

**INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH
GOREGAON (EAST), MUMBAI**

TENDER DOCUMENT FOR
IT Facility Management (FM)
and
Annual Maintenance Contract (AMC) of Computers & Printers
at IGIDR Campus Mumbai

NIT No: IGIDR/Tender/2023-24/CC/03 Date: 07.11.2023

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH

Gen. A.K. Vaidya Marg, Film City Road, Santosh Nagar, Goregaon (EAST), MUMBAI-400065.

TELEPHONE: 022 6909 6200 / FAX: 022 6909 6399.

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI

Notice Inviting Tender

"NAME OF THE WORK: **IT Facility Management (FM) and Annual Maintenance Contract (AMC) of Computers & Printers** at INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, GOREGAON, MUMBAI – 400 065."

1. Institute invites sealed bids from reputed vendors for the following work:

Name of work	EMD	Contract Period
(1)	(2)	(3)
IT Facility Management (FM) and Annual Maintenance Contract (AMC) of Computers & Printers at IGIDR Campus Mumbai	Rs 25,000/-	12 months

The tenders from reputed and qualified vendors with relevant experience for FM and AMC of computers and printers are invited. IGIDR reserves its right to award the work to the successful bidder.

2. Bidder must only submit Earnest Money Deposit of Rs 25,000.00 along with the bid
3. The tender bids in two bid systems are invited through two separate Emails to tender@igidr.ac.in: "**Email-1: EMD and Pre-Qualification/Technical Bid**" and "**Email-2: Financial bid**". The email subject should be mentioned as- "**Email-1: EMD & Prequalification/Technical Bid for Supply, IT FM & AMC of Computers & Printers at IGIDR Campus**" and "**Email-2: Financial Bid for Supply, IT FM & AMC of Computers & Printers at IGIDR Campus**" respectively. All the bid documents should be attached as a PDF document or zip file, and the financial bid file should be protected with a password.
4. Last date of submission of the Tender document shall be up to **3:00 PM on 30 November 2023**. No tender will be accepted after 3:00 PM on **30 November 2023** under any circumstances whatsoever.
5. The Institute reserves the right to reject any prospective application without assigning any reasons whatsoever.

REGISTRAR

SECTION-A

LETTER OF OFFER *

Date _____

The Registrar,
Indira Gandhi Institute of Development & Research,
Gen. A.K. Vaidya Marg, Filmcity Road,
Goregaon (East), Mumbai 400065.

Subject: Supply, IT FM & AMC of Computers & Printers at IGIDR Campus

Reference: NIT No: IGIDR/Tender/2023-24/CC/03

Date: 07.11.2023

Dear Sir,

With respect to your above mentioned tender, I / We hereby submit my / our tender in the required format along with Company Profile and supporting documents.

Should this tender be accepted, I/We hereby agree to abide by and fulfil the terms and provisions of the said Conditions of Contract annexed hereto so far as they may be applicable or in default thereof to forfeit the EMD and pay to the IGIDR the amount mentioned in the said Conditions.

I/We have deposited earnest money Rs 25,000/- through **NEFT/DD/BG/FDR or MSME certificate** to the IGIDR, which will not bear any interest.

Should I/We fail to execute the contract when called upon to do so. I/We do hereby agree that this sum shall be forfeited by me/us to the IGIDR.

I / We have carefully gone through the terms and conditions prescribed and I / We accept the same without any alterations/modifications.

Yours faithfully,

Signature

Name & seal of Contracting

Agency/firm/company

**To be printed on company Letterhead and scanned or Digitally signed pdf document*

SECTION-B

GENERAL INSTRUCTIONS TO TENDERER

Sealed tender should be addressed to The Registrar, Indira Gandhi Institute of Development Research, Goregaon (East), Mumbai-400065

1. If applicable Bidder has to submit Earnest Money Deposit Rs. **25,000.00** through DD/FDR/BG/NEFT to "**INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH**", Account No: **010220100010001**, IFS Code: **BKID0000102** , BRANCH NAME: **IGIDR** , BANK NAME : **BANK OF INDIA** and UTR NO with screenshot of the transaction should be included in the part of the tender document towards Earnest Money.
2. A tender which is not accompanied by EMD(if applicable) will not be considered. The EMD will be returned to the bidder if their tender is not accepted by the Institute but without Interest. The EMD paid by the successful bidder shall be held/encashed by the IGIDR as security for the execution and fulfilment of the contract. No interest shall be paid on this deposit.
3. **The bidders who are exempted from submission of EMD should submit a copy of certificate issued by Micro and Small Enterprises (MSEs).**
4. The tender bids in two bid systems are invited through two separate Emails to tender@igidr.ac.in : "**Email-1: Pre-Qualification/Technical Bid**" and "**Email-2: Financial bid**". **The subject of email should be mentioned as "Email-1: Prequalification/Technical Bid for IT FM & AMC of Computers & Printers At IGIDR Campus" and "Email-2: Financial Bid for IT FM & AMC of Computers & Printers At IGIDR Campus" respectively. All the bid documents should be attached as a PDF document or zip file.**
5. **All the required documents should be scanned and merged either into a single PDF file or zipped into a single file and attached to the respective Emails. The Financial bid should be attached as a PDF document protected with a password and the password is to be shared at the time of the financial bid opening through online meeting. The vendor should keep their password securely with them and be required to give it only when asked in online meeting for financial bid openings. In case the bidder can NOT provide the password for the financial bid at the opening, then their bid shall be rejected.**
6. The bids will be received up to **03:00 PM on 30 November 2023**. Each copy of the tender document under their stamp and signature. No tender will be accepted after the due date under any circumstances whatsoever.
7. **The "Pre-qualification & Technical "Bid shall be opened by the tender opening committee on the next working day, 1st December 2023 at 11:30 AM** through the online meeting platform. The link of the meeting will be shared with participating bidders. In case the holiday is declared by the Government on the day of opening the bids, the bids will be opened on the next working day at the same time.
8. **"Financial bid"** of only qualified bidders will be opened. The date of opening of the financial bid and link for the online meeting shall be informed by the institute to the qualified bidders. **The bidders should**

provide the password of the financial bid PDF file during the opening of the financial bid. In case the bidder can NOT provide the password for the financial bid at the opening, then their bid shall be rejected.

9. The tender's bid shall remain valid for acceptance by the Institute for three months from the date of opening of the tender, which may be extended by mutual agreement, and the bidder shall not cancel or withdraw the bid during this period.
10. The bidder must use only the formats issued by the Institute to fill in the rates. Any addition/alteration in the text of the Tender form made by the bidder shall not be valid and be treated as null and void.
11. The Tender form must be filled in English. If any of the documents are missing or unsigned, the tender may be considered invalid by the Institute at its discretion.
12. Rates should be quoted both in figures and in words in the columns specified. Overwriting of figures is not permitted. Failure to comply with either of these conditions will render the tender void at the Institute's option. No advice whatsoever, especially on any change in rate specifications after the opening of the tender, will be entertained.
13. Each Page of the Tender Documents should be stamped and signed by the authorized person or persons submitting the tender in token of his/their having acquainted himself/themselves with the General terms & conditions, specifications, special conditions of the contract, etc., as laid down. Any Tender with any of the documents not so signed will be rejected.
14. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
15. Bidder is advised to go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
16. The successful bidder will have to deposit a Performance Security Deposit of 3% of the order value, within 30 days of the receipt of the formal order. The performance security will be furnished in the form of an account payee Demand Draft, FDR or Bank Guarantee from a commercial bank drawn in favour of "The Registrar, Indira Gandhi Institute of Development Research, Mumbai" payable at Mumbai. The performance security should remain valid till the contract period specified in the tender. This deposit shall be forfeited in case the contractor, who fails to discharge its duties/commitments or whose contract is terminated prematurely. No interest will be paid on the Security Deposit withheld by the Institute.
17. The Institute does not bind itself to accept the lowest or any tender. It reserves the right to accept or reject any or all the Tenders, either in whole or in part, without assigning any reasons for doing so.
18. On receipt of intimation from the Institute of the acceptance of their tender, the successful vendor/contractor shall be bound to sign the formal contract /Purchase order and acknowledge the same within seven days as applicable.
19. Tender bids must include in their rates applicable GST and any other tax and duty or other levies in force levied by the Central Government or any State Government or Local Authority if applicable and inclusive of all charges.

20. The intending bidder can obtain any clarifications regarding the tender document, scope of work etc. if any from the office of the department **Computer Center, Mr Lingaraj Panda, Email: lingaraj@igidr.ac.in, Tel:6909 6548/581 Mobile:9967635444** on any Institute's working day.

I/We hereby declare that I/we have read and understood the above instructions and the same will remain binding upon me/us.

Place :

Signature of Bidder

Date :

With the seal of their company

SECTION 'C'
TERMS AND CONDITIONS

Upon the declaration of an intending vendor/bidder to be the Successful Bidder by the Institute, they shall be subject to the following terms and conditions that shall form part of the Formal Contract to be executed with the Institute.

1. The successful bidder shall not assign the sub-contract. In case of breach of these conditions, the IGIDR may serve a notice in writing on the Contractor rescinding the contract.
2. The successful bidder shall carry out all the work strictly in accordance with scope of work, technical specifications and as per detailed instructions of the Institute.
3. The successful **bidder must comply and abide with all the required statutory Laws, Rules, Acts** related to this service rendering to IGIDR and for their employees deputed at IGIDR (PF, Insurance etc.).
4. The successful bidder has to transfer the payment of wages to his staff to their respective bank account only before the 07th day of every month. The successful bidder should attach a copy of the bank statement for salary transfer to his staff, a copy of PF challan, ECR statement, PF Payment receipts, PT challan, GST challan, GSTR-1 screenshot etc. to be furnished along with the bill.
5. The successful bidder should provide or cover his staff under Workmen Compensation policy or applicable Insurance policy and submit the proof to the Institute.
6. The successful bidder must cooperate with the other contractor appointed by the Institute so that the work shall proceed smoothly to the satisfaction of the Institute. IGIDR reserves the right to split the order.
7. In all matters of dispute arising on the work, the matter shall be referred to **The Registrar ,Indira Gandhi Institute of Development Research, Goregaon**, for a mutual decision.
8. **Arbitration Clause:** In the event that the Successful Bidder is not satisfied by the decision of the Registrar, Indira Gandhi Institute of Development Research, the dispute shall be settled by arbitration in accordance with the provisions of arbitration and conciliation act, 1996 or any enactment thereof. The Arbitral Tribunal shall consist of one arbitrator, to be appointed by the Institute. The place of arbitration shall be Mumbai and any award whether interim or final, shall be made, and shall be deemed for all purposes between the parties to be made in Mumbai. The arbitration proceedings shall be conducted in the English language and any award or awards shall be rendered in the English language. The procedural law of the arbitration shall be the Indian law. The award of the arbitral tribunal shall be final, conclusive and binding upon the Successful Bidder and the Institute.

9. Payment Terms:

The payment shall be made at the end of the quarter after receipt of the invoice and on satisfactory completion of maintenance after deducting the penalty and other recoveries, if any. Income tax and all other applicable taxes shall be deducted at source as per the prevailing Govt rules in this regard.

10. Contract Period

Initially, the contract period shall be for 1 year however, it can be extended for further 02 years based on the review of the performance of the contractor on a yearly basis on the same rates, terms & conditions if performance is found satisfactory. The contract period will start from the date of the start of AMC as mentioned in the PO/letter of award of contract for the successful bidder.

11. Penalty:

If the selected firm fails to deliver the service, a penalty to such effect would be charged. IGIDR reserves the right to forfeit the security deposit, if any. In case of the absence of FM staff, the penalty of Rs 2,000/- per day/per person will be charged unless trained backup staff are deputed at the site.

12. Insurance:

The successful bidder shall take workmen compensation policy for the workers engaged in the work for one year renewable thereafter if the contract is renewed by the institute. The Vendor will provide insurance cover to its employees in the institute. The workmen/ engineer or their legal heirs shall not claim any insurance/job benefit from the institute in case workmen/ engineers suffer any loss or damage to their life or person or property while working in the institute premises.

I/We hereby declare that I/we have read and understood the above terms and conditions that form part of the Formal Contract to be executed between I/us and the Institute. The same shall be binding upon me/us upon being declared as the Successful Bidder.

Place :

Signature of Bidder

Date :

With the seal of their company

SECTION-'D'

PRE-QUALIFICATION CRITERIA

Pre-Qualification Documents to be submitted by Bidder along with Pre-qualification Bid:

Eligibility for Bidders

The Agencies that fulfil the following requirements shall be eligible to apply:

- a) Copy of Registration of Certificate of Incorporation of company or Registration under Shop and Establishment Act or Partnership deed or Affidavit.
- b) Copy of Registration of Goods & Service Tax and PAN
- c) Copy of Registration of Provident Fund
- d) Copy of Registration of ESIC if applicable
- e) The bidder should have an average annual turnover of INR **1 crore** in the last 3 financial years. Submit copies of the audited Balance Sheets and Profit & Loss account statements /CA Certificate for the last three financial years.
- f) Either the Registered Office or one of the Branch Offices of the bidder should be located in the Municipal/district territory of Mumbai, Mumbai suburban, Thane
- g) The vendor should have at least executed the similar volume of works of providing FM and AMC for computer and printers for the Government (State/ Central/Autonomous) organization/institutes/universities, as on the tender submission deadline.
 - i) At least 01 similar work of value not less than Rs. 11.3 Lakh OR
 - ii) at least 02 similar works of value not less than Rs. 8.5 Lakh OR
 - iii) at least 03 similar works of value not less than 5.7 lakh.
Work order copy and completion certificate for the project must be provided as a proof.
- h) The bidder should not be blacklisted by any Govt. organization /PSU during the last 3 years. A declaration certificate to this effect is to be submitted as per the format given in Annexure-A.

Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice for the purpose. All documentary proof must be listed on the **letterhead (refer annexure-D)** of the company, to be submitted along with the qualification bid duly stamped and signed by the authorized person of the agency.

- **Information to be furnished by the bidder: (as per annexure-C)**

SECTION-'E'

Technical Bid

IGIDR is deemed to be university and an advanced research institute established by the Reserve Bank of India. It is spread across 14 Acres of land, and the entire campus is inter-connected with Local Area Network, WiFi, desktops, laptops, and mobile devices. The users (Faculty / Non-academic staff/students) access various standard, proprietary mathematical and statistical software on Windows 10/11 & MAC OS based desktops, laptops and windows 2012/16 and Linux servers.

IGIDR invites sealed quotations from the reputed IT vendors who provide IT facility management services and AMC for one support engineer and one helpdesk coordinator on campus. The requirement details and list of equipment are given below in this document.

Scope of Work / SERVICES

The scope of the work involves the following activities.

- Maintenance of the existing IT infrastructure. This would also entail interaction with all vendors who have supplied IT equipment or have an AMC / Warranty with IGIDR for equipment.
- Maintenance of all PCs / workstations with O/S Windows 10/11, Linux, Mac OS etc. and printers.
- Help to install commonly used packages/applications on client systems at IGIDR.
- Submit regular reports of the status of the IT infrastructure to the Systems Analyst.
- Coordination with existing AMC vendors and management of existing AMCs until the expiry of contract with existing vendors.
- Taking over AMC from the existing vendor, coordinating repairs and maintenance with OEMs during warrantee and AMC periods.

Desktop Management & Software Support

The Vendor shall undertake the contract for all items under AMC

1. The contract shall include all components, including hard disk, printer heads, drum, paper feeder, power adapters etc. but excludes the consumables like printer ribbons, Toner cartridges, Ink cartridges, CDs/DVDs .
2. Installing standard workstation suite of software. Ensure software distribution as per standards.
3. User support & troubleshooting for all systems and office automation software (Windows, 10/11, MS Office, (Including configuration)).

4. Printer selection / configuration / new installations, troubleshooting.
5. Installation of necessary updates/upgrades / patches.
6. **Data recovery support, and system recovery from hardware crashes. The vendor has to provide a complete tool for the same during AMC period.**
7. Repairs of workstations, desktops, Laptops, Monitors, and Printers, under amc
8. Preventive maintenance of workstations, desktops, Laptops, Thin Clients, Monitors, Printers (periodic cleaning for smooth operation) , Peripherals, etc.

Vendor Management Services

The HelpDesk shall maintain a database of all IT equipment with other vendors. The database should include contact details of these vendors, escalation matrix, response & resolution time commitments etc. The HelpDesk should make first-level diagnostic & resolution (if possible) of the problem, promptly log and constantly track, coordinate and escalate issues with the respective vendors for equipment/ components/ services under the vendor's contract/warranty till resolution of the problem.

HelpDesk

Managing a help desk on campus that will help users with all software problems, queries, and requests for help (including installation, reinstallations, repair, reformatting, fixing problems, updating software, solving virus related problems etc., help users set-up email profiles and office automation software, locating and installing drivers/ patches etc.). This is only applicable to the software already purchased by IGIDR.

- 6 days a week, 09:15- 17:45 hours of support. (both helpdesk coordinator and support engineer).
 - On Sunday one engineer can be posted on campus (09.30-17:30) hours).
1. The HelpDesk should be responsible for logging all complaints received through phone or E-mail or online portal. Issue of complaint numbers/tickets, adjudging severity of the problem, assigning resident engineer(s) to rectify the problem, replacement of faulty parts, coordination for the issue of gate passes of materials out for repairs, receipts of material after repairs, maintaining proper record of the material in/out, tracking call status, escalating calls - if necessary to higher levels, generation of call reports and other reports on pending calls etc., analyzing call statistics, logging & following-up with other vendors for rectification of problems with other equipment under other vendor's warranty/ AMC. Should cover the entire IGIDR campus. Any suitable user friendly 'Call management software', either open source or paid, can be arranged and installed at IGIDR without any additional cost to IGIDR.
 2. The Helpdesk should be maintained by vendor's person who is qualified & and experienced enough to handle the HelpDesk coordination (to be referred to as Coordinator hereinafter). The person should have good communication skills (good written and verbal English knowledge) and at least basic understanding of IT equipment, office software, record keeping , secretarial practice and should be professional in customer service attitude. He shall be regularly interacting with the systems analyst or IT team on the status of FM / AMC

Services e.g. status of Pending problems, spare inventory management etc. and provide all required reports in this regard. The HelpDesk facility has to be operational on all days from Monday to Sunday, including Holidays except the approved holidays for contract staff from time to time. On Sunday, only one trained/backup support Engineer will be reported at the site from the Helpdesk.

3. The HelpDesk should provide all reports pertaining to Vendor management, escalation events etc.
4. The vendor has to ensure contingency arrangements for leave / resignation / re- assignment of FM /AMC personnel and intimate the same to us well in advance.

List of Deliverables:

Maintenance support for all, as per the list and as per the Terms & Conditions as under:

Terms & Conditions for hardware maintenance:

1. The support should include the supply of original spare parts from OEMs only and not from local / retail market. In case where parts of OEM are not available, then original **Intel /Asus mother board, Logitech mouse and keyboard , Seagate /Western Digital Hard Disk, Corsair/Intel/Cool master/NZXT cases for PCs should be supplied.** Faulty parts arising out of replacement would be the firm's property. The spare parts which are taken for repairs to the factory/workshop of the contractor shall be replaced back in original (serial number will be noted down) after repairs in perfect working condition. Necessary permission will be given for the movement of spares in and out of IGIDR.

In the event of major repairs i.e. the system cannot be repaired in one day, a standby unit should be arranged to avoid inconvenience to the end user.

2. The AMC service provider should keep at least the following number of standbys of high.
 - a. **Two numbers of desktops.**
 - b. **One numbers of mfp with duplex option LaserJet printer.**
 - c. **Spare parts for printers and desktops to be stocked**
3. The support engineer should be well trained customer support engineer in all respects i.e. well mannered, technically sound and having vast knowledge in the field.
4. Half yearly Preventive maintenance should be carried out on each hardware under the amc . Half yearly report signed by each user should be submitted for all the machines/printers under contract if applicable.
5. (a) **Support Engineers : 1 Person.**

The engineer should at least have a Diploma in electronics /Graduation in a relevant field with a minimum of 5 years experience. [The engineer having CompTIA A+ certification OR Desktop level (windows 10 or Windows 11) Microsoft Certified Solutions Associate certifications OR MCP/ MCSE from Microsoft is preferable.]

(b) Helpdesk Coordinator : 1 Persons.

Minimum educational qualification 10+2 having Good knowledge of English (writing / verbal) and communication skills, pleasant personality, knowledge of Microsoft Office and Email operation. The person should have a basic understanding of IT equipment and should be professional in customer service attitude.

The vendors, quoting for the job should submit full details about the qualifications, experience & expertise of the persons proposed to be employed, with documentary evidence. IGIDR will do the final screening of the staff to be posted at IGIDR.

The deputed personnel shall

- a) At all times, abide by rules for holidays and working hours as followed by IGIDR.
- b) At all times, abide by general rules of conduct and discipline as required by IGIDR.
- c) At all times, follow the confidentiality conditions by IGIDR.

Quarterly review meetings will be held to discuss the status of all the services and options listed above. Any pending issues/ problems and suggestions for improvement / additional facilities/ services will be discussed in the meetings.

Facilities provided by IGIDR to FM staff

- Desktop PC with N/W connectivity and E-mail accounts.
- Sitting place for Support Staff with intercom. Phone no.

TECHNICAL BID

NIT No: IGIDR/Tender/2022-23/CC/02

<u>Sr no</u>	<u>Description</u>	<u>Compliance</u> <u>Yes/No</u>	<u>Deviation</u>
1	Bidder should have experience of successfully providing IT Facility Management and Maintenance Services for PCs, Printers, Laptops, work stations, Thin Clients, etc. at a single customer having at least 100 nodes.		
2	Bidder should be experienced in maintaining Windows, LINUX, MAC based computers for at least three years.		
3	Bidder should have skills and experience in help desk management services of min 100 nodes		
4	Bidder should have a dedicated & well-equipped Mumbai based office of operation.		
5	Bidder should have good technical command & authorized service partnerships with IT assets including MNC / NC branded manufacturers, especially HP, Lenovo , Dell, Apple , Canon, Epson etc.		
6	The AMC is comprehensive and shall include all components including Mother Board, screen, HDD, RAM, SMPS, keyboard, mouse, printer heads, fuser assembly, printer drum, paper sensor, printer spares etc and may exclude the consumables like printer ribbons, Toner cartridges, Ink cartridges, CDs/DVDs, etc. and physical damage		

Evaluation of Technical Bid

Only those bidders who cross the threshold level (70%) of the technical evaluation shall be considered for the financial bid evaluation. Scoring Parameters used for scoring will be based on relevance and nature of past-experience, approach proposed, experience in domain area, experience and skill of core team .

Evaluation of the technical bid will be based on the following parameters.

Sr No	Particulars	Weightage
1	The bidder must display a through understanding of the requirements of the FM and AMC contract The bid will be evaluated on the following components Presentation would be given to the committee of the IGIDR about the Company, Service, manpower, and clients.	40%
2	Average annual turnover during last 3 financial years <ul style="list-style-type: none"> • Above 50 crore – 10 Marks • Above 20 crore to 50 crore – 8 Marks • Above 10 crore to 20 crore – 6 Marks • Above 1 crore to 10 crore – 04 Marks 	10%
3	Experience <ul style="list-style-type: none"> • Above 10 years – 15 Marks • Above 5 years to 7 years – 12 Marks • Above 3 years to 5 years – 9 Marks 	15%
4	Certification (ISO 9000) – 5 Marks	5%
5	Should have successfully executed at least 3 FMS /AMC project (in the last 5 years) (Copy of PO & Proven Experience shall be considered as proof of completion of the project) <ul style="list-style-type: none"> • 3 FMS & AMC contracts with a minimum value of 10 lakhs – 10 Marks • 5 FMS & AMC contract value of 10 lakh or more – 15 Marks • Above 5 projects – 20 Marks 	20%
6	Skilled Manpower No of support engineers above 25 : 10 marks No of support engineers 10 to 25 : 5 marks	10%
	Total	100%

SECTION-'G'

Financial Bid

(To be submitted on company/Firms Letterhead)

NIT No: IGIDR/Tender/2023-24/CC/03

1. The below mentioned Financial Proposal/Commercial bid format is provided as BoQ along with this tender document :

Part	Description	Quantity (Nos)	Amount
A. (FM)	1. IT Support Engineer with a minimum 5 years experience: Minimum Gross Salary per month Rs 35,000.	1	
	2. Help Desk Coordinator : Minimum Gross salary per month Rs 25,000/- . [please submit a separate salary structure sheet covering all statutory compliance along with this bid for 1 &2]	1	
B. (AMC)	Comprehensive AMC of computers and printers (as per the list)	As per list in annexure-E	
	Sub total	(A + B)	
	GST		
	TOTAL		

Total Amount in Words:

Date:

Sign & Stamp

**To be submitted on company letterhead duly signed and stamped on it.*

Annexure - A

FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD WITH REGARD TO BLACKLISTING/ NON- DEBARMENT, BY ORGANISATION UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT

To,
The Registrar
Indira Gandhi Institute of Development Research
Film City Road, Santosh Nagar,
Goregaon (East),
Mumbai – 400 065.

We hereby confirm and declare that we, M/s -----, is not blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during the last 5 years.

For M/s _____

Authorized Signatory

Date:

**To be submitted on company letterhead duly signed and stamped on it.*

Annexure - B

FORMAT FOR PERFORMANCE BANK GUARANTEE (PBG)

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of One Hundred)
(TO BE ESTABLISHED THROUGH ANY OF THE NATIONALISED COMMERCIAL BANKS (WHETHER
SITUATED AT Mumbai OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL
BRANCH AT Mumbai)

To, The Registrar, Indira Gandhi Institute of Development Research, Goregaon East, Mumbai-400065

LETTER OF GUARANTEE

WHEREAS for Indira Gandhi Institute of Development Research(IGIDR), Goregaon East, Mumbai-400065 (Buyer) has invited tender vide Tender NIT ...

dated, for procurement of Indira Gandhi Institute of Development Research, Goregaon East, Mumbai-400065

AND WHEREAS the said tender document requires that eligible successful bidder (seller)..... wishing to supply the Item(s) etc. in response thereto shall establish an irrevocable Performance Bank Guarantee in favour of Indira Gandhi Institute of Development Research, Goregaon East, Mumbai-400065" in the form of Bank Guarantee for Rs (--% of the contract value) and the Performance Bank Guarantee shall remain valid for a period of 60 (sixty) days beyond the date of completion of all contractual obligations of the seller, including warranty and AMC obligations from the date of issue of Performance Bank Guarantee and the eligible successful bidder (the seller) shall submit the same within 15 (Fifteen) days from the date of Award of Contract. NOW THIS BANK HEREBY GUARANTEES that in the event of the said bidder (seller) fails to abide by any of the conditions referred to in the tender document / Award of Contract/performance of the equipment/machinery, etc. this Bank shall pay to Indira Gandhi Institute of Development Research, Goregaon East, Mumbai-400065 on demand and without protest or demur Rs(Rupees.).

This Bank further agrees that the decision of IGIDR (Buyer) as to whether the said bidder (Seller) has committed a breach of any of the conditions referred in tender document / Award of Contract shall be final and binding. We, (name of the Bank & branch) hereby further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the bidder (Seller) and IGIDR (Buyer).

Notwithstanding anything contained herein: 1. Our liability under this Bank Guarantee shall not exceed Rs.(Indian Rupees only). 2. This Bank Guarantee shall be valid up to (date) and 3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if IGIDR serves upon us a written claim or demand on or before.....(date). This Bank further agrees that the claims if any, against this Bank Guarantee, shall be enforceable at our branch office at situated at..... (Address of the local branch).

Yours

Truly,
Signature and seal of the guarantor:
Name of Bank:
Address

Annexure - C

Sr. No.	Item	Information to be filled by Bidder
1	Name of the bidder	
2.	Address	
2	Telephone Number: Office: Mobile Number of contact person/account manager Fax No. E-Mail Address-	
3	Details of Registration (number & date)	
4	Month and Year in which the firm/company was formed/ incorporated.	
5	Type of organisation (Sole Proprietor, Partnership, Pvt. Ltd., Public Ltd., etc.)	
6	Enclose a copy of the partnership deed, Articles of Association or Affidavit (in the case of the firm)	
7	Average Annual Turnover of Last Three Financial Year (attached audited balance sheet & profit & Loss account)	FY 2022-23..... FY 2021-20..... FY 2020-21.....
8	NEFT BANK DETAILS	

Annexure - D

Checklist of Documents to be submitted

Please attach the following documents only and put a tick mark against the corresponding item on the list and submit it as the First page along with other tender documents.

1	EMD (DD/FD/BG/UTR details in case of NEFT) or copy of MSME certificate	
2	Offer letter on your company letterhead with stamp and sign	
3	Copy of Registration of Firm Certificate of Incorporation of company or Partnership deed.	
4	Copy of Registration of Goods & Service Tax and PAN & Copy of PF, ESIC if mentioned in Pre Qualification (PQ)	
5	Copy of last 3 years' audited balance sheet and profit loss account only.	
6	OEM certificate/ authorization letter related to the tender if asked in Pre Qualification (PQ)	
7	Reference Purchase order / Work order copy of clients for similar work as per PQ	
8	Declaration certificate (not blacklisted) as per Annexure -A	
9	Stamped/Signed copy of this tender document	
10	Technical bid documents with stamp and sign, product data sheets wherever applicable	
11	List of staff strength, designation, and years of experience in IT Infrastructure as per Annexure-F	
12	Company profile and client list , Certification (ISO Certification) , if any Copies to be attached.	
13	Financial bid on company letterhead with stamp and sign enclosed in separate E-mail /envelope as per general instruction in the tender.	

Sign & Stamp

Annexure-E

List of Computers and Printers for Comprehensive AMC

Sr Nos	Desktop PC	Qty
1	DELL INSPIRON AIO 2330, CORE i5,6GB,1TB HDD	1
2	HP Dx2080 Desktop, core2 duo, 3GB RAM, 160 HDD, 17" TFT	35
3	HP 8100 Elite Desktop I3, 4GB RAM,160GB HDD,DVD,18.5TFT	2
4	HP 280G2 desktop i5,4GB RAM,1TB HDD	2
5	Dell OptiPlex 390 Desktop, Core i3, 3.3 GHz, 4GB RAM, 500GB HDD 18.5" TFT	3
6	HP Elite 7100 Desktop, Core i3, 3.2GHz, 3GB RAM, 500GB Hdd,18.5 " TFT	5
7	DELL AIO OPTIPLEX 3020 Desktop, CORE i5,4GB,500GB HDD, 21.5" TFT	1
9	HP COMPAQ 8200 AIO, CORE I5,16GB RAM,500GB SSD	18
10	Apple iMac Desktop i5 , 8 GB, 1TB HDD	4
11	Dell OptiPlex 7010 MT, i7,16GB,500 GB SSD (8)	8
12	Laptop Dell Vostro 3446,i3,4GB,500 GB HDD	2
13	Laptop Dell Latitude E6620, i5,4GB,500 GB HDD	1
14	Dell Vostro Notebook 3401 i3 10th Gen 8GB ram	5
15	Laptop Dell Inspiron-13 -5378, i3,4GB,1TB HDD	1
16	Desktop Dell Latitude 3330 i5,4GB,500 GB HDD	1
17	Laptop Dell Vostro 2420 ,i5, 4GB, 500 GB HDD	1
18	HP COMPAQ 8200 AIO, CORE I5,4GB RAM,500GB HDD	8
19	Laptop Dell OptiPlex 7010 MT, i7,8GB,500 GB HDD	1
20	Dell power edge T30 server	1
21	Server IBM X3100 , Xeon Processor, 4GB ram, 500*2 SATA HDD	1
21	IBM server IBM X 3650 M2 Server, Xeon 4C processor, 32 GB, 6x300 GB SAS HDD	1
22	HP 200G3 AIO 21.5" DESKTOP ,I3, 8GB RAM, 500 GB SDD, 1TB HDD	30
23	HP PRO 600 G5 AIO 21.5" DESKTOP, I5,16GB RAM, 500 GB SSD , 1 TB HDD	25
24	Dell XPS 13.3" I7, 16 GB RAM, 256 GB SSD	3
25	Apple MAC BOOK AIR 13 inch ,8GB RAM,128GB SSD	3
26	DELL XPS 9370 i5, 8GB RAM, 256 SSD	1
27	MICROSOFT SURFACE PRO-4 i5, 8GB RAM, 128 GB SSD With Pen	1
28	Apple MAC BOOK PRO 13 inch ,8GB RAM,128GB SSD	1
29	ASUS ZENBOOK UX 330 VA-FB157T GOLD LAPTOP WITH BAGPACK	1
	TOTAL LAPTOP & DESKTOP	167

Sr Nos	Printers	Qty
1	HP LASERJET P2055dn	10
2	HP LASERJET 2015	2
3	HP LASERJET 1010	1
4	Canon LASERJET 3010 MFP	8
5	HP LASERJET M1005	1
6	CANON IMAGE CLASS D520	2
7	HP LASERJET MFP M266 DW	1
8	HP DESKJET 3545 AIO	4
9	HP LASERJET MFP M126NW	2
10	HP LASERJET MFP M226W	5
11	HP LASERJET PRO 400 M401DW	2
12	Epson Deskjet L655 AIO	1
13	HP LASERJET PRO MFP M427FDW	1
14	HP DESKJET PLUS INK ADVANTAGE 6075	26
15	HP DESKJET ADVANCE 5075 AIO	2
16	CANON LASERJET MF241D	1
17	HP LASERJET PRO MFP M227FDW	4
18	EPSON PLQ-20	1
19	HP SCANJET PRO 3000	1
20	HP SCANNER 8200	1
21	HP LaserJet Pro MFP M429fdw	8
22	HP LASERJET M1536 DNF MFP PRINTER	2
	Total Printers	86

Annexure – F

List of staff strength, designation, and years of experience in IT Infrastructure

Sr. No.	Name of the Employee	Designation	Years of Experience	Skills/Specialized In

Authorized Signatory

Date:

**To be submitted on company letterhead duly signed and stamped on it.*