



# **National Institute of Open Schooling**

**(An Autonomous Institution under Deptt. of School Education and Literacy,**

**M.H.R.D., Govt. of India)**

**A-24/25, Institutional Area, Sector-62, NIODA-201309 (U.P.)**

## **Tender for award the contract of Comprehensive AMC of Network Management, Computer, Printer and Scanner of NIOS premises at A-24/25, A-31, Sector-62, NOIDA & R.P .Bagh, Delhi.**

National Institute of Open Schooling (NIOS) is an autonomous institution under Ministry of Human Resource Development, Govt. of India having its offices located at A-24/25 & A-31, Sector 62, Noida (U.P.). It provides education for Secondary, Senior Secondary and Vocational courses through distance mode. NIOS invites Open Tender in two bid systems for Comprehensive AMC of Network Management, Computers, Printers and Scanners NIOS premises at A-24/25 & A-31, Sector-62, NOIDA & MPDD Unit, R.P.Bagh, Delhi. Details of the services required and other terms and conditions relating to the award of Contract are given in the Annexure-I.

Tender Document is available on the CPP Portal i.e. [eprocure.gov.in](http://eprocure.gov.in) as well as NIOS website i.e. [www.nios.ac.in](http://www.nios.ac.in). The intending bidders may download the tender document containing the terms and conditions and submit the same along with requisite EMD of Rs. 25000/- (Rupees Twenty Five Thousand only) in the form of Demand Draft in favour of "Secretary, NIOS" payable at Noida. Tenders received without the requisite EMD will be rejected. All eligible and interested service providers are requested to submit their sealed tenders as per prescribed procedure on the office of NIOS on or before 14:30 Hrs. of 20/01/2020 at Maintenance Section Room No. 204, NIOS, A-24/25, Sector-62, Noida-201309.

The "Technical Bid" will be opened on the same day i.e. 20<sup>th</sup> January, 2019 at 15.00 Hrs. in the presence of authorized representatives of bidders. The "Financial Bids" of only those firms who qualify in the "Technical Bid" shall be opened.

**(IMPORTANT DATES AND TIME)**

Published Date	30/12/2019 at 11.45am
Bid Document Download / Sale Start Date	30/12/2019 at 11.45am
Clarification Start date & Time	31/12/2019 at 10am
Clarification Closing date & Time	17/01/2020 at 4.00pm
Bid Submission Start Date & Time	20/01/2020 at 10am
Bid Submission End Date & Time	20/01/2020 at 2.30pm
Bid Opening Date & Time	20/01/2020 at 3.00pm
Duration of Contract	The period of contract shall be initially for the period of one year which will be extendable on year to year basis subject to satisfactory performance for the services provided by the Agency/Firm.
Tentative date & time for opening of Financial Bid of eligible tenderers	Date will be intimated through email / speed post or telephone message.
Validity of Bid from the date of opening of Technical Bid	90 days

Secretary, NIOS

**GENERAL TERMS & CONDITIONS**

1. Tenderer must quote rates only in the enclosed Financial Bid Performa.
2. The tender shall be valid for 90 days from date of opening of financial bid.
3. The Earnest money must be in the shape of Demand Draft only drawn in favour of "**The Secretary, National Institute of Open Schooling**" payable at Noida.
4. The successful tenderer shall have to deposit a bank guarantee equivalent to 10% of the total value of the contract towards Performance Security Deposit in favour of the Secretary, NIOS for faithful execution of the contract. In case the tenderer fails to provide the services according to the terms & conditions of the order, the amount of Security Deposit shall be forfeited.
5. Tender not on the prescribed proforma (attached) without requisite details/EMD and received after the closing date/time of tenders shall be summarily rejected.
6. The tenders shall be required to submit one big Envelope containing two separate envelopes of
  - a) First Envelope of Technical Bid (**Annexure-A**) together with EMD, Technical Literature and Technical Bid specifications and Terms & Conditions duly signed.
  - b) Whereas the Second Envelope of Financial Bid (**Annexure-B**) should have the rates to be quoted by the Company.
7. While opening the tenders, the envelope containing Technical Bid shall be opened first and the same shall be examined by a duly constituted Committee of NIOS. Financial bids of only those Companies who qualify in the technical bid will be opened at a later stage for which the Companies shall be informed over phone about the date, time and venue of the opening of financial bids. No tender without Earnest Money Deposit (EMD) will be entertained.
8. Canvassing in any form will be viewed seriously and if any tenderer found to be resorting to such practice, the tender of such Company will be rejected. Conditional Tenders will also not be considered and rejected.
9. In case of any clarification is required, the tenderer may seek the same from the Computer Division before submitting the tender i.e prior to 17/01/2020 Any request /clarification after the last date and time for submission of tenders will not be entertained.
10. Any disputes between the parties whether relating to or arising out of this proposed contract deed or connected therewith shall be adjudicated by the Arbitrator to be appointed/nominated by Chairman, NIOS and the decision of the said sole Arbitrator shall be final and binding on both the parties.
11. National Institute of Open Schooling (NIOS) reserves the right to reject any or all

tender(s) without assigning any reason.

### **VENDOR ELIGIBILITY CONDITIONS**

1. The Company should be Limited or Private Limited registered under Company Act, 1956
2. The Company should be certified for IT Services, "IT Infrastructure Services Management" and "IT Information Security".
3. The Company should be providing similar services to at least 2 other Govt. /PSUs of same capacity. Current work order copy issued by them should be enclosed as proof.
4. The Company should be registered with concerned Tax Authorities.
5. The Company should have previous experience of 5years in maintaining hardware and network systems in Govt. organizations/PSU.
6. The Company should have minimum turnover of 50 lakhs in its Annual Maintenance Contract in last three years. To prove this balance sheet & necessary papers need to be enclosed.
7. The Company must have executed AMC of Network Management for more than 300 Computers/Servers/UPSs and related IT Services during the last 2 years. Order copies in support of above must be provided.
8. The Company should have the facility/Application Service Provider partners of at least three of the Company like Lenova, HP, Compaq, IBM, Intel, Microsoft, Wipro, APC, etc.
9. The Company to be selected should maintain a network having nodes of not less than 150 at a single unit /location and should have CNEs, MCSEs, RHCEs and other Certified Engineers to take care of the network, Firewall, Security Appliance like Fortigate, etc. and to provide solutions on the spot
10. The Company should neither be blacklisted by any Govt. Deptt. nor any Criminal Case is registered against the Company or its owner / partners anywhere in India.

### **OTHER CONDITIONS:**

1. The successful Bidder shall not sub-let the services undertaken or any part thereof to any other person/ concern/ Company / Company. In case the same is detected at any stage, NIOS shall be at liberty to terminate the contract with immediate effect without any liability on NIOS and also without prejudice to any other rights which NIOS may have against the Bidder under the Contract.
2. Self attested copies of documentary proof for above must be furnished along with the tender application in support. Terms like 'applied for', 'under process', 'in process' used by the Company while stating compliance to eligibility criteria shall not be accepted and in such cases Company shall be disqualified.

3. The Company should have adequate physical infrastructure to support AMC project like in-house Test and Repair Center at Delhi /Noida. This may be inspected by NIOS authorities in case of need.
4. The tenderer should provide the client list along with addresses of the Companies where they are providing the support.

### **SPECIAL CONDITIONS OF CONTRACT**

1. **Scope of Contract:-: The contract will be on Comprehensive basis as well as onsite** (including Motherboard, Hard Disk, Floppy Disk, CD Drive, Ports, Power supply, Keyboard and Mouse for the Computer and all the parts including interface cable except Printer Head and Toner, Cartridge for Printers and batteries for Scanner) .
2. Comprehensive AMC include repair /replacement of parts/items, whichever is better without any cost.
3. **Period of Contract:** - The Annual Maintenance Contract (AMC) shall commence from the date of award of the contract maintenance contract. The annual maintenance contract shall be valid for a period of one year from the date of award of contract the maintenance contract. However, the contract may be extended upon the satisfactory performance of the Company on the recommendations of the Computer Unit for a further period on mutual consent on yearly basis at the same rates and same terms and conditions. However NIOS reserves the right to terminate the contract by giving 15 days notice without assigning any reason thereof.
4. **Rates:** The rates have to be quoted on consolidated & annual basis.
5. **Stocking of spares:** The following spare parts must be kept at site to ensure immediate replacement:-
  - a) CPU - 5 nos.
  - b) TFT Monitor – 5 nos.
  - c) Printers- 2 Nos.
  - d) Original Mothers boards- 5 nos.
  - e) Keyboards- 5 nos.
  - f) Mouses- 10 nos.
  - g) Network cards- 5
  - h) HDD – 80/160/320 GB – 5 Nos.
  - i) DVD / CD Drives – 5 nos.
  - j) DVD Writer – 2 nos
  - k) Switch 24 port – 1 nos
  - l) 0.5 KVA UPS – 2 Nos.
  - m) RAMs (SD, DDR1 and DDR2 - 128 MB/512 MB/1GB) – each 2 nos.
  - n) SMPS – 5 nos.
  - o) Printer cables (Parallel / USB) – 5 nos
  - p) Flat Bed scanner : 02
6. **Personnel: (a)** The Company should provide two technically qualified Engineers (CNEs, MCSEs, RHCEs and other Certified Engineers) on all working days from 9:00 AM to 6:00

PM at NIOS Premises. He should be able to work on Novel Netware, windows based servers, Routers, Switches, Support for general maintenance of IT equipments.

**(b)** The contractor shall be responsible for payment of wages/settlement of dues with workers engaged by the firm as per prevailing labour/wage laws in force in minimum wages act and the NIOS shall not be the party to any dispute between the contractor and the workers.

7. **Termination of contract:** If service of the Company is found not satisfactory, the Contract will be terminated without any prior notice at any stage by NIOS. No correspondence in the matter will be entertained.
8. **Payment:** No advance payment is permissible. However, payment will be made only on quarterly basis after successful completion of every quarter on the recommendation of the Computer Division of NIOS.
9. **Down time:** Systems/ Printers/Other equipments should not be down for more than 24 Hours, However, in case of any equipment is down for more than 24 Hours, a standby shall have to be provided to NIOS by the Company.
10. **Penalties:** Appropriate penalties will be imposed on the Company for failure to observe/maintain terms and conditions of the offer/agreement such as down time, use of sub-standard parts for repair/replacement, etc. The Bidder must ensure 95% uptime of all systems and LAN and attend to service and provide satisfactory repair or replacement within 24 Hours. The down time shall start 24 Hours after making the complaint to service engineer at NIOS. The down time shall be counted until the unit starts functioning normally again and certified. If any one of the PCs / equipment / LAN does not give an uptime of 95% in a given time, penalty charges per day of down time will be Rs.100/- per PC/ equipment and Rs.1000/- per day for failure in network services. This shall be in addition to the liquidated damages, which can also be levied.
11. **Security Deposit:** Bank Guarantee equivalent to 10% of total value of the contract shall have to be deposited towards Security Deposit by the Company and the same will be released after two months from the date of expiry of the contract. No interest shall be paid by NIOS to the Company on such Security Deposit.
12. **Taxes:** Income Tax and other statutory levies applicable to such contracts / services will be deducted at source, as per the rate applicable at the time of payment.
13. **Identity of personnel:** The names and designations with due signatures of the personnel to be engaged by the bidder for this contract should be made available to the NIOS for security check. They should bear proper ID card whenever they enter the premises of NIOS.
14. **Quantity of equipment:** The quantity of each item indicated in the schedule is of those which are in working condition at present. However, at the time of awarding the contract, NIOS reserves the right to increase or decrease the quantity.

You are requested to visit NIOS offices and inspect the Network Management Systems, Computers, Printers and Scanners installed at NIOS premises and quote your lowest rates for

undertake the Comprehensive AMC on the enclosed prescribed tender proforma of Technical bid (Annexure-A) and Financial bid(Annexure-B) duly filled and sealed in two separate envelopes superscribed as **“Tender for AMC of Network Management, Computer, Printer and Scanner”** and put together Technical bid and Financial bid envelopes in a one big envelop. The Technical bid should accompany requisite **EMD of Rs. 25000/- (Rupees Twenty Five Thousand only) by way of Demand Draft in favour of “Secretary, NIOS payable at Noida** and should be submitted in the tender box kept at Maintenance Section, NIOS Hqrs., Room No: 204, Second Floor, A-24/25, Institutional Area, Sector– 62, NOIDA by 20/01/2020 at 14.30 Hrs. Technical bids will be opened at 15.00 Hrs. on 20/01/2020 in the presence of the representatives of the tenderers, if any, available at the time of opening of the Technical Bid. The Financial Bids of only those tenderers who will qualify in the Technical Bid will be opened, for which date, time and venue will be intimated over phone to the Company.

## **PART –1 TECHNICAL BID FOR AMC OF NETWORK MANAGEMENT, COMPUTER, PRINTER AND SCANNER MAINTENANCE**

### **TECHNICAL SCHEDULE OF REQUIREMENTS**

The successful bidder has to perform the following jobs, which will form part of the contract.

1. To maintain and support the LAN Network through periodic monitoring of Servers and Client nodes and day to day maintenance and management.
2. Configuration of servers or workstations.
3. To monitor all user and server systems for effective implementation of Anti-virus on regular basis and update patch of Antivirus should be installed every week on all the Machines.
4. To monitor and upkeep the performance of LAN
5. To identify LAN / Internet faults and get them resolved on regular basis.
6. Management of user database and login database
7. Resolving server problems effectively without loss of time
8. To generate reports related to server uptime charts and server usage statistics.
9. To make and keep ready disaster management plans to upkeep the important servers
10. To take timely backup to maintain server running smoothly
11. To ensure smooth functioning and the users stay connected
12. To manage the accounts of users
13. To provide support for third party software and changes in the H/W inventory as and when required.
14. Preventive Maintenance schedule for all equipments which are under AMC.
15. To monitor CPU utilization and disk space management, etc.

16. To install necessary software on all equipments as and when required by NIOS.
17. Support for new installations or upgrades.
18. To perform system tuning for better performance.

**ESSENTIAL PRE QUALIFICATION REQUIREMENT**

**NOTE: Eligible bidders shall be required to provide information on Technical Bid format appended at Annexure-A. Tenderer qualifying the Technical Bid shall only be considered for opening of Financial Bid.**

- a. The Company should have at least Rs. 50Lakhs of annual turnover from its Annual Maintenance Contract business in last three financial years. Turn over certificate from Chartered Accountant to be enclosed.
- b. At least 5 qualified and certified network engineers having minimum 2 years experience with vendor and working in Govt. Organization/PSUs.
- c. Well equipped Test and Repair Center with advanced tools and facilities.
- d. Maintained 250 PCs under network and maintaining single contract.
- e. Minimum of three Govt. / Public Sector Institutions under maintenance and network management contract in Delhi in the past two years (provide contact details of person and Companies).
- f. The Company should not be black listed for any reason by any Govt. /Public Sector Organizations in the last two years.
- g. Vendors to provide a brief write up on their approach and strategy on security and network management and web services specifying the hardware and software they would use in addition to the existing setup now available.

Secretary  
NIOS



**National Institute of Open Schooling**  
**A-24/25, Sector-62, NOIDA-201309 (U P**

**PRESCRIBED TENDER PROFORMA FOR AMC OF NETWORK MANAGEMENT, COMPUTER,  
 PRINTER AND SCANNER MAINTENANCE  
TECHNICAL BID PROFORMA**

**(To be completed & submitted in a separate sealed envelope)**

**The Secretary**  
**National Institute of Open Schooling**  
**A 24/25, Sector 62, Noida-201309 (UP)**

<b>Items for Technical Bid</b>	<b>Details/Quantity</b>
Name & Address of the Company.	
Is the Company registered under Company Act,1956. If so, year of Registration and Establishment of the Company	
Is the Company certified for IT Services, "IT Infrastructure Services Management" and "IT Information Security". If so, attach copy of the certificate.	
Type of Company (Private/Public/Govt.)	
Total area of the Office. Please attach the documentary proof.	
Office building is owned or rented. If rented attach the Agreement.	
Total Turnover of the Company during the years in its Maintenance Contract 2016-17 2017-18 2018-19 The Company should have turnover of 50 Lakhs in Maintenance Contract on last three years.	
GST No:	
Is the Company blacklisted by any Govt. Deptt. or any Criminal Case is registered against the Company or its owner/partners anywhere in India in the last two years.	
Total No of Past experience of 05 (Five years) of Providing AMC in Govt. /PSUs.	
Facilities and Tools available at Test and Repair Centre. Please attach complete list.	

Copy of the Income tax returns for the last 3 years i.e. 2016-17,2017-18, 2018-19 along with PAN(Enclosed Yes/No)	
Permanent & Contractual Staff (Including technical including Network Management). Please attach proof.	
Attach a copy of the Certificate of the personnel having CNEs, MCSEs, RHCEs, Novell Certified Engineer, etc.	
Details of Earnest Money Deposit:	Bank Draft No. _____ Dated _____ Amount _____ Bank _____
Attach a copy of at least 3 work orders for execution of AMC of <b>Network Management</b> and related IT Services for more than 150.	
Attach a copy of the Certificate of Application Service Provider partners of at least three of the Company like HP, Compaq, IBM, Intel, Microsoft, Wipro, APC, etc.	
Attach the Authorization letter from manufacturer for providing the AMC Services (not applicable for manufacturer).	
Attach the entire client list along with addresses, phone no and the contact person of the Companies where the Company is providing the AMC.	
Acceptance of The terms and conditions as per <b>General Terms &amp; Conditions and Special Conditions of Contract, Technical Schedule Of Requirements, Pre Qualification Requirement is acceptable/ fulfilled (Please say Yes/No)</b>	

Signature  
Name  
Address with  
Seal of the Company  
Phone No: (O)  
(R)  
(M)

**PRESCRIBED TENDER PROFORMA FOR AMC OF NETWORK MANAGEMENT, COMPUTER,  
PRINTER AND SCANNER MAINTENANCE**

**(FINANCIAL BID)**

**(To be completed & submitted in a separate sealed envelope)**

**The Secretary**  
**National Institute of Open Schooling**  
**A 24/25, Sector 62, Noida-201309 (UP)**

After having gone through the terms and conditions in the tender document **for AMC of Network Management, Computer, Printer and Scanner Maintenance**, we accept all the terms and conditions and quote our lowest rates for undertaking the Comprehensive AMC of the following Equipments & providing in house engineers.

<b>S.No.</b>	<b>Equipment Name/Make/Model</b>	<b>Qty</b>	<b>Rate for Single Quantity for one year inclusive all (in Rs.)</b>	<b>Total Amount for One Year inclusive all (in Rs.)</b>
<b>Desktop (262 nos.)</b>				
1	HP Compaq 8100 Elite	38		
2	HP Compaq DX – 7400	27		
3	HP Compaq 6120	04		
4	HP Compaq DC7800	04		
5	HP Compaq 2280/2480	04		
6	HP Compaq 8300 Elite	04		
7	HP 406 GI MT	08		
8	HP 408 GI MT	02		
9	HP PAV 510	04		
10	HP 202 G2 MT	02		
11	HP Pro3090MT	03		
12	HP Pro3330MT	01		
13	Dell 390	01		
14	DellT1600	01		
15	HP Compaq 800	04		
16	HP Compaq 8100	23		
17	HP 8300	39		
18	Wipro Net Power Z1531-DG	03		
19	IBM System	01		
20	Lenovo MTM 7298	24		
21	Lenovo M TM 3209	16		
22	Lenovo M TM 9439	41		

<b>Printers (164 nos.)</b>				
1.	HP LaserJet 1010	01		
2.	HP LaserJet 2015	15		
3.	HP LaserJet 1020	13		
4.	HP LaserJet CP 1515n	01		
5.	HP Color LaserJet Pro M128 FN	05		
6.	HP LaserJet 2420	04		
7.	HP LaserJet 1200	02		
8.	HP LaserJet 1106	10		
9.	HP LaserJet 1007	72		
10.	HP LaserJet 1108	10		
11.	HP LaserJet 1000	01		
12.	HP LaserJet 3005	01		
13.	HP LaserJet 4014	01		
14.	HP Color LaserJet 3015	07		
15.	HP Color LaserJet 2025	06		
16.	HP LaserJet P4015	01		
17.	HP Color LaserJet Cp-1025	05		
18.	HP Color LaserJet Cp-2015	01		
19.	HP Color LaserJet M-136	01		
20.	HP Color LaserJet 500	01		
21.	HP Color LaserJet P151N	01		
22.	HP SCAN Jet 5590	01		
23.	HP SCAN Jet 4370	01		
24.	LQDSI5235DMP	01		
25.	Brother 2840	02		
<b>Scanner (21 nos.)</b>				
1.	HP Scanjet 4370	02		
2.	HP Scanjet G3010	03		
3.	HP Scanjet 5590	07		
4.	HP Scanjet N6310	02		
5.	HP Scanjet 3770	01		
6.	HP Scanjet 5569	01		
7.	HP Scanjet 3000	02		
8.	HP Scanjet 200	01		
<b>Novell Netware Server (02 nos.)</b>				
1	Novell Netware 6.5 OS (Support for Installation, configuration, changes required in configuration for Novell Netware 6.5 OS and maintenance)	01		
2	HP Proliant ML 350 Mt 7977, Intel Xeon 3.2 Ghz, 512 X 2 RAM, 3 X 72 GB HDD, 1000 RPM Dual channel with U320 RAID, 128 MB Cache for RAID, 12 GB	01		

	on Dim, Digital Tape (auto) Drive 20/40 GB DAT			
<b>Windows Servers (2)</b>				
1.	Server IBM X3500 Series, Intel R Xeon, 2 GHz, 4 GB RAM, 146.8 X 5 SCSI HDD, DVD ROM including the configuration of OS Windows 2003 Server and the 2003 server components with Server level Anti VIRUS	2		
2.	L2 Switches, D-Link DGS-3100-48	19		
3.	L3 Switches D Link DGS3627	01		
4.	Networking(LAN)			
5.	D Link UTM (firewall) – DFL 860 with Hardware and Configuration support	1		
6.	Wi-Fi D-Link	6		
7.	I/O with Connector			
8.	D-Link DES-1024 R 10/100 Fast Ethernet Switch	4		
<b>Laptop (06 nos.)</b>				
2.	Compaq Evo-N1020B	1		
3.	Dell	1		
4.	Sony	4		
<b>Manpower</b>				
System Engineer(Under Minimum wages act)		1		
Server Engineer(Under Minimum wages act)		1		

Signature  
Name  
Address with  
Seal of the Company  
Phone No. (O)  
(R)  
(M)