

RAIGANJ UNIVERSITY

P.O RAIGANJ, DIST. UTTAR DINAJPUR, WEST BENGAL

PIN – 733134, INDIA



Ref. No.: R-100/2022

Date: 25/05/2022

The Registrar, Raiganj University, Raiganj, Uttar Dinajpur, 733134 invites online e-Quotation for **Annual Maintenance Contract of computers (Hardware & Software), Printers, Scanners & UPS etc inclusive all kind of spare parts** through e-procurement process <https://wbtenders.gov.in> for work detailed in the table below in the prescribed format considering the terms & conditions as mentioned below from Registered, Resourceful & Recognized Service provider agencies for the period of 2 (two) years or it may be extended another one year at the end of two years satisfactory completion of contract.

| Sl. No. | Description | Quantity | Period of Contract | Earnest Money | Participation Fees |
|---------|---------------------|---------------------|--------------------|---|--|
| 1. | PC with UPS | All (300 approx) | 2 (two) Year | 30000.00 (Rupees thirty thousand only) | 2000.00 (Rupees one thousand only) |
| 2. | Printers / Scanners | All (175 approx) | 2 (two) year | | |

Dates & Information:

1. Date of uploading of N.I.T. – 27.05.2022
2. Documents download (online) -28.05.2022
3. Bid Submission Start Date (Online) – 28.05.2022
4. Bid Submission Closing Date (Online) -11.06.2022
5. Technical Bid Opening Date (Online) – 13.06.2022
6. Date of uploading list for technically qualified bidder (Online) **To Be Notified Letter**
7. Date of opening of Financial Bid **To Be Notified Letter**
8. Date of uploading of list of bidders along with the approved Rate **To Be Notified Letter**


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₹ Bidder must deposit EMD through NEFT as per the following details:

| | |
|---|-----------------------------|
| Name of the Beneficiary | RAIGANJ UNIVERSITY |
| Account Name | RAIGANJ UNIVERSITY |
| Bank Account Number | 223002000000282 |
| Name of the Bank | Indian Overseas Bank |
| Name of Bank Branch | RAIGANJ Branch |
| Email id | financeofficerrgu@gmail.com |
| IFSC Code | IFSC Code: IOBA0002230 |
| Mode of Electronic transfer available in the Bank | RTGS/NEFT |

Eligibility for Quoting:

- b) The bidder should have had an Office in the Country of India for the last 7 years for faster and better serviceability
- c) The bidder should have an office for the last 5 years in West Bengal.
- d) Bidder should have successfully completed same work during the last Five years ending last day of the month March 2022:
- e) Bidder should have average annual financial turnover of Rs.50 lakhs on manufacturing, supply & installation of Scientific Instruments during the last three years ending 31st March 2021. (Scanned copy of Certificate from Chartered Accountant to be furnished)
- f) Bidder should not have incurred any loss in the last five years ending 31st March 2021.


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5. Submission of Tenders

5.1 Technical Bid

The Technical Bid should contain scanned copies and/or declarations in the following standardized formats in two covers (folders):

I. Technical File (Statutory Cover) containing:

1. **Annexure –**

- a) Basic Information (Vide Annexure I) (to be submitted in " **Annexure** " folder)
- b) Application for Tender - (Vide Annexure II) (to be submitted in " **Annexure** " folder)
- d) Affidavit Proforma - (Vide Annexure III) (to be submitted in " **Annexure** " folder)
- e) DECLARATION ON NIT - (Vide Annexure IV) (to be submitted in " **Annexure** " folder)

- f) EMD : Scanned copy of the Acknowledgement issued by Issuing Branch must be submitted online through "EMD" folder.
2. Technical details of the Items Quoted (Bidders must submit Technical specification along with Catalogue of the item quoted in "**Technical Details**" Folders.
3. Bidder must submit Audited Balance Sheet and Profit and loss Account for last 3 (three) financial year namely 2018-19, 2019-20 & 2020-21 in "**Accounts**" folder.


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II. My Document (Non-Statutory Cover) containing as follows:

- a. PAN Card of the Bidder
- b. Trade Licence/Enlistment Certificate
- c. Profession Tax Enrollment Certificate with the Current challan and PTPC.
- d. GST Registration Certificate with latest return copy.
- e. The partnership firm shall furnish the registered partnership deed and the company shall furnish the Article of Association and Memorandum.
- f. Credential of successful completion of similar nature of work in any Govt./Semi Govt. Organization/PRI body in any year among last 3 (Three) financial years.
- g. Audited Annual Accounts for the last three Financial years i.e 2018-19,2019-20 & 2020-21
- h. Income Tax Acknowledgment for the last three Assessment years i.e 2019-20, 2020-21 & 2021-22
- i. Bank Solvency more than of Rs.20 (Twenty) Lacs
- j. Turn over certificate in last 3 (Three) Years with C.A attestation.


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5.3 Financial Bid

The Financial Bid should contain the following document in one cover (folder):

Bill of Quantities (BOQ): The tenderer should fill-up the designated cell as marked by the University in the BOQ sheet. Partial Quoting will not be accepted and Tender will be liable for cancellation.

6. The tenderers are not required to submit hard copies of Technical File (Statutory) or any documents (Non-Statutory) including Financial Bid and only be submitted through on line by NIC portal.

7. Evaluation of the tenders

During the tender evaluation process, the "Technical Bid" will be opened first. Those Bidders who have qualified in respect of the essential & other requirements in "Technical Bid" will be identified and their

financial bid will be opened. The financial bid of those Tenderer failing to meet the technical & other requirements laid down in the tender will not be opened and be rejected. The Tenderer offering the item found suitable and as per the tender specifications will only be selected. The Financial Bid will be opened for technically qualified tenderer and authority select the agency whose rate are competitive and technically qualified. It is not binding on authority to accept the lowest rate and can always reject it if found to be irrational after proper analysis.

GENERAL CONDITION :

1. In the event of online participating in the Quotation, intending bidder may download the NIET document from the website directly by the help of his/her Digital signature Certificate & the same may be documented along with deposit of online earnest money through filling.
2. A prospective quotationer shall be allowed to participate in a particular job/work either in the capacity of individual or as a partner of a firm, if found to have applied severally in a single job/work, all his/her application will be rejected for the job.
3. The contractor will abide all the terms and conditions.
4. There shall be no provision of Arbitration.
5. The validity of the contract will normally valid for 2(two) years from the date specified in work order issued and may be extended for further one year if required and may be terminated at any time by the undersigned with one month's prior notice.
6. The Agency at least one project work completion in any Govt. /Semi Govt. /Govt. aided organization for AMC of Computers, Printers & Scanners. The Agency will deploy qualified Technicians, Copies of the diplomas or degree certificates of three Technicians must be submitted.
7. The quotationer provides an Affidavit on Non-Judicial stamp paper duly notarized as per prescribed format.
8. The intending quotationer are requested to upload the following documents online by his authorized DSC duly self-attested along with their application for qualifying to open their financial bid.
 - (i) The constitution of legal status of Tenderer
 - (ii) Place of registration and principal place of business.
 - (iii) PAN, Valid Current year Trade Licence, Profession tax Certificate with current year challan, P.T.P.C, GST Registration Certificate with current Return copy, Income Tax Acknowledgement for last three years with Annual Audit Report.
9. The Agency must have experience and expertise to repair any brand of Computers, Printers and scanner.
10. **Rates should be quoted per month per machine basis (as per below table), keeping in view the terms and conditions.**

| Sl. No. | Items Description | Rate (Rs.) (Per month Per unit basis) | GST / Tax (if any) | Total Rate (Rs.) (Per month Per unit basis) | Remarks |
|---------|---------------------|---|-----------------------|---|---------|
| 1. | PC with UPS | | | | |
| 2. | Printers / Scanners | | | | |

11. The AMC is valid for two years for all services.
- 12 Earnest money of Rs. 30000/- (Rupees thirty thousand) only shall have to deposited in favour of Raiganj University by way of NEFT / RTGS. Earnest money for unsuccessful tenderer will be returned to the vendor on submission of petition to that after completion of tender process. For successful tenderer the earnest money will be kept as Security Deposit. In case of failure of any disruption or any case of supply of sub-standard materials within the stipulated period the Security Deposit will be forfeited without any prejudice.
13. Material required, if any, during the AMC period, should be available as required by the office and the material price should be as per separate agreement with the University. For supply of material,

need to prior approval of the University authority. All installation of software shall be licensed software (original version). Materials should be supply as per competitive rate (List of materials are enclosed here).

14. The supply of the item will have to be executed within 07 days from the date of supply order as per the applicability.
15. The party whose rates are accepted will have to enter into a contract agreement with this office for maintenance and supply of items in accordance with the settled price, delivery schedule, taxes, method of payment including submission of bills, packing, transport etc.
16. The undersigned reserves the right of rejecting all or any the quotations without assigning reason for their rejection and will not be bound to accept the lowest quotation.
17. The payment of AMC charges will be made monthly and the payment of material supplied by the agency on quarterly basis after completion of 03 Months/ satisfactory service whichever is later. No advance payment will be made in any case.
18. The AMC provider will be liable to fix all type of hardware/ software problem within 30 minutes of call booking. A technical person has to present to University campus everyday during the office hours (9.30 A.M. to 5.30 P.M.). A day to day work will be recorded from the AMC provider and University's end too. The technical person has to report to the Systems and Support Officer regarding the working issue.
19. During the contract period service provider will inspect machines to minimize break down by regular weekly site visits, also to provide any assistance required.
20. Repair / maintenance will be carried out in the office premises. However, the work that cannot be carried out within the premises may be done outside but no extra payment will be made for that.
21. Replacement of all parts should be of same brand as original.
22. In case of any emergency, a site visit by the company representative is mandatory.
23. Each party must clearly mention any exclusion separately.
24. The firm / party will prepare separate log books for each of the machines to be taken under the AMC and preventive maintenance with virus detection and special cleaning of the Monitor, Printer, Keyboard, Mouse etc from outside with liquid cleaner and inside will be carried out as and when required at least on quarterly basis.
25. The firm will be responsible for data recovery and data security in case of system failure and crashing of HDD of any computer system under AMC.
26. For attending any call and setting any malfunction, a downtime of more than 2 hrs shall not be allowed and time taken beyond this permissible downtime 1 hr shall be liable for a penalty.
27. Maximum downtime for any software related issue will not be allowed for more than 1hr.
28. Failure rate / time should not be more than 2%
29. The vender will be responsible to fix every computer / computer peripheral / software related issues in the university campus only. The vendor is not allowed to take the machine outside the campus for fixing/repairing. A room will be allotted from the university for the same. In case of emergency, machines can be taken outside the campus after having the approval from the Systems and Support Officer or the competent authority.
30. At least two (02) service personnel are required in the university campus from Monday to Saturday (9:30 am-5:30 pm) and they have to report to the Systems and Support Officer within the time every day for attendance.
31. A logbook has to be maintained by the vendor for servicing and repairing purposes. In case of any **new materials purchase**, approval from the Registrar, Raiganj University is required in every case.
32. The successful bidder will have to survey all the Computers, Printers, and Scanner department wise and mention a database with the signature of HOD and submit the survey report to the office of the undersigned.

All interested parties should make sure that they can fulfill the eligibility criteria and the above terms and conditions before submitting their quotations.


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Annexure I

FURNISHING BASIC INFORMATION

(To be furnished in the Company's official letter pad)

1. **Name of the Bidder**
2. **Address for Communication**
3. **Contact Number(s)**
4. **E-mail ID**
5. **Trade License No.**
(Please enclose copy of Trade License)
6. **GST No**
(Please enclose copy of GST)
7. **Do you have previous experience of the same work at Educational Institute of Higher Learning**
(Please enclose copy of Work order & user list, if yes)
8. **Annual Turnover as per Audited P/L ACCOUNTS & BALANCE SHEET**
9. **Average Annual Turnover:**
10. **Status of the bidder(Please enclose copy authenticating your status)**

I hereby declare that the above information is true and correct to the best of my knowledge and belief. In case of any false/wrong/misleading information, I shall be bound to take the decision taken by the University.

Signature of the Bidder

(With Seal)

Annexure II

APPLICATION FOR TENDER

(To be furnished in the Company's official letter pad with full address and contact no, E mail address etc)

To
The Registrar
Raiganj University
Raiganj-733134
Uttar Dinajpur, West Bengal

Sub: NIET for Annual Maintenance Contract of computers (Hardware & Software), Printers, Scanners & UPS etc inclusive all kind of spare parts at Raiganj University.

Ref: - N.I.E.T. No dated

Sir,

Having examined the pre-qualification & other documents published in the N.I.E.T, I/we hereby submit all the necessary information and relevant documents for evaluation:

1. That the application is made by me / us on behalf of.....in the capacity duly authorized to submit the offer. The authorization letter from the Company is attached in
2. We accept the terms and conditions as laid down in the tender document and declare that we shall abide by it throughout the tender period including its extensions, if any.
3. We have gone through the Tender Document thoroughly and quoted the tendered items keeping in mind all sorts of information as furnished in the tender document including Corrigendum/Addendum as published from time to time
4. We are offering rate for as per BOQ.

In the event of being selected, I / We will do the job within the stipulated period excepting the condition which is beyond our control.

Date:-

Signature of Applicant

Contact no :

E-mail address:

Postal Address:

Annexure III

(Affidavit Proforma)

(To be furnished in Non – Judicial Stamp paper of appropriate value duly notarized)

I, Sri/Smt..... The Managing Director/Proprietor/Partner (etc.) of the Firm..... (Name of the firm) At (address).....

Do hereby solemnly affirm and declare as follows:

1. That I have not ever been convicted of any offence making myself liable to be disqualified to do the same kind of job to any Govt. or Govt. undertaking Organization /Institution in the State of West Bengal or other State or States.
2. That no case is pending against me or against my firm in any criminal court of law for the same job (AMC of Computer peripherals including supply of spare parts) to the Govt. or Govt. undertaking Organization / Institution in the State of West Bengal or other State or States (If any case is pending, state the details).
3. That, I also declare that if any information subsequently found incorrect or false will it automatically render the tender submitted by me cancelled and make me liable for penal/legal action as per law of the country.
4. That my concern has not yet been declared bankrupt by any banking or money lending agency duly licensed by RBI nor has it been considered doubtful by any Government concern so far as the solvency of the organisation is concerned.
5. That I do further affirm that the statements made by me in this tender are true to the best of my knowledge and belief and all the documents attached are genuine & correct.

Deponent(s).

ANNEXURE IV

DECLARATION ON NIT

(To be typed in company letter pad, scanned and uploaded)

I, the undersigned, do hereby declare that in respect of Tender Ref. NoOn behalf of my organization, I will comply all the formalities that are required to be complied as per

NIT and I will observe all clauses of the NIT (including Terms & conditions).

· In case of any non-observance of any clause(s) of NIT, my organization will be bound to follow the decisions taken by the Raiganj University for taking decision related with the tender for which the said NIT was uploaded.

· In case of unsuccessful/rejection of bid submitted by me/my organisation, University may refund my EMD at the following details subject to the fulfilment of terms and conditions as per NIT on my part:

Name of the Account Holder*

Bank Account Number*

Name of the Bank*

Name of Bank Branch*

IFSC Code*

Contact Number of Bank Branch

EMD Amount deposited(Rs.)*

UTR Number for RTGS/NEFT*

*Furnishing of information against the above is mandatory; otherwise refund can't be made electronically.

· For any mistake in furnishing above information or for non-furnishing of the above information, Raiganj University will not be held responsible for non-refund/non-credit of refund amount to my/our bank account

Date:

Full signature of the Bidder

(Designation with Seal)

SOQ (Materials)

| Sl. No. | Name of the item | Brand / Make | Rate per Unit (with GST) |
|---------|--|----------------------------|--------------------------|
| 1 | Printer ink refilling (cartridge) | HP | |
| 2 | Printer ink refilling (cartridge) | Canon | |
| 3 | Printer ink refilling (Ink) | HP | |
| 4 | Printer ink refilling (Ink) | Canon | |
| 5 | Motherboard | Intel / Biostar | |
| 6 | External RAM (8gb) | Adata / Hynix / XPG | |
| 7 | PSU | Corsair / XPG Core Reactor | |
| 8 | Cooler | Cooler Master | |
| 9 | Optical Disk Drive (ODD) | Hp / Intel | |
| 10 | Solid State Drive (4gb SSD) | HP / Samsung / | |
| 11 | External Hard disk Drive (HDD) | WD | |
| 12 | various connectors outside of CPU | Rhonnion XVIX | |
| 13 | LCD panel of monitor | Acer / Dell / Lenevo | |
| 14 | LED panel of Monitor | Acer / Dell / Lenevo | |
| 15 | Keyboard | HP / Acer | |
| 16 | Mouse | HP / Acer | |
| 17 | External hard Drive (2Tb) | WD | |
| 18 | Pen Drive (32gb) | HP | |
| 19 | Pen Drive (64gb) | HP | |
| 20 | Pen Drive (128gb) | HP | |
| 21 | Webcam with Mic | Logitech / Zebronics / HP | |
| 22 | Output Speaker | Terabyte / Quantum | |
| 23 | Wi-Fi Router (4port) | D-Link | |
| 24 | Wi-Fi Router (6port) | D-Link | |
| 25 | Wifi Router (8 port) | D-Link | |
| 26 | Network Switch (4port) | TP-Link / Netgear | |
| 27 | Network Switch (8port) | TP-Link / Netgear | |
| 28 | Power cable | Hexagear / Clorox | |
| 29 | Antivirus 3 user | Quick Heal Total Security | |
| 30 | Antivirus 5 user | Quick Heal Total Security | |
| 31 | Antivirus 10 user | Quick Heal Total Security | |
| 32 | Misc(Note the Misc items may be required as per the client's demand) | As per requirement | |


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