

**Institute of Infrastructure, Technology, Research And Management  
Ahmedabad**

Date: 11/06/2018

Tender No:2018/43

**e-Tender**

**BID FORM for Supply, Installation and Comprehensive Maintenance of Workstation**

**Important Information**

Date of issue	11/06/2018
e-Tender fees	Rs. 1770/- (Inclusive of 18% tax)
EMD	Rs. 8,070/-
Last date of online bid submission	10-07-2018 till 17:00 hrs.
Last date of physical bid submission	11-07-2018 till 17:00 hrs.
Opening of technical bid	17-07-2018 at 16:00 hrs.
Tender inviting Authority and address	Registrar, IITRAM, Near Khokhara Circle, Maninagar (East), Ahmedabad- 380026, Phone- 079 29292910, 29292920

## e-Tender

### Invitation of quotations for Supply, Installation and Comprehensive Maintenance of Workstation for IITRAM

Dear Sir/Madam,

The Institute of Infrastructure, Technology, Research And Management (IITRAM) invites quotations for Procurement of **Supply, Installation and Comprehensive Maintenance of Workstation** under “**two bid system in e-tender format**”. Interested parties who wish to participate in this e-tender may obtain the tender documents from IITRAM website [www.iitram.ac.in](http://www.iitram.ac.in) or from <https://education.nprocure.com>. Bidders have to submit the technical documents through RPAD, speed post or in person till the last date and time prescribed for submission. Tender sent by other means will not be accepted in any case. EMD, Tender Fee, and other essential documents should be submitted for each quoted items on or before **11-07-2018 till 17:00 hrs.** in the office of the IITRAM, Near Khokhara Circle, Maninagar (East), Ahmedabad-380026. Financial bid is to be submitted in electronic form only on n-procure site. (<https://education.nprocure.com>).

#### 1 Eligibility Criteria:

1. The bidder should have a total sum of turnover of Rs.2 Crore (Minimum) in the last three financial years and the turnover of the last year should be at least Rs.50 lakh. Attach the copies of Audited Account for the last three years.
2. (a) The bidder must have one office in Gujarat (Preferable in Ahmedabad). Please attach the copy of any two of the following: Property tax Bill/Electricity Bill/Telephone Bill/VAT/CST/GST Registration/Lease agreement. (b) The bidder must have at least one authorized service centers in Gujarat (Preferable in Ahmedabad/Gandhinagar). Please attach the copies of any two of following: Telephone Bills of last one year/ Property tax bill/copies of Electricity Bills of last one year/VAT/CST Registration/Lease agreement. In case the bidder is providing after sales support through Franchisee and/or Service Provider, then the undertaking duly signed by the bidder & the franchisee and/or Service Provider shall also be attached with the bid for after sales support.
3. The bidder must have at least 05 customer reference with 1 machine (workstations) supplied, installed and configured in the government organization(s) in Gujarat in the last five years. Customer references & purchase orders must be attached along with e-tender documents.
4. The bidder should be authorized by its OEM to quote the bid.
5. If OEM would like to participate through their Gujarat based partner/distributor/dealer/service provider then the partner/distributor/dealer/service provider must be Authorized Service Provider of the OEM. If bidder is partner/distributor/dealer/service provider then bidder should provide authority letter on the letter head of OEM along with e-tender documents otherwise bidder will be disqualified.
6. The Manufacturer of the product (OEM) should be ISO 9001:2008 Certified for manufacturing.
7. If bidder is Consultants / firm, and any of its affiliates hired to provide consulting services for the preparation or implementation of a project under this tender, then bidder will be disqualified for providing goods or works or services related to the initial assignment for the same project.

8. Joint venture between any other companies is not allowed.
9. OEM and Bidder should not be black listed / banned / debarred or declared having delivered dissatisfactory performance by any Govt. / Semi Govt. authority of India for supply of material / instrument / equipment / goods. An undertaking by authority of bidder should submit along with e-tender documents.

Interested and eligible Bidders may obtain further information or clarification from the IITRAM or visit <http://iitram.ac.in> Phone: 079-29292910, 29292920; Fax: 079-67775475; email: [office@iitram.ac.in](mailto:office@iitram.ac.in)

## **2 General Terms and Conditions:**

1. The bid is to be quoted for full quantity mentioned in the bid document As per appendix. Part quantity will not be accepted.
2. The price quoted shall include all duties, taxes, packaging and forwarding, other levis payable to supply goods, installation, loading and unloading, commissioning, training of material /instruments / equipments / machines/ software at IITRAM.
3. The items for which quotations have been submitted must be in accordance with the specifications given in Appendix.
4. The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
5. The offer shall be valid up to 90 days from the date of opening of technical bid.
6. The tender is liable to be rejected if complete information is not given therein or if the particulars and date (if any) asked for in the schedule tender are not fully filled in. Particular attention must be paid to delivery date and also to the particulars referred to in the condition of the contract.
7. Financial bids will be opened in online format of technically qualified bidders only.
8. Tenders not complying with the above conditions are liable to be rejected at the sole discretion of IITRAM without any further reference / communication.
9. This tender is not transferable
10. IITRAM reserves the right to choose, accept or reject any or all requests/deviations/offers, in full or part and also reserve the right at any stage to reduce or increase the quantity and split the order.
11. The Bidder has to submit GST, PAN with at least last three year Income Tax Return of their firm along with tender documents. If firm is newly established, provide chartered accountant and firm registration certificate to make firm eligible for tender. In case of foreign company/organization/industry, has to provide necessary document like firm registration, original manufacturing certificate etc. Otherwise, it shall be liable for disqualification of tender.
12. Security deposit: The successful Bidder shall be required to furnish/deposit Performance Bank Guarantee from any nationalized bank @5% of the cost of the items to be supplied for the duration of warranty in favor of Registrar, Institute of Infrastructure, Technology, and Research And Management within 10 days of the receipt of the order. If the Bidder fails to comply with the above requirements within the said period, the earnest money already deposited by him/ them shall be applicable for forfeiture and IITRAM shall purchase the items required at the risk and cost of the successful Bidder.

13. All or any Claim(s), dispute(s) or difference(s) arising out of or in with connection with this agreement shall be subject to the jurisdiction of the Courts at Ahmedabad only.
14. Any loss or damage caused to the article in transit is to be made up item by the supplier free of cost within period of 30 days.
15. If any civil work to be required for installation and commissioning then the supplier shall arrange Reinforced Cement Concrete (RCC) structure as per drawing of bidder.
16. Technical experts of manufacturers should provide adequate training to all the staffs involved
17. The Bidder shall have to sign into the agreement in the prescribed Performa.
18. Bid Currency- Prices shall be quoted in Indian Rupees only.
19. Unit cost is required to be offered for all the items as requested with 5 years warranty. All equipments including material to be installed by the bidder should be new. The bidder should submit OEM's confirmation that the Products quoted are not end-of-life for the further period of 5 years from the date of authorization. A certificate to that effect should be furnished from OEM.

### 3 Submission of Bids:

1. This Tender document can be downloaded from website [www.iitram.ac.in](http://www.iitram.ac.in) or from <https://education.nprocure.com>. The filled in/complete in all respect tender document must be submitted with tender document fee (**As per Annexure-I**) in the form of Demand Draft in separate cover in favor of the Registrar, Institute of Infrastructure, Technology, Research And Management payable at Ahmedabad. Please mention tender number, item name and name of bidder on back side of DD.
2. The bidder shall submit their quotation for Supply, Installation and Comprehensive maintenance of Desktop and Workstation in sealed envelopes super-scribed with "Please Don't Open, this is bid for Supply, Installation and Comprehensive Maintenance of Desktop and Workstation", due date, tender serial number, item name and complete address.
3. The bidder has to submit duly filled **Annexure II** with technical bid in hard copy.
4. The bidder has to submit financial quotation online only at n-Procurement website.
5. The bidder has to submit the tender in two parts viz, (a) Technical Bid and (b) EMD Cover in a single cover as per clause 3.2
6. Technical bid shall consist of technical details. The tender form shall be submitted with this bid duly signed by the bidder.
7. The bidder has to provide the make, model and detail technical specifications of the quoted item(s) and printed literature. Without this information, bid submitted by the bidder will be rejected.
8. Bidder shall submit deviation sheet, if applicable.
9. EMD cover shall contain DDs of Tender Fee and EMD **as per Annexure-I** for items quoted separately.
10. EMD: It is indicated **in Annexure I**. It should be submitted only in form of Demand Draft in favor of the Registrar, Institute Of Infrastructure, Technology, Research And Management" payable at Ahmedabad. The EMD is refundable. Please mention tender number, item name and name of bidder on back side of DD. All parties have to pay EMD and Tender Fee otherwise tender will summarily rejected.

11. Quote FOR value in Indian rupees.

## 4 Evaluation of Quotations:

1. IITRAM will evaluate and compare the quotations determined to substantially responsive i.e. which are properly signed; and confirm to the terms and conditions, and specifications. The evaluation will be done for technically qualified bidders based on the following parameters: Price quoted for Total items **As per Appendix.**  
L1 bidder will be decided from the sum of total price of all items with tax with 5 years warranty (including extended warranty) and then called for further negotiation if required.
2. Price quoted by the bidder should include supply, all taxes, levies, duties, packaging & forwarding, loading and unloading charges, transportation charges, other charges, installation, commissioning, related licensing ,training, comprehensive maintenance and extended warranty up to 5 years.

## 5 Award of Contract:

IITRAM will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest evaluated quotation price.

1. Notwithstanding the above, IITRAM reserves the right to accept or reject any quotation and to cancel the bidding process and reject all quotations at any time prior to the award of contract without giving any reason.
2. The bidder whose bid is accepted will be notified of the award of contract by the IITRAM prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the purchase order.
3. Inspection: Pre-dispatch inspection at Bidders site or inspection after the delivery of goods, as the case may be.
4. Inspection Charges @0.5% within Gujarat State and inspection charges @1% for outside Gujarat State of the total order value should be borne by the bidder.
5. Security Deposit: Successful tenderer shall be required to furnish/deposit Performance Bank Guarantee from any nationalized bank @5% of the cost of the order value.

## 6 Delivery of Goods

1. The Equipments/Machines/Goods are to be delivered within a maximum time limit of 45 days from the issue of purchase order. Completion of delivery of Equipments/Machines/Goods will be considered after successful commissioning, installation and training.
2. Late Delivery: Late delivery beyond stipulated delivery period will lead to penalty of 2% per week of order value. 4 week or more delay will lead to cancellation of order and forfeiting of EMD.

## 7 Warranty:

1. Comprehensive onsite OEM warranty for five years (including maintenance with labour and all spare parts) from the time of complete installation of all the Equipments/Machines/Goods at our site. Warranty should be reflected on OEM's website/portal.
2. Warranty certificate should be provided by OEM in case the bidder is distributor or supplier. Attach/upload the OEM undertaking letter.
3. Maintenance Service:
  - Maintenance: Which includes labour cost, taxes, duties, spare parts, repairing, replacements, maintenance, transportation, packaging & forwarding etc.
  - Free maintenance services shall be provided by the Bidder during the period of warranty.
  - The maximum response time for maintenance complaint from any of the destinations specified in the Schedule of Requirements/ Purchase order(s) (i.e. time required for bidders maintenance engineers to report at the installation after a request call/ telegram/email is made or letter is written) shall not exceed 24 hrs.
  - During warranty period if the complaint is not resolved within 48 hrs. The penalty of 300/- per day for desktop and workstation will be levied. However, if the complaints are not resolved within 7 days then from 8th day to 14th day, penalty would be levied @150% and from 15th day onwards penalty @200% of the above rates would be levied. The amount of penalty will be recovered from the performance bank guaranty during warranty period.
  - In case an item is not usable beyond the stipulated maximum downtime the bidder will be required to arrange for an immediate replacement of the same till it is repaired. Failure to arrange for the immediate repair/ replacement will be liable for penalty of 3—00/- per day for workstation. The amount of penalty will be recovered from the performance bank guaranty during warranty period.
  - The Bidder / System integrator will be required to coordinate with software vendor and/or do liaisoning with other service provider to achieve the end-to-end connectivity.
  - If the supplied item gives continuous trouble, say six times in one month during the warranty period, the bidder shall replace the same with new item without any additional cost to the purchaser.

## 8 Terms of Payment:

100 percent payment will be released within 30 days credit period after acceptance of delivery, installation, commissioning and training of Equipments/Machines/Goods at our site.

Payment will be made in Indian rupees only.

Address for submission of bid:  
Registrar, IITRAM,  
Near Khokhara Circle,  
Maninagar (East),  
Ahmedabad- 380026.

**Registrar**