

TENDER DOCUMENT

ANNUAL MAINTENANCE CONTRACT FOR COMPUTERS AND
PERIPHERALS



INDIAN INSTITUTE OF FOREST MANAGEMENT

P.O. Box No. 357, Nehru Nagar, Bhopal, 462003 (MP)

Tel- EPABX – 0755- 2775716, Fax- 0755-2772878

Website: www.iifm.ac.in



INDIAN INSTITUTE OF FOREST MANAGEMENT

BID REFERENCE

TECHNICAL BID
(SECTION 1 to 5)

COMPETITIVE BIDDING FOR PROVIDING AMC FOR COMPUTERS & PERIPHERALS IN THE INSTITUTE

BID NO: IIFM/2018-19/ AMC - C & P/1

Name of Work	PROVIDING ANNUAL MAINTENANCE CONTRACT FOR COMPUTERS AND PERIPHERALS IN THE INSTITUTE
Bid Security (Earnest Money Deposit)	Rs. 35,000/- in the form of Account payee DD in favour of "Director, Indian Institute of Forest Management" payable at Bhopal.
Availability of tender document on website : https://moefcc.euniwizard.com/	30/04/2018 at 10:00 A.M
Last date of submission of tender	21/05/2018 up to 3:00 P.M.
Technical Bid & Financial Bid online submission start date.	30/04/2018 at 10:00 A.M
Technical Bid & Financial Bid online submission end date.	21/05/2018 up to 3:00 P.M.
Date and Time of Opening of Technical Bid	21/05/2018 at 3:30 P M.
Date and time for opening online financial bids for technically qualified bidders.	01/06/2018 at 3:00 P. M.
Place of Opening of Bid	Indian Institute of Forest Management, Bhopal
Officer Inviting Bid	Chief Administrative Officer Indian Institute of Forest Management Nehru Nagar, Bhopal 462003
Tender Processing Fee	Rs. 500/- (Five Hundred only) + GST



INDIAN INSTITUTE OF FOREST MANAGEMENT

P.O. Box No. 357, Nehru Nagar, Bhopal-462003 (MP)
Tel- EPABX – 0755- 2775716, Fax- 0755-2772878
(Bid No. : IIFM /2018-19/AMC - C & P/1)

INVITATION OF BIDS FOR ANNUAL MAINTENANCE CONTRACT FOR COMPUTERS AND PERIPHERALS

Online Tenders are invited on behalf of the Director, Indian Institute of Forest Management, Bhopal from experienced professionally qualified firms for providing and facilitating AMC For Computers & Peripherals services in the Institute on Annual Contract Basis as per the requirements indicated in the Tender document, which will be available on our web site <https://moefcc.euniwizard.com>, www.iifm.ac.in/tender.

Name of work	Approximate Value of work	Bid Security/ Earnest Money Deposit (EMD)	Period
Providing Annual Maintenance Contract For Computers And Peripherals in the Institute	7 Lacs	Rs. 35,000/- in the form of Account Payee Demand Draft in favour of "Director, Indian Institute of Forest Management" payable at Bhopal.	1 year

1. The Tenderers intending to participate in this Tender are required to get enrolled on the portal <https://moefcc.euniwizard.com>, Enrolment on the above mentioned Portal is mandatory.
2. Tender documents are available in the website <http://moefcc.euniwizard.com/> which can be downloaded from 30/04/2018, **10:00 AM to 21/05/2018 up to 3:00 PM**. And bid submission date from 30/04/2018, **10:00 AM to 21/05/2018 up to 3:00 PM**.
Note: Online Processing Fee of Rs. 500/- + GST (18%) to be made online.
3. The EMD of Rs. 35,000/- should be submitted with the Physical Envelope 'A' in the form of Demand draft drawn from any Nationalized Bank in favor of **Director, IIFM**
4. The tenderer should submit proof of Registration, work experience, last three years financial standing, TDS certificate, PAN with the tender. IIFM reserves the right to reject any or all the Tenders received without assigning any reason(s) thereof.
5. The tenderers are required to submit Envelope 'A' physically as per the date (21.05.2018 up to 3.00pm) to the Chief Administrative Officer, Indian Institute of Forest Management, Nehru Nagar, Post Box no-357, Bhopal-462003.

Chief Administrative Officer

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the e-tender Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-tender Portal, prepare their bids in accordance with the requirements and submitting their bids online on the e-tender Portal.

More information useful for submitting online bids on the e-tender Portal may be obtained at: <https://moefcc.euniwizard.com>

REGISTRATION

1. Bidders are required to enroll on the e-Procurement Portal (URL: <https://moefcc.euniwizard.com>) with clicking on the link "Online bidder Registration" on the e-tender Portal by paying the Registration fee of Rs. 2000/- (excluding GST) year charge.
2. As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidder.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC"s to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
7. The scanned copies of all original documents should be uploaded on e- Procurement portal. (<https://moefcc.euniwizard.com>)

Please feel free to contact ITI Helpdesk (as given below) for any query related to e-tendering.

1. Helpdesk landline No: 011-49606060, 2. Dheeraj-9113711647,3. Mr. Navneet 8418864650 4. Mr.Krishn Kr. Rai - 7398741154

PROFILE OF BIDDER ORGANISATION

1	Name of Firm / Organization	
2	Status of the Firm / Organization (with supporting documents)	Proprietary / Partnership / Private/ Government / Joint Venture / Other (specify)
3	Postal Address	
4	Telephone	
5	Fax	
6	E –mail &	
	Web site	
7	Year of Establishment	
8	Activities/ Services Offered	
9	Name of the Head of Organization	

Date:

Place:

Signature of Authorized Signatory

Seal

SECTION - 1

INSTRUCTIONS TO BIDDERS

A. GENERAL

1. SCOPE OF THE BID

- 1.1. The Indian Institute of Forest Management, Nehru Nagar, Bhopal (hereinafter called the 'institute' or the 'employer') requires to appoint a annual maintenance contract for computers and peripherals Service Agency (hereinafter called the 'Agency' or the 'Contractor') for providing maintenance services for the Computers & Peripherals installed at the office.
- 1.2. The duration of this Contract shall be for a period of one year with effect from the commencement of the contract which may be extended for further period of one year depending upon the performance of the Agency and other related factors and at the full discretion of Director, IIFM.
- 1.3. The successful bidder shall be expected to provide the services during the specified contract period on Annual Contract Basis (including the extended period, if applicable) as described in this document.
- 1.4. The bidder shall be expected to have capabilities of providing annual maintenance contract for computers and peripherals services to IIFM as per its requirements.

2. ELIGIBILITY

2.1. Essential Requirements for Technical Evaluation

- (i) The Firm must be registered with Registrar of Companies or M.P. Firms & Shops Regulation Act and should have an exclusive office and working set up at Bhopal including landline telephone and fax facility for the prompt functioning.
- (ii) The Bidder must have a minimum experience of five years in executing such Annual Maintenance Contract for Computers and Peripherals services. The total turnover in executing the annual maintenance services for computers & peripherals of the bidder should be at least Rs. 25 lacs in the last three years cumulatively for the said services and at least 2 orders for the value of 4 lacs and have valid income tax and GST registration.
- (iii) Statements showing the contract assignment undertaken during the last five years along with copies of work orders and completion certificates from employer.
- (iv) Copies of work orders of 3 Maintenance Service contracts which are currently running along with name of employer and contact details.
- (v) List of qualified Service Engineers on the Company's pay roll available in Bhopal, including their qualifications & No. of Engineers the party proposed to deploy at IIFM.
- (vi) Spare parts inventory available along with Approx. value.

2.2 One Bid per Bidder: Each bidder shall submit only one bid for Annual Maintenance Contract Services. A bidder who submits or participates in more than one Bid will cause all the proposals with the Bidder's participation to be disqualified.

2.3 Cost of Bidding :The bidder shall bear all costs associated with the preparation and submission of his Bid, and the institute or employer will in no case be responsible and liable for those costs.

2.4 Site visit: The Bidder, at the Bidder's own responsibility and risk is encouraged to visit and examine the Site of Services and obtain all information that may be necessary for preparing the Bid and entering into a contract for execution of the Services.

B. BIDDING DOCUMENTS

3. Content of Bidding Documents

3.1 The set of bidding documents comprises the documents listed in the table below

TECHINICAL BID	
	Bid Reference
	Invitation of Bids
	Profile of Bidder Organization
SECTION 1	Instructions to Bidders
SECTION 2	General Conditions of Contract
SECTION 3	Specific Conditions of Contract
SECTION 4	Schedule of Requirements
SECTION 5	Technical Bid forwarding letter and format
FINANCIAL BID	
SECTION 6	Financial Bid with forwarding letter
ANNEXURE	A

3.2 Bid with any conditional bidding documents shall be disqualified.

C. PREPARATION OF BIDS

5. Documents comprising the Bid

5.1 The bid submitted by the bidder shall comprise the following:

- a. Bid Security (EMD) for Rs. 35,000/- (Rupees thirty five thousand only) in the form of Bank Draft in favour of Director, IIFM payable at Bhopal.
- b. Technical Bid with Qualification Information and Documents
- c. Financial Bid - Format for financial bid is attached as Annexure – A.
- d. and any other information

6. Bid Prices

- 6.1 The contract shall be for the Annual Maintenance Contract Services as described in Sub-Clause 1.1, 1.2 and 1.3, based on the Financial Bid
- 6.2 The price quoted by the bidder should be inclusive of all cost of spares, labour, service charges, cost of batteries of UPS and inclusive of network maintenance etc. needed for executing the contract as described in this tender document. Items for which no rate or price is quoted by the bidder will not be paid for by the Employer when executed and shall be deemed to have been covered by the other rates quoted in the financial bid.
- 6.3 The rate quoted shall be in Rupees for each item and should be inclusive of all taxes/duties, spares, cost of other material, labour charges, installation of equipments and FOR IIFM, Bhopal.

7. Bid Validity.

- 7.1 Bids shall remain valid up to a period of 90 days beyond the last date of submission of bid.
- 7.2 In exceptional circumstances, prior to expiry of the original time limit, the Employer may request that the bidders may extend the period of validity for a specified additional period. The request and the bidder's responses shall be made in writing or by cable ore-mail. A bidder may refuse the request without forfeiting his bid security. A bidder agreeing to the request will not be required or permitted to modify his bid, but will be required to extend the validity of his bid security for a period of the extension.

8. Bid Security (Earnest Money Deposit – EMD)

- 8.1 The Bidder shall furnish, as part of his Bid, a Bid Security of Rs. 35,000/- (Rupees Thirty five thousand only) for this particular work. No interest shall be payable by the Institute/Employer on this account. This bid security shall be in favour of **Director, Indian Institute of Forest Management, Bhopal** and shall be in the form of **Demand** Draft payable at Bhopal.
- 8.2 The Bid security submitted shall be valid for 28 days beyond the validity of the bid.
- 8.3 Any bid not accompanied by an acceptable Bid Security and not secured shall be rejected by the Employer as non-responsive.
- 8.4 The Bid Security of unsuccessful bidders will be returned within 28 days of the end of the bid validity period specified in this document.
- 8.5 The Bid Security of the successful bidder will be discharged after he has signed the Agreement and furnished the required Performance Security Guarantee.
- 8.6 The Bid Security may be forfeited, if
- a. the Bidder withdraws the Bid after Bid opening during the period of Bid Validity;
 - b. the successful Bidder fails within the specified time limit to
 - i. sign the Agreement or
 - ii. furnish the required Performance Security guarantee.

9. Format and Signing of Bid

- 9.1 The Bidder shall prepare document comprising the bid as described in the relevant clauses in this tender document.
- 9.2 The original Bid shall be typed or written in legible ink preferably by a ball pen and shall be signed and sealed by a person or persons duly authorized to sign on behalf of the Bidder, pursuant to the relevant clauses in this tender document and where entries or amendments have been made shall be initialed by the person or persons signing the bid. Every page of the bid shall be signed by the Contractor or his authorized representative.
- 9.3 The Bid shall contain no alterations or additions, except those to comply with instructions issued by the Employer, or as necessary to correct errors made by the bidder in which case such corrections shall be initiated by the person or persons signing the bid.

D. SUBMISSION OF BIDS

Note: Bids should be submitted online as well in hard copy as mentioned below:

10. Sealing and Marking of Bids

10.1 Bid should be submitted in three Envelopes as mentioned below:-

Envelope – A (Duly Sealed) :Should contain:-

Bid Security in the form of DD for Rs. 35,000/- in favour of the Director, IIFM payable at Bhopal.

This Envelope should be marked as ‘**Envelope A – EMD**’. Name and address of the bidder should be clearly written on this envelope.

10.1.2 Envelop-B (Duly Sealed):

Should contain

- i. **Technical Bid** (other than the Financial Bid) will be submitted under formal forwarding letter addressed to the Chief Administrative Officer of the Institute inter-alia containing an undertaking that the Bid documents do not contain any amendment, modification or change of any type, whatsoever, in the Bid documents.
- ii. Technical Bid documents consisting of Section 1 to Section 5 and other enclosures as mentioned in the bid documents (duly filled up with required documents attached) signed & sealed each page of the tender documents. (All pages of the document should be signed by the bidder or his authorized representative).

This Envelope should be marked as ‘**Envelope B – Technical Bid**’. Name and address of the bidder should be clearly written on this envelope.

10.1.3 Envelope-C – Financial Bid: This has to be submitted online only in prescribed format available on the website i.e. <https://moefcc.euniwizard.com>.

10.2 All the above two envelopes (A+B) should be put in a larger envelope, signed and sealed properly. This envelope should be addressed to:

**The Chief Administrative Officer
Indian Institute of Forest Management
P.O. Box No. 357
Nehru Nagar, Bhopal – 462003 (MP)**

This envelope must bear the following Identifications:

- (i) **Bid For Annual Maintenance Contract for Computers & Peripherals**
- (ii) **Bid Reference No- IIFM/ 2018-19/AMC - C & P/1**
- (iii) **Name & Address of the Bidder**

If the envelopes are not sealed and marked as above, the Employer will assume no responsibility for the misplacement or wrong/premature opening of the bid.

11. Deadline for Submission of the Bids

- 11.1 Bids must be received by the Employer at the address specified above not later than the last date of submission **by speed post & online as well.** In the event of the specified date for the receiving the bids being declared a holiday by the Employer, the bids will be received up to the appointed time on next working day.
- 11.2 Any Bid received by the Employer after the deadline will be rejected.

E. BID OPENING AND EVALUATION

12. Bid Opening

- 12.1 On the due date and appointed time as specified above, the Employer will first open **Envelopes-A** of all bids received (except those received late) in presence of the Bidders or their representatives who choose to attend. **If any Bid does not contain cost of Bid security in the manner prescribed in this Tender document, then that Bid will be rejected and the Bidder informed accordingly.** In the event of the specified date for Bid opening being declared a holiday by the Employer, the Bids will be opened at the appointed time and location on the next working day.
- 12.2 **Envelope-B** of all other bids received (except those received late) in presence of the Bidders or their representatives who choose to attend, will be opened.
- 12.3 If all Bidders have submitted unconditional Bids together with requisite Bid security, then all Bidders will be so informed then and there. **If any Bid contains any deviation from the Bids documents and /or if the same does not contain Bid security in the manner prescribed in the Bid documents, then that Bid will be rejected and the Bidder informed accordingly.**
- 12.4 All Financial bids (**Envelope - C**) shall be opened after technical evaluation, at a later date about which all concerned bidders shall be notified in advance. Upon evaluation of technical bid as per the criterion described, the Envelope- C (financial bids) of only such Bidders shall be fit to be opened whose bid are found responsive.
- 12.5 All valid Financial Bids (**Envelope – C**) shall be opened on the notified date and time after declaring the result of Envelope B- Technical Bid. The Bidder's name, the quoted Bid price and such other details as the Employer may consider appropriate, will be announced by the Employer at the opening. Any bid price, if applicable, which is not read out and recorded at Bid opening, will not be taken into account in Bid evaluation.

13. Clarification of Bids

- 13.1 To assist in the examination and comparison of Bids, the Employer may, at his discretion, ask any Bidder for clarification of his Bid, including percentage quoted by him in the tender document. The request for clarification and the response shall be in writing or by cable or e-mail, **but no change in the price or substance of the Bid shall be sought**, offered, or permitted except as required to conform the correction of arithmetic errors discovered by the Employer in the evaluation of the Bids in accordance with the relevant clauses in this Tender Document.
- 13.2 No Bidder shall contact the Employer on any matter relating to his bid from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Employer, he should do so in writing.
- 13.3 Any effort by the Bidder to influence the Employer's bid evaluation, bid comparison or contract award decisions, may result in the rejection of his bid.

14. Examination of Bids and Determination of Responsiveness

- 14.1 Prior to detailed evaluation of Bids, the Employer will determine whether each Bid;-
- a. meets the eligibility criteria and qualification defined in section 1 of bid document.
 - b. has been properly signed by an authorized signatory (accredited representative) holding Power of Attorney in his favour. The Power of Attorney shall inter-alia include a provision to bind the Bidder to settlement of disputes clause;
 - c. is accompanied by the required Bid security and;
 - d. is responsive to the requirements of the Bidding documents.
- 14.2 A responsive Bid is one which conforms to all the terms, conditions and specification of the Bidding documents, without material deviation or reservation. A material deviation or reservation is one :-
- a. which affects in any substantial way the scope, quality or performance of the Services;
 - b. which limits in any substantial way, the Employer's rights or the Bidder's obligations under the Contract; or
 - c. whose rectification would affect unfairly the competitive position of other Bidders presenting responsive Bids.
- 14.3 If a Bid is not substantially responsive, it will be rejected by the Employer, and may not subsequently be made responsive by correction or withdrawal of the non-conforming deviation or reservation.

15 Correction of Errors

- 15.1 Bids determined to be responsive will be checked by the Employer for any arithmetic errors. Errors will be corrected by the Employer as follows:
- a. Where there is a discrepancy between the rates in figures and in words, the rate in words will govern; and
 - b. Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern.
- 15.2 The amount stated in the Bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors and, with the concurrence of the Bidder, shall be considered as binding upon the bidder. If the Bidder does not accept the corrected amount the Bid will be rejected, and the Bid security may be forfeited.

16 Evaluation and Comparison of Bids

- 16.1 The Employer will evaluate and compare only the responsive and eligible Bids as per the criteria stipulated.
- 16.2 The bid will undergo a four stage processing; viz.
- (1) Checking the Essential Requirements;
 - (2) Accepting the Bid documents;
 - (3) Examination the Technical Part;
 - (4) Examining the Financial Part.

16.3 Financial Terms & Conditions

The lowest bidder (L-1) shall be decided on the basis of the grand total of rates quoted for all items as attached in Annexure-I.

16.4 Submission of the Tender Documents

a. The following documents must be submitted along with the Bid. If any of the documents mentioned below is missing, the bid may be rejected.

SI	Description	Tick mark
1	EMD	
2	M.P. Firms and Shops Regulation Act (or an application to give time to furnish this licence within 15 days of grant of award) or registered under Companies Act.	
3	Currently valid registration with Tax Authorities for Goods & Service Tax.	
4	Copies of Audited Statements of Accounts indicating the annual turn over for the last 3 years	
5	Statements showing the contract assignment undertaken during the last five years along with copies of work orders and completion certificate from the employer.	
6	Copies of work orders of 3 Maintenance Service contracts which are currently running.	
7	List of qualified Service Engineers on the Company's pay roll available in Bhopal, including their qualifications & No. of Technicians / Engineers to be deployed at IIFM, minimum (two) full time.	
8	Spare parts inventory available along with Approx. value.	
9	Complete set of tender document duly signed by the Contractor or his authorised signatory.	

b. ISO 27001:2013 certificate (Desirable)

16.5 Examining and merit listing the Financial Part

a. Only those Bid which qualify the Technical Part and are responsive will be considered for examination in the Financial Part.

F. AWARD OF CONTRACT

17. Award Criteria

The contract will be awarded only to the party whose bid is technically qualified and financially accepted, however lowest financial bidding alone shall not be the sole criteria for award of the contract.

18. Notification of Award and Signing of Agreement.

18.1 The Bidder whose Bid has been accepted will be notified of the award by the Employer prior to expiration of the Bid validity period by registered letter. This letter will state the sum that the Employer will pay the Contractor in consideration of the execution, completion and maintenance of the Services provided by the Contractor as prescribed in the Contract (hereinafter and in the Contract called the "Contract Price").

18.2 The notification of award will constitute the formation of the Contract subject to them furnishing of a performance security in accordance with the provisions in this document.

18.3 An agreement in the form given in this document will be signed between the CAO and the successful bidder incorporating all correspondence between the Employer and the successful Bidder. This tender

document will be a part of the agreement and all terms and conditions mentioned herein will be part of the terms and conditions in the agreement. The successful Bidder will furnish the performance security guarantee within 28 days of entering the agreement.

- 18.4 Upon the furnishing by the successful Bidder of the Performance Security guarantee, the Employer will promptly notify the other Bidders that their Bids have been unsuccessful and release their Bid security.

19. Security Deposit

- 19.1 Within 28 days of receipt of the Letter of Acceptance, the successful Bidder shall deliver to the CAO Security Deposit of a sum of equivalent to 10% of the annual contract price, payable to the Director, IIFM, Bhopal in the form of Demand Draft or Banker's Cheque for a validity period of 1 year from the date of commencement of contract, duly discharged and endorsed in favour of Director, IIFM.
- 19.2 The successful Bidder will provide the Security Deposit as above, which is issued by a Nationalized Indian bank only.
- 19.3 Failure of the successful Bidder to comply with the requirements of any clause of this document shall constitute sufficient grounds for cancellation of the award of work and forfeiture of the Earnest Money Deposit or the Performance Security Guarantee, as the case may be.

20 Corrupt or Fraudulent Practices

- 20.1 The Employer requires that Bidders/ Contractors under this contract observe the highest standard of ethics during the procurement and execution of this contract. In pursuance of this policy, the Employer:
- a. defines, for the purpose of these provisions, the terms set forth below as follows:
 - i. "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; and
 - ii. "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Employer, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Employer of the benefits of free and open competition.
 - b. will reject a proposal for award of work if he determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.
 - c. will declare a Bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract/contracts if he at any time determines that the Bidder has engaged in corrupt or fraudulent practices in competing for, or in executing, the contract.

SECTION-2

GENERAL CONDITIONS OF CONTRACT

A. General

1. Definitions

The **Contract** is the contract between the Employer's nominee and the Contractor to execute, complete and maintain the Services. It consists of all the documents listed in Section 2.

The **Contractor / Agency** is a person or corporate body, whose Bid to carry out the Services has been accepted by the Employer.

The **Contractor's Bid** is the completed Bidding document submitted by the Contractor to the Employer.

The **Contract Price** is the price stated in the letter of acceptance and thereafter as adjusted in accordance with the provisions of the Contract.

The **Employer** is the party, who will employ the Contractor (here the Indian Institute of Forest Management) to carry out the Services.

Employer's Nominee or CAO – Is the officer nominated by the Director for executing the contract (here the Chief Administrative Officer or C.A.O. of IIFM).

The **Initial Contract Price** is the Contract Price listed in the Employer's Letter of Acceptance.

Institute means Indian Institute of Forest Management, Nehru Nagar, Bhopal.

The **Intended Completion Date** is the date on which it is intended that the Contractor shall complete the Services. The Intended Completion Date is specified in the Contract Data. The Intended Completion Date may be revised only by the Employer or his nominee by issuing an extension of time.

Material are all supplies, including consumables, used by the contractor for execution of the Services.

The **Site** is the area defined as such in the Contract document.

Specification means the Specification of the Services included in the Contract and any modification or addition made or approved by the Employer or his nominee.

The **Start Date** is given in the Contract Data. It is the date when the Contractor shall commence execution of the Services. It does not necessarily coincide with any of the Site Possession Date.

A **Variation** is an instruction given by the Employer or his nominee which varies the Services.

The **Services** are what the Contract requires from the Contractor to execute to the Employer as defined in the Contract document.

The **Qualified Service Engineer** are those employed / proposed to be employed by the Contractor at the Site, who have participated and are in possession of a valid Competency Certificate.

Security Deposit means performance security guarantee and vice-versa.

B. General Conditions

1. The party who has been provider of maintenance services to IIFM earlier and if their services have been found violating terms of contract very frequently and were penalized for the same for a cumulative sum equivalent to 5% or more of the annual service contract or more in any one financial year or have been found giving/using false information/fraudulent tactics during execution/ participation in tender process in any of the earlier occasions, will not be considered in the tender process, even if the term of their contract was not terminated/ Agency's participation was rejected.
2. In case of a tie (a case of more than one tenderers quoting the same prices in the financial bids) of offers, the party having more experience of service provider in Govt./autonomous organizations and the details submitted as per essential requirements clause will be preferred.
3. Experience certificate of satisfactory completion of services provided by the Govt./Semi Govt./Undertakings, Autonomous Institutions for last five years with similar nature and quantity of work will only be considered for cases of tie stated above.
4. The Institute is not in any way bound to accept the lowest or any Tender and reserves the right to accept any tender in whole or any part of the tender or portion of the quantity offered and reserves the right if required to negotiate with any or all the Tenderers without assigning any reason(s) whatsoever.
5. The owner of the firm / a senior representative authorized by them must visit the Institute every week to inspect the services.
6. Preventive Maintenance activity shall include cleaning of the equipment, updating of patches/service packs etc. The vendor shall provide for at least one **preventive maintenance schedule per quarter** during the maintenance period.

2. Interpretation

2.1 This Tender document and all terms and conditions mentioned herein will form a part of the agreement of the contract for Maintenance services of Computers and Peripherals.

3. Language and Law

3.1 The language of the Contract is English and the law governing the Contract is Indian Contract Act and other statutory regulations coming under the purview of constitution of India.

4. Employer or his nominee's Decisions

4.1 Except where otherwise specifically stated, the Employer or his nominee will decide contractual matters between the Employer and the Contractor.

5. Communications

5.1 Communications between parties, which are referred to in the conditions are effective only when in writing as well as verbally.

6. Employer's and Contractor's Risks

- 6.1 The Employer carries the risks, which this Contract states are Employer's risks and the Contractor carries the risks, which this Contract states are Contractor's risks.

7. Employer's Risks

6.1 The Employers risks are -

- a. any operation of the forces of nature like floods, tornadoes, earthquakes, landslides and lightening etc. or the hand of god (in so far as it occurs on the Site), which an experienced contractor:
- i. could not have reasonably foreseen, or
 - ii. could reasonably have foreseen, but against which he could not reasonably have taken at least one of the following measures:
 - iii. In such cases, damage is caused, the employer has full right to get the item repaired through outside party or through the contractor.

8. Contractor's Risks

- 8.1 All risks of loss of or damage to physical property and of personal injury and death which arise during and in consequence of the performance of the Contract other than the excepted risks above are the responsibility of the Contractor.

9. Contractor to Execute the Services.

- 8.1 The Contractor shall execute the Services in accordance with the scope of work and the schedule/equipment annexed to the tender document.

10. Settlement of Disputes

- 10.1 Any dispute between the parties to the agreement shall be finalized by mutual negotiation.
- 10.2 In case, amicable solutions/settlements could not be arrived at the end of such negotiations, any of the parties can appeal to the Director, IIFM and his decision shall be final and binding on both the parties.

11. Extension of the Intended Completion Date

- 11.1 The duration of this Contract shall be for a period of one year with effect from the commencement of the contract. However, it may be extended for subsequent years based on performance of the Agency as decided by the Institute. The successful bidder shall be expected to provide the services during the specified contract period on Annual Contract Basis as described in the contract document.

C. QUALITY CONTROL

12 Identifying Shortcomings

- 12.1 The Employer or his nominee or In charge shall check the Contractor's services and notify the Contractor of any /deficiencies that are found. Such checking shall not affect the Contractor's responsibilities. The Employer or his nominee may instruct the Contractor to search for a Defect and to uncover and rectify any service that the Employer or his nominee considers may have a defect/ deficiency.

13 Correction of Shortcomings

- 13.1 The Employer or his nominee shall give notice to the Contractor for any shortcomings in the services in writing or verbal.
- 13.2 Every time notice of a Defect is given, the Contractor shall correct the notified Defect/ deficiency within the length of time specified by the Employer or his nominee's or the Computer Centre In charge's notice.

D. COST CONTROL

16.4.1 Certificates for Payment.

- 14.1 The Contractor shall submit to the Employer or his nominee quarterly Bill of the services completed.

16.4.2 Advance payment

- 15.1 The Employer shall not make any advance payment on any account to the contractor in any circumstances under this contract.

16. Taking Over

- 16.1 The party shall take over the equipments awarded under the Contract in the presence of the persons nominated by the institute from the date of awarding the AMC and no delay on the part of contractor will be accepted.

17. Final Account

- 17.1 The Contractor shall apply to the Employer or his nominee a detailed account of the total amount that the Contractor considers payable under the Contract. The Employer or his nominee shall issue a no dues Certificate and certify any final payment that is due to the Contractor within 7 days of receiving the Contractor's account, if it is correct and complete. If it is not, the Employer or his nominee shall issue within 7 days a schedule that states the scope of the corrections or additions that are necessary. If the Final Account is still unsatisfactory after it has been resubmitted, the Employer or his nominee shall decide on the amount payable to the Contractor and issue a payment certificate, within 15 days of receiving the contractor's revised account.

18. Termination

- 17.1 The Employer may terminate the Contract, if the other party causes a fundamental breach of the Contract.
- 17.2 Fundamental breaches of Contract include, but shall not be limited to, the following:
 - 16.4.2.1.1 the Contractor stops work for 7 days, when no stoppage of services is instructed and the stoppage has not been authorized by the Employer or his nominee.
 - 16.4.2.1.2 the Contractor becomes bankrupt or goes into liquidation other than for are construction restructure or amalgamation.
 - 16.4.2.1.3 if the Contractor, in the judgment of the Employer, has engaged in corrupt or fraudulent practices in competing for or in the executing the Contract.

For the purpose of this paragraph: "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution. "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Employer, and includes collusive practice. Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Employer of the benefits of free and open competition."

- 17.3 When the Employer gives notice of a breach of contract to the Contractor for a cause other than those listed above, the Employer or his nominee shall decide whether the breach is fundamental or not.
- 17.4 If the Contract is terminated, the Contractor shall stop service immediately, make the Site safe and secure and leave the Site after ensuring proper handing over the charge, as soon as reasonably possible.
- 17.5 In the event of termination by the employer, the security Deposit (performance guarantee) of the contractor shall be forfeited and balance period security services contract shall be undertaken at the risk and cost of the agency, till the new contract will be executed.
- 17.6 In case of non-compliance or breach of any terms of contract or unsatisfactory or inefficient servicing on the part of the Contractor, the Employer will be at liberty to revoke the contract without giving any notice or payment in lieu of notice.

19. Payment upon Termination.

- 19.1 If the Contract is terminated because of a fundamental breach of Contract by the Contractor, the Employer or his nominee shall issue a certificate for the value of the services done, less Liquidated damages / penalty up to the date of the issue of the certificate, less other recoveries due in terms of the contract, less taxes due to be deducted at source as per applicable laws and less the percentage to apply to the services not completed as indicated in the Contract Document. If the total amount due to the Employer exceeds any payment due to the Contractor, the difference shall be a debt payable to the Employer.

20. Performance of services in accordance to Specification

- 20.1 The Contractor shall perform the Services in accordance with the Specifications and the Schedule of Requirement, and carry out their obligations with all due diligence, efficiency, and economy, in accordance with generally accepted professional techniques and practices, and shall observe sound management professional techniques and practices, and employ appropriate advanced technology and safe methods. The Contractor shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to the Employer, and shall at all times support and safeguard the Employer's legitimate interests.

SECTION- 3

SPECIFIC CONDITIONS OF CONTRACT

Annual Maintenance Contract for Computers & Peripherals in the Institute

1. SCOPE OF SERVICE

- 1.1 The Agency shall be entirely responsible for providing efficient and reliable maintenance services. The agency shall perform the services as per the terms and conditions contained in this tender document and shall deploy only trained and qualified professional in the form and manner described in this tender document.
- 1.2 The Agency shall be entirely responsible to ensure that only persons authorized by the Institute are allowed to operate/repair/maintain the equipments at the premises and that no such equipment, machinery or any part thereof any property is removed out of the premises except with written permission of the employer.
- 1.3 The party should maintain detailed call slips etc. to document repair works undertaken and get them signed by the officials of IIFM Computer Centre. A health card shall be maintained for all equipment covered under AMC. The vendor shall record there in each incident of equipment malfunction, date/time of commencement of downtime and successful completion of the repair/maintenance work, nature of repair work performed on the equipment together with a description of the malfunction and the cause thereof. Details of preventive maintenance activity shall also be recorded.
- 1.4 The vendor shall provide comprehensive maintenance services which shall cover both preventive as well as corrective maintenance for all assets covered under AMC.
- 1.5 The quantities specified are only indicative and for the purpose of estimate only. The Institute shall be at liberty to vary (delete/reduce/decrease) the quantum of any item.
- 1.6 In case of any spares that need to be replaced in any equipment under AMC, if not repairable, the original and genuine spares of same / equivalent brand should be used and configure the equipment and the details should be entered in the records of Computer Centre.

2. COMMENCEMENT & COMPLETION OF SERVICE

- 2.1 The Agency will start service from the date as per award of the contract. The initial service contract shall be for a period of one year which may be extended for another one year based on performance of the Agency during this period which shall be decided by the Institute and at the full discretion of Director, IIFM.

3. PENALTY

- 3.1 In case of breakdown of server the party should attend the complaints within 4 hours and rectify the defects and put the server in working condition and if more time is required the party should provide substitute arrangement for the defective server immediately and the substitute arrangement should work to the satisfaction of the end user. The faulty server should be repaired and returned within the specified time, that:
 - (i) Penalty of Rs. 500/- /day will be imposed.
 - (ii) If the party fails to provide substitute arrangement/return the original repaired equipment in working condition after 3 days, the penalty of Rs. 1000/-day will be imposed till the time substitute arrangement/ original repaired equipment is returned in working condition. This will be limited to a

maximum period of 30 days. Again, if the party fails to adhere time limit i.e. beyond the limit of 30 days period, this will be treated as breach of contractual terms from the part of contractor.

- 3.2 In case of break-down of other equipments, the party should attend the complaints within 8 hours and rectify the defects and put the equipments in working condition and if more time is required, the party should provide substitute for the defective equipment within 24 hours, and the substitute equipment should work to the satisfaction of the end user. The faulty equipment should be repaired and returned within specified time, that :
- (i) Penalty of Rs. 200/- /day will be imposed.
 - (ii) If the party fails to provide substitute arrangement/return the original repaired equipment in working condition after 3 days, the penalty of Rs. 5000/-/day will be imposed till the time substitute arrangement/ original repaired equipment is returned in working condition. This will be limited to maximum of 30 days. Beyond the limit of 30days period, the action of the contractor will be treated as breach of contractual terms and conditions.
- 3.3 It is expected that the contractor will use genuine/original spare parts, If the employer found substandard services from the part of contractor it will be considered as breach of the terms and conditions under the agreement and will lead to imposing penalty as deemed fit by the employer including the termination of contract if necessary.
- 3.4 In the event of theft of any material/ property of the Institute by the employee of the contractor, if found, the present market cost of the material/ property along with actual replacement cost (fitment/ installation costs, if applicable) recovered from the Contractor and the same will be deducted from the payment of next quarterly bill/security deposit.
- 3.5 The employer has the full right to reduce/exempt the quantum of penalty depend upon the circumstances/the reasons/ as per the request of the contractor, if deemed fit.

SECTION-4 SCHEDULE OF REQUIREMENTS

1. Schedule of Requirements:

1.1 The details of equipments for which maintenance required are given below.

No.	Items	Qty.	AMC starts from
	Laptops		
1	HP Pavillion dv4 Core to duo, 2GB RAM	2	Apr-18
2	HP 6710b, Core to duo, 1 GB RAM	6	Apr-18
3	HP 6710b, Core to duo, 2 GB RAM	1	Apr-18
4	HP 6710b Core to Duo, 4 GB RAM	1	Apr-18
5	SONY laptop INTEL CORE I5 320/750 GB HDD RAM 4GB	21	Apr-18
6	Dell laptop CORE I5 320 GB HDD RAM 4GB	2	Apr-18
7	HP laptop INTEL CORE I5 01TB HDD RAM 6GB	1	Apr-18
8	HP laptop INTEL CORE I7 500GB HDD RAM 4GB	7	Apr-18
Total		41	
	NETBOOKS		
1	Netbook ACER A020,Atom Processor 2GB RAM, 320 GB HDD	9	Apr-18
Total		9	
	SERVERS		
1	Proliant 350 Server, 146 GBX5 with TFT	1	Apr-18
2	Proliant 350 Server, 450 GB, 146 GBX2 HDD with TFT	1	Apr-18
3	Proliant 350 Server, 146X3 & 72X3 GB Scasi HDD, 14 GB RAM with Monitor	1	Apr-18
4	Proliant 350 Server, 146X3 & 1X5 TB Scasi HDD, 4x7 & 3x2GB RAM with Monitor	1	Apr-18
Total		4	
	COMPUTERS		
1	P-IV intel 541 , HDD 160GB, HDD 400 GB, Mouse/KB, Speaker, RAM 4 GB, Matrox Video editing Card, Sony Video Monitor	1	Apr-18
2	HCL 80 GB SATA, 1GB RAM, 1.44 FDD, 17" Monitor	10	Apr-18
3	HP 160 GB HDD, RAM 512 DDR-II, TFT	2	Apr-18
4	HP/dx 228 with Dualcore, 160 GB HDD, 2 GB RAM	4	Apr-18
5	HCL (Duel core) 160 GB SATA,1GB RAM, 1.44 FDD, 17" Monitor	11	Apr-18
6	HCL (Duel core) 160 GB SATA,2GB RAM, 1.44 FDD, 17" Monitor	26	Apr-18
7	HCL (C to D) 160 GB SATA,1GB MB RAM with TFT	22	Apr-18
8	HCL (C to D) 160 GB SATA,4GB MB RAM with TFT	1	Apr-18
9	HCL (C to D) 160 GB SATA,2GB MB RAM with TFT	34	Apr-18
10	HP dc7800, 160 GB SATA, 2 GB RAM with Monitor	10	Apr-18
11	HP dc7000, 160 GB SATA, 2 GB RAM with Monitor	4	Apr-18

12	LENOVO 500 GB SATA,2GB MB RAM with TFT	1	Apr-18
13	ZBRONIC 320 GB SATA,2GB MB RAM with TFT	3	Apr-18
14	DELL I 3 500 GB SATA,2GB MB RAM with TFT	1	Apr-18
15	Dell Vastro Core 2 Duo,2 GB RAM,160 GB with TFT	4	Apr-18
16	HP Pavilion , HDD 640GB, RAM 4GB,with TFT	1	Apr-18
17	HP dc8000, 250 GB SATA, 2 GB RAM with TFT	15	Apr-18
18	Dell optiple 990mt /9010 500 GB SATA, 2 GB RAM with TFT	23	Apr-18
19	HP ALL IN ONE 23-F202IN (I7 1 TB SATA ,4 GB 23inch TFT)	1	Apr-18
20	HP 8300 INTEL i7 500GB HDD RAM 4GB	13	Apr-18
21	DELL OPTPLAX 9020 INTEL I5 1TB HDD RAM 4GB	15	Dec-18
22	DELL OPTPLAX 9020 INTEL I7 1TB HDD RAM 8GB	5	Jan-19
Total		207	
Printers			
1	laser printer SAMSUNG BLACK	1	Apr-18
2	HP 1020/22 Laser Printer	11	Apr-18
3	Hp 1320 /1015 Printer	21	Apr-18
4	Printer hp (INKJET) MFP	3	Apr-18
5	Konica Minolta Mono Printer	42	Apr-18
6	HP (Mono) Laser multifunction	7	Apr-18
7	RECHO MFP(MONO)	1	Apr-18
8	HP Laserjet 5200 with A3 Size paper	1	Apr-18
9	CANON ALLIN ONE 4890dw	1	Apr-18
10	Hp Colour laser printer CP2025	1	Apr-18
11	Hp Colour Laserjet printer Multifunction CM2320	3	Apr-18
12	CANON mf 8280 COLOR LASER	1	Apr-18
13	HP LASER JET 200 COLOR LASER	1	Apr-18
14	CANON PIXMA ALLIN ONE	2	Oct-18
15	HP M 425DN ALLIN ONE	2	Jan-19
16	HP MFP M 176N	1	Nov-18
Total		99	
SCANNER			
1	HP Scanner - Scanjet G3010	2	Apr-18
2	HP scanner - flat bled A4	7	Apr-18
3	HP scanjet 3500	1	Apr-18
4	HP SJ 5300 colour	2	Apr-18
5	HP Scannerjet 2200C	1	Apr-18
6	HP Scanjet 2400 series	2	Apr-18
7	Finger Printer Scanner with USB Connectivity	1	Apr-18
8	HP Scanner Scanjet G2410	1	Apr-18
9	HP Scanner Scanjet 200	7	Apr-18
Total		24	
Audio System			

1	Audio System And HP Speaker		14	Apr-18
Total			14	
External Hard Disk				
1	External Hard Disk 80GB		29	Apr-18
2	External Hard Disk 250GB		2	Apr-18
3	External Hard Disk 500GB		7	Apr-18
4	External Hard Disk 1TB		15	Apr-18
5	External Hard Disk 2TB		5	Apr-18
6	External Hard Disk 4TB		1	Apr-18
7	External Hard Disk 2TB		1	May-18
8	External Hard Disk 1TB		3	Sep-18
9	External Hard Disk 500 GB		1	Sep-18
Total			64	
UPS with BATTRIES				
1	0.5 KVA (APC)	7Ah x 1 battery	9	Apr-18
2	0.8 kva (APC)	7Ah x 2 batteries	20	Apr-18
3	1 kava(C-Dot)	42Ah x 2 batteries	4	Apr-18
4	1 kava(APC)	7Ah x 2 batteries	4	Apr-18
5	1 Kva (liebert)	42Ah x 3 batteries	1	Apr-18
6	1 Kva (tvs)	7Ah x 4 batteries	2	Apr-18
7	2 KVA(Everon)	65 Ah x 4 batteries	1	Apr-18
8	5 KVA(Everon)	42 Ah x 8 batteries	1	Apr-18
9	3 KVA (Power One)	65 Ah x 15 batteries	2	Apr-18
10	0.5KVA (UNILINE)	17 Ah x 1 batteries	10	Apr-18
11	APC 650 VA	7Ah x 1 battery	37	Apr-18
12	Luminous 800 VA	7Ah x 2 batteries	59	Apr-18
14	1.5 KVA (APC) with power bank	7Ah x 6 batteries	8	Apr-18
15	1.5 KVA (APC)	7Ah x 2 batteries	3	Apr-18
16	2KVA (APC)	28AhX6	2	Apr-18
17	2KVA (APC)	18AhX6	2	Apr-18
18	3KVA (APC)	26AhX6	1	Apr-18
19	1 KVA (APC)	7Ahx2	5	Apr-18
20	0.75KVA(intex)	7Ah x 1battery	15	Apr-18
21	0.8 kva (Micro Tech)	7Ah x 2 batteries	10	Apr-18
22	0.5 KVA (fornttech/zebronies)	7Ah x 1 battery	5	Apr-18
Total			201	
Access Point, Switches, Fiber Module, Convertor with Network Maintenance:-				
Wireless Devices				

1	Access Point(Indor)	25	Apr-18
2	Access Point(Indor)	1	Sep-18
3	Access Point(Indor)	1	Nov-18
4	Access Point with POE (outdoor)	2	Apr-18
5	cisco 4410n	9	Apr-18
6	dish antinaubiquiti	2	Apr-18
	Total	40	
	Switches		
1	8 port Unmanageable	20	Apr-18
2	16 port Unmanageable	19	Apr-18
3	24 port Unmanageable	7	Apr-18
4	24 Port manageable	11	Apr-18
5	48 port manageable	8	Apr-18
	Total	65	
	Fiber Convertor/Module		
1	Fiber Convertor	4	Apr-18
	Total	4	
	Projector		
1	Luminus 4000	7	Apr-18
2	Luminus 3000	8	Apr-18
3	Lumius 1800	1	Apr-18
		16	

SECTION - 5 TECHNICAL BID

**(FORMAT OF COVERING LETTER TO BE SUBMITTED ON LETTER HEAD OF THE
BIDDER along with Technical Bid)**

**Description of Work :PROVIDING MAINTENANCE OF COMPUTERS AND
PERIPHERALS IN THE INSTITUTE**

Bid Reference No. : IIFM/2018-19/AMC - C & P/1

To
The Chief Administrative Officer,
Indian Institute of Forest Management
PO Box No. 357, Nehru Nagar, Bhopal

Sir,

Having examined the terms and conditions of Contract and specification of work in the Tender document for Maintenance of Computers & Peripherals duly signed and submitted herewith, the receipt of which is hereby duly acknowledged, we, the undersigned offer to execute the Services described in the Tender document, in conformity with all terms, conditions and specifications as per bid document for the sum of the Contract Price mentioned in the Financial Bid.

The Bid document and all other correspondence with regard to it shall constitute a binding contract between us. We understand that you are not bound to accept the lowest or any bid you receive.

We are not a blacklisted or debarred agency by any Govt. of India or Govt. of M.P. office or their Autonomous Institutions at the time of signing this bid. Should the contrary be found at a later date, we know that our bid is liable to be rejected or punished under this document.

We undertake, if our Bid is accepted, to deliver and execute the work in accordance with the Schedule of Requirements. We also undertake that the bid documents do not contain any amendment, modification or change of any type whatsoever in the bid documents. If our Bid is accepted, we will furnish the Performance Security - a sum equivalent to 10% of the Contract Price, in the form of interest free amount as prescribed by the Employer.

We agree to abide by this Bid for a Period of bid validity of 90 days from the date fixed for Bid opening. It shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us), in executing the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We hereby confirm that this bid complies with the Bid validity and Bid Security required by the Tender Document.

We are attaching herewith a self attested copy of our currently valid PAN card.

Yours faithfully

(Authorized Signatory)

Name & Title of Signatory-----

Name of Bidder-----

Address-----

TECHNICAL BID FORMAT
(Bid Reference No. : IIFM/2018-19/AMC - C & P/1)

The information to be filled in by the Bidder in the following pages will be used for purposes of Evaluating the Technical Part of the Bid

1. Organisational Information

- 1.1 Name of the Organisation :
- 1.2 Certificate of M.P. Firms and Shops Regulation Act or Registration certificate under Companies Act
- 1.3 GST Registration details. :
- 1.4 Constitution or legal status of Bidder :
(Attach copy of MoU/Deed)
 - Place of registration _____
 - Principal place of business _____
 - (Power of attorney of signatory of Bid (Attach copy)

2. Details of Work performed as prime contractor (in the same name) on Services of a similar nature over the last five years.

Project Name	Name of Employer	Description of work	Contract No.	Value in Rs. Lac	Date of issue of work order	Stipulated period of completion	Actual date of completion	Remarks

3. Qualifications and experience of AMC of Computers & Peripherals personnel proposed for administration and execution of the Contract. Attach biographical data.

Position	Name	Qualification	Years of experience (general)	Years of experience in the proposed position

4. Financial reports for the last three years: Audited balance sheets and profit and loss account along with auditors' reports etc. list them below and attach copies.

5. Gross receipts from Maintenance Services for last three years, as per service tax/ GST return.

Year	2014-15	2015-16	2016-17
Gross Receipts (Rs.)			

6. Copy of Income Tax Return for the Financial Year **2014-15, 2015-16, 2016-17** along with Computation Statements (please attach).
7. Copy of ISO 27001:2013 certificate (Desirable)
8. Name, address, telephone and fax numbers of the Bidders' bankers who can provide references if contacted by the Employer.
9. Information on litigation history in which the Bidder is involved.
10. Documents submitted
- 10.1 The following documents are submitted along with the bid:

SI.	Description	Tick mark
1	EMD	
2	M.P. Firms and Shops Regulation Act or registered under Companies Act (or an application to give time to furnish this licence within 15 days of grant of award).	
3	Currently valid registration with Tax Authorities for Goods & Service Tax.	
4	Copies of Audited Statements of Accounts indicating the annual turnover for the last 3 years	
5	Statements showing the contract assignment undertaken during the last five years along with copies of work orders and completion certificate from the employer.	
6	Copies of work orders of 3 Maintenance Service contracts which are currently running.	
7	List of qualified Service Engineers on the Company's pay roll available in Bhopal, including their qualifications & No. of Engineers the party proposed to deploy at IIFM.	
8	Spare parts inventory available along with Approx. value.	
9	Complete set of tender document duly signed by the Contractor or his authorised signatory.	

- 10.2 Other additional information, if any, required to fulfil the requirements as per tender documents (please list).
 - 1) ISO 27001:2013 certificate

SECTION-6
FINANCIAL BID

**(FORMAT OF COVERING LETTER TO BE SUBMITTED ON LETTER HEAD OF THE BIDDER along with
Financial Bid)**

Description of Work : **PROVIDING ANNUAL MAINTENCE CONTRACT FOR COMPUTERS &
PERIPHERALS IN THE INSTITUTE**

Bid Reference No. : IIFM/2018-19/AMC - C & P/1

To
The Chief Administrative Officer,
Indian Institute of Forest Management
PO Box No. 357, Nehru Nagar, Bhopal

Sir

Having examined the terms and conditions of the Tender document (Bid Reference No. IIFM/2018-19/AMC - C & P/1), the receipt of which is hereby duly acknowledged, we, the undersigned offer to execute the Services described in the said bid document, in conformity with all terms and conditions mentioned therein for a sum of as mentioned in the Financial Bid attached herewith and made part of the Bid.

This Bid and all other correspondence with regard to it, shall constitute a binding contract between us. We understand that you are not bound to accept the lowest or any bid you receive.

We undertake, if our Bid is accepted, to deliver and execute the work in accordance with the Schedule of Requirements.

If our Bid is accepted, we will furnish the Security Deposit of a sum equivalent to 10% of the Annual Contract Price in the form of interest free Demand Draft in favour of Director, IIFM duly discharged and endorsed in favour of Director, IIFM and issued by any Nationalized Bank.

We agree to abide by this Bid for a Period of bid validity of 90 days from the date fixed for Bid opening. It shall remain binding upon us and may be accepted at any time before the expiration of that period. Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We hereby confirm that this bid complies with the Bid validity and Bid Security required by the Tender Document.

We are attaching herewith a self attested copy of our currently valid PAN card.

Yours faithfully
(Authorized Signatory)
Name & Title of Signatory-----
Name of Bidder-----
Address-----

AGREEMENT FORM

(To be executed in Rs. 100 non-judicial stamp paper after award of contract)

This agreement made on the _____ day of _____ two thousand eighteen between the Indian Institute of Forest Management, Nehru Nagar, Bhopal (MP) (hereinafter called "the Institute or the Employer)" and _____ (name and address of contractor) (hereinafter called "the Contractor" or the "the agency").

Whereas the Employer is desirous that the Contractor executes AMC - C & P Services as per the tender document (hereinafter called "the Services") and the Employer has accepted the Bid by the Contractor for the execution and completion of such Services

NOW THIS AGREEMENT WITNESSETH as follows:

2. In this Agreement, words and expressions shall assume the same meanings as are respectively assigned to them in the Conditions of Contract and they shall be deemed to form and be read and construed as part of this Agreement.
In consideration of the payments to be made by the Employer to the Contractor as herein after mentioned, the Contractor hereby covenants with the Employer to execute and complete the AMC – C& P services, as per all the terms and conditions mentioned in the tender document (Bid Reference No. IIFM/2018-19/AMC - C & P/1), which is a part of this agreement, and remedy the breaches inconformity in all aspects with the provisions of the Contract document.
3. The Employer hereby covenants to pay the Contractor in consideration of the execution and completion of the Services and in the remedying the breaches wherein the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

The tender document under which this agreement is signed shall be deemed to form and be read and construed as part of this Agreement.

The Common Seal of the Indian Institute of Forest Management hereunto affixed in the presence of:

Signed Sealed and Delivered by

(Signature of Employer)

In presence of

1. _____

2. _____

Signed Sealed and Delivered by

(Signature of the contractor)

In presence of:

1. _____

2. _____
