



**IIM SIRMAUR**  
KNOWLEDGE . LEADERSHIP

INDIAN INSTITUTE OF MANAGEMENT SIRMAUR  
(An Autonomous body under the aegis of MHRD, Govt. of India)

NOTICE INVITING TENDER NO.:IIMS/PUR/Computer Peripheral AMC/01/2020-21

## Tender Documents for Annual Maintenance Contract of Computer Hardware items at IIM Sirmaur

*R. Anand*  
Stores & Purchase Officer



Signature of Bidder:.....  
Date:.....

**“NOTICE INVITING TENDER”**

The Indian Institute of Management Sirmaur (HP) is an Institute of national importance under the aegis of the Ministry of Human Resource Development, Government of India to provide management education of high quality and to promote allied areas of knowledge and inter-disciplinary studies. The Institute invites sealed tender from Registered and reputed agencies/ firms including partnership firms for providing Annual Maintenance Contract of Computer Hardware items for three years on yearly renewable basis.

**General Terms and Conditions**

1. Indian Institute of Management, Sirmaur invites open tender under Two Bid System (Technical and Financial Bid) from system integrators for managing and providing support for AMC of Desktop Computers, laptops, UPSs, Printers, Scanners and Hardware, Software & other peripherals.
2. Tender Document can be downloaded from the Institute website [www.iimsirmaur.ac.in](http://www.iimsirmaur.ac.in) or any issue of corrigendum related to this tender will also be available on the said website.
3. Details of Bid: -

- |   |  |
|---|--|
| a) Bid Reference  | : No. IIMS/PUR/Computer Peripheral AMC/01/2020-21        |
| b) Last date and time of receipt of bid                     | : 15.07.2020 by 11:00 am                                 |
| c) Date and time for opening of technical Bid/Financial Bid | : 15.07.2020 at 03:00 pm                                 |
| d) Place of receiving the bid                               | : Purchase Office, IIM Sirmaur, Paonta Sahib, H.P-173025 |
| e) Cost of Tender Documents                                 | : Nil  |
| f) EMD  | : Rs.10, 000/- (Rupees Ten Thousand Only through DD)     |
| g) Bank Guarantee   | : 10 % of the AMC contract                               |
| h) Type of Bid  | : Two-Bid System.  |



Signature of Bidder:.....  
Date:.....

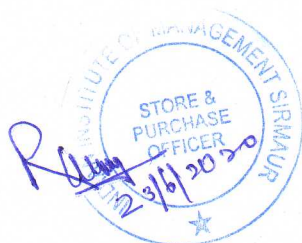
#### 4. Bidding Procedure

- a) Bids are invited in two Bid systems, (1) Technical Bid and (2) Financial Bid.
- b) Bids shall be received on: 15.07.2020 by 11:00 am, No Bids will be accepted after this date & time under any circumstances. The Institute will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.
- c) Technical Bids must be accompanied by the EMD fee for specified amount, along with complete technical details as required by this tender. First, Technical Bids of all the tender will be opened on pre scheduled date, time & venue. Technical Bids without EMD will be summarily rejected.
- d) Bidders like State/Central PSUs; Government of India Societies (established under relevant Act) and those registered with the NSIC, DGS&D and MSME organization are exempted from EMD.
- e) Financial bids of only those bidders would be opened who have been successful in the Technical bids stage and the financial bids will be opened on pre scheduled date, time & venue.
- f) All the documents in support of the eligibility criteria, Technical Bid and Financial Bid must be duly signed and attached with the tender documents.
- g) All the relevant rules and regulations of the Government of India will be applicable and binding on all bidders and the same would be applied without any reference to the bidders.
- h) The vendor should not have been blacklisted by any PSU/Govt. Deptt. in the past.

#### 5. Eligibility/Qualification Criteria:

Checklist for eligibility is as under (Please tick Yes or No):

Checklist for Technical Eligibility Criteria		Yes	No
1	Copy of this tender document duly signed and stamped.		
2	All the vendors have to submit a certificate of authorization from OEM indicating that the bidder is authorized to bid. OEM authorization is mandatory for items Sr. No. 1 to 21 in the Financial bid (Annexure-A) and for the items listed from Sr. No. 22 to 40, OEM authorization certificate may be submitted or the vendor can opt to replace the faulty items with the same brand and specification or higher. Any OEM directly participating in this tender need not submit such letter.		
3	Back-end support commitment letter from the OEM specific to this tender by the vendor. OEM should submit a commitment letter along with the tender for providing full onsite support at IIM Sirmour Campus, Rampur Ghat Road, Near Dental College, Paonta Sahib- 173025.		
4	Submit proof of adequate facilities and manpower (technical staff) to ensure the necessary support to IIM during the warranty period.		
5	Registration Number of the bidder firm along with the GST/LST/CST/WCT No. and the PAN number allotted by the concerned authorities.		



Signature of Bidder:.....

Date:.....

6	The tenderer shall be required to submit the Earnest Money Deposit (EMD) Rs.10000/- by way of demand drafts/banker's cheque drawn in favor of Indian Institute of Management, Sirmaur payable at Paonta Sahib. The said earnest money will not bear any interest and will be refundable only after finalization of the contract awarding process.		
7	Bank guarantee of 10% of the contract amount to be submitted on being awarded the contract. This will be returned at the end of AMC period.		
8	Details regarding the provision of support during warranty. Full contact information of the bidder on the letterhead.		
9	The bidder should be a system integrator managing and providing support for network equipment including Hardware and peripherals of existing IT hardware at least in one organization of similar nature having strength of 100 nodes.		
10	The bidder has to quote for all the items in the tender as a package and the comparative statement will be made as per package only.		
11	The bidder has to quote for all the items in the tender as per the given tender documents. Bidders who does not quote for all the items as per the given tender documents are subject to disqualification.		
12	Sealed hard copy of Technical Bid & Financial Bid to be submitted separately before the due date of tender. Tender should be submitted to The Purchase Office, Indian Institute of Management Sirmaur, Rampur Ghat Road, Paonta Sahib- 173025.		
13	Bidder should have 24X7 Helpdesk for ticket logging & resolution.		
14	Back to back support should be booked with their respective OEM & should submit the proof of contract alongwith invoice.		
15	Back to back support should be direct support from OEM (in case Cisco should be smartnet & increase of Fortigate should be Forticare)		
16	Only OEM Registered vendor can participate in Tendering process		

Note: Financial bid of only those bidders will be opened who will comply all points in the checklist

## 6. Period of validity of bid

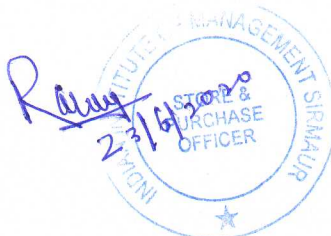
The bid shall remain valid for 90 days from the last date of submission of bids. If any bidder withdraws its bid before the said period, without prejudice to any other request to remedy, Institute will forfeit the Bid Security absolutely.

## 7. Submission of Bids / Opening of Bids:

- The bidder should submit bids under the two bids system, viz., the "Technical Bid" and "Financial Bid". The bidder should specifically provide full technical details of the service offered and also shall provide full details of deviation they intend to make from the technical specifications and contract terms detailed in the Bid. No price details shall be given. Violation of this would result invalidation of bid.
- "Financial Bid" of only those bidders will be opened who will qualify at Technical stage fulfilling all the eligibility criteria/conditions as laid down.
- The bid will be evaluated for selecting L-1 bidder(s) on the basis of total price as calculated in the format of the financial Bid, as per the methodology mentioned in the format.
- As the items are interlinked to each other and the comparison of the financial bid shall be on the basis of total annual price (Taxes as applicable) quoted by the bidder. No comparison of individual items will be made and the individual item charges are only for reference purpose of the Institute

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Date:.....



calculation of the total bid value .

- e) Any deviation of any sort e.g. in the form of Technical or Commercial terms and conditions, has to be specifically indicated in the Technical Bid itself.
- f) Silence or use of the word "Noted" against any of the Bid conditions shall mean bidder agrees to comply with that/those conditions of Bid,
- g) All prices and other information in this regard having a bearing on the price shall be written both in figures and words in the prescribed offer form.
- h) The vendor except printer cartridge will provide all spare parts as per time to time requirements.
- i) Any additional information should be enclosed separately and referred to in the relevant column of the bid form. All relevant product literature must be enclosed with the bid
- j) Bidders shall furnish clause-by-clause acceptance of all clauses in Bid Document including Technical Specifications and must specify the reference page number.
- k) Any firm will not be allowed to participate in the bid, if the firm is having any pending issue / disputes in the Institute, like, pending of work, technical, financial issues etc.
- l) The bidders' representatives who will be present shall sign in the designated register evidencing their attendance, In the event of the specific bid opening being declared a holiday for the purchaser, the bid shall be opened at the same time and location on the next working day.
- m) No correction or amendment on the financial Bid is allowed and any such correction/strike through/modification would render the relevant bid invalid.

**8. Purchaser's right to accept or reject any or all bids:**

- a) IIM Sirmaur reserves the right to modify or change any of the terms & conditions applicable to the offer at any time with prior notice.
- b) If at any point of time, any Hardware items is/are deleted or added in the SENET inventory for AMC purpose, then the contract amount shall be re-calculated accordingly, as per the price quoted for individual item in "ANNEXURE-A".
- c) The Purchaser reserves the right to accept or reject any bids and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability from affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Purchaser's action.
- d) The acceptance of bids will rest with IIM Sirmaur who does not bind itself to accept the lowest bid and reserves itself the right to reject any or all the bids received without the assignment of any reason to all the bids in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.
- e) The IIM Sirmaur does not bind itself to accept the lowest or any bid and reserve to itself the right of accepting the whole or any part of tender and bidder shall be bound to perform the same at the rate quoted.
- f) Canvassing in connection with tenders is illegal & strictly prohibited and the tenders submitted by the bidders, who resort to canvassing, will be rejected.



Signature of Bidder:.....

Date:.....

## 9. Termination by default

- a) The Purchaser may, without prejudice to any other remedy for breach of Contract, by written notice of default sent to Supplier, terminate the Contract in whole or part:
  - (i) If the Supplier fails to provide services/rectify the fault within the time period specified in the Contract or any extension thereof granted by the Purchaser.
  - (ii) If the Supplier fails to perform any other obligation(s) under the Contract.
- b) The selected bidder, once engaged, may also have the liberty to terminate the contract after giving one month's notice.

## 10. Arbitration

In the event of any dispute arising between the vendor and the institute (IIM SIRMAUR) during the currency of the contract or after conclusion thereof the same shall be settled by arbitration in accordance with the provisions of the arbitration and conciliation act 1996 or any statutory amendments thereof or any statute enacted for replacement thereof and shall be referred to the sole arbitrator to be appointed by the Director, IIM SIRMAUR whose decision shall be final and legally binding on the parties. In the event of death, refusal, neglect, inability or incapability of the person so appointed to act as an arbitrator, the Director IIM SIRMAUR may appoint a new arbitrator. The venue of arbitration shall be the respective office of the arbitrator or a place suitable to IIM Sirmaur unless otherwise specified. In the arbitral award the cost of such arbitration shall be borne by the contractor(s) and there will be no objection to this effect by any of the parties.

## 11. Settlement of dispute jurisdiction

The disputes shall in the first instance be tried to resolve by mutual discussions between the both the parties within a period of one month's failing which only the regular courts of Paonta Sahib will have the exclusive jurisdiction to adjudicate upon the matter. Services under the contract shall, if reasonably possible, continue during the legal proceedings and no payment due to or payable by IIM SIRMAUR, H.P-173025 shall be withheld on account of such proceedings.

## 12. Notices

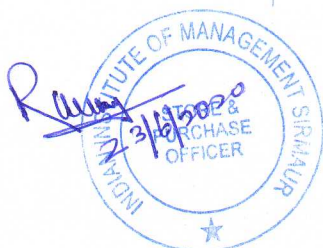
- a) Any notices given by one party to the other pursuant to the Contract shall be sent in writing to the address specified for that purpose in the conditions of contract. The contract may be terminated after issuing one month notice.
- b) A notice shall be effective when delivered or on the notice's effective date, whichever is later.

## 13. Payment

The payment to the Contractor under the Contract will be on quarterly/half yearly/yearly basis as per Government of India rules.

## 14. Scope of work and technical specification of items (As per Annexure-A)

- a) Maintenance & Service of Desktops, Laptops etc, installed at IIM Sirmaur on comprehensive onsite including replacement of all spare parts including all plastic parts in case of printer, scanner, CPU with any extra payment.
- b) Maintenance & service of UPS on comprehensive basis including replacement of all spare part like



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Date:.....

Logic card, transformer, switches etc.

- c) Maintenance & repair of all printers including replacement of Teflon, Logic card etc.
- d) Maintenance & service of system software and other Software packages/ material and customization of system as and when required
- e) Integration of the complete system and testing of the complete system as and when required.
- f) Installation of Antivirus in all desktops and laptops.
- g) Police verification, EPF, ESIC issue related to staff deputing on the site will be handled by the successful bidder. This Institute does not have any role in it.
- h) If it is not possible to repair the part or component on-site than permission shall be required to take away the part from the user's premises.

**15. Terms, conditions, and method of calculation of AMC cost**

The contract will be awarded initially for one year and it will be renewed for 2<sup>nd</sup> and 3<sup>rd</sup> year based on successful performance.

**16. Service warranty**

- a) The bidder should cover services provided including the quality of workmanship under warranty.
- b) All the items of SERVERS and desktop hardware peripheral shall be maintained on comprehensive basis.
- c) No extra payment will be made for the replacement of spare parts, if any, except printers cartridges or any other consumables.
- d) If any currently used spare part is not available in the market its upgraded version may be used by the vendor.

Note: - 1. If there is removal / disposal of any item(s) during the period of AMC the amount of AMC will be re-calculated on the basis of prices quoted for the item(s) mentioned in "Annexure-A" of tender document.

2. If any part is replaced than it should be of same OEM and should be of the same/latest version.

**17. Force Majeure**

If either party is prevented from the performance of its obligations in whole or in part for reasons of Force Majeure, viz., acts of God, acts of Government, acts of public enemy, war, hostility, civil commotion, blockade, sabotages, riots, fire floods, earthquake, explosions, epidemics, strike and lawful lockout, the period of Force Majeure shall be excluded accordingly. If Force Majeure event(s) continue beyond the period of three months, the parties shall hold consultation to chalk out the further course of action. Neither party can claim any compensation from the other party on account of Force Majeure.



Signature of Bidder:.....  
Date:.....

**TECHNICAL BID**

1. Name of the Applicant .....
2. Father's Name .....
3. Address of self and Firm .....
4. Phone No. /Mobile No. ....
5. Aadhar No. ....
6. Details of EMD
  - a. Amount Rs. 10,000/-
  - b. Demand Draft No. ....
  - c. Dated: .....
  - d. Bank Branch .....
7. GST No. ....
8. PAN No. ....
9. EPF Code No., if any .....
- 10 ESI Code No., if any .....
- 11 Experience, if any (in years) .....
- 12 Name and Address of two responsible persons as guarantors:  
Name ..... Name .....  
Adhar No. .... Adhar No. ....  
Address..... Address.....

Declaration:

I hereby undertake-

1. That I shall bear all the expenses if there is any damage to the said premises.
2. That I bind myself to the terms and conditions of this tender document.



Signature of Bidder:.....

Date:.....



Annexure- A”

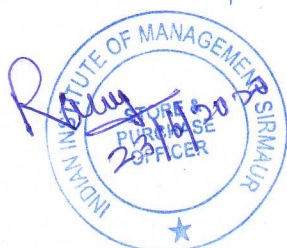
On the Letter Head of the Bidder

FORMAT FOR SUBMITTING THE FINANCIAL BID

**FINACIAL BID FOR ANNUAL MAINTENANCE CONTRACT OF COMPUTERS AND PARIPHERALS INSTALLED AT IIM SIRMAUR, PAONTA SAHIB, H.P**

**A. Technical Specification & Quantity of Hardware Items under AMC:**

Serial No.	Quantity	Date of Purchase	Make/Model No.	Particulars	Price quoted in Rs. for one year (Taxes as applicable) (Both figure and words)
1	5	10/29/2015	HP Slimline Desktop 450-A13, A12 IL DT PC IN	CPU 2.41, HDD 500GB, RAM 4 GB , Win.8.1 Ent. With 18.5"(46cms) TFT Keyboard & Mouse USB wireless	
2	5	10/12/2015			
3	1	9/3/2015			
4	3	3/10/2016	HP Pro ML10v2	CPU Intex Xeon E3, HDD 1TB, RAM 16GB, With 20Inch LED TFT , Keyboard & Mouse wired	
5	1	9/23/2016	HP 20-r012in	HP all in one, CPU i3.2Ghz,Win.8, 4GB,1TB	
6	20	6/28/2016	Lenovo Think Center M700 TWR:	i5-3.1Ghz, 500GB, 8GB RAM With 18.5 Inch TFT, Keyboard & Mouse	
7	1	4/15/2017	HP Laptop	HP Laptop, i3,win.10,8GB	
8	5	10/29/2015	APC, BX600-IN/BX600C-IN	APC UPS- 600VA,	
9	1	9/3/2019			
10	5	10/12/2015			
11	1	9/23/2015			
12	20	6/28/2016			
13	3	3/28/2016	APC, BXC1100-IN/BX1100CI-IN/BR1000G-IN	APC UPS -1KVA	
14	3	4/4/2016			
15	7	6/30/2016			
16	1	8/14/2015	HP M1005	Printer- LaserJet	
17	4	6/30/2016			
18	1	6/30/2015	Kyocera 5052ci	Memory - 4GB,Network - LAN, TCP/IP, Ipv4,IPv6 Scan Setting - File format - PDF Clour Printer/50ppm (Clour) 50ppm (Black & White)	
19	1	10/31/2017	Kyocera C2126MFP	Memory- 768MB,Network - LAN, TCP/IP, Ipv4,IPv6 Scan Setting - File format - PDF Colour printer, Speed: 28 PPM	



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20	1	8/21/2016	Hitachi, CPX-3030WN	Projector- Hitachi,	
21	1	9/27/2017	Sony, VPL-EX435	Projector- Sony,	
22	5	7/13/2016	Panasonic, LW362WXGA	Projector- Panasonic,	
23	5	8/1/2018	Epson, EB-X05	Projector -Epson,	
24	3	12/28/2018	Projector Screen	Projector Screen 10x8F	
25	5	7/13/2016			
26	1	8/21/2016			
27	2	8/1/2018			
28	5	7/13/2016	SSA-100M	Ahuja Amplifier	
29	1		SSB-80M		
30	1	5/21/2018	SSA-160DP		
31	1	5/21/2018	SSA-160EM		
32	2	1/10/2019	SSA-5000DP		
33	5	7/13/2016	AWM490,AWM520VHL,AWM520V,	Ahuja Receiver	
34	5	7/13/2016	AWM490,AWM520VHL,AWM520V,	Ahuja Hand Mic.	
35	1	5/21/2018	Ahuja	Ahuja Hand Mic.	
36	7	7/13/2016	Ahuja	Ahuja Collar Mic.	
37	1	5/21/2018	Ahuja	Ahuja Collar Mic.	
38	20	7/13/2016	ASC-320T, SSC-15T,10 Watt,15 Watt Max,30 Watt	Speaker-Ahuja	
39	2	1/10/2019	Studio Master	Studio Master Hand mic.	
40	2	1/10/2019	JRX225 -JBL	Speaker-JBL	
Total					Rs.
GST					As applicable



Signature of Bidder:.....  
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## Note on conditions of the tender Methodology of deciding L-1

1. The maintenance would be on-site. **Hence, the successful bidder would be required to deploy on resident hardware engineer, if otherwise required** at the premises of the offices as mentioned above. It may please be noted by the prospective bidders that any failure on the part of the successful bidder to deploy such personnel would be taken very seriously. Absence of any of technical personnel would attracts a penalty of Rs.2,000/- per day. If the extent of such absence crosses 50 man-days, the contract with the successful bidder would be reviewed and the contract may even be cancelled forthwith. The engineers would have to be present on all working days from 9am to 6pm and may also be required to attend office on holidays, if necessary.
2. The L-1 bidder will be decided after totaling amount against each items mentioned in the price Bid (i.e. Total Price (taxes as applicable) in Rupees).
3. The number quoted against each equipment gadget is tentative and may vary upward or downward and, in that case, payment will be made on pro-data basis calculated as per the actual number of items and the unit rates (incl. taxes) as established through this tendering process.
4. Rates should be exclusive of all taxes and would be considered as valid throughout the contract period.



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