

**Nalanda University**

No. NU/New AMC/2018-19/Engg/Ele/IT/05

Dated 18 July 2018

**To**

1. M/s: \_\_\_\_\_

(As per list enclosed, however open for all eligible bidders)

2. \_\_\_\_\_

Notice board

3. Website i. Nalanda University ii. CPPP (e-publishing)

**Sub:** Limited Tender Enquiry is invited for Quotation for providing **Comprehensive Annual Maintenance contract of Computers and Peripherals of Nalanda University located at Rajgir, Bihar.**

Sealed Quotation (both technical and commercial) are invited under TWO BID System (Envelope -1 containing Tender Processing Fee @ INR 2000/, EMD fee both in the form of DD in favour of Nalanda University Payable at Rajgir, and documents for the Eligibility proof as per Part-II, Envelope -2 containing Price Bid as per format) Annual Maintenance contract of Computers and Peripherals for minimum one year to Nalanda University. Detailed tender document can be obtained/downloaded from the website: - [www.nalandauniv.edu.in](http://www.nalandauniv.edu.in) and <https://eprocure.gov.in/epublish/app>. The down loaded tender document can be submitted by post or may be dropped in the Tender Box of the Nalanda University, Rajgir, placed in the office of Administration on or before due date & time of receipt of offer as indicated above.

**2. DUE DATE & TIME FOR RECEIPT/OPENING OF THE QUOTATION:-**

(i) Due date and time for receipt : 13/08/2018 up to 3:00 P.M.

(ii) Due date and time for opening of offer: 13/08/2018 at 3:30 P.M.

(iii) Pre-Bid Meeting to understand the requirement and discussions: 26 July 2018. 10AM Onwards. Contact Number for enquiry, if any: +91-9135265562, Mr. Rahul Kashyap, IT Intern.

Sealed tenders completed in all respect super-scribed on “**Limited Tender for Comprehensive Annual Maintenance contract of Computers and Peripherals in Nalanda University Rajgir**” must be submitted to the Registrar, Nalanda University, Rajgir, Pin-803116 latest by 13/08/2018 up to 1500hrs. The tender must be accompanied with an **EMD of 20,000/-(Rupees Twenty Thousand only)** as prescribed in tender document valid for at least six months. The price bid of only those bidders will be opened whose technical bids would clear the technical evaluation.

3. The tenders will be opened on 13/08/2018 at 15:30hrs. The Registrar reserve the right to accept or reject any or all tenders in parts or full without any reason. The tenderers or their authorized representatives may attend opening of the tender on 13/08/2018.

Registrar  
Nalanda University

**Nalanda University**  
**REQUEST FOR PROPOSAL**

**Invitation of quotations for Comprehensive Annual Maintenance contract of Laptops, Computers, UPS, Printers in Nalanda University.**

1. Under Bids (Two bid **System-** Technical & Price) in separate sealed cover are invited for Annual Maintenance contract of Computers and Peripherals listed in Part II of this RFP. Please superscribe the above mentioned Title, RFP number and date of opening of the Bids on the sealed cover to avoid the Bid being declared invalid. Both the envelopes must be enclosed in a third LARGE sealed envelope and superscribed with the Tender number and due date.

<b>PUT (envelope 1 &amp; envelope 2) IN A LARGE ENVELOPE :</b>	
SEALED AND LIMITED TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTERS AND PERIPHERALS IN NALANDA UNIVERSITY RAJGIR. THIS LARGE ENVELOPE SHOULD MUST CONTAIN THE BOTH SEALED ENVELOPE -1 & ENVELOPE 2.	
<b>Envelope -1 (technical Bid)</b> 1. Eligibility documents A. Tender Processing Fee @ INR 2000/- and EMD@ INR 20000/- B. (i) The firm should be registered with the Registrar of Companies and Copies of GST, PAN Number along with registration certificate number and Income-tax clearance certificate>Returns and annual turnover for last 03 years must be attached.  (ii) The firm should have at least five years' experience in maintenance of Computers/UPS/Printers (at least 25 computer in a single job order) and peripherals Servers with Central Govt. Ministry/department/organization and CPSU. A list of clients where Computers, Printers, UPS and Servers etc. are being maintained should be enclosed along with work award contract.  (iii) Firm must provide customer satisfaction letter from at least two customers from govt. department/PSU while submitting the technical bids.  (iv) Firm must have sufficient numbers of qualified and experienced engineers and a list of those engineers must be enclosed with technical bids.  (v) Establishment of the firm must be more than 05 years old.  (vi) The firm should have his registered office in Patna or	<b>Envelope -2: Price Bid</b>

<p>anywhere in India.</p> <p>(vii) The firm/contractor must submit documentary evidence in support of fulfilling eligibility criteria mentioned above.</p> <p>(Viii) The firm should be an authorised service partner of at least three major desktop and printer manufacturers.</p>	
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2. The address and contact numbers for sending Bids or seeking clarifications regarding this RFP are given below:

a.	Bids/queries to be addressed to	Registrar Nalanda University Rajgir Pin:-803116.
b.	Postal address for sending the Bids	Nalanda University Rajgir Pin:-803116.

- 3.

This RFP (Schedule) is divided into five parts as follows:
<b>Part I:</b> Contains General Information and instructions for the Bidders about the RFP such as the time, cost of tender document, EMD, place of submission and opening of tenders, Validity period of tenders, etc.
<b>Part II:</b> Containing essential details of the services required, such as the Schedule of Requirements (SOR), Scope of work, Technical details and eligibility criteria, details of Pay & Accounts Offices and their address.
<b>Part III:</b> Contains Standard Conditions of RFP, which will form part of the Contract with the successful Bidder.
<b>Part IV:</b> Contains Special Conditions applicable to this RFP and which will also form part of the contract with the successful Bidder.
<b>Part V:</b> Contains Evaluation Criteria and Format for Price Bids.

4. This RFP is being issued with no financial commitment and the customer reserves the right to change or vary any part thereof at any stage. Customer also reserves the right to withdraw the RFP, should it become necessary at any stage.

## **SCHEDULE-II (To be kept in the sealed envelope)**

### **Technical**

#### **Part I - General Information**

1. **Last date and time for depositing the Bids:**

2. **13.08.2018 15:00hrs (3.00 PM)**

The sealed Bids should be deposited/reach by the due date and time. The responsibility to ensure this lies with the Bidder.

3. **Manner of submission of the Bids:** Sealed Bids should be either dropped in the Tender Box marked as "for Comprehensive Annual Maintenance contract of Computer and Peripherals " in Nalanda University Rajgir-803116 or sent by registered **post** at the address given in para (2) at page No.1 so as to reach by the due date and time. Late tenders will not be considered. No responsibility will be taken for postal delay or non-delivery of receipt of Bid documents. Bids sent by FAX or e-mail will not be considered.

4. **Time and date for opening of Bids:**

**13.08.2018 15:30 hrs**

(If due to any exigency, the due date for opening of the Bids is declared a closed holiday, the Bids will be opened on the next working day at the same time or on any other day/time, as intimated by the customer).

5. **Location of the Tender Box:** At Reception, Nalanda University Rajgir-803116

Only those Bids that are found in the tender box or handed over to the Reception at Nalanda University will be opened.

6. **Place of opening of the Bids:** Conference Room, at interim campus at Nalanda University. The Bidders may depute their representatives, duly authorized in writing, to attend the opening of technical Bids on the due date and time. Rates and important commercial/technical clauses quoted by all Bidders will be read out in the presence of the representatives of all the Bidders. This event will not be postponed due to non-presence of your representative.

7. **Forwarding of Bids:** Bids should be forwarded by Bidders under their original memo/letter pad inter alia furnishing details like GST, Registration number, Bank details etc. and complete postal & e-mail address of their office.

8. **Clarification regarding contents of the RFP:** A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the customer in writing about the clarifications sought not later than 10(ten) days prior to the date of opening of the Bids. Copies of the query and clarification by the customer will be sent to all prospective bidders who have received the bidding documents.

9. **Modification and Withdrawal of Bids:** A bidder may modify or withdraw his/her bid after submission provided that the written notice of modification or

withdrawal is received by the customer prior to deadline prescribed for submission of bids. A withdrawal notice may be sent by fax but it should be followed by a signed confirmation copy to be sent by post and such signed confirmation should reach the customer not later than the deadline for submission of bids. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security.

10. **Clarification regarding contents of the Bids:** During evaluation and comparison of bids, the customer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.
11. **Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke rejection summarily with forfeiture of EMD.
12. **Unwillingness to quote:** Bidders unwilling to quote should ensure that intimation to this effect reaches before the due date and time of opening of the Bid, failing which the defaulting Bidder may be delisted for the given range of items as mentioned in this RFP.
13. **Validity of Bids:** The Bids should remain valid till Six Months from the last date of submission of the Bids.
14. The detailed tender document can also be downloaded from our web site [www.nalandauniversity.edu.in](http://www.nalandauniversity.edu.in).
15. **Earnest Money Deposit:** Bidders are required to submit Earnest Money Deposit (EMD) for an amount of Rs. **20,000/-(Twenty Thousand only)** along with their bids. The EMD may be submitted in the form of an Account Payee Demand Draft, Banker's Cheque in favour of Nalanda University or Bank Guarantee from any of the Public Sector Banks or a private Sector Bank authorized to conduct government business as per Annexure-I. EMD is to remain valid for a period of forty-five days beyond the final bid validity period. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30<sup>th</sup> day after the award of the contract. The Bid Security of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Security from them as called for in the contract. EMD is not required to be submitted by those Bidders who are registered with the Central Purchase Organisation (e.g. DGS&D, GEM), National Small Industries Corporation (NSIC). The EMD will be forfeited if the bidder withdraws or amends impairs or derogates from the tender in any respect within the validity period of their tender.
16. **Two bid system:** - It is a two bid system only the technical bids would be opened on the time and date mentioned above. Financial bids of only those firms will be opened, whose technical bids are found compliant/suitable after technical evaluation is done by the committee.

## **Part II -Essential details of Items/Services required**

1. **Schedule of requirements:** List for Comprehensive Annual Maintenance contract of Computers and Peripherals for Nalanda University is given below:

Sl no	Particulars	Total
1	Desktop (Lenovo-12, Dell-66 HCL-1, HP- 10 )	85
2	Laptop (Toshiba -2 , HP-16)	18
3	Desktop UPS (1KVA-5, 600 VA- 90 )	90
4	Off Line UPS ( 2 KVA- 2, 1 KVA-8)	12
5	Desktop Printers (HP 1020-17, HP 1005-28)	45
6	Network Printers ( HP MFPM226DOO-1, PRO500 MFPM570DW- 1 , CANON IR 2535- 1, CANON 4525 -1, CANON IR 2002N- 2, CANON C3320 – 6 )	10
7	Barcode Scanner (BS- L 100N)	2
8	Barcode Printer (LP 44BU)	1
9	Fax Machine (Panasonic)	1
10	Projectors (Sony-2, Sharp-2, Epson- 8)	6
11	Digital Podium (Agmatel)	5
12	Network Switches (cisco SG300 -5, Edge core 4500 Series- 6, Edge core Wi-Fi Controller – 1, DLINK24 Port-1, 8 Port -2 , Net gear - 2) POE Switch	20
13	Access Points (CISCO AirNet 2700-34, Edge core- 34, Pronto- 11, Cambium- 2 )	80
14	Wi-Fi/Internet <i>network solution</i> I/O Points (LAN Ports) In all Campus (4 Lease Line, 9 Campuses-all connected over RF-	01

**Note:** - Such items whose AMC has already expired will be covered immediately. And the day warranty period of any computer peripheral will expire it will be covered by the AMC Automatically with effect from the next day.

## **2. Technical Details & Eligibility Criteria:**

- (i) The firm should be registered with the Registrar of Companies and Copies of GST, PAN Number along with registration certificate number and Income-tax clearance certificate>Returns for last 03 years must be attached. The annual turnover should not be less than twenty lakhs during the last three years.
- (ii) The firm should have at least five years' experience in maintenance of Computers/UPS/Printers (at least 25 computer in a single job order) and peripherals Servers with Central Govt. Ministry/department/organization and CPSU. A list of clients where Computers, Printers, UPS and Servers etc. are being maintained should be

enclosed along with work award contract.

- (iii) Firm must provide customer satisfaction letter from atleast two customers from govt. department/PSU while submitting the technical bids.
- (iv) Firm must have sufficient numbers of qualified and experienced engineers and a list of those engineers must be enclosed with technical bids.
- (v) Establishment of the firm must be more that 05 years old.
- (vi) The firm should have his registered office in Patna or anywhere in India.
- (vii) The firm/contractor must submit documentary evidence in support of fulfilling eligibility criteria mentioned above.
- (Viii) The firm should be an authorised service partner of atleast three major desktop and printer manufacturers.

(3) **Scope of work**

1. The scope of work covers comprehensive maintenance of Laptops, Desktop Computers, Printers, Network Switches, Routers, Wifi/Internet extension devices, Intercom system(*for onsite network solution, fault restoration since warranty part is scope of OEM-CISCO*), UPS etc. mentioned in Para (1) of Part-II of RFP in the Rajgir based offices. Other than the maintenance of the LAN network, the agency shall coordinate with the CISCO team for remote help, in case of instrumental issues like conflict of IP, damage, and malfunctioning of the telephone instrument, etc. The University will provide the copy of the warranty card to the service provider. (Background – the Intercom system is of CISCO make, and it is in warranty period).
2. The scope of work also includes maintenance of software procured by Nalanda University and installed in all IT peripherals like the computers, network and peripherals, and replacement of the faulty/damaged spare parts. Here faulty spare parts means the faulty parts either due to burning, malfunctioning, exhaustive any. The battery and consumable shall be replaced after exhaust of parts and its expiry and the additional payment may be released by the University duly verification of the officer In-Charge of the University.
3. The scope of work covers provision of technical staff (two Number -1 Computers Programming and Hardware's and 1 for the Networking solution) in the Nalanda University from 09:30 to 18:00 hrs on all working days and if required, on Saturdays and Sundays and also after 18:00 hrs on working days. Minimum three qualified service engineers having 3 years degree/ diploma in computer/ electronics /telecommunication engineering with an experience of not less than 3 years in computer hardware as well as software maintenance will be at the disposal of the Nalanda University.
4. The Bidder /firm shall also be responsible for deployment of necessary staff for cleaning of all hardware's using suitable cleaning material and equipment. Each equipment has to be cleaned once in two months regularly. A register shall be maintained showing cleaning of each equipment.
5. The engineers deployed shall be responsible for preventive maintenance

with virus detection and corrective maintenance of the computers and peripherals under AMC and also maintenance of software. Quarterly report on this shall be produced to respective Officers/Sections of this Department, failing which appropriate penalty, by way of fine would be imposed.

6. The Bidder/firm shall maintain the equipments as per manufacture's guidelines and shall use standard and genuine components for replacement.
7. The Firm/Bidder must be specialized in LAN troubleshooting.
8. Any reported fault would be taken up by the service engineers within one hour. As far as possible, the repairs would be carried out on site itself.
9. All the complaints received shall be attended by them in following manner:-
  - i) Minor faults immediately.
  - ii) Major faults within 4 hours, with the available spares, if instructed by Manager IT Section,
  - iii) Major faults within 48 hrs, except for the Laser Printers which are to be got serviced from authorized service centres of manufactures.
  - iv) The firm shall be responsible for taking backup data and programme available on PCs before attending the fault and shall be also responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement,
  - v) If the equipment is required to be transported to the firm's/manufacture's service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.
  - vi) The replacement of components shall be as per manufactures instructions and as per the decision of Head of the IT section.
  - vii) Repair and servicing of equipment can be carried out at site after attending the complaint by replacement method (if needed) and the same shall be done within 7 days of the receipt of the complaints.
10. The scope of software maintenance covers:
  - I. Maintenance of all software already installed in the personal computers and peripheral and the software to be installed at later stage.
  - II. Providing basic training on the use of PCs to user, if required.
11. The rates quoted should also cover the maintenance of operating system, software installation, installation of patches, data recovery, pre-emptive actions against virus spread, detection/removal of virus, configuration of internet, configuration of applications (client/server), server and client applications, connection of computers to projector for presentation.
12. The contract shall initially be for a period of one year, extendable up to Three year on the basis of performance of last year by the discretion of Institution.
13. The contract can be terminated at any time by NU after serving advance notice



of three months. NU shall have the right to terminate the contract without assigning any reason, whatsoever to the firm.

14. The contract shall be on comprehensive basis, inclusive of repairs and replacement of spare-parts without any extra payments. The firm shall carry out preventive maintenance regularly and shall plan, as per schedule of quantities, such that maintenance is carried out in each equipment at least once in three months. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment.
15. The schedule of preventive maintenance shall be as follows:-
  - i) Running of test programmes to ensure quality print/date reliability.
  - iii) Checking of power supply source for proper grounding and safety of equipment,
  - iv) Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
  - v) Shifting of equipment as and when required.
16. It shall be the responsibility of the firm to make all the Laptops, computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the concerned Department.
17. The AMC providing agency will submit the healthiness certificate of all the equipment regular basis at least once in a two month.
18. The Resident Engineer shall be stationed at Rajgir and before leaving the Rajgir permission of the official concerned from Nalanda University will required.
19. Replacement Approval: Before replacement, if required, of the appliances/system/parts thereof, the AMC service provider will take approval from the in-charge.
20. Experienced and Suitable Resident Engineer: Before deployment of the Resident Engineer, the AMC service provider shall submit the CV in details followed by an interview and seek approval for the deployment of the personnel. Experience of the resident Engineer should not be less than 5 years for the graduate engineer and 7 years in case of diploma engineer. However, the university decision in this regard will be final to approve for the deployment of any suitable number of experience year as deemed fit for the University.
21. The AMC service provider will deploy two qualified resident Engineer i. Who will handle the hardware and allied software issues and another will handle the Networking system. This is as per the volume and nature of the work required to maintain the various campuses and system.
22. The AMC service provider should have back to back tie-up with the OEM and its authorized service provider.
23. The AMC service provider may replace the hardware with the same make, at least same configuration to ensure the genuineness. Before replacement of the material/spare parts, the service provider will take approval of the IT in-charge from Nalanda University.
24. Spare Parts in stock: The Service provider will prepare a list duly verified by the IT In-Charge, and sufficient stock shall be maintained to avoid the last hour rush.
25. Makeshift arrangement: In case of replacement or anticipated delay, the service provider will ensure the make shift arrangement of the spares and personnel

as well.

- (4). **Period of Contract:** The contract would be for one year from the effective date of contract. Please note that Contract can be cancelled unilaterally by the customer in case services are not received as per quality and standard specified in the RFP. The customer reserves the right to exercise the option clause and repeat order clause as per text given in Chapter IV of this RFP.

### **Part III - Standard Conditions**

The Bidder, is required to give confirmation of their acceptance of the Standard Conditions mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder(i.e Contractor/Supplier in the contract) as selected by the customer. Failure to do so may result in rejection of the Bid submitted by the Bidder/firm.

1. **Effective Date of Contract:** The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.
2. **Arbitration:** All disputes or differences arising out of or in connection with the contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to services or performance, which cannot be settled amicably, may be resolved through arbitration.
3. **Penalty for use of Undue influence:** The firm/Bidder will have to submit an undertaking that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the customer or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract.
4. **Agents/Agency Commission:** The firm/Bidder contractor/ Supplier confirms and declares to the customer that the contractor is the original provider of the services referred to in this Contract and has not engaged any individual or firm, whether Indian or foreign whatsoever, to intercede, facilitate or in any way to Recommend to the Government of India or any of its functionaries whether officially or unofficially, to the award of the contract to the contractor, nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The contractor agrees that if it is established at any time to the satisfaction of the customer that the present declaration is in any way incorrect or if at a later stage it is discovered by the customer that the contractor has engaged any such individual/firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution,

whether before or after the signing of this contract the contractor will be liable to refund that amount to the customer. The contractor will also be debarred from entering into any supply Contract with the Government of India for a minimum period of Five years.

5. **The local district court** i.e Nalanda district court located at Rajgir/Biharsarif OR Patna High Court, if required.

## **6. Penalty and Liquidated Damages:**

1. If the firm does not attend to the complaint within 4 hours from the time of registration of complaints with the resident engineer deployed by the firm or on the telephone number (given by the firm for lodging complaints), a penalty @ 5% of the value of AMC charges of the equipment's would be imposed till it is not available for the use. If a sub assembly of the equipment fails, the penalty shall be applicable for the same scheduled item.
2. If the fault is set right by replacing the defective sub assembly and equipment's, the same should be re-installed after servicing within 7 days (if 7<sup>th</sup> day falls on holiday then next morning day). In case of default, penalty shall be levied at the rate of 5% of the value of the AMC charges for the scheduled item.
3. Penalty shall be levied for the absence of resident engineer at the rate of Rs.2000/- (Rupees Five Hundred only) for every day.

**Termination of Contract:** The customer shall have the right to terminate this contract in part or in full in any of the following cases:-

- (a) The delivery of the services is delayed for causes not attributed to Force Majeure for more than 15 days after the scheduled date of signing of contract.
  - (b) The contractor is declared bankrupt or becomes insolvent.
  - (c) The delivery of services is delayed due to causes of Force Majeure by more than 01 months provided Force Majeure clauses is included in contract.
  - (d) The customer has noticed that contractor has utilized the services of any agent in getting this contract and paid any commission to such individual/company etc.
  - (e) As per decision of the Arbitration Tribunal.
  - (f) If the services are not found satisfactory as per RFP/contract.
7. **Notices:** Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by FAX or registered pre-paid mail/airmail, addressed to the Registrar Nalanda University.

1. **Patents and other Industrial Property Rights:** The prices stated in the present Contract shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other industrial property rights. The firm shall indemnify the customer against all claims from a third party at any time on account of the infringement of any or all the rights mentioned in the previous paragraphs whether such claims arise in respect of manufacture or use. In case of spares, software/hardware: After seven days, Twice the service and replacement charge or INR 2000.00 whichever will be more.

The absence of the Resident Engineer: Twice of per day payment or INR 2000.00 whichever will be more.

8. **Amendments:** No provision of present contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.
9. **Taxes:**
  - (a) If it is desired by the Bidder to ask for GST to be paid as extra, the same must be specifically stated. In the absence of any such stipulation in the bid, it will be presumed that the prices quoted by the Bidder are inclusive of and no liability will be developed upon the Customer.

#### **Part IV-Special Conditions**

The Bidder is required to give confirmation of their acceptance of Special conditions of the RFP mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder. (i.e Contractor/Supplier in the contract) as selected by the customer- Failure to do so may result in rejection of Bid submitted by the Bidder/firm.

1. **Performance Guarantee:** The Bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee/FDR through a public sector bank or a private section bank authorized to conduct government business for a sum equal to 10% of the contract value within 30 days of receipt of the confirmed order. Performance Bank Guarantee/FDR should be valid up to 60 days beyond the date of completion of Contract period.
2. **Payment Terms:** it will be mandatory for the Bidders to indicate their bank account numbers and other relevant e-payment details so that payments could be made through ECS/EFT mechanism instead of payment through cheques, wherever feasible. The payment will be made as per the following terms, on production of the requisite documents:
  - a. One in two monthly payment would be made to the firm by the Nalanda University in respect of comprehensive annual maintenance contract depending upon the satisfactory performance of work (services). Means billing invoice will be for two months and hence six number bills will be submitted for the AMC services.
  - b. No advance payment would be made at any cost.
  - c. Payment for any inclusion/deletion of computers/ Printers/UPS/Laptop during the AMC period will be calculated on pro-rata basis.

- d. Penalty and Liquidated damages shall be deducted from the monthly/ running payments.
3. **Paying Authority:** The payment would be made by respective Accounts Officers at Nalanda University Rajgir subject to production of following documents:-
- (i) Ink signed copy of log-book and report on self-report on SLA maintained by firm.
  - (ii) Performance report submitted by users Officers/Sections of this Department.
  - (iii) Details for electronic payment viz Account holder's name, Bank name, Branch name and address, Account type, Account number, IFSC code, MICR code (if these details are not incorporated in supply Order/contract).
  - (vi) Any other document/certificate that may be provided for in the Job Order/Contract.
  - (vii) User/Acceptance.
  - (viii) Xerox copy of PBG.

#### **Part V -Evaluation Criteria & Price Bid Issues**

1. **Evaluation Criteria:** The broad guidelines for evaluation of Bids will be as follows:

a. Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the tender, both technically and financially.

b. The technical Bids forwarded by the Bidders will be evaluated by the Buyer with reference to the technical characteristics as mentioned in the Tender. The compliance of Technical Bids would be determined on the basis of the parameters specified in the Tender. The Price Bids of only those Bidders will be opened whose Technical Bids would clear the technical evaluation.

c. The lowest Bid will be decided upon the lowest price quoted by the particular Bidder as per the Price Format given at Envelope 2 below. The consideration of taxes and duties in evaluation process will be as follows:

- (i) All taxes and duties quoted by the Bidders will be considered. The ultimate cost to the customer would be the deciding factor for ranking of Bids.

d. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price will prevail and the total price will be corrected. If there is a discrepancy between words and figures, the amount in words will prevail for calculation of price.

e. The Lowest Acceptable Bid will be considered further for placement of contract/supply order after complete clarification and price negotiations as decided by the customer.

Any other criteria as applicable to suit a particular case. The price bid should contain the rate against each item separately. The rate for each item should be quoted on comprehensive basis including repair and replacement of spare parts without any extra payment.

**Envelope -2**  
**(To be kept in the sealed envelope)**  
**(Price Bid)**

Price Bid Format: The Price Bid Format is given below and Bidders are required to fill this up correctly with full details on their letter heads:

S.N.	Description	Number	Monthly rate per unit (In Rs)	Total Monthly Amount (in Rs)	Total Amount (In Rs) Annually
1.	Desktop	85			
2.	Laptop	18			
3.	Desktop UPS	90			
4.	Off Line UPS	12			
5.	Desktop Printers	45			
6.	Network Printers	10			
7.	Barcode Scanner	2			
8.	Barcode Printer	1			
9.	Fax Machine	1			
10.	Network Switches	20			
11.	Digital Podium (Agmatel)	5			
12.	Access Points	80			
13.	LAN network including RF and associated appliances in all 9 Campuses – Lump sum 01	01			
14.	Projectors	6			
15.	Work Contract Resources and Resident Engineer.	02			
16.					
16.	Total				
18.	<b>Grand Total</b>				

1. GST will be extra as applicable during service period
2. The above price is including of freight and labourer charge, if any.

Signature of Tenderer

Name in full & Designation