


Tender Document Fees-Rs.1000/- (Non Refundable)

Tender Form No:

 2522013

REGIONAL INSTITUTE OF EDUCATION BHOPAL

विद्यया ऽ मृतमश्नुते



एन सी ई आर टी
NCERT

Shyamla Hills, Bhopal - 462002

Bid Reference No.: F.5 (26)/RIEB/STORE/AMC COMPUTER/2019-20

TENDER DOCUMENT

For

**Awarding the Annual Maintenances Contract of
Computers, Equipments & Peripherals on
Comprehensive Services basis of RIE, Bhopal &
DMS.**

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Section - I

Schedule of Important Dates

S. No.	Name of Event	Date	Day	Time	Place of Event
1	Sale of complete set of Tender Document	Upto one day before the last date from 02-05-2019 to 15-05-2019	Monday to Friday (excluding Saturdays, Sundays and Gazetted Holidays)	10.00 to 16.00 hours (except 13.00 hours to 14.00 hours)	Store Section, Room No. 72, Near ICT Lab Building, RIE, Bhopal – 462002
2	To obtain further details / information / clarifications in respect of Bidding Document	Upto one day before the last date of submission of completed Bid Document	Monday to Friday (excluding Saturdays, Sundays and Gazetted Holidays)	10.00 to 16.00 hours (except 13.00 hours to 14.00 hours)	Store Section, Room No. 72, Near ICT Lab Building, RIE, NCERT, Bhopal – 462002
3	Last date of submission of completed bid	16-05-2019	Thursday	Upto 17.00 hours	Bid Box kept in the room of Section Officer (E), Room No. 04, RIE, NCERT, Bhopal – 462002 or by * (Registered / Speed Post / Courier) /By hand sent on this address on or before the fixed last date and time.
4	Opening of Technical Bid (Qualification Criteria)	17-05-2019	Friday	11.00 hours	Room No. 03/ET Lab/ICT/Conference room,of RIE, Bhopal – 462002
5	Opening of Price Bid (Price Schedule of Job Items)	Date, Day and Time Will be communicated to only those bidders whose Technical Bids are qualified and will also be uploaded on RIE, Bhopal Web-site.			Room No. 03/ET Lab/ICT/Conference room of RIE, Bhopal – 462002

*** Note: - RIE, Bhopal is not responsible any postal delay whole responsibility of the Bidder/Agency ONLY.**

SECTION-II

Invitation of Bids & Instructions to Bidders

01 Introduction

Regional Institute of Education, Shyamla Hills, Bhopal (A Constituent Unit of NCERT, New Delhi) invites sealed bids from the interested bidders for “**Awarding the Rate Contract of items for one year for the Comprehensive Annual Maintenance Contract of Computers, Equipments, LAN & Peripherals of RIE, Bhopal & DMS**”. The List of Job Items of Equipments is given in Table I of Section V, Price Bid (Price Schedule of Job Items).

02 Scope of Bid

The duration of the contract will be initially for a period of three months with effect from the date of commencement of the contract and if the services are satisfactory during the probation period, the contract would be granted for one year period. This is extendable to a further period of one year and again for one year (to a maximum total period of three years) on the sole discretion /decision of RIE. The approved Contractor will have to apply in writing for such extensions well in advance before the expiry date of contract. The Contractor will have no claim for such extensions neither this will be binding on him to accept such extensions offered by RIE. In case extensions are granted for more than one year periods, the applicable rates and terms-conditions will remain the same as for the first one year of contract.

03 Cost of Bidding Document

03.01 The cost of the Bidding Document is Rs. 1000/- (Rupees One Thousand only). The interested bidders may purchase complete set of Bidding Document from “**02-05-2019 to 15-05-2019** (from 10.00 hours to 16.00 hours) on all working days (except declared holidays). The payment is to be made in form of **CASH/DD / BC drawn in favour of “Principal, Regional Institute of Education payable at Bhopal**, and obtain a receipt for the same.

03.02 Complete Bid Document can also be downloaded from RIE Website **www.riehopal.nic.in**. **DD / BC of Rs. 1000/- in favour of “Principal, Regional Institute of Education” at Bhopal, must be enclosed in the Technical Bid (Qualification Criteria) of the completed bid document failing which bid will be rejected.**

04 Pre-bid Queries

04.01 If required, the prospective bidders may obtain further details / information / clarifications in respect of Bidding Documents upto one day before the last date of submission of completed bid. For this, they may visit Store Section, Room No. 72, Near ICT Lab Building, RIE, Bhopal – 462002 on 09-05-2019 from 10.00 hours to 16.00 hours.

05 Amendment (s) in Bidding Documents

05.01 The Completed Bidding Documents must be readable. Any amendment (s) done must be authenticated by placing a signature of the authorized signatory (AMC Committee). No amendment will be allowed after the last date and time fixed for submission of completed bids.

06 Submission of Completed Bid

06.01 Technical Bid (Qualification Criteria)

06.01.01 For this, the prospective bidders must refer Section IV, Technical Bid (Qualification Criteria). The bidders are required strictly to use format of Technical Bid only, or clear photocopies without incorporating any changes for submitting the bid.

06.01.02 EMD of Rs.1,00,000/- (Rupees One Lakh Only) in the form of DD/ BC in favour of “Principal, Regional Institute of Education payable at Bhopal must be submitted along with Technical Bid failing which bid will be rejected. The EMD will be returned without any interest to all unsuccessful bidders after the finalization of the contract. Also the EMD will be returned without any Interest to the successful bidder after the receipt of letter of Acceptance of Contract along with amount of Performance Security 10% amount of total contract for one year.

06.01.03 Duly filled in Technical Bid (Qualification Criteria) Envelope – “A” given in Section – IV with no columns or rows left blank must be placed in an Envelop. Then this envelop must be sealed and marked on the top as “**Technical Bid (Qualification Criteria)**”. This cover must also bear the complete address of the Bidder.

- 06.01.04** Bid Security is NOT required for those bidders who are registered with the Central Purchase Organization, National Small Industries Corporation (NSIC) (Subject to enclosure of the necessary certificate).
- 06.01.05 Insurance and Liability:** Insurance, EPF, ESI, accident damage and all statutory laws applicable for the service personal deployed shall be the liability of the bidder.

06.02 Price Bid (Price Schedule of Job Items)

- 06.02.01** For this, the prospective bidders must refer Section V, Price Bid (Price Schedule of Job Items). Table-1 consist of a list of Job Items for the Repair, Maintenance Equipments (Computer, Printer, UPS, Projector, Scanner, etc.) has been provided for quoting with GST. The prospective bidders are required strictly to use format of these tables only, or clear photocopies without incorporating any changes, to quote the Prices in figures and words.
- 06.02.02** The Price Bid shall be placed in the separate envelop, sealed and marked on the top as “**Price Bid (Price Schedule of Job Items)**” Envelope – “B”. This envelop must bear the complete address of the Bidder.
- 06.03** Envelop marked as “**Technical Bid (Qualification Criteria)**” Envelope – “A” and envelop marked as “**Price Bid (Price Schedule of Job Items)**” Envelope – “B”, must be kept separately in a single bigger envelop and sealed. This single envelop must be marked on the top as “**Tender for inviting the TENDER for the Repair, Maintenance {Comprehensive Annual Maintenance Contract} of Computers, Equipments, LAN & Peripherals of RIE, Bhopal & DMS .**” and must be addressed to “**Administrative Officer, Regional Institute of Education, Shyamla Hills, Bhopal**”. Complete postal address of the Bidder must also be written on this envelop.
- 06.04** The documents / certificates attached in the Completed Tender Document must be in order of sequence as given in Tender Document.
- 06.05** RIE, Bhopal will not take responsibility of any paper (s) found missing from the bid in case the envelopes are not properly sealed as per the instructions.

07 Deadline for submission of Completed Bids

- 07.01** The deadline date / time for the submission of Completed Bid is by **17.00 hours on 16.05.2019 (Thursday)**. The Completed Bid must be dropped in the Sealed Tender Box or sent by Registered Post / Speed Post / Courier to “**Administrative Officer, Regional Institute of Education, Shyamla Hills, Bhopal**” to be received strictly **on or before the deadline date and time.**
- 07.02** In case, holiday is declared on the deadline date, the Completed Bids can be received on the immediate next working date. In such case the time of receipt will remain as 17.00 hours only.
- 07.03** At any time prior to the deadline date for submission of Bids, RIE, Bhopal may amend the Bidding Documents by issuing an Addendum. The amendments given in the Addendum will be binding on the prospective bidders. The addendum will be uploaded on the RIE, Bhopal Website only. The prospective bidders are advised to remain in touch with RIE Website.

07.04 **The EMD will be forfeited if the bidder withdraws the bid after the last date / time of its submission.**

08 Opening and Evaluation of Bids

- 08.01** **Late Bids will be rejected and will not be opened.** These bids will be returned to the bidder if request for this is received in writing.
- 08.02** Technical Bid will be opened at 11.00 hours on **17-05-2019 (Friday)** in the presence of bidders or their authorized representative who wish to come. The bidder (s) / their Authorized Representative must bring Original Documents for verification of Self Certified Copies submitted by them in Technical Bid **OR** Authorization letter for the same.
- 08.03** If this date falls on declared holiday, then Technical Bids will be opened on immediate next working day but the time of opening will remain the same.
- 08.04** **Bid received without the cost of bid document and EMD will be summarily rejected and the Technical Bid of such bidders will not be processed further except registered under MSME and MSEs as per GOI norms.** Remaining Technical Bid will be evaluated and a list of qualified technical bids will be prepared. Price Bid of only those bidders will be opened and processed further whose Technical Bids are found qualified.

08.05 The date and time of opening the Price Bid will be decided by RIE, Bhopal and communicated to selected bidders and also uploaded on RIE, Bhopal Website. Those bidders or their authorized representative (s) who choose to come may attend the opening of Price Bid.

09 **Corrections of Errors**

09.01 RIE, Bhopal may contact the Bidder (s) for the corrections of the arithmetic errors noticed during the process of evaluation of the Price Bids. If there is a discrepancy in the rates in figures and in words, the rates in words will be considered as final. The errors corrected will be binding on the bidders. In case the bidder (s) do not / does not agree with the corrections, their bids will be rejected and **EMD forfeited**.

10 **RIE, Bhopal right to Accept any Bid or Reject any Bid or Reject All Bids**

10.01 RIE, Bhopal reserves the right to accept any Bid or to Reject any Bid or to Reject All Bids without assigning any reason, at any time prior to the award of contract.

10.02 The Institute does not pledge to accept the lowest tender. It also reserves the right to reject all or any of the tenders, without assigning any reason for the same and to spilt up the tender as it may deem fit.

11 **Notification for the Award of Contract**

11.01 The bidder (s) who has quoted the lowest price for maximum number of Job Items will be offered to give written acceptance for the lowest price quoted by other bidders for the remaining job items for which he has quoted higher prices.

11.02 Upon receiving this notification, the successful bidders must submit Acceptance Letter on Letter Head along with the Performance Security @10% of total amount the annual contract for one year within five working days to RIE, Bhopal.

The Performance Security Money of 10% of the rate quoted for the 1 year will be acceptable in the form of DD/ BC/Cash Amount Deposited in ACCOUNT Section of the Institute in favour of “Principal, Regional Institute of Education” payable at Bhopal.

11.03 Upon receipt of the Acceptance Letter and Performance Security from the successful bidder, RIE, Bhopal shall issue the Contract Letter to the successful bidder.

11.04 Failing to comply with above formalities by the bidder will result in Termination of his bid and forfeiture of the EMD.

**Administrative Officer
RIE, Bhopal**

SECTION – III

Terms&Conditions of Contract

01 The facilities and the Inputs which will be provided to the Contractor

- 01.01 The space to carry out activities of repair, maintenance and service will be provided by the RIE, Bhopal, free of cost. However, the Contractor will be fully responsible for the safe custody of his items / equipments etc.
- 01.02 Electricity will also be provided free of cost for carrying out the repair, maintenance and service activities.

02 Eligibility Criteria to be met by the Bidder

- 02.01 The Bidder must have exclusive office, sufficient Infrastructure and working set up at Bhopal including landline telephone and fax facility for the prompt **functioning**, Qualified and Trained **Manpower**, Equipments, Tools, Machineries / Plants and other Technical Assets etc. for performing the Repair, Maintenance and Service activities. The RIE, Bhopal will have the right to inspect the work premises of the successful bidder to assess the Infrastructure and other Assets etc, if necessity arises.
- 02.02 The Bidders must also have successfully completed jobs of such nature for the period of at least previous any three years in Central Government / State Government / Autonomous Body / PSU / Educational Institute / Private Agencies etc.
- 02.04 The Bidder must have a minimum experience of three years in executing such Annual Maintenance Contract for Computers and Peripherals services. The total turn over in executing the annual maintenance services for computers & peripherals of the bidder should be at least **Rs. 25 lacs** in the last three years cumulatively for the said services and at least 2 orders for the value of **4 lacs** and have valid income tax and service tax registration.
- 02.05 Statements showing the contract assignment undertaken during the last three years along with copies of work orders and completion certificates from employer.
- 02.06 Copies of work orders of 3 Maintenance Service contracts which are currently running along with name of employer and contact details.
- 02.07 List of qualified Service Engineers on the Company's pay roll available in Bhopal, including their qualifications & No. of Engineers the party proposed to deploy at RIE.
- 02.08 Spare parts inventory available along with Approx. value.

03 The Details of Work or Services to be performed by the Contractor

- 03.01 The Machines / Items should be installed in a systematic / professional manner. Poor installation will not be accepted.
- 03.02 The Repair / Service / Maintenance of Machines / Items will have to be done in professional manner and the replaced spare parts used must be of genuine reputed company bearing proper specifications and standard grading like ISI.
- 03.03 Proper and sufficient number of trained manpower* has to be deputed by the Contractor for the repair / maintenance / service of RIE's Items / Equipments. This manpower will always be available to store section of Institute Technical Staff of RIE. If demanded by RIE, the manpower will also be made available by the Contractor on holidays.
*** = One – Trained in Repairing of SYSTEMS & Installation of SOFTWARE, Second- Trained in LAN Networking & Third the final- Trained in Repairing of ALL types of PRINTERS & Other Equipments**
- 03.04 After the receipt of any Complaint /Job Order, the work must be attended within a period of **06 hours**. Beyond a period of 06 hours, it will be assumed that the Machine / Item did not work for full day and subsequent days till made functional, and **an amount of Rs. 200/- per day per Machine / Item** will be **deducted from the bill / performance security money**.
- 03.05 The work has to be done in this office's premises only, in exceptional cases and in case of major repair, the Machine / Item may be allowed for repair in Contractor's workshop for a maximum period of **04 days**. Beyond this period, an amount of Rs. 200/- per day per Machine / Item will be deducted from bill / performance security money.

OR In case, the equipment is sent for repairing to the Contractor/Agency/Party, **a standby EQUIVALENT/SAME configuring** equipment should be provided by the party and the faulty equipment should be repaired/replaced and brought back to the Institute within a period of 04 days from the date of receipt of equipment, failing in which a penalty Rs. 200/- per day per Machine / Item will be deducted from bill / performance security money.

In case a Machine / Item is to be taken out to Contractor's premise for repair, proper Gate Pass is to be obtained from RIE, Bhopal where Machine / Item is installed with a copy to this office.

03.06 In case of frequent breakdown of the Machines / Items and unsatisfactory maintenance of Machines / Items by the Contractor or sufficient manpower not provided by the Contractor, the RIE, Bhopal will have the right to employ other Mechanics. The charges incurred together with the cost of materials will be recovered from the bills / performance security money of the Contractor.

03.07 If any extraordinary situations under "Force Majeure" condition like fire, flood, enemy action etc. arises in that condition on the sole discretion/decision of competent authority RIE, Bhopal.

03.08 All the electrical items must have proper Earthing Wires. Any loss to the Machine / Item or to the user of the Machine / Item due to poor workmanship on the part of Contractor will have to be compensated by the Contractor or will be recovered from the bill / performance security money of the Contractor.

03.09 **The functioning of contract / replacement of parts, etc. will be continuously monitored by a team of technical staff of the recommendations of the team which may include recovery of any amount due to poor performance of contractor, will be binding on the contractor. The continuance of contract will also be based on their report.**

03.10 The repair jobs carried out by the firm are to be given 06 months guarantee / warranty from the date of completion of job. If the Equipment / Machine / Item becomes defective during the guarantee / warranty period, the same will be repaired / replaced by the Contractor free of cost at his own expenses. Failure to do so, the amount as deemed fit will be recovered from the Bill / Performance Security Money.

03.11 In case of repair / service / maintenance of machine / items are being done in the premises of the Contractor, RIE, Bhopal reserves the right to inspect the functionality / test of the item / machine in the premises of the Contractor. In such cases, all reasonable facilities and assistance required for the inspection work shall be provided to our inspectors free of charge.

03.12 Should any inspected or tested Service fails to conform to the specifications, RIE, Bhopal may reject them and the Contractor shall either re-do the rejected Service or make all alterations necessary to meet specification requirements to make it functional free of cost.

03.13 RIE, Bhopal right to inspect, test and, where necessary, reject the Services shall in no way be limited or waived by reason of the services having previously been inspected, tested and passed by RIE, Bhopal or its representative.

03.14 The Contractor may be required to provide any or all of the Incidental Services, including additional services free of costs like: Loading at point of dispatch, Transportation to the point of Delivery, Unloading at point of Delivery and Stacking and Installation at the point of Delivery.

04 The Statutory and Contractual Obligations to be complied with by the Contractor and Mode of Functioning of Contract

04.01 If Contractor notices any missing part (s) from the Machine / Item / Equipment, etc. he will inform in writing to RIE, Bhopal and take prior written permission from RIE, Bhopal before replacing them. RIE, Bhopal will issue Additional Job Order for such cases.

04.02 The complaint given by the user must be completed within time frame specified in the job order failing which penalty as deemed fit will be imposed / amount as deemed fit will be recovered from bill / performance security.

05 Submission of Bill (s)

05.01 Immediately after the completion of all complaints listed in one quarter the Contractor will submit only one pre-receipted revenue stamped bill against one such quarter. He must write the quarter. Number and Date in the bill. The following documents must be attached along with the bill.

- 05.01.01 Duly filled in (No columns and rows to be left blank) **Satisfactory Job Completion Certificate** (on the prescribed format as per **Appendix – 2, Section IX**, issued by the user of responsible capacity, with his name, designation and rubber stamp.
- 05.01.02 A list of old / replaced spare parts on the letter head of the Contractor as per the format given in Appendix – 3, Section IX, along with the spare parts which will be deposited in the Stores of RIE.
- 05.02 The Bill (s), Satisfactory Job Completion Certificate and List of old / replaced parts will be subjected to verification of technical team of RIE.
- 05.03 The bill (s) must be original and proper and must indicate bill book no., serial no. and PAN /GST / Service Tax Registration Number, and others information etc. as stated in Technical Bid at Serial Number 02 to 07.
- 05.04 The bill (s) must be neatly typed / Computer Typed / Hand Written and must be easily readable. The bill (s) must be addressed to **“Principal, Regional Institute of Education, Bhopal”**.
- 05.05 The bill (s) must be strictly in accordance with the complaint. The job items written in the bill must be in same sequence as given in List of Job Items attached with our job order.
- 05.06 The bill (s) must also be in accordance with the approved rates. Their sub total and grand total in figures and words must be correct.
- 05.07 It will be the absolute responsibility of the Contractor not to submit the bill and claim the money for those Job Items of relevant Job Order which fall under the category of Guarantee / Warranty period. If such act is noticed by RIE, it will be taken as violation of Terms-Conditions of Contract resulting in termination of contract, forfeiture of Performance Security Money / recovery of already paid amount from the bill / Performance Security Money.
- 05.08 After the scrutiny and the verification of satisfactory work by team of officials, the bill (s) will be forwarded to the Accounts Branch of RIE. The Accounts Branch will make the payment through crossed Cheque which will be sent to the Contractor’s address.
- 05.09 No advance payment will be made by this office under any circumstance.
- 06 Refund of Performance Security Money**
- 06.01 The Performance Security Money will be refunded without any interest, 06 months after the successful completion of contract period (including periods of Extensions).
- 07 Termination for Default**
- 07.01 Notwithstanding anything contained herein, the RIE, Bhopal has the right to terminate the Approved Running Contract at any time, either whole or part, by giving 10 days notice to the contractor by a registered mail or by hand, and if needed may award the same to any other firm at the cost of the contractor or without the cost of the contractor, without prejudice to any other right available under the term-conditions or under law.
- 07.02 RIE may without prejudice to any other remedy for breach of contract, terminate the contract in whole or part, if
- 07.02.01 The Contractor fails to deliver any or all of the Services within the time period (s) specified in the Contract or complaint note to the Contractor, or within any extension thereof granted by RIE, Bhopal pursuant to Contract Agreement.
- 07.02.02 The Contractor fails to perform any other obligation(s) under the contract.
- 07.02.03 The Contractor, in the judgment of RIE, has engaged in fraud and corruption.

Administrative Officer
RIE, Bhopal

SECTION - IV
Technical Bid (Qualification Criteria)

(Bid Reference No. : F.5(26)/RIEB/STORE/AMC COMPUTER/2019-20)

[Please do not leave any column/row blank and attach all required self attested certificates in same sequence, with page numbers]

To

The PRINCIPAL,
Regional Institute of Education,
Shyamla Hills,
Bhopal

Subject : Submission of Technical Bid

Sir,

I hereby submit the Technical Bid as per the requirements mentioned in the Tender Document / Addendum as below for your necessary action

1. Name of the Owner of the Firm -----
2. Name of the Firm : -----
3. Address of the Firm :-----
Telephone Nos. (Mobile & Landline) : -----Fax No. : -----
E-mail ID No. : ----- Web-site Address, if any : -----
4. Certificate of M.P. Firms and Shops Regulation Act: -----
5. The three specimen signatures of the authorized representatives have been attested below and it is certified that the Authorized representatives are committed to our firm and fully responsible for the contractual obligations :

Name of authorized person	Designation	His/Her residential address	His/Her contact Numbers (Landline & Mobile)	His/Her three attested signatures
				1
				2
				3

6. Qualification & experience of AMC of Computers & Pheripherals personnel proposed for administartion and execution of the Contract.

Position	Name	Qualification	Years of experience (general)	Years of experience in the proposed position

7. Details of work performed as prime contractor has been in the field of Repair, Maintenance and Service of Equipments given in the list of Job Items given in Price Bid for the period of at least previous last three years and has successfully completed the jobs in Central Government / State Government / Autonomous Body / PSU / Educational Institute / Private Agencies etc., as per the details given in the following table (self attested copies of proofs are attached) :

Project Name	Name of Employer	Description of work	Contract No.	Value in Rs. Lac	Date of issue of work order	Stipulated period of completion	Actual date of completion	Remarks

(Rows of above table may be extended as per the requirements)

8. Financial reports for the last three years: Audited balance sheets and profit and loss account along with auditors' reports etc, with copy of Income Tax Return for the Financial Year 2016-17, 2017-18, 2018-19 Computation Statements. list them below and attach copies.

9. Gross receipts from Maintenance Services for last three years, as per service tax return.

Year	2016-17	2017-18	2018-19
Gross Receipts (Rs.)			

10. Write Yes or No against each row of following table without leaving any row blank and also attach self certified proofs in the same sequence :

S.No.	Questionnaires	Write Yes or No
10.01	Self attested copy of DD / BC/Cash receipt of Rs.1000/- towards the cost of tender document attached	
	Tender Document was downloaded from RIE, Bhopal Web-site and DD / BC of Rs. 1000/- towards the cost of tender document as per following details is attached : DD/BC No. ----- dated ----- drawn on Bank (Bank Name, Address, Branch Code etc.) ----- in favour of Principal, Regional Institute of Education payable at Bhopal.	
10.02	My firm falls under the category of PSU and self attested copy of proof is attached	
	Earnest Money Deposit (EMD) of Rs.----- /- (Rupees ----- only) has been enclosed vide DD/BC No. ----- dated ----- drawn on Bank (Bank Name, Address, Branch Code etc.) ----- in favour of Principal, Regional Institute of Education payable at Bhopal	
10.03	A recent copy of Bill / Cash-memo indicating necessary information (2) to (7) above and 10.04 to 10.08 of this table is enclosed	
10.04	Self attested copy of valid PAN (in the name of the firm) issued by the competent authority attached	
10.05	Self attested copy of valid GST Registration Number (in the name of the firm) issued by the competent authority attached	
10.06	Self attested copy of valid registration of MSME/MSEs (in the name of the firm) issued by the competent authority attached	
10.07	The bidder must have valid EPF Registration Certificate (in the name of the firm) issued by the competent authority attached.	

10.08	Self attested copy of valid Service Tax Registration Number (in the name of the firm) issued by the competent authority attached	
10.09	I have attached the response letter on the printed letter head of the bidder's firm, duly signed and rubber stamped, with the following undertakings :	
10.09.01	That I hereby acknowledge the receipt of complete set of Tender Document and Addendum. It has been examined and studied in respect of full Details, Sections, Terms-Conditions, Addendum etc. and Completed Bid submitted by me covers all the parameters of Tender Document / Addendum, failing which RIE, Bhopal has the authority to reject my Completed Bid.	
10.09.02	That I undertake that all the information mentioned in the completed bidding document is correct to the best of my knowledge and belief. I also undertake, if our bid is accepted, to render services in accordance with the terms-conditions of the contract and as per the prices including taxes approved by RIE.	
10.09.03	That I undertake to abide by all the conditions given in Tender Document in various Sections and Addendum. In case of violation of any condition by me, RIE, Bhopal may take action as deemed fit / as mentioned in various Sections of Tender Document and Addendum including rejection of my bid.	
10.09.04	That I agree to abide by this bid and shall remain binding upon us, for the complete validity period of the bid until contract is finalized. This bid together with your written communications thereof and your notification for award of Contract, shall constitute a binding conditions upon us till the successful completion of Contract.	
10.09.05	That for the submission of bid, we have used the prescribed formats and tables or their clear photocopies only without incorporating any changes in them, failing which my completed bid will be rejected by RIE. The Spare Parts (that will be replaced) will be of genuine Reputed Manufacturing Company having ISI or Equivalent Grading.	
10.09.06	That the Prices quoted by me will remain fixed during the total period of bid validity, and if approved by RIE, Bhopal to a total period of contract including extended period if granted, accordingly valid period of DD / BC submitted toward the cost of the Tender Document / EMD / Performance Security Money will be adjusted falling which my bid may be rejected by RIE. The Prices quoted by me shall not be subjected to any upward variation / change on any account. In case of downward variation of Prices during the running contract period, the benefit will be given to RIE. Upward / Downward Changes, if any, in VAT and Service Tax will be acceptable to RIE, Bhopal with effect from the date of notification by the Government if proper proofs are provided to RIE, Bhopal to its satisfaction. If a bid is submitted with adjustable prices, the same will be treated as non-responsive. The bid will also be treated as non-responsive if prices quoted are found imaginary. The prices quoted have been rounded to nearest Rupee (s). Failing to comply with above requirements will result in rejection of bid.	
10.09.07	That I have quoted the rates of All Job Items given in Table I of Section IV & Table-2 of Section-IV, Price Bid (Price Schedule of Job Items) and schedule of Taxes given in table II, failing which my bid will be rejected.	
10.09.08	That I shall charge the taxes, if any, in accordance with the existing Government Procedures / Rules. For example VAT will be charged on new items only and Service Tax will be charged on Labour Charges only.	
10.09.09	That I shall be entirely responsible for depositing to Govt. Agencies all taxes such as Sales Tax, VAT*, Service Tax, Insurances, Duties, License Fees, Octroi, Road Permits, etc., incurred for performing the contract. (*Institute will deducted the amount from bills as per rules & Issue VAT Certificate in this regards)	
10.09.10	That My firm has never been Blacklisted by any Central Government / State Government / Autonomous Body / PSU / Educational Institute / Private Agencies etc., and if it comes to	

	the notice of RIE, the bid / approved running contract will be terminated by RIE, Bhopal with immediate effect. RIE, Bhopal also reserve the right to Blacklist my Firm as per the available rules / regulations.	
10.09.11	That RIE, Bhopal requires the Bidders to strictly follow the laws against any Fraud and Corruptions in force in India, namely Prevention of Corruption Act 1988 amended from time to time to till date. I undertake that, in completing and executing the contract, we will strictly observe the "Prevention of Corruption Act 1988 and its subsequent amendments".	
10.10	I have submitted the self certified copies of previous three years Income / Sales Tax / GST Balance Sheet duly cleared by Income Tax / Sales Tax Department.	

11. Signature of tenderer -----
12. Name of the tenderer in block letters -----
13. Designation / Capacity in which signed the tender -----
14. Date -----
15. Place -----
16. Office Seal -----

Section -V

Price Bid(Price Schedule o Items)

To,

THE PRINCIPAL
REGIONAL INSTITUTE OF EDUCATION
SHYAMLA HILL BHOPAL

Subject: Submission of Financial Price Bid

Sir,

I hereby submit the Price Bid as per the requirement mentioned in the Tender Document/Appendix as below for your necessary action:

S. No.	Item	Total Quantity	Unit Price with GST	Total Unit price of item in figure rounded to nearest Rs	Total unit price of item in words
Computer					
1	HP Desktop Computer Pro-Intel Core i5 3.20 GHz, RAM-2GB, Hard Disk-500GB, OS-Windows 7 Pro 32 bit	17 Nos			
2	HP Desktop Computer Pro-Intel Core i3 3 rd Generation, 3.40 GHz, RAM-4GB, Hard Disk-500GB, OS-Windows 8.1 64bit	15 Nos			
3	Acer Desktop Computer Pro-Intel core i7 3.4 GHz, RAM-4GB, Hard Disk-1TB, OS-Windows 10 Pro 64bit	49 Nos			
4	Dell All in One 3020 Pro- Core i3, 7 th Generation, 2.90 GHz, RAM-4GB, Hard Disk-1TB, OS-Windows 10 Pro 64bit	80 Nos			
5	HP All in One 400, Pro- Intel Pentium R, CPU-2.90 GHz, RAM-4GB, Hard Disk-500TB, OS-Windows 8.1 64bit	18 Nos			
6	IBM Lenovo Pentium-IV Desktop Computers Microsoft Windows XP, Intel (R) D CPU 2.80GHz, 2.79 GHz, RAM 500 MB, 17" digital ColourMonitor, Integrated DVD Writer 8X and integratedstereo speaker.	44Nos			
Total Computer		193 Nos			
Printer					
1	HP Laser Jet MFP1005	19 Nos			
2	HP Laser Jet Colour 400M51DN	1 Nos			
3	HP Laser Jet P2055DN	1 Nos			
4	HP Laser Jet Colour pro M1549	1 Nos			
5	HP Laser Jet Colour 2600N	1 Nos			
6	HP Laser Jet P1606DN	1 Nos			

7	HP Laser Jet 3020	3 Nos			
8	HP Laser Jet254DW	1 Nos			
9	HP Laser Jet Pro 3015	1 Nos			
10	HP Laser Jet pro 1010	1 Nos			
11	HP Laser Jet pro 1213	2 Nos			
12	HP Laser Jet Colour CP1025	2 Nos			
13	HP Laser Jet M252DW	1 Nos			
14	HP Laser Jet pro 226DN	1 Nos			
15	HP Laser Jet 1536DNF	1 Nos			
16	HP Laser Jet 1000	2 Nos			
17	HP Laser Jet colour mfp100	1 Nos			
18	Epson DMPUX310	1 Nos			
Total printer		41 Nos			

Scanner

1	HP Scanner Pro G3110	1 Nos			
2	HP Scanner 4400C	2 Nos			
Total Scanner		3 Nos			

Projector

1	Sony/VPL EX242	5 Nos			
2	Hitachi/ CPX-3021WN	4 Nos			
3	Hitachi/ CPD-W3003	5 Nos			
4	Hitachi/CPX-4015WN	1 Nos			
5	Epson EMP-280	1 Nos			
6	Canon-LV/7265	8 Nos			
7	Canon-LV/4265				
	Sharp	1 Nos			
Total Projector		25 Nos			

Laptop

1	HP-Pro Book 4440s, Proc.-core i5 3210M, RAM-2GB HD-500	1 Nos			
2	HP-Pro Book 4440s, Proc.-core i5 3210M, RAM-2GB HD-700	1 Nos			
3	HP-Pro Book 4520s, Proc.-core i5 M450, RAM-3GB HD-500	3 Nos			
4	HP-Pro Book 4530s, Proc.-core i5 2450M, RAM-6GB HD-500	3 Nos			
5	HP-Pro Book 4530s, Proc.-core i5 2450M, RAM-6GB HD-500	1 Nos			
6	Dell-Latitude E6430, Proc.-core i5 3340M, RAM-4GB HD-500	1 Nos			

7	Dell-Latitude E6430, Proc.-core i5 3340M, RAM-4GB HD-300	1 Nos			
Total Laptop		11 Nos			
UPS					
1	UPS 500VA APC	23 Nos			
2	UPS 600 VA APC	1 Nos			
3	UPS 600 VA Techcom	1 Nos			
4	UPS 700VA	15 Nos			
5	UPS 1100 VA	104 Nos			
Total UPS		144 Nos			
Online UPS					
1	UPS 2KVA APC	2 Nos			
2	UPS 5KVA APC	1 Nos			
3	UPS 20KVA APC	1 Nos			
Total Online UPS		4 Nos			
LAN					
1	LAN with Nodes,(Cable – CAT5 4000 Mtrs approx., connectors for points Switch–24 Ports = 22 , Switch–16 Ports = 02, Switch– 8 Ports=10 , Switch– 5 Ports= 01, ,Switch– 4 Ports= 03 Modem–27 Software= Windows Server= Proxy server, Mail Server, Access point.				

Note:

1. The machines shall be taken over under AMC by the selected(s) on “**AS IS WHERE IS BASIS**” No extra payment whatsoever even for any initial repair, if any, will be made to the contractor. Bidders may inspect the machines before quoting.
2. The party will maintain every part of LaserJet/DeskJet Printers drum, chip, Teflon, DC Blade, etc., except toner cartridge/refill powder.
3. The UPS Batteries covered in the AMC no extra charges will pay by the Institute if UPS Batteries will replace.

1. Name of the owner of the Firm -----
2. Name of the Firm -----
3. Address of the Firm -----
4. Telephone Numbers (Mobile & Land Line) -----
5. Fax No. -----
6. E-Mail ID -----
7. Web site Address -----
8. Signature of the tenderer -----
9. Name of the tenderer in block letters -----
10. Designation / Capacity in which signed -----
11. Date -----
12. Place -----
13. Office Seal -----

SECTION - VI
Format for Offer for Award of Contract

Dated: -----

To,

Subject: Comprehensive Annual Maintenance Contract of Computers, Equipments, LAN & Peripherals of RIE, Bhopal & DMS.

Sir,

1. Please refer to your Bid Reference Number ----- dated ----- for Awarding the Rate Contract of items for one year for Comprehensive Annual Maintenance Contract of Computers, Equipments, Peripherals & LAN of RIE, Bhopal & DMS.
2. The duration of the contract will be initially for a period of three months with effect from the date of commencement of the contract and if the services are satisfactory during the probation period, the contract would be granted for one year period.
3. You have quoted the lowest rates of Unit Quantity of Items for the items at serial numbers: -----
----- (-----
out of total of -----).
4. You are therefore requested to furnish your Acceptance Letter for the lowest unit rates on your letter head along with the Performance Money 10% of the rates quoted for one year in the form of DD / BC in favour of **“Principal, Regional Institute of Education payable at Bhopal”** within FIVE days of issue of this notification.
5. The Notification for the award of contract will be issued to your firm in case you submit Performance Money along with the Acceptance Letter.
6. Failing to submit the above said Papers/ Performance Security Money within stipulated time period, further action as stated in Tender Documents / Addendum will be taken.

Thanking you.

Yours faithfully,

Administrative Officer

SECTION - VII
Format for Notification for Award of Contract

Dated: -----

To,

Subject: Award of Rate Contract of items for One Year for the Repair, Comprehensive Annual Maintenance Contract of Computers, Equipments, Peripherals & LAN of RIE, Bhopal & DMS.

Sir,

1. This refers to your Acceptance Letter Reference Number ----- dated -
----- for the lowest rates of unit quantity items and the Performance Money of 10% of the rates quoted in the form of DD / BC in favour of “**Principal, Regional Institute of Education, Bhopal**”.

Dated	Amount	Name & Address of issuing bank with code No.	Payable at

2. RIE, Bhopal is pleased to award your firm Rate Contract of items for The duration of the contract will be initially for a period of three months with effect from the date of commencement of the contract and if the services are satisfactory during the probation period, the contract would be granted for One Year, for the **Comprehensive Annual Maintenance Contract of Computers, Equipments, LAN & Peripherals of RIE, Bhopal & DMS.** from ----- to ----- (in words from -----
----- to -----).

3. **A list** of rates of unit quantity for items approved and accepted by RIE, Bhopal is enclosed herewith which will be applicable for total period of contract including extension period if granted.
Thanking you.

Yours faithfully,

Administrative Officer

Enclosed : List of Rates of Items of Unit Quantity approved and accepted by RIE, Bhopal.

SECTION – VIII

Format for Contract Agreement

This agreement made on the day of _____ on _____, 2019 between Regional Institute of Education, Bhopal herein after called the “**Purchaser**” and form one part,
AND

Sh. _____ S/o Sh. _____ address

_____, designation held _____ in the firm
_____ (Name of the firm) situated at

_____ (address of the firm), herein after called the “**Contractor.**”

Whereas the Purchaser desires to enter into Rate Contract of items for one year for the Repair, **Comprehensive Annual Maintenance Contract of Computers, Equipments, LAN & Peripherals of RIE, Bhopal & DMS**, during the period of Initially for 03 months/One year of contract from _____ to _____.

Whereas the Contractor has accepted and agreed to enter into Rate Contract of Job items for 03 months/one year for the Repair, **Comprehensive Annual Maintenance Contract of Computers, Equipments, LAN & Peripherals of RIE, Bhopal & DMS**, during the period of Three Months/one year of contract from _____ to _____ as per the terms-conditions of the Contract stipulated in Tender Document.

The following Sections of tender documents shall be deemed o form and be read and construed as part of this agreement:

Section No.	Description	Page Nos.	
		From	To
I	Schedule of Important Dates	03	03
II	Invitation of Bids & Instructions to Bidders	04	06
III	Terms-Conditions of Contract	07	09
IV	Technical Bid (Qualification Criteria)	10	13
V	Financial (Price) Bid {Price Schedule of Items }	14	16
VI	Format for Offer for Award of Contract	17	17
VII	Format for Notification for Award of Contract	18	18
VIII	Format for Contract Agreement	19	20
IX	[APPENDIX – 1] (Format for List of Items to be done by the contractor that will be attached with contract)	21	22
IX	[APPENDIX – 2] Format for Satisfactory AMC Award Contract (To be accompanied along with the bill submitted by the Contractor)	23	23
IX	[APPENDIX – 3] Format for List of Old / Replaced Spare Parts	24	24

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS

1. In this agreement words and expressions shall have the same meanings as are respectively assigned to them in the Contract referred in above table.
2. The period of the contract will be for 03 MONTHS/one year from _____ to _____ (In words from _____ to _____).
3. The Contractor has agreed for Rate Contract of Job items for 03 MONTHS /one year for the Repair, **Comprehensive Annual Maintenance Contract of Computers, Equipments, LAN &Peripherals of RIE, Bhopal & DMS** on Order Basis, during the period of one year of contract from _____ to _____ as per the rates approved by RIE, Bhopal and given in writing to the Contractor in the notification of award of Contract.
4. The Purchaser has agreed to pay to the Contractor, and Contractor has agreed to receive the payments as per the terms-conditions of the contract and approved rates of Job Items.

Both the parties i.e. the Contractor and Purchaser place their signature below with office seal for this agreement:

Signature of the Contractor

Signature of the Authority Signatory

Date

Date

Place

Place

Office Seal

Office Seal

Witnesses :

1. Signature _____

Name _____

Postal Address _____

Telephone No. (s) _____

e-Mail ID _____

2. Signature _____

Name _____

Postal Address _____

Telephone No. (s) _____

e-Mail ID _____

SECTION – IX[APPENDIX – 1]

(Format for List of Items to be done by the contractor that will be attached with contract)

F. No.. -----

Main / Additional Order Serial No. & Date -----

Subject: Items to be attended by the Contractor

S. No.	Item	Total Quantity	Unit Price with GST	Total Unit price of item in figure rounded to nearest Rs	Total unit price of item in words
Computer					
1	HP Desktop Computer Pro-Intel Core i5 3.20 GHz, RAM-2GB, Hard Disk-500GB, OS-Windows 7 Pro 32 bit	17 Nos			
2	HP Desktop Computer Pro-Intel Core i3 3 rd Generation, 3.40 GHz, RAM-4GB, Hard Disk-500GB, OS-Windows 8.1 64 bit	15 Nos			
3	Acer Desktop Computer Pro-Intel core i7 3.4 GHz, RAM-4GB, Hard Disk-1TB, OS-Windows 10 Pro 64bit	49 Nos			
4	Dell All in One 3020 Pro- Core i3, 7 th Generation, 2.90 GHz, RAM-4GB, Hard Disk-1TB, OS-Windows 10 Pro 64bit	80 Nos			
5	HP All in One 400, Pro- Intel Pentium R, CPU-2.90 GHz, RAM-4GB, Hard Disk-500TB, OS-Windows 8.1 64bit	18 Nos			
6	IBM Lenovo Pentium-IV Desktop Computers Microsoft Windows XP, Intel (R) D CPU 2.80GHz, 2.79 GHz, RAM 500 MB, 17" digital ColourMonitor, Integrated DVD Writer 8X and integratedstereo speaker.	44Nos			
Total Computer		193 Nos			
Printer					
1	HP Laser Jet MFP1005	19 Nos			
2	HP Laser Jet Colour 400M51DN	1 Nos			
3	HP Laser Jet P2055DN	1 Nos			
4	HP Laser Jet Colour pro M1549	1 Nos			
5	HP Laser Jet Colour 2600N	1 Nos			
6	HP Laser Jet P1606DN	1 Nos			
7	HP Laser Jet 3020	3 Nos			
8	HP Laser Jet254DW	1 Nos			
9	HP Laser Jet Pro 3015	1 Nos			
10	HP Laser Jet pro 1010	1 Nos			
11	HP Laser Jet pro 1213	2 Nos			
12	HP Laser Jet Colour CP1025	2 Nos			
13	HP Laser Jet M252DW	1 Nos			
14	HP Laser Jet Pro 226DN	1 Nos			
15	HP Laser Jet 1536DNF	1 Nos			
16	HP Laser Jet 1000	2 Nos			
17	HP Laser Jet colour mfp100	1 Nos			
18	Epson DMPUX310	1 Nos			
Total printer		41 Nos			
Scanner					
1	HP Scanner Pro G3110	1 Nos			
2	HP Scanner 4400C	2 Nos			
Total Scanner		3 Nos			
Projector					
1	Sony/VPL EX242	5 Nos			
2	Hitachi/ CPX-3021WN	4 Nos			
3	Hitachi/ CPD-W3003	5 Nos			

4	Hitachi/CPX-4015WN	1 Nos			
5	Epson EMP-280	1 Nos			
6	Canon-LV/7265	8 Nos			
7	Canon-LV/4265				
	Sharp	1 Nos			
Total Projector		25 Nos			
Laptop					
1	HP-Pro Book 4440s, Proc.-core i5 3210M, RAM-2GB HD-500	1 Nos			
2	HP-Pro Book 4440s, Proc.-core i5 3210M, RAM-2GB HD-700	1 Nos			
3	HP-Pro Book 4520s, Proc.-core i5 M450, RAM-3GB HD-500	3 Nos			
4	HP-Pro Book 4530s, Proc.-core i5 2450M, RAM-6GB HD-500	3 Nos			
5	HP-Pro Book 4530s, Proc.-core i5 2450M, RAM-6GB HD-500	1 Nos			
6	Dell-Latitude E6430, Proc.-core i5 3340M, RAM-4GB HD-500	1 Nos			
7	Dell-Latitude E6430, Proc.-core i5 3340M, RAM-4GB HD-300	1 Nos			
Total Laptop		11 Nos			
UPS					
1	UPS 500VA APC	23 Nos			
2	UPS 600 VA APC	1 Nos			
3	UPS 600 VA Techcom	1 Nos			
4	UPS 700VA	15 Nos			
5	UPS 1100 VA	104 Nos			
Total UPS		144 Nos			
Online UPS					
1	UPS 2KVA APC	2 Nos			
2	UPS 5KVA APC	1 Nos			
3	UPS 20KVA APC	1 Nos			
Total Online UPS		4 Nos			
LAN					
1	LAN with Nodes,(Cable – CAT5 4000 Mtrs approx., connectors for points Switch–24 Ports = 22 , Switch–16 Ports = 02, Switch– 8 Ports=10 , Switch– 5 Ports= 01, ,Switch– 4 Ports= 03 Modem–27 Software= Windows Server= Proxy server, Mail Server, Access point.				

Note:

1. The machines shall be taken over under AMC by the selected(s) on “**AS IS WHERE IS BASIS**” No extra payment whatsoever even for any initial repair, if any, will be made to the contractor. Bidders may inspect the machines before quoting.
2. The UPS Batteries covered in the AMC no extra charges will pay by the Institute if UPS Batteries will replace.

*A quantity may vary.

SECTION - IX [APPENDIX – 2]
Format for Satisfactory AMC Award Contract
(To be accompanied along with the bill submitted by the Contractor)

01	Bill Number and Date	
02	RIE's Order Number & Date including Additional Job Order Number & Date	
03	Details of Requisition Complaint/Service report along with job card of each machine (s) received from Concern User/Deptt. Section Office (Note Number, Date, Name of Person & Designation who signed the Requisition)	
04	Name of Item / Machine / Equipment, Stock Number, Make, Model, Serial Number, Capacity etc. which has been found missing from the position/Room/Section Deptt. Etc.	
05	List of Spare Parts of reputed make with correct quantity replaced in the Item, if any	1. 2. 3.
06	During repair, list of spare parts found missing from the item and the same replaced with the reputed make with ISI Grading & correct quantity, if any	1. 2. 3. 4. 5.
07	Store Issue/Requisition for gate pass & Date, if any	
08	Gate Pass Number & Date, if any	
09	Certified that above stated Job(s) have been done as per the Job Order/Contract referred in row number 02 above. The Spare Parts of reputed make & correct quantity has been replaced. The list of old replaced Non-consumable spare parts on our letter head along with the parts has been submitted along with the bill. Name & Signature of the contractor ----- Date -----	Rubber Stamp
10	Certified that above stated job (s) has/have been done by the Contractor under our supervision as per the Job Order referred in row number 02 above. The Spare Part (s) which has / have been replaced are of reputed make/quality and correct quantity. The Non-consumable old spare part(s) has/have been deposited in the Stores. The Functional Test of the Item (s) after repair/service/maintenance has/have been found to be satisfactory. Name, Designation, Signature and Date of Staff who supervised the Job (s) of the Contractor 1. ----- 2. ----- 3. ----- 4. -----	
11	(a) In response to our Requisition/Complaint (details given in Row No. 03 above), the above stated Job (s) has/have been done and All the service report along with job card of each machine are enclosed in ----- above). Date -----	Rubber Stamp

SECTION - IX [APPENDIX – 3]
Format for List of Old / Replaced Spare Parts
 (To be accompanied along with the bill submitted by the Contractor)

01	Bill Number and Date	
02	RIE's agreement Number and Date and Additional Job Order No. & Date, if any	
03	Description of Replaced Spare Parts against defective parts of Item / Machine / Equipment	1. ----- (Qty ----- Nos.) 2. ----- (Qty ----- Nos.) 3. ----- (Qty ----- Nos.) 4. ----- (Qty ----- Nos.) 5. ----- (Qty ----- Nos.) 6. ----- (Qty ----- Nos.) 7. ----- (Qty ----- Nos.)
04	Description of Replaced Spare Parts against missing parts of Item / Machine / Equipment	1. ----- (Qty ----- Nos.) 2. ----- (Qty ----- Nos.) 3. ----- (Qty ----- Nos.) 4. ----- (Qty ----- Nos.) 5. ----- (Qty ----- Nos.) 6. ----- (Qty ----- Nos.) 7. ----- (Qty ----- Nos.)

(Details of Repaired Spare Parts re-fixed in Machine / Item / Equipment must not be shown here)

Certified that above Old / Replaced Spare Parts has / have been received in the Stores and entered in the register at Serial Number ----- on Page Number -----.

Sig. of SK / ASO
Date

Sig. of Section Officer
Date