



भारतीय प्रबंध संस्थान, लखनऊ नोएडा परिसर  
INDIAN INSTITUTE OF MANAGEMENT LUCKNOW NOIDA CAMPUS  
Plot no. B-1, Sector -62 Institutional Area, Noida-201307, U.P  
Tel: 0120-6678445, 8418, Fax: 0120-6678506 Website :- [www.iiml.ac.in](http://www.iiml.ac.in)  
Email id [purchase\\_iimlnc@iiml.ac.in](mailto:purchase_iimlnc@iiml.ac.in)

**REQUEST FOR QUOTATION (RFQ):**

Tender No. IIMLNC/AMC/Desktop Machine /2021/004

Date :- 08<sup>th</sup> April, 2021

**Subject: - RFQ for “ Comprehensive Annual Maintenance Contract" for Desktop (39) with TFT for three years (03) at IIM Lucknow Noida Campus**

Sealed tenders are invited from reputed registered Firms/agencies providing Comprehensive Annual Maintenance Contract of 39 (thirty-nine) Desktop Computers with TFT for three years (03) at Indian Institute of Management Lucknow Noida Campus, B-1, Institutional Area, Sector 62, Noida – 201307.

The tenders should be submitted in a sealed envelope superscribed as “Tender for Comprehensive AMC for Desktop with TFT”. The tender should be addressed to the Administrative Officer (P& S), Indian Institute of Management Lucknow Noida Campus, B-1, Institutional Area, Sector 62, Noida – 201307.

The Schedule of “Tender for Comprehensive AMC for computers and Laptops” is as under:-

(a)	Date of issue of tender documents	April 8, 2021
(b)	Last date for submission of Tender Documents	April 21, 2021
(c)	Date & Time for pre-bid meeting	April 13, 2021
(d)	Date & Time for Opening of Bid	<i>Will be intimated later on</i>
(e)	Place of submission of Tender	Administrative Block A1, Ground floor Indian Institute of Management Lucknow Noida Campus, B-1, Institutional Area, Sector 62, Noida – 201307 (UP).

The Tender document submitted after the stipulated time/date will not be entertained. This office reserves the right to accept/reject any or all tenders without assigning any reason. All other terms & conditions in the tender will be binding on the tender.

Yours faithfully,

Head Administration  
IIM L Noida Campus

## PART-1

Sealed tenders are invited under a single Bid System from reputed, experienced firms for Comprehensive AMC of Computers & Laptops in the Indian Institute of Management Lucknow Noida Campus, B-1, Institutional Area, Sector 62, Noida – 201307.

### A. SCOPE OF THE WORK:

The work of Comprehensive maintenance of Computer Hardware, Peripherals. The contract shall cover all hardware under AMC. The charges of Comprehensive AMC *shall* be inclusive of the cost of spares parts along with services. The tenderers are required to supply and maintains all parts as and when required for maintenance purposes and regular up-keeping of the computers and other equipment under AMC. **The thirty-nine (39) desktop and other equipment's details are as follows:**

S.NO	MODEL	PC S.NO	PROCESSOR	RAM	HDD
1	HCL	4131AA450286	Core I5	8 GB	500 GB
2	HCL	4131AA450317	Core I5	8 GB	500 GB
3	HCL	4131AA450323	Core I5	8 GB	500 GB
4	HCL	4131AA450132	Core I5	8 GB	500 GB
5	HCL	4131AA450328	Core I5	8 GB	500 GB
6	HCL	4131AA450318	Core I5	8 GB	500 GB
7	HCL	4131AA450319	Core I5	8 GB	500 GB
8	HCL	4131AA450313	Core I5	8 GB	500 GB
9	HCL	4131AA450028	Core I5	8 GB	500 GB
10	HCL	4131AA450325	Core I5	8 GB	500 GB
11	HCL	4131AA450316	Core I5	8 GB	500 GB
12	HCL	4131AA450324	Core I5	8 GB	500 GB
13	HCL	4131AA450320	Core I5	8 GB	500 GB
14	HCL	4131AA450322	Core I5	8 GB	500 GB
15	DELL	21619943750	Core I5	8 GB	1 TB
16	DELL	17523609266	Core I5	8 GB	1 TB
17	DELL	17521789682	Core I5	8 GB	1 TB
18	DELL	24464365742	Core I5	8 GB	1 TB
19	DELL	24465625454	Core I5	8 GB	1 TB
20	Acer	UXVJSSID63F0720599	Core I5	8 GB	1 TB
21	Acer	UXVJSSID63F0720603	Core I5	8 GB	1 TB
22	Acer	UXVJSSID63F0720696	Core I5	8 GB	1 TB
23	Acer	UXVJSSD63F0720597	Core I5	8 GB	1 TB
24	Acer	UXVJSSID63F0720602	Core I5	8 GB	1 TB
25	Acer	UXVJSSID63F0720593	Core I5	8 GB	1 TB
26	Acer	UXVJSSID63F0720604	Core I5	8 GB	1 TB
27	Millennium	3DTC121AX01953	Core I5	8 GB	1 TB
28	Millennium	3DTC121AX01961	Core I5	8 GB	1 TB
29	Millennium	3DTC121AX01952	Core I5	8 GB	1 TB
30	Millennium	3DTC121AX01955	Core I5	8 GB	1 TB

31	Millennium	3DTC121AX01960	Core I5	8 GB	1 TB
32	Millennium	3DTC121AX01962	Core I5	8 GB	1 TB
33	Millennium	3DTC121AX01963	Core I5	8 GB	1 TB
34	Millennium	3DTC121AX01957	Core I5	8 GB	1 TB
35	Millennium	3DTC121AX01951	Core I5	8 GB	1 TB
36	Millennium	3DTC121AX01954	Core I5	8 GB	1 TB
37	Millennium	3DTC121AX01956	Core I5	8 GB	1 TB
38	Millennium	3DTC121AX01959	Core I5	8 GB	1 TB
39	Millennium	3DTC121AX01958	Core I5	8 GB	1 TB

Other scopes of work details are as follows:

1. PC means all PC including all related hardware, software, cables, and its peripherals (Keyboard, mouse, monitor, CPU, LAN card, Modem, VGA cables with power cable).
2. The work required to be done to the satisfaction of the controlling officer and original quality parts. The items required during AMC to be replaced should be of OEM make.
3. Systems have to be maintained during the entire period of the contract in working condition with regular quart Preventive maintenance, servicing of the computer hardware and software.
4. The computer maintenance firm/contractors shall maintain a logbook in which separate pages should be allotted to each computer system and its peripherals.
5. The firm shall record the calls attended and quarterly regular services rendered and get the signature of the user along with the User's name, designation, and stamp & telephone number. Original call reports shall be attached with the bills for payment.
6. Hard disks will be covered under AMC, and in case hard disk goes faulty in any machine, the same shall be replaced with new Hard Disks of the same make of the same or higher capacity. Similarly, if any motherboard goes faulty it shall be replaced either by a similar motherboard or higher version with an Intel motherboard. Keyboards, Mouse, Modem, and Ethernet cards should have to be kept by the contractor in sufficient numbers as standby by the contractor for supply to IIML free of cost as a replacement against faulty ones till the time faults are attended.
7. AMC Contractor will arrange complaint booking between 0900 AM to 0600 PM and shall maintain a register for complaints.

**A. ELIGIBILITY CRITERIA:**

Only those firms/Proprietary Firms/Partnership Firms/Agencies which fulfill the following minimum criteria need to submit their bids along with necessary documents. Those firms who are not meeting the minimum eligibility criteria and not submitting the required document will be disqualified on technical grounds.

1. The Comprehensive AMC providing firm should have a minimum of 2 years experience in the same kind of work with a reputed organization. Please attach a photocopy of the certificate as proof.
2. The Firm/agency should have a proper office in Delhi & NCR Region.
3. The Firm/agency should have PAN, GST Registration (*Proof* in this regard must be attached with the bid).
4. The Firm/agency should have a minimum of two (2) years of working experience in the

business of providing AMC in Computers and peripherals after registration. Out of a minimum of two (2) years of working experience, the firm/Agency should have a minimum of one year of working experience in Govt. Departments, IIT/IIM, NIT state Govt. Offices, Autonomous Organization under the administrative control of Central Govt/State Govt. offices. (work order/proof need to attached)

5. The Firm/agency should not have been blacklisted/debarred by Government Organization. Undertaking in this regard is to be furnished.

### **C. SELECTION PROCESS:-**

Tenders document submitted without proper information, without documentary evidence, without submission of EMD/inadequate EMD shall be summarily rejected.

The Organization/Firm/Agency having qualified in all the points of eligibility criteria and fulfilling all the relevant details of **Annexure–“II” and Annexure–“III”** and quoting BEST RATE in totality, will be treated as a successful bidder.

In case two or more organizations/Firms/agencies are quoting the same rate, in that situation the firm having the **highest work experience** in government office/PSU/State Government/Universities/IIM/IIT/NIT will be treated as a successful bidder.

### **D. EARNEST MONEY DEPOSIT:**

1. An EMD of Rs. 5,000/- (Rupees Five Thousand Only) is required to be deposited in the shape of Demand Draft in favor of INDIAN INSTITUTE OF MANAGEMENT LUCKNOW NOIDA CAMPUS, PAYABLE at NOIDA along with the bidding document. Any Tender/Bid quotation not accompanied by required EMD shall be treated as invalid and will be rejected. The Earnest Money Deposit will be returned to the unsuccessful bidder without interest, after awarding the contract to the successful bidder.
2. The Organization/Firm/Agency registered with NSIC/MSME should attach a VALID document in the relevant area, regarding exemption of EMD. Further, in case of awarding the contract/order, the Organization/Firm/Agency has to deposit 10% contract value as a Performance Security deposit.

### **E. PERFORMANCE SECURITY DEPOSIT:**

The successful bidder's EMD will be discharged upon the bidder's submission of the Performance Security. The Contractor shall deposit 10% of the estimated annual work value along with the acceptance of the contractor as performance security in the form of a Bank Guarantee in favor of the Indian Institute of Management Lucknow Noida Campus and this will be refunded after the contract has been terminated or ended. In case of deficiency in service specifically pointed out by the Institute to the contractor, an appropriate penalty will be levied by Director, IIML and will be adjusted against future bills and /or security deposit. The validity of the BG should be beyond Ninety (90) days of the contract period.

### **F. GENERAL TERMS & CONDITIONS**

1. The maintenance engineer of the AMC vendor will submit a service slip to the IIML Officer in charge after each replacement of parts showing the parts removed and parts installed with full details of the part name, type, Model number, serial number, etc.
2. The contract shall be on a comprehensive basis, inclusive of repairs and replacement of spare

parts without any extra payments. The **Contractor** shall carry out maintenance Services as per schedule given by the Institute. If nothing is indicated Preventive Maintenance Service (PMS) of types of equipment may be done once in three months during the contract.

3. The **Contractor** should deploy a trained, experienced, and competent service engineer for carrying out necessary maintenance services for the equipment. Continuous efforts should be made by the **Contractor** to minimize the downtime of the equipment as a part of the duties of the **Contractor**. The **Contractor** shall ensure that all equipment is to be maintained at optimum operating levels. All scheduled maintenance required for the upkeep of the equipment shall be carried out by the Contractor for maintenance services. All the necessary & adequate tools/instruments should be provided by the Contractor itself to their engineers responsible for the upkeep of equipment at IIMLNC premises. .
4. Immediately on the award of the service order, the Contractor would report taking over of the equipment for maintenance purpose. It shall be the responsibility of the Contractor to make the equipment work satisfactorily throughout the contract period, also to hand over the equipment to the department in working condition on expiry of the contract. In case any damage to the equipment is found, the penalty would be applied at the time of payment and the amount as per the defined, penalty would be deducted.
5. In case of delay in attending to problems, breakdown of systems due to improper handling by the Contractor personnel, etc suitable penalties for violation of service level agreements shall be levied as indicated in the Penalty Clauses.
6. This Comprehensive AMC includes all spare parts of the equipment Any defective part of the equipment must be repaired /replaced by the Service Provider at his own cost. Parts so replaced should be new and genuine OEM parts or as prescribed by OEM in their Service Manual and depending on the item under contract.
7. The annual maintenance shall be carried out during office hours, primarily at the premises as specified in the work order. In case, the **Contractor** feels that the Computers & Laptops cannot be repaired at the site, they should carry themselves to their designated work hand for quick prompt/repair & deliver the functional equipment back to user at their own cost and risk after getting it repaired promptly.
8. In exceptional cases when the Computers cannot be repaired in the office premises and required to be taken to the outside workshop. Written permission should be taken from the Officer-In charge along with the GATE PASS. The Institute will not make any payment towards cartage and the expenses for the to and fro transportation of the machines these expenses should be borne by the firm.
9. In case the Contractor fails to meet maintenance requirements in time, then IIMLNC may make its alternative arrangements for the servicing/repair/maintenance of the equipment to avoid loss of productivity. Under such circumstances, the Contractor would reimburse the cost of such arrangements incurred by the IIMLNC/consignee. Alternatively, IIMLNC is free to deduct from the scheduled payment of the Contractor.

## **G. AGREEMENT**

This document represents a comprehensive Terms and Conditions governing the contract between the IIMLNC and Service Provider. The purpose of this document is to outline the scope of work, the Stakeholder's obligation, and General Terms and Conditions of Services covered as they are mutually understood by the stakeholders.

The objective of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent delivery of maintenance service to IIMLNC by the service provider. The goals of this Agreement are to:

Provide clear reference to service ownership, accountability, roles, and/or responsibilities.

Present a clear, concise, and measurable description of service provision to the customer. Depict Terms and Conditions for all the involved stakeholders.

To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons.

The agreement will act as a reference document that both the parties have understood the mentioned terms and conditions and have agreed to comply with the same.

## **H. STAKEHOLDERS**

Following are the stakeholders associated with this agreement:

- Comprehensive Annual Maintenance Service Provider
- IIMLNC / Consignee

The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses payment terms and penalties in case of non-adherence to the defined terms and conditions. It is assumed that all stakeholders would have read and understood the same before signing the SLA / before bidding.

## **I. GUIDELINES FOR BIDDERS**

1. The Bidder/Tenderer should address their complete bids in all respect in a sealed envelope to the Head Administration, IIM Lucknow Noida Campus B-1, Institutional Area, Sector-62 Noida 201307 UP.
2. The bidder/Tenderer shall not tamper/modify the tender form including the downloaded price bid template in any manner. In case if the same is found to be tampered with/modified in any manner, the tender will be completely rejected and EMD would be forfeited.
3. The complete bidding document shall remain valid for 90 days (Ninety Days) after the date of bid opening. The bid valid for a shorter period shall be rejected by the IIM Lucknow as non-responsive. In exceptional circumstances, the IIM Lucknow may request the consent of the bidder for an extension to the period of bid validity. A bidder accepting the request and granting an extension will not be permitted to modify his bid.
4. This bidding document should be duly signed and stamped by the authorized person agencies/firms/Contractor on each page as proof to confirm the acceptance of the entire Terms & Conditions of Tender. Tender with Conditional offer/offers which are not in conformity to the prescribed document will be summarily rejected.
5. The rates should be mentioned in figures as well as in words. (Erasing/overwriting should be avoided/duly attested by the tenderer.) Taxes, however, should be indicated separately. In case, nothing is mentioned, it will be assumed that all taxes are included in the rates quoted.

6. At any stage, if it is found that the documents and certificates submitted by the bidder/tenderer agencies/firms/Contractors are found forged or have been manipulated, the contract shall be canceled and Performance Security will be forfeited. Further, the Institute can also take action as appropriate under the extant laws.
7. Subletting the work to other agencies/firms/Contractors is NOT allowed. In exceptional cases, prior written permission of the competent authority (DEAN-NC) of the Indian Institute of Management Lucknow Noida Campus should be taken well in advance.
8. IIM Lucknow Noida Campus reserves the right not to accept all the bidders or the lowest bidder or not to assign any reason for rejection of any or all the bids. IIM Lucknow reserves the right for accepting the whole or any part of the bids.
9. The submission of tender will bind the tenderer to acceptance of all the Terms & Conditions specified herein and in addition to the conditions of the contract. If the bidder withdraws his bid during the period of bid validity, the EMD shall be forfeited and the firm may be blacklisted.
10. The contract shall remain in force for 01 (one) year from the date of the work order. However, the contract can be extended for another two years (1+1) on mutually agreed terms & conditions based on the satisfactory performance of the contractor. The total duration of the contract shall not be exceeded to three (3) years. The contract can be terminated at any time without assigning any reason thereof. In this regard, the decision of Director IIM Lucknow will be final and binding upon the firm.
11. Tender/bids will be opened in presence of the Tenderer OR person authorized by the Tenderer. Authorized person, shall carry an authorization letter of the company. In case, the date of tender opening is rescheduled, it will be intimated by e-mail.
12. Institute will not provide any Manpower or any Tools, Vehicle, Cartage to perform the contract. The contractor has to bear it at his own cost. The Contractor/firm shall maintain a logbook and record therein each indent of equipment malfunction, date time of successful completion of repairs work and nature of repair work performed on the equipment,
13. If the contractor makes any damages to any Computers, TFT, or the property of the Institute, during the execution of the work, the total cost will be recovered by the contractor. The Director, IIML OR, DEAN NC, OR the nominated committee/person have sole discretion to decide the penalty amount.
14. The contractor will be fully responsible for the complete safety norms of his Engineers/workers/staff during the performance of their duty in the institute, IIM Lucknow Noida Campus. In case of any mishap/accident, the contractor will take full responsibility relating to pay compensation/medical care to his Engineers/workers/staff.
15. The successful bidder will be required to enter into an agreement with the IIML-NC on a Stamp Paper of Rs 100/- (Rupees One Hundred only). The Letter of Award of the Contract, Terms & Condition contained in this Tender Document and the indemnity bond shall collectively form part of the agreement.
16. All Central, State, Local laws & bye-laws applicable must be observed by the contractor and the Indian Institute of Management Lucknow Noida Campus will be kept indemnified of such payable by the contractor. The contractor will pay the wages to his staff as fixed by the

Central Govt. of India from time to time including ESI and PF.

17. Rates shall be firm throughout the contract period. Rate is inclusive of payment of dues by the contractor to the Labor Department in accordance with the prevailing Labor law, including all statutory liability fixed by the Labor Commissioner or any other law enforcement agency.
18. Since the services are specialized in nature, the contractor should deploy the skilled/duly trained/qualified Engineer/technician who can maintain comprehensively. In case any unskilled found the contract shall deem the canceled.
19. If the bidder/tenderer fails to start the work within 10 days of receipt of the letter of acceptance, the work shall be withdrawn and EMD deposit will be forfeited

**J. PENALTY FOR NON-COMPLIANCE**

20. Execution of job should be of standard quality, neat and accurate according to the OEM configuration/specifications, as per satisfaction level of the Officer Incharge, IIM Lucknow Noida Campus.
21. If the execution of the job is not up to the standard, suitable deductions will be made or the entire job will be rejected, as the case may be, at the risk & cost of the selected vendor.
22. In case, any irregularity in attending to the services is noticed, the penalty amount will be levied by the office upto the extent of 10% of the monthly charges due for the relevant month. Such repeated irregularities will make the agency liable for cancellation of contract with forfeiture of the Performance Security Deposit
23. If the job is returned by the firm unexecuted after accepting the same, performance security money will be forfeited in full and job will be executed at firm's risk from some other firm. The firm is also liable to be blacklisted.

**K. PAYMENT TERMS: -**

The payment will be released every quarter based on satisfactory completion scope of work.

- a. Payment will be made after the successful completion of complete work.
- b. Consigned to Indian Institute of Management Lucknow Noida Campus
- c. Bill to be made in the name of Director, IIM Lucknow, Noida Campus

**L. CONCILIATION/ARBITRATION/APPLICABLE LAW & JURISDICTION:**

1. If any dispute(s) or difference(s) of any kind whatsoever arise between the parties, the parties hereto shall negotiate with a view to its amicable resolution & settlement through a Committee appointed by Director IIM Lucknow.
2. In the event no amicable resolution or settlement is reached between the parties within 30 days after receipt of notice by one party, then the disputes or differences as detailed above shall be referred to & settled by Director IIM Lucknow.

3. All matters connected with this Tender document shall be governed by the Indian Law both substantive & procedural for the time being in force & shall be subject to the exclusive jurisdiction in Lucknow (UP).

I have read all the terms and conditions of this document. I hereby accept all the mentioned Terms & Conditions of the above contract of IIM Lucknow Noida Campus.

Date:

(Signature of the Bidder, with Official Seal)



**भारतीय प्रबंध संस्थान, लखनऊ नोएडा परिसर**  
**INDIAN INSTITUTE OF MANAGEMENT LUCKNOW NOIDA CAMPUS**  
Plot no. B-1, Sector -62 Institutional Area, Noida-201307, U.P  
Tel: 0120-6678445, 8418 | Fax: 0120-6678506 Website :- [www.iiml.ac.in](http://www.iiml.ac.in)  
Email id is [purchase\\_iimlnc@iiml.ac.in](mailto:purchase_iimlnc@iiml.ac.in)

Tender No. IIMLNC/AMC/Desktop Machine /2021/004

Date :- 08<sup>th</sup> April, 2021

**ANNEXURE- "II"**

Sr. No.	PARTICULARS	DETAILS TO BE FILLED BY THE ORGANISATION/FIRM/AGENCY
1.	Name of the Organisation/Firm/Agency	
2.	Address of the Organisation/Firm/Agency	
3.	Name of the Managing Director/ Director/ Owner/Proprietor (authorize person who signs this tender document). E-mail address Phone No/Mobile No.	
4.	GST No. of the Organisation/Firm/ Agency. (Attach a photocopy).	
5.	PAN No of the Organisation/ Firm/ Agency. (Attach a photocopy).	
6	Total Work Experience (in months) in relevant filed as on (31 <sup>st</sup> March 2021).	
7.	Does the firm have a minimum of 2 years experience in the same kind of work with repute organization. <b>Please attach a photocopy of the certificate as proof.</b>	
8.	Does the firm have proper office in Delhi & NCR Region.	
9.	Does the firm have prior work experience minimum of Two (2) years as on (31 <sup>st</sup> March 2021) in business of providing Comprehensive AMC of Computers with TFT	
10.	Does the firm have at least One year work experience (out of two years' work experience) in government office/PSU /State Government/Universities/IIM/ IIT/NIT? <b>Please attach work completion report along with Work Orders.</b>	
11.	Does the firm have/had a contract of total annual value not less than Rs.1.0 lakh (Rs. One lakhs only) in the large Govt/Industrial/Educational Office.	

12.	Demand Drafts of Earnest Money Deposit of Rs. 5,000/- (Rupees Five Thousand only) in favor of Indian Institute of Management Lucknow Noida Campus, payable at Noida. OR MSME /NISC certificate for EMD exemption	
13	Does your firm have ever been Blacklisted. (if NO) Attach certificate (Self declaration) on company letter head, as per Annexure-III.	

**FINANCIAL DETAILS**

PARTICULARS	Amount (in INR)	GST	Total Amount (in INR)
<b>PART-I</b>  Comprehensive Annual Maintenance Contract of <b>All 39 (thirty- nine)</b> Desktop Computers with TFT at IIM Lucknow Noida Campus B-1, Institutional Area, Sector-62 Noida UP 201307			
<b>PART-II Any other charges (if any)</b>			
<b>GRAND TOTAL (PART-I + PART-II)</b>			
<b>TOTAL AMOUNT (in words)</b>			

Sr No. 1	Sr No. 2	Sr No. 3	Sr No. 4
First Year Amount (All Comprehensive Annual Maintenance Contract) (in Rupees)	Second Year Amount (All Comprehensive Annual Maintenance Contract) (in Rupees)	Third Year Amount (All Comprehensive Annual Maintenance Contract) (in Rupees)	Total Amount (complete of Sr No. 1+2+3) (in Rupees)
<b>Total Amount (complete of Sr No. 1+2+3) (in words)</b>			

Total \_\_\_\_\_ number of pages/ documents from S. No. \_\_\_\_\_ to \_\_\_\_\_ are Attached with the tender document and all the duly numbered, signed and stamped on each page with office seal and date. Institute reserve the right to curtail or enhance the scope of work as required and reviewed by the Institute from time to time and therefore, the final value of the work shall be worked out and paid to me on the extent of work actually carried out. I/We have read the terms and conditions of the tender document. I/We hereby agree to abide by all the terms & conditions of the tender document.

Place :  
Date :

(Signature of the Contractor or His authorized signatory)  
(Name with Official Seal/Stamp)