs likely to be incurred for executing this work.
I/ we undertake, in the event of acceptance of our bid, the services shall be provided as stipulated in the schedule to the Bid Document and that we shall perform all the incidental services.
If our Bid is accepted we shall submit the performance guarantee of bank as specified in the Tender document for the due performance of the Contract during the Contract period at the time of signing of Agreement in the Form prescribed by the Tendering Authority.
I/ We agree to abide by this Bid for the period of 90 days after the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiry of that period.
Until a formal contract is prepared and executed, this Bid offers, together with your written acceptance thereof and your notification of award shall constitute a binding contract between us.
We understand that you are not bound to accept the lowest or any offer you may receive.
We agree to the terms and conditions mentioned in the Tender Document.
Dated this ____ day of _____ Signature: _____
(In the Capacity of :) _____
Duly authorized to sign the tender offer for and on behalf of
Encl.: - (A) Envelope-1 (Original Technical Bid)
1. Index
2. Tender offer form duly filled in. (Annexure C)
3. Bidders Authorization Certificate.

4. Self Declaration for unblemished record
5. Details of Bidder
6. Performance statement along with necessary Documents
7. VAT Registration Certificate along with VAT Clearance Certificate or VAT payment Challan from concerned Government Department as on 1st Mayl, 2011.
8. Downloaded Tender Document where all the annexures are completely filled and every page of the tender document including annexures, duly signed and stamped with the authorized company seal.
9. Copies of Certificate of incorporation of the firm (e.g. Registration as Partnership Firm, Proprietary concern, Company etc.)
10. Copy of the PAN Card
11. Proof in support of having experience of minimum of 5 years of existence in the field. Work-orders along with Completion Certificates / Client's Testimonial given by concerned organizations or whom work is done should be submitted.
12. Proof in support of prominent presence at Delhi
13. Hardware resources proposed for deployment.
14. Problem Escalation Mechanism with name, designation and contact details at each level up to the level of CEO
15. Details regarding proposed infrastructure for desired services.
16. Details regarding miscellaneous / Add-on technical services.
17. Copies of its audited financial statements for past three years (i.e. 2010-11, 2009-10, 2009-08).
(B) Envelope-2 (Duplicate technical bid along with all attachments)
(C) Envelope-3 (Sealed Commercial Bid)
1. Price Schedule, duly stamped and signed
(D) Envelope-4 (Earnest Money Deposit, EMD)

ANNEXURE-D	
SELF-DECLARATION (NOTARIZED AFFIDAVIT)	
Ref.....	Date: -
To,	
The Member Secretary,	
AICTE,	
7 th Floor, Chandralok Building,	
Janpath, New Delhi	
110001.	
In response to the tender No..... Dated..... as a owner/partner / Director of I / We hereby declare that our Agency is having unblemished past record and was not declared ineligible for corrupt and fraudulent practices either indefinitely or for a particular period of time.	
I/ We M/s_____ (Name of the Company) are not blacklisted in any Department of Government of India or any State Government	
I/We further undertake that our partner M/s _____ (Name of Vendor) having office are also not blacklisted in any Department of Government of India or any State Government	
I/We hereby declare that there are no pending cases against M/s_____	
(Name & Address of Bidder) with Department of Government of India or any State Government or any other court of law	
I/We hereby declare that Bidder's company or Director/Owner of the company have not been declared by any Court or Competent Authorities in solvent or involved in any fraudulent mean(Economical & Criminal) as on 1st May,2011	
Name of the Bidder: -	
Signature: -	
Seal of the Organization: -	

DETAILS OF BIDDER

Please ensure that your response clearly answers all the questions. If you use additional schedules or documentation to support your response, make sure that they are clearly cross-referenced to the relevant question.

General Profile of the Company/Firm:-

Name and Address of the Company / Firm With Telephone Nos., Fax, E-mail and Website	
Date of Incorporation	
Offices situated at different locations	
Infrastructure facilities	
Turn over for last three years (Audited Annual Accounts and Annual Reports of three accounting years to be submitted)	
Executive Profile	
Service Tax Registration Number	
VAT Registration Number	
PAN No.	
Premises / space available in square feet	

Details of Manpower:-

Technical Personnel available:

Number of Operators:

Number of Supervisors:

Number of Managers:

Quality Certificate, if any:

S.N.	Name of the Certificate	Certified By	Year of getting Certification	Whether Certificate is valid as on date

Awards for products/Services, if any:

S.N.	Name of the	Certified By	Year of getting	Field of Award
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ANNEXURE-F**DETAILS OF MANPOWER EXCLUSIVELY ASSOCIATED WITH THIS PROJECT****(To be furnished on a separate sheet for each employee)****NAME OF THE FIRM:**
_____**Name of the staff and Designation:-****Date of Birth:-****Professional Qualification :-****Service in the firm from :-****Present Salary :-****Previous employment record :-**

Sr. No	Organization	From	to	Total Salary
1				
2				
3				
4				

Details of Key assignments handled in the past three years

	Organization	Month & Year	Details of assignment done
1			
2			
3			
4			

Date: -----

Name of the Bidder: -

Place: -----

Signature: -

Seal of the Organisation

Note:-No change of any kind should be made in this format. In-adequate information or change in format could lead to disqualification of the bid.

ANNEXURE-G

PERFORMANCE STATEMENT

Bid No. Date of opening.....

Name of the Firm-----

Details of Past Contract similar to this Contract (for a period of last Five years)

S.N.	Name and Address of the client with Tel. No.	Contact Person and Contact Number	Nature of Job	Number of Sites	Total Value of the Contract (In Rs.)	Date completion of contract		Penalty imposed by clients if any
						As per Contract	Actual	

(Separate pages may be taken to elaborate the projects undertaken).

Note: - Please enclose Work-orders along with Completion Certificates / Client's Testimonial given by concerned organisations or whom work is done.

Date: -----

Name of the Bidder: -

Place: -----

Signature: -

Seal of the Organisation: -

ANNEXURE-H
CONTRACT FORM (CF)
<p>AGREEMENT MADE this ____ day _____ of Two thousand _____ Between _____ (hereinafter called "the Contractor") of the one part and the Member Secretary, AICTE of the other part.</p>
<p>WHEREAS the contractor has tendered for providing Total solution for Comprehensive Annual Maintenance Contract of Computers and Peripherals to the AICTE (hereinafter called "The Tendering Authority ") as per the terms and conditions mentioned in the tender document. Whereas such tender has been accepted and the contractor has deposited with the Tendering Authority the sum of Rs. _____ (Rupees _____ only) as security for the fulfillment of this Agreement.</p>
<p>NOW IT IS HEREBY AGREED between the parties hereto as follows:</p>
<p>The contractor has accepted the contract on the terms and conditions set out in the tender notice no. _____ dated _____ as well in the acceptance of tender no. _____ dated _____, which shall hold good during period of this agreement.</p>
<p>Upon breach by the contractor of any of the conditions of the agreement, the Tendering Authority may issue a notice in writing, determine and put an end to this agreement without prejudice to the right of the AICTE to claim damages for antecedent breaches thereof on the part of the contractor and also to reasonable compensation for the loss occasioned by the failure of the contractor to fulfill the agreement as certified in writing by the Tendering Authority which certificate shall be conclusive evidence of the amount of such compensation payable by the contractor to the AICTE.</p>
<p>Upon the determination of this agreement whether by efflux ion of time or otherwise the said deposit shall after the expiration of _____ months from the date of such determination be returned to the contractor but without interest and after deducting there from any sum due by the contractor to the Government under the terms and conditions of this agreement.</p>
<p>This agreement shall remain in force until the expiry of 12 months from the date of entering into the contract but the Tendering Authority may cancel the contract at any time upon giving one months notice in writing without compensating the contractor.</p>
<p>The Tendering Authority may give notices in connection with the contract.</p>
<p>In consideration of the payments to be made by the Tendering Authority to the Bidder as hereinafter mentioned the Bidder hereby covenants with the Tendering Authority to provide the Services and to remedy defects therein conformity in all respects with the provisions of the Contract.</p>
<p>The Tendering Authority hereby covenants to pay the Bidder in consideration of the provision of the Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.</p>
<p>If subject to circumstances beyond control (Force Majeure) the contract fails to deliver the services in accordance with the conditions mentioned in the tender, the Tendering Authority shall be entitled to render services from else other organization after giving due notice to the Bidder on the amount and at the risk of the Bidder without canceling the contract in respect of the consignment not yet due for delivery, or to cancel the contract.</p>

In the event of action to be taken, the contractor shall be liable for any losses, which the Tendering Authority, may sustain on that account. The recovery by way of penalty shall be made by deducting the amount from the bills be made good by a credit note within the stipulated period for the purpose.

CONTRACTOR
Member Secretary, AICTE
Witnesses
1
2

ANNEXURE-I
PERFORMANCE SECURITY FORM (PSF)
To:
(Name of Indenter)
WHEREAS _____(Name of Bidder) hereinafter called "the Bidder " has undertaken Contract No. _____ dated, _____2010 to render services hereinafter called "the Contract".
AND WHEREAS it has been stipulated by you in the said Contract that the Bidder shall furnish you with a bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Bidder's performance obligations in accordance with the Contract.
AND WHEREAS we have agreed to give the Bidder a guarantee:
THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Bidder, up to a total of _____(Amount of the guarantee in Words and Figures) and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the contract and without cavil or argument, any sum or sums within the limit of _____ as aforesaid, without your needing to prove or to show this grounds or reasons for your demand or the sum specified therein.
This guarantee is valid until the _____ day of _____ 20
Signature and Seal of Guarantors

Date _____
Address: _____

ANNEXURE-J			
LOCATION OF AICTE OFFICES			
	Offices of AICTE	Location	
1	Head Office	7th Floor, Chandralok Building, Janpath, New Delhi	
2	NBCC	Lodhi Road, New Delhi	

**Annexure-K
Checklist**

Sr No		Description	Yes/No/NA	Page Number
1.	Annexure-A	Specifications For Technical Offer		
2.	Annexure-B	Price Schedule		
3.	Annexure-C	Tender Offer Form		
4.	Annexure-D	Self-Declaration (Notarized Affidavit)		
5.	Annexure-E	Details Of Bidder		
6.	Annexure-F	Details Of Manpower Exclusively Associated With This Project		
7.	Annexure-G	Performance Statement		
8.	Annexure-H	Contract Form		
9.	Annexure-I	Performance Security Form		
10.	Annexure-J	Locations of AICTE Offices		
11.	Annexure-K	Checklist		
12.	Annexure-L	SLA		
13.		Authorization letter from OEM attached		
14.		Technical/Commercial offers duly signed		
15.		EMD		

Vendors are requested to arrange support documents as per checklist.

(Signature of the representative)

Name:

Designation:

Name of the Company

Date: