

Indira Gandhi Institute of Development Research
An Advanced Research Institute established by the Reserve Bank of
India
(Deemed to be University)



Telephone : 022 – 2841 6548
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Address : Gen.A.K.Vaidya Marg
Film City Road, Goregaon (E)
Mumbai : 400 065

Email : lingaraj@igidr.ac.in

Website : <http://www.igidr.ac.in>

TENDER FOR
AMC for Audio Visual Equipment at
IGIDR, MUMBAI
NIT No: IGIDR/Tender/ 2019-20/CC/07

TENDER DOCUMENT

AT

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NOTICE INVITING TENDER (NIT)

FOR

AMC for Audio Visual Equipment at IGIDR, MUMBAI.

Sealed Tenders are invited by IGIDR (in two bid Systems) from reputed firms for the following .

Sr No.	Description of Items	Period of Contract	EMD
1.	Comprehensive AMC for Audio Visual Equipment at IGIDR, MUMBAI.	1 year	Rs 20,000/-

- I. Tender Documents with detail terms & conditions can be downloaded from our website: <http://www.igidr.ac.in/igidr-tenders/>
- II. All the details/document pertaining to the tender such as tender document, corrigendum and any further updates will be available only on our website.
- III. Bids/Quotations may be submitted directly by the OEM or their Authorized distributors/Dealers/Resellers/Channel Partners with proof of authorization from OEM.

IGIDR shall not be responsible for non-receipt bid due any other reasons.
For any issues related to tender please contact Computer Center, Tel: 022 – 2841 6548 / 580 [Email:lingaraj@igidr.ac.in](mailto:lingaraj@igidr.ac.in)

Registrar

BIDDING DOCUMENTS FOR FM and AMC

Chapter 1	Schedule of Tendering
Chapter 2	Letter of offer cum acceptance
Chapter 3	Instructions to tenderers
Chapter 4	Scope of Work
Chapter 5	Terms and Conditions
Chapter 6	Pre-Qualification and Technical Bid.
Chapter 7	Financial Bid
	Annexure

CHAPTER- 1
Schedule of Tendering:

Sl. No.	Event	Date and Time/ Remarks
01	Down loading of Tender document from website	http://www.igidr.ac.in/igidr-tendors/
02	Last date & Time of Submission of Bids (Technical and Price Bid)	12 September, 2019 up to 03.00PM(IST) Please refer tender Terms at IGIDR
03	Opening of Technical Bids	12 September, 2019 at 03.30 PM, (IST)
04	All the communications with respect to the tender shall be addressed to:	Registrar, Indira Gandhi Institute of Development and Research, Gen.A.K.Vaidya Marg, Film City Road, Santosh Nagar, Goregaon (East), Mumbai : 400 065.
05	FOR TAKING ASSISTANCE, IF ANY	Website: http://www.igidr.ac.in/igidr-tendors/ Contact Computer Center, Tel: 022 – 2841 6548 / 580 Email:lingaraj@igidr.ac.in

CHAPTER-2
Letter of offer cum acceptance

Date _____

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

Subject: Tender for AMC for Audio Visual Equipment at IGIDR, MUMBAI

Reference: NIT Dated

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 fulfill 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 DD/BG as an earnest money 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 in to without any alterations / modifications.

Yours faithfully,

Signature

Name & seal of Contracting

Agency/firm/company

CHAPTER-3

Instructions to Tenderers

Sealed Tenders should be addressed to The Registrar, Indira Gandhi Institute of Development Research, Goregaon (East), Mumbai-400065 and superscripted “**AMC for Audio Visual Equipment at IGIDR, MUMBAI**” at Indira Gandhi Institute of Development Research, Gen. A.K.Vaidya Marg, Santosh Nagar, Goregaon (E) Mumbai-400065.

1. The tender to reach his office not later than **3:00 PM on 12 September 2019** along with an Earnest Money of deposit **Rs. 20,000.00** by Demand Draft/Bank Guarantee drawn in favour of Indira Gandhi Institute of Development Research, of a Scheduled Bank.
2. Tender in sealed envelope, supported by prescribed annexure; EMD, Technical bid & financial bid shall be placed in separate sealed envelopes each marked as “**Envelope-1: EMD**”, “**Envelope-2: Pre-qualification & Technical Bid**”, “**Envelope-3: Financial bid**” respectively. All three envelopes shall be submitted together in another sealed envelope endorsed “**Tender for comprehensive AMC for Audio Visual Equipment at IGIDR**”. The bid will be received up to **3:00 PM on 12 September 2019**. No tender will be accepted after **3:00 PM on 12 September, 2019** under any circumstances whatsoever.
3. The envelopes Marked “EMD, Pre-qualification & Technical Bid” of tender shall be opened at 3:30 PM on the same date at the office of the Registrar, Indira Gandhi Institute of Development Research, Goregaon, Mumbai, or his authorized representative in his office in the presence of the tenderer’s or their representatives should they choose to be present.
4. Financial bid will be opened for the technically qualified bidders only. The date of opening of financial bid shall be informed by institute later on.
5. Tender shall remain valid for acceptance by the Institute for a period of **Four months** from the date of opening of the tender which period may be extended by mutual agreement and the tenderer shall not cancel or withdraw the tender during this period.
6. The bidder must use only the forms 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 shall be treated as null and void.
7. Rates should be quoted both in figures and in words in columns as specified. All erasures and alterations made while filling the tender must be attested by initials of the bidder. 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.
8. **Each Page of the Tender Document should be signed by the person or persons of the company submitting the tender in token of his/their having acquainted himself/themselves with the General Conditions of contract. General specifications, Special Conditions, etc. as laid down. Any tender with any of the documents not so signed will be rejected.**
9. The Earnest Money deposit of **Rs. 20,000.00** by a Demand Draft/ Bank Guarantee issued by a Schedule Bank drawn in favor of Indira Gandhi Institute of Development Research, Mumbai

shall only be accepted by the Institute. A tender which is not accompanied by EMD i.e. demand draft/ Bank Guarantee will not be considered. The EMD will be returned to the bidder if his 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 execution and fulfillment of the contract. No interest shall be paid on this deposit.

10. The firm who are exempted from submission of EMD bidders should submit the copy of certificate issued by Micro and Small Enterprises (MSEs)/NSIC or are registered with the Central Purchase for exemption of EMD Organisation along with bid.
11. Indira Gandhi Institute of Development Research reserves to itself the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so. Indira Gandhi Institute of Development Research also reserves the right to divide the order between two or more bidders and the Vendor shall carry out even the part orders for various items.
12. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
13. Bidder is advised to visit the site and examine the existing AV setup at location before submitting his bid. Please go through the tender document carefully to understand the documents required to be submitted was the part of the bid.
14. Period of validity of the tender will be for 120 days.
15. The rates quoted shall include all charges for repair, packing, transport, loading, unloading etc and delivery at site. The rates shall also be firm and shall not be subject to exchange variations, labour conditions, fluctuations in railway freights or any conditions whatsoever.

CHAPTER-6

SCOPE OF FM & AMC

IGIDR is a deemed to be university and an advance research institute established by Reserve Bank of India . It spread across 14 Acres of land and entire campus is inter-connected with Local Area Network, WiFi, connecting desktops and laptops and mobile devices. The users (Faculty / Non academic staff/students) access various standard, proprietary mathematical and statistical software on Windows 7/10 based desktop and windows 2012/16 and Linux servers.

IGIDR invites sealed quotations from the reputed AV vendors who provides comprehensive AMC. The requirement details and list of equipment are given below in this document.

Scope of Work / SERVICES

The scope of the work involves following activities.

1. The Vendor shall undertake contract for all items under AMC
 - a. The contract shall include all components including all the parts but excludes the consumables like lamp.
 - b. Installation of necessary firmware/updates/upgrades / patches wherever it is required .
 - c. Repairs /Replacement of all equipment/parts during amc period to provide smooth operation of the same.
 - d. Quarterly preventive maintenance of equipment under the AMC and the report for the same should be submitted for all the machines under contract.
 - e. 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

2. SERVICE AND SUPPORT

The vendor will provide Comprehensive Annual Maintenance Contract for Audio Visual (AV) Equipments Installed at IGIDR Campus”

3. MAINTENANCE

The vendor shall provide maintenance services from 9:30 AM to 7:00 PM (Monday to Saturday) to keep the systems in good working order. Complete Technical support for the upkeep of Audio Visuals equipments Installed at IGIDR Campus and peripherals and parts should be provided without any financial implications as and when required by IGIDR.

4. RESPONSIBILITIES

Responsibility include the following activities

- a. Total Hardware maintenance and troubleshooting for equipments and Peripherals.
- b. Total maintenance, software maintenance and troubleshooting for the Device and Supply and fixing of Spare Parts as per the Original Device.
- c. Quarterly preventive maintenance includes regular physical cleaning (internal and external).

5. PART REPLACEMENT

Faulty parts that need replacement are to be replaced by the part of same specification and from same OEM without any additional cost to IGIDR. If the part of same specification / OEM is not available it is to be replaced by part of higher specifications / configuration from OEM"s listed/agreed by IGIDR. The cost of the same would be borne by the bidder. At no stage local made spares be used. The contractor will be penalized the cost of the equipment if local spares are used as replacement.

6. UP-TIME

The vendor must ensure an average uptime of minimum 95% for the entire equipment in quarterly basis. In case the overall uptime falls below 95% for any quarter, the AMC liability of vendor shall be extended by number of days proportionate to the period by which the uptime was below 95+%. Stand by equipment must be provided where it can not be repaired the same day . If it is not repaired next business day and standby is not provided then a penalty of Rs. 500/- (Rupees Five Hundred only) per day will be imposed and the same will be deducted from the bill produced by the service provider.

CHAPTER- 4

TERMS AND CONDITIONS

The tender shall be submitted in accordance with the following terms and condition and any tender not confirming to the same as under is liable to be rejected. These instructions shall form the part of the tender and the contract.

1. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tenderer stipulate any condition of his own, such conditional tender is liable to be rejected.
2. IGIDR reserves the right to reject any tender/bid wholly or partly without assigning any reason.
3. The Technical Committee constituted by the IGIDR shall have the right to verify the particulars furnished by the bidder independently.
4. Tenderer shall take into account all costs including repair, installation, commissioning, etc. for giving delivery of new /repaired material at site i.e. IGIDR Mumbai before quoting the rates. In this regard no claim for any extra payment for any reason shall be entertained.
5. The item should be delivered at IGIDR, Mumbai and the supplier shall be responsible for any damage during the transit of goods.
6. In case, 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. The IGIDR reserves the right to accept or reject any or all the tenders.
7. The bidders may submit duly filled and completed bidding document as per instruction contained in the bidding documents. Incomplete bid shall be rejected. The conditions of tender shall be governed by the details contained in complete bid document.

8. Contract Period

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

9. Performance Security Deposit:

The successful bidder will have to deposit a Performance Security Deposit of 5% of order value for one year, subject to the revision at the time of placing the work order, within 15 days of the receipt of the formal order. The performance security will be furnished in the form of an account payee Demand Draft 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 for a period of 60 days beyond the date of completion of all the contractual obligations of the service provider. This deposit shall be forfeited in case the contractor, who fails to discharge its duties/commitments or whose contract is terminated pre-maturely. No interest will be paid on Security Deposit withheld by the Institute.

10. Payment Terms:

Payment will be made on quarterly basis after successful completion of every quarter of the year and upon receiving of Satisfactory "Service Certificate" from IGIDR for the said period.

11. **Cancellation:** IGIDR reserves the right to accept or reject or cancel any or all enquiries or quotations at any stage without assigning any reason thereof. In case of cancellation of order due to Non-compliance of the Terms and Conditions and Breach of the Contract, No compensation will be paid towards progress of order/procurement.

12. **Governing Law:** The order placed will be contract between the supplier and the buyer and shall be governed by the LAWS of India and under the contract shall be taken by the parties only in Mumbai, India to competent jurisdiction.

13. **Termination of Contract:** The institute may, by written notice to the Facilitator/Supplier, terminate the Contract in whole or in part at any time for its convenience and the extent to which performance of the Facilitator/Supplier under the Contract is completed.

The contract can be terminated any time by giving one month's notice to the party if the party's services rendered to IGIDR are unsatisfactory.

14. **Penalty:** If the selected firm fails to deliver the service or unable to maintain the uptime of the equipment within a valid time, penalty to such effect would be charged. IGIDR reserves rights to forfeit the security deposit if any.

15. Indira Gandhi Institute of Development Research also reserves the right to divide the order between two or more bidders and the Vendor shall carry out even the part orders for various items.

16. Force Majeure:

“Force Majeure” means an event or situation beyond the control of the Supplier that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Supplier. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions. If such situation arises, the firm shall promptly notify the Institute, in written of such condition and the cause thereof.

17. Bid Evaluation Criterion

All terms & conditions stipulated in the tender document shall be considered for selection of firm(s). However, L-1 firm(s) will be decided on the basis of the lowest value quoted for AMC.

18. **For** any dispute, the place of jurisdiction shall be Mumbai, India only.

Note – Non-compliance of the above may disqualify your offer for consideration

CHAPTER - 5

PRE-QUALIFICATION CRITERIA & TECHNICAL BID

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

1. Information of Bidder

Registered Name of the Bidder			
Registered Address of the Bidder The Registered Office or one of the Branch Office of the bidder should be located in Mumbai, Mumbai suburban, Thane or Navi Mumbai.			
Name & Designation of the Contact person			
Contact Details	Mobile: Email:		
Firm/Company Registration No			
PAN Card No			
GST Reg. No			
Annual turnover in last 3 financial year certified by CA (Average turnover should not be less than Rs. 50 Lakh)	2018-19	2017-18	2016-17
Profit /Loss Account certified by CA for last 3 year	2018-19	2017-18	2016-17

2. The bidder should have experience in successful execution of similar works in last 3 years.i) at least 01 similar work of value not less than Rs. 7.6 Lac OR ii)

at least 02 similar works of value not less than Rs. 4.7 Lac OR iii) at least 03 similar works of value not less than 3.8 lac in Government Department/PSU/Autonomous Body or any reputed organization. References order copy along with proof of completion certificate for the project must be provided.

Customer Name	PO Amount	PO date

3. The bidder should not be black listed by any Govt. organization /PSU during last 3 years. A declaration certificate to this effect is to be submitted as per the format given in **Annexure-1**.

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 the purpose. All documentary proof must be listed and enclosed in a cover, to be submitted along with the qualification bid (Envelope-1) duly stamped and signed by the authorized person of the bidder.

The AV equipment for which AMC is required is listed in Annexure-II

CHAPTER - 6

Financial BID

NIT No: IGIDR/Tender/ 2019-20/CC/07

Work Name: AMC for Audio Visual Equipment at IGIDR, MUMBAI

The below list is also provided in excel sheet with tender document at our website for submitting the financial bid.

Description	Amount in INR	GST	Total inclusive taxes
Comprehensive AMC of AV equipment as per the list in Annexure-II			

Total Amount in Words:

Date

Signature of the bidder with seal/stamp

Annexure -1

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:

Annexure II

List of AV Equipment for comprehensive AMC

Location	Srno	Product	Units	AMC Coverage	Remark
Seminar Hall 4	1	Epson Projector Epson EB-595Wi	1	Yes	
	2	Motorized Screen 92" Da-lite with up down switch, hdmi cable and ports	1	Yes	
		All the connected cables and ports		Yes	
Seminar Hall 3	1	Panasonic Projector PTVX-41	1	Yes	
	2	Screen 84 Inch Motorised Da-Lite	1	Yes	
	3	Switcher Milestone ML-402	2	Yes	
	4	Amplifier Ahuja	1	Yes	
	5	Speaker 6 Inch	2	Yes	
	6	Digital class 15" with pen	1	Yes	
	7	Document Camera	1	No	Fault detected
		All the connected cables and ports		yes	
Seminar Hall 2	1	Panasonic Projector PTVX-41	1	Yes	
	2	Screen 100 Inch Motorised Da-Lite	1	Yes	
	3	Amplifier SSB-60 EM	1	Yes	
	4	Speaker 6 Inch	3	Yes	
	5	Switcher Milestone ML-402	2	Yes	
	6	Wacom DTU 1631 screen with pen	1	yes	
	7	Document Camera	1	No	Fault detected
		All the connected cables and ports		Yes	
Basement Class room	1	Panasonic Projector PTVX-41	1	Yes	
	2	Screen 100 Inch Motorised Da-Lite	1	Yes	
	3	Document Camera Wolfvision V2-402	1	Yes	
	4	Shure Lapple Mic	1	Yes	
	5	Amplifier Interm PA-9324	1	Yes	
	6	Mixer Sound Master Diamond 8-2i	1	Yes	

	7	Polycom VC VS4000 With 2 cameras	1	No	Diagnosis required
	8	Creston Processor ST-CP	1	No	Diagnosis required
	9	Creston Touch Panel	1	No	Diagnosis required
	10	Creston Lighting control CLI-220N-4	1	No	Diagnosis required
	11	Kramer VP23 Switcher	1	Yes	
	12	Kramer VP200 AK	1	Yes	
	13	Speaker Wall Mount	4	Yes	
	14	Touch Display Wacom DTU-1631 with pen	1	Yes	
		All the connected cables and ports		Yes	
RB-3 1st Floor Class Room					
	1	Amplifier Intrem R300	1	Yes	
	2	Sound Master Mixer 8-2i Diamond	1	Yes	
	3	Speaker Bosch 6 in	4	Yes	
		All the connected cables and ports		Yes	
Seminar Hall 1					
	1	Creston CP3	1	Yes	
	2	Creston Touch Panel TPS-6X	1	Yes	
	3	Kramer VS41H	1	Yes	
	4	Kramer VS11DS	1	Yes	
	5	Kramer Audio Defender FC46XL	1	Yes	
	6	Kramer PT571	1	Yes	
	7	TATA Sky	1	No	
	8	Sony Blu Ray Player	1	Yes	
	9	Crown amplifier XLS 1500	2	Yes	
	10	Relay	1	Yes	
	11	Power Strip	1	Yes	
	12	Extron SSP 7.1 Surround Sound Processor	1	Yes	
	13	Kramer 200 Ak	1	Yes	
	14	Screen Motorised 164"D Da-Lite	1	Yes	
	15	Projector Epson EB-G6970	1	Yes	
	16	Document Camera Wolfvision VZ 8Plus	1	No	Fault detected
	17	Touch Display Wacom DTU-1631 with pen	1	Yes	
	18	Creston CEN- ER-FGW-POE	1	Yes	
	19	JBL Speaker	8	Yes	
	20	Sound Master Hand Held Mic	1	Yes	
	21	Shure Lapple Mic	1	Yes	
		All the connected cables and ports		Yes	

Conference Room	1	Ceiling Mount Projector PT EZ580	1	Yes	
	2	110" Motorised Projector Screen Da-Lite	1	Yes	
	3	White Board	1	Yes	
	4	LG 84" Full LED Display Wall Mount	1	Yes	
	5	WIPG 100 We present Wireless Presenter	1	Yes	
	6	Document Camera	1	No	Fault detected
	7	Ceiling Speaker JBL- 24CT	8	Yes	
	8	Dual Channel Amplifier – Crown XLS1000	1	Yes	
	9	Boundray Layer Table Mics Shure	20	Yes	
	10	Laple mic Shure	1	Yes	
	11	Wireless Hand Held Mic Shure	2	Yes	
	12	8 Channel Digital Signal processor – converge pro 880T	1	Yes	
	13	8 Channel Expansion Module Converge pro 8i	2	Yes	
	14	Lifesize Team 220 VC Kit, Code, Camera 10X , Mic- 2 Units	1	Yes	
	15	Composite Recorder & Player Avermedia CR530	1	Yes	
	16	Look at Me btton Schurter MCS30	2	Yes	
	17	Control For look at me Crestron CNPI 16B	1	Yes	
	18	4 Input 1 output VGA Switcher Extron	1	Yes	
	19	Under Table Mount Extron MBU 125	2	Yes	
	20	Transmitter Scaling Switcher Crestron DM-TX-201-C	2	Yes	
	21	Under Table Mount for Transmitter	2	Yes	
	22	Scaler DM Receiver -Crestron DM-RMc-4K-scale-C	2	Yes	
	23	Dm Trasmitter Receiver Pair HD – Crestron HD-EXT3-C-B_	1	Yes	
	24	Multiformat Switcher + Controller – Crestron DMPS3-300-C	1	Yes	
	25	Control System – Apple Ipad+mobile Pro+, TPlink Wifi+IR probes	1	Yes	
	26	Docking Station for I-PAD	1	Yes	
	27	Lightning Control – Dynalite DDMC802DLPE9100	2	Yes	
	28	10 Button Panel – Dynalite DLPE 9100	1	Yes	
	29	8 Port Replay control - Milestone	1	Yes	
	30	Cabe Cubby- connect2	2	Yes	
	31	AV Rack 21 U- Valrack	1	Yes	

RB1- Ground floor Computer Centre					
	1	Projector Hitachi- CPR X70	1	Yes	
	2	Motorized-100",Diagonal Screen Da lite	1		
Others					
	1	Projector Infocus LP-540	1	Yes	
Library	2	Projector LG – PB62G	1	Yes	
Admin Conference	3	TV :PANASONIC Model: TH-L42V20D	1	Yes	
Reistrar's office	4	TV: SAMSUNG Model: LFD DC55E	1	Yes	
Directors Office	5	TV: PANASONIC MODEL: P50X20D	1	Yes	
Faculty Lounge		TV: LG MODEL:50PN6500	1	Yes	

We do not have the software code. So reprogramming cost for (Seminar-1 and Conference Hall) if any required need to be included in cost.