



NATIONAL INSTITUTE OF RURAL DEVELOPMENT & PANCHAYATI RAJ
(Ministry of Rural Development, Govt. of India)
Rajendranagar, Hyderabad - 500030.

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e-tender
NOTICE INVITING TENDER
FOR THE SERVICES OF ANNUAL FACILITY MANAGEMENT
CONTRACT (AFMC) FOR COMPUTER PERIPHERALS

On-line bids under two bid system (technical and financial) are invited from reputed agencies for providing AFMC services for computers, printers, scanners, network, etc., at NIRDPR.

The detailed bidding document etc. can be viewed / downloaded from the website: <http://eprocure.gov.in> OR www.nirdpr.org.in. Bidders are required to upload and submit their e-bid on Central Public Procurement Portal only. All amendments, time extension, clarifications, etc., will be uploaded on the website only and will not be published in newspapers. Bidders should regularly visit website to keep themselves updated.

The bidding document can be downloaded from 18.9.2020 and the last date for uploading of bids by the intending bidders simultaneously sending the original EMD for ₹ 50,000/- to the Institute through post/ courier/ in person is 8.10.2020 up to 3.00 pm.

Asst. Registrar (T)



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NOTICE INVITING TENDER
FOR THE SERVICES OF ANNUAL FACILITY MANAGEMENT
CONTRACT (AFMC) FOR COMPUTER PERIPHERALS

1. Invitation of bids

On-line bids are invited under two bid system (technical and financial) for the services of annual facility management contract (AFMC) for computers, printers, laptops, scanners, network available at NIRDPR, Rajendranagar, Hyderabad-500030, Telangana. Manual bids shall not be accepted.

Tender document may be downloaded from Central Public Procurement (CPP) Portal <https://eprocure.gov.in>. The time schedule for the tendering activities shall be as under:

1.	Date of notification of tender notice on CPP Portal	18.9.2020
2.	Start of downloading of tender document by the intending bidders	10.00 am on 18.9.2020
3.	Last date of uploading of the bids by the intending bidders along with scanned copy of Earnest Money Deposit	8.10.2020 by 3.00 PM
4.	Last date of submission of Demand Draft in original payable in favour of NIRD, Hyderabad towards Earnest Money Deposit (EMD)	8.10.2020 by 3.00 PM
5.	Amount of Earnest Money Deposit	₹ 50,000/-
6.	Date of downloading of technical bids received on-line by the last date and time	9.10.2020 at 3.30 PM
7.	Pre-bid meeting*	24.9.2020 at 3.00 PM
8.	Date of download of financial bids	To be notified later to only those bidders who qualify in technical bids.
9.	Estimated cost of the work	₹ 25,00,000/-
10.	Tendering Authority	Assistant Registrar (T)

		National Institute of Rural Development & Panchayati Raj Rajendranagar Hyderabad 500030 Tel. 040-24008479
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- The outcome of the pre-bid meeting shall form part and parcel of the tender document, if required.

2. Instructions for submission of bids

- (i) Bids shall be submitted on-line in two parts, viz., technical bid in ANNEXURE-I and financial bid in ANNEXURE-II at CPP Portal website: <https://eprocure.gov.in> **only**. The offers submitted by Telegram/ Fax/ email shall not be considered. No correspondence will be entertained in this matter.
- (ii) Not more than one tender shall be submitted by one bidder or bidders having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.

Preparation of Bids

- (iii) Bidders should carefully read the tender document and understand its requirements before submission of their bids. They should also take into account any corrigendum published in continuation to the original one. Any non-fulfillment may lead to rejection of bid.
- (iv) Bid documents to be submitted as required in the tender document may be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- (v) The technical bid in ANNEXURE- I to be submitted in the first cover should contain the following documents:

- (a) Scanned copy of valid registration certificate, valid license, PAN No., GST Registration, experience certificate as per the tender notice and letter in respect of un-conditional acceptance of all the terms and conditions of the tender document.
- (b) Scanned copy of Income Tax Clearance Certificate for the preceding three years i.e. 2016-17, 2017-18 and 2018-19.
- (c) Scanned copy of audited Balance Sheet and Profit & Loss Account for the preceding three financial years i.e. 2015-16, 2016-17 and 2017-18.
- (d) Scanned copy of the Demand Draft for Rs. 50,000/- (Rupees fifty thousand only) towards Earnest Money Deposit purchased on or after publication date of this tender from any Nationalized/ Scheduled Bank in favour of NIRDPR, Rajendranagar, Hyderabad - 500 030 and payable at Hyderabad with their application/ downloaded tenders. All applicable bank charges shall be borne by the bidder and he/ she shall not have any claim whatsoever on this account on Government.
- (e) Scanned copy of Award of Contract/ Commencement letters in respect of previous customers preferably Government or Semi-Government organizations for whom AFMC services for computers etc., were supplied.
- (vi) The financial bid should be prepared separately in another cover in the format prescribed at ANNEXURE-II.

Registration for on-line submission of Bids

- (vii) The bidders are required to submit soft copies of their bids electronically on the CPP Portal using valid Digital Signature Certificates (DSC).
- (viii) For submission of on-line bid, bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <http://eprocure.gov.in>) by clicking on the link “**Online Bidder Enrolment**”.
- (ix) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- (x) Bidders are advised to register their valid e-mail address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

- (xi) Upon enrolment the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- (xii) Only one valid DSC should be registered by a bidder. Bidders must ensure that they do not lend their DSC's to others which may lead to misuse.
- (xiii) Bidders should then log-in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.
- (xiv) For uploading the same set of standard documents (e.g. PAN card copy, annual reports, auditor's certificates etc.) required to be submitted as a part of every bid, bidders can use "My Space" area available to them.

Submission of Bids

- (xv) Bidders must accept the terms and conditions contained in this tender document unconditionally while submitting their bids. They should give such acceptance in writing on the Company/ Firm's letter head in the format prescribed at ANNEXURE- IV.
- (xvi) Bidder should log-in to the site well in advance for bid submission so that the same is uploaded in time i.e. on or before the bid submission time. Bids received after the due date and time shall not be accepted in any case.
- (xvii) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- (xviii) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- (xix) The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- (xx) Financial bid must be submitted in the format prescribed (ANNEXURE-II) in this tender document and no other format shall be acceptable. Bidders are required to download the file and quote the amount on hard copy. Once the details have been completed, the bidder should submit it on-line in the form of soft copy. If the file is found to be modified by the bidder, the bid will be rejected.
- (xxi) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for

submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

- (xxii) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
- (xxiii) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- (xxiv) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- (xxv) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.
- (xxvi) The original Demand Draft towards Earnest Money Deposit and hard copy of the documents mentioned at para (5) above must be submitted on or before bid submission closing date and time to “**Assistant Registrar (T), NIRD&PR, Hyderabad**”. Failure to do so is likely to entail rejection of bids.
- (xxvii) Any query relating to the process of on-line bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315.

3. Scope of the work:

The scope of work consists of Comprehensive On-site maintenance of Hardware, network equipment, software, LAN cabling, IO ports as specified in Annexure-III. The comprehensive maintenance includes hardware repair / replacement of all faulty systems / parts including fuser assemblies and plastic parts of all equipments. The purpose of the facility management is to ensure uninterrupted operation, efficient and effective utilization of the IT resources of the Institute. The selected vendor shall maintain the sufficient Spares for maintaining required uptime guarantee. In case an equipment/machine is being taken for servicing to service center, the selected vendor will provide a stand by equipment and will take prior permission/gate pass before taking the equipment out. Cost of transportation and insurance of equipment will be borne by the Vendor. The

selected vendor shall provide standby/replacement equipment if any equipment covered under hardware support is taken out of the premises for repairs or the equipment is not functional for more than a day.

4. Eligibility criteria for bidders and selection procedure

(i) For being eligible in technical bidding, the intending bidders:

- a. Duly filled-in and signed copy of the technical bid;
- b. Must be a registered firm; Must provide ISO Certification for AMC (Annual Maintenance Contract) & FMS (Facility Management Services) of Computers and its peripherals. Partnership firms will not be allowed to participate in the tender.
- c. Should have the facility / status of Authorized Service Provider for Workstations/PCs/Laptops for any of the following two companies:

Apple, HP, Acer, IBM, Wipro, HCL, DELL, Lenovo and also HP/Cannon/Samsung Printers & Scanners etc.
Necessary documents may be provided accordingly.
- d. Should have adequate physical infrastructure to support AFMC project like in-house Test and Repair Center at Hyderabad. Necessary documents may be provided accordingly.
- e. Must have the experience of maintaining a minimum of 500 Computer Systems or more in a single organization/office with peripherals for the last three preceding years in Central or State Government Departments / Ministries/ Govt. undertakings/ Autonomous bodies/ Nationalised Banks. Work order copies issued by previous clients should be uploaded as proof.
- f. **Average annual financial turnover during the last 3 years, ending 31st March of the previous financial year, should be at least 100% of the estimated cost** (Balance Sheet and Profit & Loss Account to be enclosed).
 - i) At least three years experience in Central/State Govt. Dept./PSUs or reputed private organisations (copies of work orders to be provided as evidence) as mentioned below:
 - Three similar completed works costing not less than the amount equal to 40% of the estimated cost.

OR

- Two similar completed works costing not less than the amount equal to 50% of the estimated cost.

OR

- One similar completed work costing not less than the amount equal to 80% of the estimated cost.
- g. Should have experience in AFMC services with 500 computer systems in the past three years anywhere in the country preferably for Government organisations (copies of work orders to be provided as evidence).
- h. Should have valid license, PAN No., GST Registration certificate.
- i. Must submit Demand Draft for Rs. 50,000/- in favour of NIRDPR, Hyderabad in original before the last date and time specified for bid submission.
- j. Should not have been blacklisted by any of the Government/Semi Government/ Private Organisations/ Autonomous Bodies.
- (ii) Bidders who qualify on the basis of above criteria shall be short-listed. Financial bids of only such short-listed bidders shall be downloaded.
- (iii) The bidder who has accepted all the terms and conditions of contract unconditionally in the format prescribed at ANNEXURE- IV and whose financial bid including all the taxes/ charges is found to be the lowest shall be selected for award of contract.

5. Annual Maintenance and Facility Management Service requirement:

- i) The service provider shall service and maintain the computer systems, printers and scanners, network equipment etc., and keep the equipment in good running condition. All the software used should also be reloaded and maintained as and when necessary. If the problem is not rectified within 24 hours, stand by system/OME

parts are to be arranged until such repair or other. Failure to adhere to this clause will render the bidder liable for 10% deduction the AFMC bills.

ii) The servicing should include preventive and proactive maintenance of equipment's /systems/Printers/Scanners, network equipment. Including quarterly cleaning of outer parts/covers with appropriate non-corrosive cleaner. Vacuum cleaning of the internal areas of the workstations.

- a. Hardware & software, network trouble shooting.
- b. Installation and up-gradation of system software.
- c. Performance monitoring, fine tuning and optimization.
- d. Support for WIN 7,8,10 / Linux/Mac

iii) AFMC shall cover each and every part including plastic body and parts, replacement of any part necessary for keeping the computer systems active and free from any defects/disturbance. The replacement of all defective parts with good quality and OEM branded parts will be done by the service provider without any extra charge. Used / Repaired/ refurbished parts of any other brand from any other source are not acceptable. The following should be taken into consideration:

- a. Hardware – This would include the actual components/assemblies/sub- assemblies of all equipments i.e. the mother board, processor hard disk, monitor, laptop screen, laptop battery, laptop power adapter, laptop power button, mouse, Keyboard, DVD/CD-ROM, etc. other accessories, Connectors/ Cords and any other physical appliances required for running the computers etc.
- b. Peripherals – This would include printer (LaserJet, inkjet) of which includes Teflon sheets, pressure rollers, pick-up rollers etc., DVD/CD-Writer, Network Interface Card, scanners, Speakers and any other unspecified but existing item in the System.
- c. Software – This would include all the software related to Operating Systems, System Software, and any other unspecified software required to run the components/peripherals/applications etc. This would also include the application software installed in the computers.

- d. Services – This would include back-up and file recovery solution, cleaning of the computer system/s and peripherals, disaster recovery solutions, general antivirus checks and regular maintenance like running diagnostics tests to ensure if all the components are working fine/efficiently.
 - e. Network support: include switches/wi fi devices/LAN I/O ports, existing cabling support.
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- iv) The service provider is required to maintain adequate stocks of spares to meet the requirements. NIRD&PR reserves the right to verify the stocks at any point of time. In case the parts/equipment to be repaired or replaced are not available, service provider may use equal or higher configuration parts with the approval of authorized officer of the institute. All compatibility issues are the responsibility of the service provider.
 - v) Preventive maintenance will be carried out for all systems/servers/laptops/ network and peripherals covered under the contract in every quarter (i.e. three months) a record of which is to be maintained by the service provider.
 - vi) The Institute reserves the right to delete some of the existing systems or network include additional number of systems i.e. Desktops/laptops/servers, printers, network devices and scanners etc., into the AMC during the period of rate contract.
 - vii) The service provider should maintain a log book for each system. The following items should be reflected in the Log Book:
 - a. Process Documentation.
 - b. Call Register.
 - c. Call Summary.
 - d. Call pending report.
 - e. Equipment Log.
 - f. Engineer attendance report.
 - viii) The service shall be provided from Monday to Saturday from 8.00 am to 7.00 pm. The service provider or his employees or authorized representative can attend to the service at all reasonable times to inspect and service the equipment covered under this bid. As and when VIP programmes the AFMC Engineers should attended and reported to the the authorized representative of CICT, NRIDPR.

- ix) The engineers must be equipped with mobile phone by company for quick communication. If any engineer is required to take leave, a suitable replacement would have to be provided by the contracting firm.
- x) The Engineer shall maintain a daily record of complaints Received/Attended/Not attended through NIRPR ERP (whether received on-line or otherwise) and put up bi-weekly report on each Friday to the authorized officer of the institute and if Friday happens to be a holiday than the next working day.
- xi) The service provider's Call Escalation Matrix shall be mentioned in the quote along with the Land Line Telephone, Mobile and email addresses. A simple Toll-Free number will not do.
- xii) Penalty as may be decided by the Director General, NIRD&PR is liable to be levied on the firm/agency who do not attend to the service as per requirement and time limit specified.
- xiii) The Institute shall enter into contract agreement indicating the type/model of equipment to be repaired/serviced in favour of the successful bidder within 14 days of issuing of work order.
- xiv) Deduction will also be made from the bill of the empanelled firm on account of any damages occurred during the service.
- xv) In case the Institute replaces the existing systems with new systems, the service provider has to maintain software etc., for which warranty is getting expired and the amount will be paid accordingly on pro rata basis from the date of replacement of the systems.
- xvi) The obsolete hardware during the AMC period has to be made as scrap after a particular period.
- xvii) The details of Computer Systems, printers, scanners, laptops, network equipment, tabs, software etc., to be covered under AFMC are mentioned in Annexure-III.

5. Other terms and conditions:

- i) The selected bidder shall have to deposit 10% of the value of the contract awarded through Demand Draft drawn in favour of NIRDPR, payable at Hyderabad or bank guarantee for equal amount towards performance guarantee. No interest whatsoever will be payable on the security deposit during the period of contract including any extended period.

The contractor shall not be allowed to withdraw its services before completion of the contract period, failing which Performance Guarantee will be forfeited by the Institute at the discretion of the Director General, NIRDPR. It will be refunded after completion / termination of contract subject to condition that there is no amount due / pending against the contractor due to loss caused to the Institute's property or otherwise.

- ii) The approved rates will be valid during the contract period including extended period. There shall be no enhancement of approved rates in case the VDA is increased. The Contract period would be for a period of 3 years and the Contract may be renewed for two more years with same terms and conditions under mutual agreement. However, the Contract can be terminated during the AMC period on unsatisfactory maintenance levels with a one month notice period.
- iii) Uptime commitment shall be 95%.
- iv) 95% of the Calls to be closed on the same day and balance within 24 hours.
- v) Printers/scanners/MFDs maintenance charges shall not include the cost of consumables and supply items such as print cartridge and toner cartridge, ribbons, computer stationery for all inkjet and laser printers, MFDs.
- vi) The power cable, printer interface cable and power adaptor will be repaired/replaced by the successful bidder. Also it is the responsibility of the bidder to arrange the device drivers for these printers, scanners, and MFD used under different Operating Systems.

- vii) For desktops, servers and laptops, the maintenance charges shall not include the cost of the consumables and supply items such as media like magnetic tapes, cartridges, floppy diskettes & CDs. However, the faulty power adapter, power cables, battery and LCD shall be repaired/replaced by the successful bidder.
- viii) The equipment will be handed over back to NIRDPR after AMC period in good working condition.
- ix) Service Assurance: Maximum acceptable downtime will be one day excluding holidays. A backup equipment will be provided by the bidder within the service assurance period as above failing which penalty will be applicable.
- x) Penalty: (i) Downtime penalty per working day: (for completing the calls after the time as indicated in Service Assurance will be as follows:

Sl. No.	Details of the equipment	Downtime penalty per day (Rs.)
1.	Server system	500
2.	Desktop	75
3.	Laptops	100
4.	Colour laser printer	250
5.	Mono Laserjet printer	50
6.	Scanner	50
7.	Switch/hub	50

(ii) If system is completely down for more than a day, penalty @1% of quarterly maintenance charges will be deducted per day from the Bills. Penalty will also be calculated in case of absence of any Onsite Service Engineer- per day per person if the engineer is absent and no alternate arrangement is done.

- xi) The list of items to be covered under AMC are listed in Annexure-III.
- xii) Any additions and / or deletions from the List would be considered on a pro-rata basis in the quarterly payment.

- xiii) The Bidder shall maintain the IT infrastructure in good operating condition in accordance with the List attached as per Annexure-III, which includes the hardware under Warranty also.
- xiv) The Support personnel shall attend Level 1 calls of equipments which under Warranty with other vendors and co-ordinate with them to solve the complaints and to monitor the complaints.
- xv) Monitoring of calls resolution will be done on a daily basis.
- xvi) Any calls from important locations like DG, DDG, Director (FM) & FA, Registrar & Director (Admn.) and key departments like Admn. and Accounts would be given immediate priority.
- xvii) Vendor shall maintain all the machines satisfactorily till the end of the AFMC tenure and handover all inventory in good working condition to the next vendor, in case the AFMC is not extended or is terminated.
- xviii) If any part or item got damaged by the resident engineers, the same should be repaired / replaced free of cost by the vendor. Any other loss caused by them should also be borne by the vendor.
- xix) Payment shall be released quarterly at the end of each quarter against submission of Invoice after deducting Penalty if any.
- xx) **Force Majeure:** The bidder shall not be liable or deemed to be in default of any delay or failure in performance stated herein under resulting directly from causes beyond is reasonable control and if the bidder is prevented from performing its function under this instrument for a period longer than six months, the bidder's liability ceases and then both the parties shall discuss the course of action to be taken afterwards.
- xxi) All pending complaints shall be resolved before the next Bill settlement.
- xxii) The maintenance shall be carried out by the vendor without sub-letting it to a franchisee – sub-contractor.

- xxiii) The Bidder shall maintain security and privacy of data in the Hardware equipments & Software.
- xxiv) The successful bidder has to sign an Agreement with NIRDPR and the said requirements, terms and conditions of the tender document will be an integral part of the agreement.
- xxv) In case of unsatisfactory skill sets or performance, NIRDPR would request in writing to replace AFMC resource within 30 days notice Period. The vendor will make efforts to resolve resource non-performance and if required replace the resource within the notice period. AFMC personnel should desist from operating/changing/deleting any critical data in different software systems.
- xxvi) **Payment terms:** Payment will be made on quarterly basis against submission of Invoice and based on evaluation of performance after completion of said quarter on deduction of applicable penalty if any. The successful bidder should submit proof of payment of statutory dues PF, ESI, Workmen compensational, personal insurance for the previous bill for releasing the payment.
- xxvii) A certificate from the authorized representative of the Institute should be endorsed for evaluation of performance of the successful bidder including attendance of requisite staff, without which, no payment will be made.
- xxviii) The bidder shall pay the salary & wages to their employees deputed at NIRDPR as per Labour Laws. All statutory dues eg: PF, ESI, Workmen compensation, personal insurance shall be the responsibility of the bidder.
- xxix) **Liability and Indemnities:** Bidders represent and warrant that the repair and maintenance service/products hereby sold to not violate or infringe upon any patent, copyright, trade secret, or other property right of any other person or other entity. The bidder agrees that it will, and hereby does, indemnify NIRDPR from direct damages for any action based on a material breach of any terms of this contract. In no event will bidder or its affiliates, subcontractors or suppliers be liable for indirect incidental, special or consequential damages (including

downtime costs or lost profits, damages relating to customer's procurement of substitute products or services (i.e. "cost of cover"); or damages for loss of data. However, information breach/knowingly or willingly delayed services/theft cases do not cover under the contract and will be dealt as per Legal Laws of Govt. of India.

- xxx) **Arbitration:** in the event of any dispute arising under these conditions or any conditions contained in the Purchase Order or in connection with this contract, the same shall be referred to the sole arbitration of the Director General or some other persons appointed by him. The award of the arbitrator shall be final and binding on the parties to this contract.
- xxxi) **Jurisdiction:** The order executed will be subject to Indian law and local courts at Hyderabad only.
- xxxii) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority or the relevant contact period.
- xxxiii) Director General, NIRD&PR reserves the right to reject any or all the quotations received without assigning any reasons whatsoever.

ASST. REGISTRAR (T)

ANNEXURE-I**TECHNICAL BID
FOR PROVIDING AFMC FOR COMPTUERS, PRINTERS, SCANNERS ETC.,**

Sl. No.	Particulars	Information to be supplied by the intending bidder
1.	Name of the Company/ Firm	
2.	Address of the Company/ Firm	
	(a) Postal	
	(b) Telephone/ Fax/ Mobile No.(s)	
	(c) E-mail ID	
	(d) Website address, if any	
3.	Type of the Company/ Firm	
4.	Owner of the Company/ Firm	
5.	(a) Year of establishment of the Co. / Firm	
	(b) For how long the Co./ Firm has been providing AFMC services to Government/ Semi-Govt./large private organizations? (proof to be submitted)	
	(c) Does the Co. / Firm have valid licence to provide such services? Please mention licence No., issue date and issuing authority. (proof to be submitted)	
	(d) PAN No.	
	(e) GST Registration No.	
6.	Details of Demand Draft submitted towards Bid Security/ Earnest Money Deposit for ₹ 50,000/-	
7.	Annual Turnover during the preceding three years i.e. 2016-17, 2017-18 and 2018-19(copy of audited Balance Sheet and Profit & Loss Account to be submitted)	<u>Year</u> 2016-17 2017-18 2018-19 <u>Turnover</u> (in ₹lakh)
8.	Did the Co. / Firm get Income Tax Assessment returns for the years 2017-18, 2018-19 and 2019-20 (copy ITCC for each year to be submitted)	
9.	Has the Co. / Firm ever been blacklisted?	

Date:

Signature of Bidder with
official seal



NATIONAL INSTITUTE OF RURAL DEVELOPMENT & PANCHAYATI RAJ
(Ministry of Rural Development, Govt. of India)
Rajendranagar, Hyderabad - 500030.

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Tender Inviting Authority	National Institute of Rural and Development, Hyderabad
Tender Title	TENDER FOR THE SERVICES OF ANNUAL FACILITY MANAGEMENT CONTRACT (AFMC) FOR IT PERIPHERALS
Bidder Name:	

PART-II: Financial Bid

I / We hereby offer to provide Annual Facility Management Contract (AFMC) for maintaining computer systems, printers, scanners, network equipment etc., at the price hereunder quoted and agree to hold this offer open for a period of one year. I/We shall be bound to provide the said AFMC hereby offered upon the issue of the Work Order communicating the acceptance thereof on or before the expiry of the above period, the terms as may be specified in the said Work Order communicating the acceptance. The rates quoted are as follows:

Sl. No.	Description / Model	Qty.	AFMC unit price (Rs)	Total AFMC charges p.a.
	AS PER LIST AT ANNEXURE - III			

- Further, we accept all the terms and conditions of the documents in bid form and this acceptance shall prevail over any other conditions, if any given in our bid.
- We undertake to provide annual maintenance for computer systems, printers, laptops, scanners etc., as per the requirement as indicated in the work order. The rates quoted will be valid for one year from the date of agreement and can be extended for one more year subject to mutual agreement.
- The rates quoted are inclusive of all taxes, charges for repairs including all spares and servicing of equipment.

SIGNATURE OF
THE BIDDER & SEAL

Date:

Annexure-III

Statement indicating the details of Computer Systems, Software, network equipment etc., that should be covered under AFMC

I. Desktop (Total: 466)

Sno	Make	Model	QTY
1	Apple	MAC MINI 2104	2
2	Apple	MAC PRO CYLINDER	2
3	Dell	3470	1
4	Dell	7060	1
5	Dell	DELL	3
6	Dell	OPTILPEX 990	2
7	Dell	OPTIPLEX 3040	1
8	Dell	OPTIPLEX 3046	2
9	Dell	OPTIPLEX 390	3
10	Dell	OPTIPLEX 5060	38
11	Dell	OPTIPLEX 990	37
12	Dell	OPTIPLEX3040	1
13	Dell	VOSTRO	2
14	Dell	VOSTRO 230	6
15	Dell	VOSTRO 260	1
16	Dell	VOSTRO 260S	2
17	HCL	C2D	4
18	HCL	INFINITI	24
19	HP	110-106IX	1
20	HP	110-216IX	1
21	HP	270-P03IN	3
22	HP	280 g2	1
23	HP	B00502010	1
24	HP	C2D	65
25	HP	GEN9	1
26	HP	OLD	2
27	HP	Z820 SERVER	1
28	HP AIO	20-C020IL	1
29	HP AIO	23-H011IN	1
30	HP AIO	HP	1
31	LENOVO	10159	2
32	LENOVO	10AA	1
33	LENOVO	10KX	1

34	LENOVO	3492H2Q	1
35	LENOVO	530S	1
36	LENOVO	90B9	1
37	LENOVO	C2D	10
38	LENOVO	H30-50	6
39	LENOVO	H530S	3
40	LENOVO	I5	1
41	LENOVO	M72E	29
42	LENOVO	M73	134
43	LENOVO	V520	8
44	LENOVO	V520S	13
45	LENOVO	V530	7
46	LENOVO	V530S	1
47	LENOVO	V533	1
48	LENOVO	V534	1
49	LENOVO	V535	1
50	LENOVO AIO	10AE	10
51	LENOVO AIO	10BB	6
52	LENOVO AIO	F0B2	1
53	LENOVO AIO	VS1408D1GN	1
54	LENOVO AIO	C340	2
55	WIPRO	I5	6
56	WIPRO	SUPERGENIUS	7

II. Laptop (Total: 220)

Sno	Make	Model	QTY
1	Dell	Vostro 2520	10
2	Dell	Latitude 3540	22
3	Dell	Vostro 3458	78
4	Dell	Latitude 3400	12
5	Lenovo	Ideapad G50-80	2
6	Lenovo	V330	10
7	Sony	WAIO	1
8	LENOVO, HP, DELL, ACER	Others	85

III. Printer (Total: 221)

Sno	Make	Model	QTY
1	Canon	ICMF 4820D MFP Laser Printer	5
2	Canon	image class MF226dn	3
3	Canon	image class MF229dw	1
4	Canon	LBP 2900b	10
5	Canon	LBP 3108b	17
6	Canon	LBP 6230DN	2
7	HP	400 401 DN	1
8	HP	400 401 DN	1
9	HP	COLOR LJ CP2025	1
10	HP	COLOR LJ CP5225	1
11	HP	CP1215 COLOR	1
12	HP	CP1515N COLOR	1
13	HP	CP1525N COLOR	1
14	HP	DESKJET GT5810	1
15	HP	HP Invent Laser Jet 1010	6
16	HP	HP Invent Laser Jet 1022	54
17	HP	HP Laser Jet 1020	4
18	HP	HP Laser jet 400 MFP 425 dw	1
19	HP	HP Laser Jet 400 MFP 427 dw	2
20	HP	HP Laser Jet M1136 MFP	2
21	HP	HP Laser Jet P1007	10
22	HP	HP LaserJet MFP M128FN	2
23	HP	HP LaserJet Pro 200 Color M251nw	1
24	HP	HP LaserJet Pro 400 Color M451dn	1
25	HP	LJ 1005 MFP	3
26	HP	LJ 1018	8
27	HP	LJ 1020 PLUS	16
28	HP	LJ 1108	3
29	HP	LJ 1606 DN	3
30	HP	LJ CP1025 COLOR	1
31	HP	LJ M1120 MFP	1
32	HP	LJ P1106	1
33	HP	LJ P1505	7

34	HP	LJ PRO 400 401 DN	1
35	HP	M128FN	1
36	HP	M202DW	20
37	HP	M203DN	4
38	HP	MFP128 FW	1
39	LEXMARK	MS 312DN	7
40	SAMSUNG	ML1640	8
41	SAMSUNG	SCX-4021S	1
42	SAMSUNG	SCX-4300	1
43	XEROX	PHASER 3260	5

IV. Scanner (Total: 78)

Sno	Make	Model	QTY
1	Canon	DR-130L	5
2	Canon	DR-C120	4
3	Canon	DR-C130	1
4	Canon	DR-C130L	3
5	Canon	DR-C225	1
6	Canon	DR-C225 II	2
7	Canon	PIXIMA MP 258	3
8	Canon	SCAN LIDE 100	1
9	EPSON	GT-1500	1
10	HP	200	1
11	HP	2000 S1	7
12	HP	3000 S1	1
13	HP	3000 S2	30
14	HP	3000 S3	10
15	HP	G2410	2
16	HP	G3010	1
17	HP	G3110	1
18	HP	G4010	2
19	HP	Scanjet 5590	1
20	UMAX	5800	1

V. Network Equipment (Total: 102)

Sno	Make	Model	QTY
1	Juniper	4400	1
2	Juniper	3300	12
3	Juniper	2200	8
4	Avaya	3526	9
5	Nortel	5530	1
6	Nortel	1010	10
7	Nortel	101048	8
8	Nortel	4524	4
9	DAX	24P 100B	1
10	HP	Procure	1
11	Linksys	WRT 1900 AC	5
12	Linksys	LAPN300	1
13	Linksys	E1200	1
14	D Link	Access Point	24
15	Linksys	Access Point	3
16	Linksys	Smart Wifi	5
17	Linksys	Router	4
18	D Link	Router	4

VI. Tablets (Total: 119)

Sno	Make	Model	QTY
1	Lenovo	A10-70	119

Particulars of Software Maintenance

Sl. No.	Description / Model
1.	Software Maintenance (including monitoring and software patch up-gradation with respect to operating system and application software's for all the systems.

LETTER OF ACCEPTANCE OF TERMS AND CONDITIONS

(To be given on Agency's Letter Head)

Date:

To

The Asst. Registrar (T)
National Institute of Rural Development & Panchayati Raj
Rajendranagar
Hyderabad – 500 030.

Sub: e-tender - Notice inviting tender for the services of Annual Facility Management Contract (AFMC) for computers peripherals - Reg.

Dear Sir,

1. I/We have downloaded the tender document for the above mentioned job which was given in the above mentioned website.
2. I/We have read the entire terms and conditions of the tender document (including all annexures) which form part of the tender document and I/We hereby undertake that I/we shall abide by the terms and conditions including all clauses contained therein. This acceptance shall prevail over any other conditions given by me/use earlier / elsewhere for similar purposes.
3. The corrigendum / corrigenda issued from time to time by the NIRDPR, Hyderabad too have also been taken into consideration while submitting this acceptance letter.
4. I/We hereby unconditionally accept the conditions of above mentioned tender document/corrigendum in its entirety.
5. In case any provisions of this tender being violated by me/us, the NIRDPR, Hyderabad shall, without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full.

Yours Faithfully,

Signature of the Bidder, with Official Seal