

National Institute of Open Schooling

(An Autonomous Institution under Deptt. of School Education and Literacy,

Ministry of Education, Govt. of India)
A-24/25, Institutional Area, Sector-62, NIODA-201309 (U.P.)

Tender for award the contract of Comprehensive AMC of Network Management, Computer (Desktop/ Laptop), Printer and Scanner of NIOS premises at A-24/25, Sector-62, NOIDA-201309 & CWC, Sahibabad-201007.

The National Institute of Open Schooling (NIOS) is an autonomous institution under Ministry of Education, Govt. of India having its offices located at A-24/25, Sector 62, Noida (U.P.). It provides education for Secondary, Senior Secondary and Vocational courses through distance mode. NIOS invites Open Tender in two bid systems for Comprehensive AMC of Network Management, Computers, Printers and Scanners NIOS premises at A-24/25, Sector-62, NOIDA, UP-201309 & MPDD Unit, CWC Sahibabad, UP-201007. Details of the services required and other terms and conditions relating to the award of Contract are given in the Annexure-I.

Tender Document is available on the CPP Portal i.e. eprocure.gov.in as well as on the NIOS website i.e. www.nios.ac.in. The intending bidders may download the tender document containing the terms and conditions and submit the same along with requisite EMD of Rs. 30000/- (Rupees Thirty Thousand only) in the form of Demand Draft in favour of "Secretary, NIOS" payable at NOIDA. Tenders received without the requisite EMD or certificate of the exemption will be rejected. All eligible and interested service providers are requested to submit their sealed tenders as per prescribed procedure to the Maintenance Section, Room No. 204 at the Head Quarter of NIOS, A-24/25, Sector-62, NOIDA-201309 on or before14.30 Hrs. of 12/06/2023

The "Technical Bid" will be opened on the same day i.e. 12/06/2023 at 15.00 Hrs. in the presence of authorized representatives of bidders. The "Financial Bids" of only those firms who qualify in the "Technical Bid" shall be opened.

(IMPORTANT DATES AND TIME)

Published Date	22/05/2023		
Bid Document Download / Sale Start Date	26/05/2023		
Clarification Start date & Time	26/05/2023 at 10am		
Clarification Closing date & Time	09/06/2023 at 4.00pm		
Bid Submission Start Date & Time	12/06/2023 at 10.00am		
Bid Submission End Date & Time	12/06/2023 at 2.30pm		
Technical Bid Opening Date & Time	12/06/2023 at 3.00pm		
Duration of Contract	The period of contract shall be initially for the period of one year which will be extendable on year to year basis upto two more years, subject to satisfactory performance for the services provided by the Agency/Firm.		
Tentative date & time for opening of Financial Bid of eligible tenderers	Date will be intimated through email / speed post or telephone message.		
Validity of Bid from the date of opening of Technical Bid	90 days		

Secretary, NIOS

GENERAL TERMS & CONDITIONS

- 1. The bidder must quote rates only in the enclosed Financial Bid Performa.
- 2. The tender shall be valid for 90 days from date of opening of Financial Bid.
- **3.** The Earnest money must be in the form of Demand Draft only drawn in favour of "**The Secretary, NIOS payable at Noida.**
- **4.** The successful bidder shall have to deposit a Bank Guarantee equivalent to 5% of the total value of the contract towards Performance Security Deposit in favour of the Secretary, NIOS for faithful execution of the contract. In case the bidder fails to provide the services according to the terms & conditions of the order, the amount of Security Deposit shall be forfeited.
- 5. Tender not on the prescribed proforma (attached) without requisite details/EMD/exemption certificates and received after the closing date/time of tenders shall be summarily rejected.
- 6. The tenders shall be required to submit one big Envelope containing two separate envelopes of
 - a) First Envelope of **Technical Bid** (**Annexure-A**) together with EMD/exemption certificate, Technical Literature and Technical Bid specifications and Terms & Conditions duly signed.
 - b) Whereas the Second Envelope of **Financial Bid** (**Annexure-B**) should have the rates to be quoted by the Company.
- 7. While opening the tenders, the envelope containing Technical Bid shall be opened first and the same shall be examined by a duly constituted Committee of the NIOS. Financial Bids of only those Companies who qualify in the Technical Bid will be opened at a later stage for which the Companies shall be informed over phone about the date, time and venue of the opening of Financial Bids. No tender without Earnest Money Deposit (EMD)/Exemption certificate will be entertained.
- 8. Canvassing in any form will be viewed seriously and if any bidder found to be resorting to such practice, the tender of such Company will be rejected. Conditional Tenders will also not be considered and rejected.
- 9. In case of any clarification is required, the bidder may seek the same from the Computer Division/ Maintenance Section before submitting the tender i.e. prior to 12/06/2023. Any request /clarification after the last date and time for submission of tenders will not be entertained.
- 10. Any disputes between the parties whether relating to or arising out of this proposed contract deed or connected therewith shall be adjudicated by the Arbitrator to be appointed/nominated by the Chairperson, NIOS and the decision of the said sole Arbitrator shall be final and binding on both the parties.
 - 11. The National Institute of Open Schooling (NIOS) reserves the right to reject any or all tender(s) without assigning any reason.

BIDDER ELIGIBILITY CONDITIONS

- 1. The bidder should be Limited or Private Limited registered under Company Act, 1956 and should have registered office in Delhi/NCR. The bidder must have certificate of incorporation i.e. the company should be in existence for at least ten years
- 2. The bidder should be certified for IT Services, "IT Infrastructure Services Management" and "IT Information Security".
- 3. The Bidder must have successfully completed/executed at least three contracts for AMC of IT assets and Network Components/ similar services in last three years from the date of issue of this bid with any Govt. Organizations/PSUs/ Semi Govt. Organization/ Govt. Autonomous Bodies. Testimony from minimum one organization for successful operation of AMC Contracts shall be submitted with the bid.
- 4. The bidder should have valid GST Registration Certificate. GST paid challans of last three month paid should be enclosed with bid. Bidder must have valid PAN card. A copy of the same should be enclosed with the bid.
- 5. The bidder should have minimum turnover of one (01) crore in its Annual Maintenance Contract in last three years. To prove this balance sheet & necessary papers need to be enclosed.
- 6. The bidder must have executed AMC of Network Management for more than 300 Computers/Servers/UPSs and related IT Services during the last 2 years. Order copies in support of above must be provided.
- 7. The bidder should have the facility/Application Service Provider partners of at least three of the Company like Lenova, HP, Compaq, IBM, Intel, Microsoft, Wipro, APC, Dell, etc. The bidder must enclose the Authorization certificates issued by the OEM.
- 8. The bidder to be selected should maintain a network having nodes of not less than 150 at a single unit /location and should have CNEs, MCSEs, RHCEs and other Certified Engineers to take care of the network, Firewall, Security Appliance like Fortigate, etc. and to provide solutions on the spot
- 9. The bidder should have submitted an undertaking for compliance of minimum wages Act and other statutory obligations for the deployed staff.
- 10. The bidder should neither be blacklisted/ debarred by any Govt. Dept. nor is any Criminal Case registered against the Company or its owner / partners anywhere in India.

OTHER CONDITIONS:

1. The successful bidder shall not sub-let the services undertaken or any part thereof to any other person/ concern/ Company. In case the same is detected at any stage, the NIOS shall be at liberty to terminate the contract with immediate effect without any liability on the NIOS and

also without prejudice to any other rights which the NIOS may have against the bidder under the Contract.

- 2. Self attested copies of documentary proof for above must be furnished along with the tender application in support. Terms like 'applied for', 'under process', 'in process' used by the Company while stating compliance to eligibility criteria shall not be accepted and in such cases Company shall be disqualified.
- 3. The Company should have adequate physical infrastructure to support AMC project like inhouse Test and Repair Center at Delhi /NOIDA. This may be inspected by the NIOS authorities in case of need.
- 4. The bidder should provide the client list along with addresses of the Companies where they are providing the support.

SPECIAL CONDITIONS OF CONTRACT

- 1. **Scope of Contract:-**: **The contract will be on Comprehensive basis as well as onsite** (including Motherboard, Hard Disk, CD/DVD Drive, USB/HDMI and other Ports, SMPS, batteries of Laptops, Keyboard and Mouse for the Computer and all the parts including interface cable, all layer-2 & layer-3 switches except Printer Head and Toner, Cartridge for Printers and UPS).
- 2. Comprehensive AMC include repair /replacement of parts/items, whichever is better without any cost.
- 3. **Period of Contract:** The Annual Maintenance Contract (AMC) shall commence from the date of award of the Annual Maintenance Contract and will be valid for a period of one year from the date of award of the contract. However, the contract may be extended upon the satisfactory performance of the Company for a further period of two more years on mutual consent on yearly basis at the same rates and same terms and conditions. However, the NIOS reserves the right to terminate the contract by giving 15 days notice without assigning any reason thereof.
- 4. **Rates**: The rates have to be quoted on consolidated & annual basis.
- 5. **Stocking of spares**: The following spare parts must be kept at site to ensure immediate replacement:-

a) CPU: 5 nos.

b) TFT Monitor: 5 nos.

c) Printers: 2 Nos.

d) Original Mothers boards: 5 nos.

e) Keyboards: 20 nos.

f) Mouse- 20 nos.

g) Network cards: 5nos.

- h) HDD 320/500/1000 GB: 5 Nos.
- i) DVD / CD Drives: 5 nos.
- j) DVD Writer: 2 nos.
- k) Switch 24 ports: 1 nos.
- I) RAMs (1/2/4/8GB): 5 nos. each.
- m) SMPS: 5 nos.
- n) Printer cables (Parallel / USB): 5 nos.
- o) Flat Bed scanner: 02
- 6. **Manpower: (a)** The Company should provide two highly skilled technically qualified Engineers (CNEs, MCSEs, RHCEs and other Certified Engineers) on all working days from 9:00 AM to 6:00 PM at NIOS HQ Premises. The AMC engineers should be able to support for different operating systems like Novel and Windows, window –based servers, Network Routers and Switches, Support for general maintenance of IT equipments quarterly.
 - **(b)** The contractor shall be responsible for payment of wages/settlement of dues with workers engaged by the firm as per prevailing labour/wage laws in force in minimum wages act and the NIOS shall not be the party to any dispute between the contractor and the workers.
- 7. **Termination of contract**: If service of the Company is found not satisfactory, the Contract will be terminated without any prior notice at any stage by the NIOS. No correspondence in the matter will be entertained.
- 8. **Payment:** No advance payment is permissible. However, payment will be made only on quarterly basis after successful completion of every quarter on the recommendation of the Computer Division of the NIOS/user of the system.
- 9. **Down time**: Systems/ Printers/Other equipments should not be down for more than 24 Hours, However, in case of any equipment is down for more than 24 Hours, a standby shall have to be provided to the NIOS by the AMC agency.
- 10. Penalties: Appropriate penalties will be imposed on the AMC agency for failure to observe/maintain terms and conditions of the offer/agreement such as down time, use of substandard parts for repair/replacement, etc. The AMC agency must ensure 95% uptime of all systems and LAN and attend to service and provide satisfactory repair or replacement within 24 Hours. The down time shall start 24 Hours after making the complaint to service engineer at NIOS. The down time shall be counted until the unit starts functioning normally again and

certified by the user. If any problem of device or equipment like PCs /Laptops/IT/Network equipment does not get resolved within 24hours, penalty charges per day of down time will be Rs.500/- per PC/ Laptop/ Printer equipment and Rs.1500/- per day for failure in network equipment. This shall be in addition to the liquidated damages, which can also be levied.

- 11. **Security Deposit**: Bank Guarantee equivalent to 5% of total value of the contract shall have to be deposited towards Security Deposit by the successful bidder and the same will be released after two months from the date of expiry of the contract. No interest shall be paid by NIOS to the Company on such Security Deposit.
- 12. **Taxes**: Goods & Service Tax and other statutory levies applicable to such contracts / services will be deducted at source, as per the rate applicable at the time of payment.
- 13. **Identity of personnel**: The names and designations with due signatures of the personnel to be engaged by the bidder for this contract should be made available to the NIOS for security check. They should bear proper ID card whenever they enter the premises of the NIOS.
- 14. **Quantity of equipment**: The quantity of each item indicated in the schedule is of those which are in working condition at present. However, at the time of awarding the contract, NIOS reserves the right to increase or decrease the quantity.

<u>PART -1 TECHNICAL BID FOR AMC OF NETWORK MANAGEMENT, COMPUTER, PRINTER</u> AND SCANNER MAINTENANCE

TECHNICAL SCHEDULE OF REQUIREMENTS

The successful bidder has to perform the following jobs, which will form part of the contract.

- 1. To maintain and support the LAN Network through periodic monitoring of Servers and Client nodes and day to day maintenance and management.
- 2. The Configuration of servers or workstations.
- 3. To monitor all user and server systems for effective implementation of Anti-virus on regular basis and update patch of Antivirus on all the Machines.
- 4. To identify LAN / Internet faults and get them resolved on regular basis.
- 5. Resolving server problems effectively without loss of time
- 6. To generate reports related to server uptime charts and server usage statistics.
- 7. To make and keep ready disaster management plans to upkeep the important servers
- 8. To take timely backup to maintain server running smoothly
- 9. To ensure smooth functioning and the users stay connected
- 10. To provide support for third party software and changes in the H/W inventory as and when required.
- 11. Preventive Maintenance schedule for all equipments which are under AMC.
- 12. To install necessary software on all equipments as and when required by the NIOS.
- 13. To support for new installations or upgradation of the systems.
- 14. To perform system tuning for better performance.

ESSENTIAL PRE QUALIFICATION REQUIREMENT

NOTE: Eligible bidders shall be required to provide information on Technical Bid format appended at Annexure-A. The bidder qualifying the Technical Bid shall only be considered for opening of Financial Bid.

- 1) The bidder should be Limited or Private Limited registered under Company Act, 1956 and should have registered office in Delhi/NCR. The bidder must have certificate of incorporation i.e. the company should be in existence for at least ten years
- 2) The bidder should be certified for IT Services, "IT Infrastructure Services Management" and "IT Information Security".

- 3) The Bidder must have successfully completed/executed at least three contracts for AMC of IT assets and Network Components/ similar services in last three years from the date of issue of this bid with any Govt. Organizations/PSUs/ Semi Govt. Organization/ Govt. Autonomous Bodies. Testimony from minimum one organization for successful operation of AMC Contracts shall be submitted with the bid.
- 4) The bidder should have valid GST Registration Certificate. GST paid challans of last three month paid should be enclosed with bid. Bidder must have valid PAN card. A copy of the same should be enclosed with the bid.
- 5) The bidder should have minimum turnover of one (01) crore in its Annual Maintenance Contract in last three years. To prove this balance sheet & necessary papers need to be enclosed.
- 6) The bidder must have executed AMC of Network Management for more than 300 Computers/Servers/UPSs and related IT Services during the last 2 years. Order copies in support of above must be provided.
- 7) The bidder should have the facility/Application Service Provider partners of at least three of the Company like Lenova, HP, Compaq, IBM, Intel, Microsoft, Wipro, APC, Dell, etc. The bidder must enclose the Authorization certificates issued by the OEM.
- 8) The bidder to be selected should maintain a network having nodes of not less than 150 at a single unit /location and should have CNEs, MCSEs, RHCEs and other Certified Engineers to take care of the network, Firewall, Security Appliance like Fortigate, etc. and to provide solutions on the spot
- 9) The bidder should have submitted an undertaking for compliance of minimum wages Act and other statutory obligations for the deployed staff.
- 10) The bidder should neither be blacklisted/ debarred by any Govt. Dept. nor is any Criminal Case registered against the Company or its owner / partners anywhere in India.
- 11) Bidders to provide a brief write up on their approach and strategy on security and network management and web services specifying the hardware and software they would use in addition to the existing setup now available.

Secretary, NIOS

National Institute of Open Schooling A-24/25, Sector-62, NOIDA-201309 (U P)

PRESCRIBED TENDER PROFORMA FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF NETWORK EQUIPMENT&MANAGEMENT, COMPUTER AND ITS PERIPHERALS, PRINTER AND SCANNER, ETC.

TECHNICAL BID PROFORMA

(To be completed & submitted in a separate sealed envelope)

The Secretary
National Institute of Open Schooling
A 24/25, Sector 62, Noida-201309 (UP)

Items for Technical Bid	Details/Quantity
Name & Address of the Company.	
Is the Company registered under Company Act, 1956. If so, year of Registration and Establishment of the Company	
Type of Company: Private/Public/Govt.)	
Is the Company certified for IT Services, "IT Infrastructure Services Management" and "IT Information Security". If so, attach copy of the certificate.	
Is the Company have Registered Office in Delhi/NCR Please attach the documentary proof.	
Whether the bidder has successfully completed/executed the contracts for AMC of IT assets and Network Components/ similar services in last three years from the date of issue of this bid with any three Govt. Organizations/PSUs/ Semi Govt. Organization/ Govt. Autonomous Bodies. If yes, Please mention the name of the same and submit the satisfactory completion certificate from one of the organization/institution.	
Total Turnover of the Company during the years in its Maintenance Contract: 2021-22 2020-21 2019-20 The Company should have turnover of One Crore in	
Maintenance Contract on last three years.	

GST No:	
PAN No:	
Please attach the GST paid challans of last three month,	
Copy of the GST certificate & PAN (Enclosed Yes/No)	
Copy of the Income tax returns for the last 3 years i.e.	
2021-22,2020-21,2019-20 (Enclosed Yes/No)	
Is the Company blacklisted/Debarred by any Govt.	
Dept. or any Criminal Case is registered against the	
Company or its owner/partners anywhere in India in	
the last two years.	
The details of the AMC of Network Management for	
more than 300 Computers/Servers/UPSs and related IT	
Services executed during the last 2 years. Order copies	
in support of above must be provided. (Enclosed	
Yes/No)	
Copy of the Authorization letter from OEM like HP,	
Compaq, IBM, Intel, Microsoft, Wipro, APC, Dell etc.for	
providing the AMC Services (not applicable for	
manufacturer). (Enclosed Yes/No)	
Attach a copy of the Certificate of the personnel having	
CNEs, MCSEs, RHCEs, Novell Certified Engineer, etc.	
(Enclosed Yes/No)	Davida Davida Na
Details of Earnest Money Deposit:	Bank Draft No
Or Sympton Contificate	Dated
Exemption Certificate	Amount Bank
Whether the bidder submitted an undertaking for	Dalik
compliance of minimum wages Act and other statutory	
obligations for the deployed staff. (Enclosed Yes/No)	
Whether undertaking for compliance of minimum	
wages Act and other statutory obligations for the	
deployed staff.	
Attach the entire client list along with addresses, phone	
no and the contact person of the Companies where the	
Company is providing the AMC.	
Acceptance of The terms and conditions as per General	
Terms & Conditions and Special Conditions of	
Contract, Technical Schedule Of Requirements,	
Pre Qualification Requirement is acceptable/	
fulfilled (Please say Yes/No)	

Signature
Name
Address with
Seal of the Company
Phone No: (O)
(M)

PRESCRIBED TENDER PROFORMA FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF NETWORK EQUIPMENT&MANAGEMENT, COMPUTER AND ITS PERIPHERALS, PRINTER AND SCANNER, ETC.

(FINANCIAL BID)

(To be completed & submitted in a separate sealed envelope)

The Secretary
National Institute of Open Schooling
A 24/25, Sector 62, Noida-201309 (UP)

After having gone through the terms and conditions in the tender document **for CAMC of Network Equipments & Management, Computer and its peripherals, Printer and Scanner, etc.** we accept all the terms and conditions and quote our lowest rates for undertaking the Comprehensive AMC of the following Equipments & providing in house engineers.

S. No.	Equipment Name/Make/Model	Qty	Rate for Single Quantity for one year inclusive all (in Rs.)	Total Amount for One Year inclusive all (in Rs.)
Desktop	s: 337nos.			
1	Dell Optiplex 300D	02		
2	Dell 7090	36		
3	Dell 3090	08		
4	Dell 3080	02		
5	Dell 507	01		
6	Dell Vostro	07		
7	Dell 7400	02		
8	Dell 5070	02		
9	Dell 7060	01		
10	Dell Vostro 3471	01		
11	Dell Optiplex 5070	01		
12	Dell 500	03		
13	Dell 5000	02		

14	HP 8100	40	
15	HP 406	09	
16	Hp 8300	43	
17	HP 406 GI	07	
18	HP Pro One 400	01	
19	HP PC MT	01	
20	HP 290	01	
21	HP 3330T	01	
22	HP 510	01	
23	HP 800GI	01	
24	HP 202 G2	08	
25	HP Compaq 7400	15	
26	Hp 7400	09	
27	HP 280G4	18	
28	HP 280 G2	02	
29	HP 280 G3	06	
30	HP DX2280	01	
31	HP Deskjet Pro	01	
32	HP 400G7	02	
31	Lenovo10N LA0NTH	01	
32	Lenovo MT M10NL	04	
33	Lenovo 9439	25	
34	Lenovo V50S	18	
35	Lenovo 3958	01	
36	Lenovo 7298	11	
37	Lenovo A01NIH	01	I
38	Lenovo 3200	01	

		1 1	1	
39	Lenovo 9439	01		
40	Lenovo 9439DP2	05		
41	Lenovo 7298	01		
42	Lenovo M9201	01		
43	Lenovo 10SG 50DP00	01		
44	Lenovo Think Centre-3209	20		
45	Lenovo V50S0000	01		
46	Lenovo	01		
47	Lenovo 10TWS0CF0D	01		
Printe	ers: 195nos.	- 		
1	HP Laserjet 1007/P1007	68		
2	Hp Laserjet 1108/P1108	13		
3	Hp Laserjet 1010	01		
4	Hp Laserjet 1020	07		
 5	Hp Laserjet M1136 Mfp	22		
6	Hp Laserjet 2015DN	06		
7	Hp Laserjet Pro M233sdw	08		
8	Hp Laserjet M 403/403DN	08		
9	Hp ColorMfp377dw	02		
10	Hp Laserjet CP 1515N	01		
11	Hp Color Pro 408	02		
12	Hp Color CP 2025	01		
13	Hp Color MfpM479dw	01		
14	Hp MFP 136	18		
15	Hp Deskjet Pro Pct	01		
16	HP Deskjet GT 5811	01		
17	Hp Laserjet M403/403DN	06		
18	Hp Laserjet P1106	06		

19	Hp Laserjet 3015	06		
20 Hp M 438		01		
21	Hp 1025	01		
22	Hp Laserjet MFP226	02		
23	Hp 108	01		
24	Hp 2606	02		
25	Hp M202	01		
26	Hp 3000	01		
27	Hp 1006	01		
28	Hp 108W	01		
29	Hp Printer	04		
30	Brother Mfc-9140	01		
31	Brother	01		
Scanne	rs: 07nos.			
1	UD Connict Dro 2000C	01		
1	HP Scanjet Pro 2000S			
2	HP Scanjet Pro 2000	01		
3	HP Scanner	01		
4	HP Scanner N6310	01		
5	HP Scanjet Pro 2000S1	02		
6	Cannon Scanjet	01		
Switches				
1	D-Link DGS-3100 - 24 Port	06		
2	D-Link DGS 1048 G 48 Port	02		
3	D-Link DGS-3100 - 48 Port	07		
4	Base Line Switch-2024 - 24 Port	01		
5	DIGISOL DG-GS-4528S - 24 Port	01		
6	DIGISOL Mustong 400 series - 24 Port	02		
7	D-link DXS - 3624 - 24 Port	02		

		D-Link DCS-1024 Switch-24		
	8	Port	04	
	9	Netgeor Prosofe FMS726 - 24 Port	01	
	10	Netgeor Gigabit Smart Switch GS748T - 48 Port	01	
Lap	top			
	1	HP/Lenovo/i Mac/Dell/Sony	44	
Serv	vers (07	' nos.)		
1		INTEL XEON WIPRO	01	
2	Wipro Z1531		02	
3	HP Novell Server		01	
3	DELL POWER EDGE SERVEDR T630		03	
Tota				
	power			
System Engineer(Highly Skilled Under		1		
	_	es act central sphere at pay Rs.973/- per day)		
	Server Engineer(Highly Skilled Under		1	
Minimum wages act central sphere at present basic pay Rs.973/- per day)				
_	nd Tota			

Signature Name Address with Seal of the Company Phone No: (O)

(M)