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NOTICE INVITING QUOTATIONS

**PROPOSAL FOR ENGAGING AN AGENCY FOR AMC  
WORK OF OFFICE EQUIPMENT**

Quotations are invited for Engaging An Agency for AMC work of office equipment at NIXI, New Delhi and providing required services (as & when required).

**Publishing Date: 02-02-2022**

**Last date of submission of quotations : 22nd February, 2022**

## NOTICE INVITING QUOTATION

NIXI is a not for profit organization under section 28 of the companies Act- 2013 under Ministry of Information Technology, intends to engage an agency for AMC work of office equipment.

The CEO, NIXI invites Sealed Quotations for engaging the reputed firms/companies as described in Annexure-I & II. The detailed terms and conditions are enclosed in Annexure I & II, which can be helpful in furnishing the response along with the quotation.

### COMMERCIAL TERMS

The following items are covered in the AMC:

S.NO	PARTICULARS
1	CCTV SYSTEM (8 NOS)
2	FIRE ALARM SYSTEM (1 NO)
3	ACCESS CONTROL (3 NOS)
4	APC ONLINE UPS (1 NO)
5	PA SYSTEM (1 NO)

### Requirement:

Quotation should be submitted in the sealed Envelope Subscribed “**QUOTATION FOR ENGAGEMENT OF AN AGENCY FOR AMC OF OFFICE EQUIPMENTS IN NIXI**” along with the other documents to be enclosed including duly filled up Annexures I & II.

The Quotation shall be sent by Registered post/courier or delivered by hand to **Ms. Shahid Hashmi (EA Admin), Administration Department, 9th Floor, B-Wing, Statesman House, 148, Barakhamba Road, New Delhi-110 001** by **22-02-2022 positively.** The quotations will be opened on the same day at **4.00 P.M.** in the presence of parties who wish to be present at their own cost. Quotations received after due date and time shall invariably be rejected.

If the day fixed for opening of quotations is subsequently declared a holiday, the quotations will be opened on the next working day.

The Corporation reserves the right to accept or reject any or all the quotation without assigning any reason thereof.

Conditional quotation will not be accepted.

The terms & conditions are attached herewith for reference (Annexure-I & II) which should be seen by the bidder before forwarding their quotations. The details of the quotation can be seen and downloaded from the website of NIXI.

**Enclosure:**

- Annexure I (Basic Terms & Conditions)**
- Annexure II (General Terms & Conditions)**
- Annexure II (Price Bid/ Quotation)**
- Annexure III (Bid Security Declaration)**

**FOR CEO, NIXI**

**Copy to:**

- 1. Website of NIXI**
- 2. Notice Board**

**ANNEXURE-I**

## **BASIC TERMS & CONDITIONS**

### **1. Scope of Work:**

The NIQ is for Engagement of an Agency for undertaking of AMC work of the office equipment's.

### **2. Period of Contract:**

The empanelment will be initially valid for a period of one year and the rates once finalized will remain valid throughout the period of contract. No claims whatsoever on account of any eventuality, no change in the agreed rates, terms and conditions will be entertained in the currency of contract.

### **3. Earnest Money Deposit (EMD):**

Since Government of India has advised vide **OM No. F 9/4/2020-PPD Dated 12-12-2020** that no provision of bid security i.e. EMD shall be kept in Bid Documents till 31-12-2021, the same is not insisted upon. But, every bidder has to give "**Bid Security Declaration**", failing which these quotations will not be considered.

### **4. Security Deposit:**

The successful bidder will have to deposit a security of **Rs. 10,000/- (Rupees Ten Thousand)** only in the form of a Demand Draft/Pay Order/NEFT online transfer in favour of NIXI, New Delhi with in ten days after receiving the confirmation/ offer letter. The security deposit will be refunded to the contractor within sixty days from the date of completion of the contract period and no interest will be paid on the security deposit.

### **5. Bid System:**

The Quotations have to be submitted in two parts, Part-I containing technical specifications laid down in eligibility criteria and Part-II containing financial offer as per Annexure-II.

#### **A) Eligibility Criteria (Proofs shall be enclosed):**

- 1. Must Be a registered firm or a company having an average turnover of Rs 10 Lakh in last three years. (Copy of Accounts)**
- 2. Must be in the business of maintaining office equipment for last three years. (Self-Declaration)**
- 3. Must have not black listed. (Self-Declaration).**
- 4. Must enclose the Company profile along with client list shall be provided in support of the above.**
- 5. Must have satisfactorily undertaken AMC for organizations having for at least five organisations having the AMC cover for more than 50 computers including networking / servers. It is**

**preferable if similar maintenance contract has been undertaken by the firm in offices & organizations of Central Government**

## **B) Price Bid**

### **1. To be filled on the prescribed format of Annexure II**

#### **6. Submission of Quotations:**

Sealed quotations in the form prescribed in Annexure-I and II contained in an envelope duly super scribed – **“QUOTATION FOR ENGAGEMENT OF AN AGENCY FOR UNDERTAKING OF AMC WORK OF THE OFFICE EQUIPMENT’S IN NIXI”** addressed to the **“Mr. Shahid Hashmi (EA-Admin-I), Administration Department, NIXI, 9th Floor, B-Wing, Statesman House, 148, Barakhamba Road, New Delhi-110 001”** should reach by 2 PM on 14/02/2022. In case that day happens to be holiday, the next working day shall be deemed to be the last date of submission of quotation. Any request for extension of submission date of quotations will not be considered. However, if any party is interested in quoting for one or limited items, he can participate in the NIQ.

#### **7. Opening of Quotations:**

The quotations received will be opened at 4.00 PM of the last date of submission of quotation as mentioned in the above para. The authorized representative of the quoting firm (one member only) may remain present during opening of quotation, if desires so. If the day of opening of Quotation will be declared as holiday, the quotations will be opened on next working day.

#### **8. Evaluation of Quotations/ Offers:**

The quotations of only those parties who satisfy all the requirements/conditions stipulated in this Document will be considered. Quotation with any cutting or overwriting in the figures will not be considered.

The work will be awarded strictly to L-1 party, who can be invited for interaction and acceptance of offer based on his quoted rates. The party shall, therefore, understand the terms & conditions very meticulously. The party will appear at their own expenses to fulfil the formalities.

9. The contract so awarded will commence from the date of consent of the firm to the term and conditions. The contract so awarded can be terminated by NIXI at any time without giving any reason.

10. The firm shall comply with all statutory enactment/provisions in relation to services offered by them.

11. The rates quoted should be exclusive of the GST. Latest income tax clearance certificate and PAN is also required to be submitted by the operator.



**GENERAL TERMS & CONDITIONS FOR COMPREHENSIVE ANNUAL  
MAINTAINANCE CONTRACT FOR OFFICE EQUIPMENTS**

1. The AMC for the computers and peripherals shall be for a period of one year. The total AMC charges will be paid in a 4 quarterly instalments after completion of each quarter. This Comprehensive AMC includes all physical components of all equipment mentioned under AMC.

2. Work Procedures: The AMC provider shall operate as per specified guidelines and follow all documentation procedures as mentioned by the CEO, NIXI. The firm/company shall maintain at NIXI, a log book and record therein each indent of equipment malfunction, date and time of reporting of fault and of commencement and successful completion of repair work performed on the equipment, the date and time of closing the compliant call countersigned by resident engineer of the firm & by the official of NIXI. This register would be periodically submitted to NIXI for scrutiny.

3. At least one engineer shall be declared as the nodal officer who can be contacted at the time of break down or any other emergency. He should be competent enough to handle all issues pertaining to hardware/ software / configurations that may arise. It shall be the onus of the firm to ensure that the engineer is well equipped with mobile phone so as to enable this office to contact the engineer immediately.

4. The rates quoted will remain in force for the full period of the contract. No demand for revision of rates on any account shall be entered during the contract period. It will be at the discretion of the CEO, NIXI to extend the term of the agreement beyond the contractual period of one year on the same terms and conditions for a further period, if necessary.

5. NIXI shall have the right to include on pro-rata basis in the AMC any new equipment – on expiry of its warranty – at the rate of contract for that equipment in AMC.

6. Maintenance service should consist of both preventive and corrective maintenance. Preventive maintenance should be done at least once every month apart from any number of breakdown calls.

**4.1 Preventive maintenance:**

The operations to be performed during preventive maintenance include physical cleaning, testing, checking at least once every month,

The necessary software drivers for the machines should be made available by the maintenance provider.

#### **4.2 Corrective Maintenance:**

a) The breakdown calls should be attended within 2 hours on the same day with necessary standby machines if necessary. Standby system should be provided without fail during the breakdown time, if the period for rectification/ replacement is more than 24 hours from the time of problem logging.

b) Maintenance contract will include replacement of all faulty physical components of the equipment under AMC. The same stands applicable for other components and peripherals also.

c) The machines are normally required to be repaired on site only and in exceptional cases when the machines cannot be repaired in the office premises and required to be taken to the workshop, this office shall not make any payment towards cartage and expenses for the to & fro transportation. The afore said cost and risk of transportation to & from the workshop shall be that of the firm undertaking the AMC.

e) All components replaced by the contractor will be of equivalent or higher capacity and quality. Further if any replaced component is not compatible with the existing system, contractor will undertake to upgrade / replace the subsidiary / supplementary component also. The firm shall maintain the equipment as per manufacturers guidelines and shall use standard components for replacements. In case of an instance of sub-standard repair /replacement of parts by the firm, it may lead to cancellation of the contract and any other legal action may be taken against the firm.

f) The Agency should undertake to maintain adequate stocks of spares, accessories at their local Bangalore office and other required goods and services as required in connection with the Services.

### **5. Networking :**

#### **5.1 Software Support :**

The contractual partner in co-ordination with the system administrator should be capable of configuring / maintaining entire system.

#### **5.2 Hardware Support:**

Trouble shooting / reconfiguration of the existing Networking switches / nodes, re-crimping, re-cabling of existing points if required should be covered.

### **6. Late deliver Clause (LD clause) :**

The turn-around time to provide a standby unit / rectify the problem is 24 hrs from the time of problem logging; failing which the time to set right the problem shall be computed for each call registered. the AMC for the entire setup of the institute shall be extended by the cumulative time thus computed at the end of the Contractual year. It is relevant to mention here that after lodging of complaint, the party is supposed to attend the work within two hours otherwise penalty of one percent will be imposed.

### **7. Fall Clause :**

A “fall clause” will be effective in respect of the approved rates, i.e. if the firm undertakes identical work in other Government offices at rates lower than the rates approved by this office, the firm will charge at those rates from this office as well;

### **8. Premature closure of AMC :**

If the AMC services provided by the contractual service provider are not found to be satisfactory, one-month advance notice shall be provided before the termination of the contract. On expiry or termination of the contract, the firm shall hand over all the systems in perfect working condition, failing which liquidated damages will be deducted from the service provider.

9. In case of any dispute or differences arising at any time between this Institute and the firm holding the contract, these shall be resolved in accordance with the provision of the Indian Arbitration Act, 1940 and only courts of Delhi shall have the jurisdiction in all matters arising out of or connected with this contract. Further this contract is subject to laws of India alone.

**A COPY OF THE ABOVE TERMS AND CONDITION DULY SIGNED BY THE TENDERER IN TOKEN OF HAVING UNDERSTOOD AND AGREED TO THE SAME HAS TO BE ATTACHED WITH THE TENDER. FURTHER NO OTHER TERMS AND CONDITIONS SUBSEQUENLTLY FURNISHED BY THE FIRM SHALL BE CONSIDERED VALID.**

**ANNEXURE-III**

**FINANCIAL BID**

S.NO	PARTICULARS	RATE (RS)	
		PER PIECE	TOTAL
1	CCTV SYSTEM (8 NOS)		
2	FIRE ALARM SYSTEM (1 NO)		
3	ACCESS CONTROL (3 NOS)		
4	APC ONLINE UPS (1 NO)		
5	PA SYSTEM (1 NO)		
6	SEMI TOTAL		
7	ADD GST		
8	GRAND TOTAL		

Note: If any bidder wants to bid for one and limited items (not all), he can fill up the relevant columns & Cross ['X'] others.

**Any information:--**

**Date:.....**

**Place:.....**

**Signature.....**

**Name.....**

**Official Stamp/ Seal.....**

**Bid Securing Declaration Form**

Date:-----\_

Quotation No.-----

To (insert complete name and address of the purchaser)

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I/We. The undersigned, declare that:

We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am I/We are in a breach of any obligation under the bid conditions, because I/We

**a) have withdrawn/modified/amended, impairs or derogates from the quotation, my/our Bid during the period of bid validity specified in the form of Bid; or**

**b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity**

**(i) fail or reuse to execute the contract, if required, or**

**(ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.**

I/we understand this **Bid Securing Declaration** shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of

**(i) the receipt of your notification of the name of the successful Bidder; or**

**(ii) thirty days after the expiration of the validity of my/our Bid.**

**Signed:**

**Name:**

**Capacity:**

On behalf of (insert complete name of Bidder)

**Dated on----- day of-----**

(insert date of signing)

**Corporate Seal (where appropriate)**

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)