



Indian Maritime University
(A Central University Govt. of India)
East Coast Road, Uthandi, Chennai 600 119.
Tel: (044) 2453 9020, Fax: 2453 0342

Tender No. IMU-HQ/R/71/93/2/2018-PUR

06.07.2018

TENDER NOTIFICATION

Sealed tenders in two bid system are invited from reputed and established Service Providers for providing Comprehensive Annual Maintenance for Hardware, Network and Facility Management Services in Indian Maritime University, Headquarters. The Tender Document can be downloaded at free of cost from IMU's website www.imu.edu.in from 06.07.2018 onwards. Last date for receiving tender at IMU-HQ is 15:00 Hrs on 26.07.2018.

REGISTRAR

TENDER ABSTRACT

1	Title	:	Tender for providing Comprehensive Annual Maintenance for Hardware, Software, Network and Facility Management Services at Indian Maritime University- Headquarters
2	Notice Inviting Tender No.	:	Tender No. IMU-HQ/R/71/93/2/2018-PUR dated 06.07.2018
3	Tender document download date	:	06.07.2018
4	Last date and time for receipt of bids	:	15:00 Hrs on 26.07.2018
5	Date and time for opening of Technical bid	:	16.00 Hrs on 26.07.2018
6	Date and time for opening of Financial bid (for technically qualified bidders)	:	To be intimated later.
7	Period of contract	:	The contract will be initially for a period of one year, extendable by another two year, one year at a time subject to the satisfactory performance of the Agency at the same rate, terms and conditions and at the sole discretion of IMU-Headquarters.
8	Validity of tender offers	:	120 days from date of opening of Technical bid
9	EMD Amount	:	Rs.5,000/- in form of Demand Draft payable in favour of Indian Maritime University, Headquarters payable at Chennai.
10	Performance Security Deposit (for finalized bidder only)	:	Rs. 10% of Work Order Value excluding GST, in the form of Demand Draft payable in favour of Indian Maritime University, Headquarters payable at Chennai.
11	Address for Submission of Tender	:	Registrar, Indian Maritime University Headquarters , East Coast Road, Uthandi, Sholinganallur (PO), Chennai-600 119 Tel:044- 2453 9020 Email: registrar@imu.ac.in

1. Introduction:

The Indian Maritime University (IMU) Chennai is a Central University, established under the Act of Parliament in 2008. IMU-HQ invites sealed Tenders from Service Providers for providing Comprehensive Annual Maintenance for Hardware, Software, Network and Facility Management Services at INDIAN MARITIME UNIVERSITY, Headquarters as per the detailed specifications, terms and conditions indicated in this document.

2. Instructions to Bidders:

2.1. General Instructions:

2.1.1. INDIAN MARITIME UNIVERSITY, Headquarters (IMU-HQ) has a number of computing systems such as desktops, laptops, servers, SAN/NAS, printers, firewall, routers, switches, Wi-Fi access points, bridges and control units. The entire Campus is networked with 1 GBPS LAN and 150 MBPS Wi-Fi network. IMU-HQ has its own website and mail server and is connected to the internet via a leased line. It is intended that the contractor should provide comprehensive annual maintenance service for hardware, software, and network and facility management service for smooth operation of these systems so as to ensure uninterrupted delivery of computing services.

In this connection IMU-HQ invites sealed tenders under two bid system for providing Comprehensive Annual Maintenance for Hardware, Software, Network and Facility Management Services at IMU-HQ, Chennai. The tenders shall be submitted in accordance with conditions stipulated in tender in a sealed cover duly super scribed with the name of the tender on the envelope.

The tenderers should be of reputed and experienced service providers/Agencies/contractors who have undertaken work of similar nature and magnitude in Educational Institutions/Government organizations/Large scale industries/MNCs/Other reputed organizations as specified in eligibility criteria.

2.1.2. Tender documents consisting of Technical & Financial Bids shall be submitted by the bidders in two separate sealed envelopes:

i. **Cover –I (Technical Bid):** - Should contain i) Demand Draft for EMD, ii) the covering letter (Annexure A), iii) Notice Inviting Tender (NIT) signed on all pages, iv) Annexure B, etc.

This cover should be sealed and super scribed as "**Technical Bid**" and all the pages of tender document including the documents enclosed with it should be serially numbered and flexible bounded / tagged.

ii. **Cover –II (Price Bid):** - Should contain only Price Bid (Annexure H)-This cover should be sealed and super scribed as "**Price Bid**". The amount entered in the

price bid will be excluding applicable GST.

Covers 1 & 2 should be kept in a separate main cover and this cover should also be sealed, super scribed as "Tender for Comprehensive Annual Maintenance for Hardware, Software, Network and Facility Management Services at IMU-HQ, Chennai" and to be submitted to The Registrar, Indian Maritime University, Headquarters, ECR, Uthandi, Sholinganallur PO, Chennai-600119 (All the covers shall be addressed to the Registrar, Indian Maritime University, Headquarters. Name and address of the Bidder shall also be written on all covers).

The bids should reach latest by 15:00 hrs on 26.07.2018.

- 2.1.3. Sealed bids should be dropped in the Tender Box at Indian Maritime University- Headquarters, ECR, Uthandi, Sholinganallur PO, Chennai-600119 or sent by registered post in the address mentioned for communication below and to reach this office by due date and time. Late tenders will not be accepted in any circumstances and no responsibility will be taken for any postal delay or non-receipt/non-delivery of the bid documents.
- 2.1.4. A bidder may modify or withdraw his bid after submission provided that the written notice of modification or withdrawal is received by this office prior to deadline prescribed for submission of bids. No bid shall be modified after the deadline for submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security.
- 2.1.5. The bidders shall submit all details, documents etc. as required in the tender document duly signed on each page. In case bidder fails to do so, IMU- Headquarters reserves the right to reject the tender without seeking any further clarification. All the pages of tender document including the documents enclosed with it should be serially numbered and flexible bounded / tagged. The total number of pages should be mentioned in the forwarding letter.
- 2.1.6. The bidder shall submit the copy of the tender document and addenda thereto, if any, with each page signed and stamped to confirm the acceptance of the entire terms and Conditions of the tender.
- 2.1.7. All communications with regard to this tender to be addressed to:
The Registrar,
Indian Maritime University Headquarters,
East Coast Road, Uthandi, Sholinganallur PO., Chennai – 600 119
Tel: 044-2453 9020
Email: registrar@imu.ac.in
- 2.1.8. IMU, Headquarters at its sole discretion reserves the right to extend last date of submission of tender and the same shall be updated in IMU, Headquarters website and all bidders are requested to visit the website for latest updates.

- 2.1.9. IMU-Headquarters reserves the right to annul the bidding process at any time without any liability for such annulment, without assigning any reason there to.
- 2.1.10. IMU-Headquarters reserves the right to invite revised tenders with or without amendment at any stage without any liability for such invitation and without assigning any reason thereof.
- 2.1.11. IMU-Headquarters shall notify the successful bidder through registered letter/ speed post / fax / e-mail or in person confirming that their offer has been accepted. IMU-Headquarters will issue the Award letter to the successful bidder. This award letter shall indicate the details of services to be supplied by the bidder and the amount which IMU-Headquarters shall pay to the successful bidder in consideration of the execution of the contract by them.
- 2.1.12. Upon receipt of the Purchase Order by the Contractor, he shall prepare two sets of the Agreement as per Annexure - 'G' of the tender documents at the earliest without any delay and complete all the formalities and submit the same to IMU-Headquarters duly executed on stamp paper for value of Rs.200/- (Rupees Two Hundred only) within 14 days from the date of receipt of Purchase Order. The agreement should be submitted by the contractor along with the required security deposit. One set of the agreement will be returned to the Contractor after the signature of authorized signatory of IMU-Headquarters.
- 2.1.13. Quoted rates must be valid for one year from the date of issue of work order and remains unchanged in the event of extension for further period of one year at a time for another two years.
- 2.1.14. If successful bidder fails to enter into contract within 14 days, the next successful bidder may be awarded the contract at the discretion of IMU- HQ.
- 2.1.15. Successful bidder will nominate an Officer/Manager as single point of contact to IMU-Headquarters to promptly address the issues raised by the Campus.
- 2.1.16. The bidder must comply with all the provisions of Rules/Regulations Statutory guidelines applicable to its business and shall comply with all necessary registration, licenses, approvals and sanction under the applicable laws.
- 2.1.17. The bidder shall note that no alternative or counter or qualifying tender conditions by the bidder will be acceptable to IMU-HQ. Tenders containing any qualifying conditions or even bidder's clarifications in any form may be treated as non-responsive and will run the risk of rejection. In general, printed terms & conditions shall not be accepted.
- 2.1.18. Bidder who submits more than one tender will be disqualified.

2.2. Response to queries and issue of amendments:

- 2.2.1. IMU-HQ will respond to any valid request for clarification, received four days prior to the last date for submission of tender. IMU-HQ decision is final and binding with regard to interpretation of terms used or other tender contents.
- 2.2.2. IMU may, for any reason, suo motu or in response to a clarification by a prospective bidder or bidder, modify the tender documents by amendments (through addenda / corrigenda etc.)

- 2.2.3. Any such amendments will be informed to all the participants in the pre-bid meeting besides hosting on IMU website. All the bidders who had downloaded the Bid Document shall verify, whether any such amendments have been issued by IMU-HQ, before submitting their bid and shall take cognizance of and include such amendment(s) in their submission. In any case, the amendment(s), if any, shall be binding on the Bidder.
- 2.2.4. Any such corrigendum/addendum shall be deemed to be part or incorporated into this NIT.
- 2.2.5. In order to provide prospective bidders reasonable time for taking the Corrigendum/modifications into account, IMU-HQ may, at its discretion, extend the last date for the receipt of Bids. However, no such request in this regard shall be binding on IMU-HQ.
- 2.2.6. It is the responsibility of the bidder to check the website of IMU-HQ time to time for updates.

2.3. Cost of Bidding:

The bidders shall bear all costs, efforts or their time associated with the preparation and submission of their bids and the IMU will in no case be responsible or liable for those costs / efforts / time, regardless of the conductor outcome of the tendering process or the cancellation, if any, of tender by IMU, due to any reason whatsoever and at any stage of the tender (IMU is not responsible, if there is a cancellation even after price bid opening).

2.4. Completeness of Tender:

The Bidder is expected to examine all instructions, forms, terms, conditions and deliverables in the tender document. Failure to furnish all information required by the tender documents or submission of a tender offer not substantially responsive in every respect to the tender documents will be at the bidder's risk and may result in rejection of its tender offer. The tender offer is liable to be rejected outright without any intimation to the bidder if complete Information as called for in the tender document is not given therein, or if particulars asked for in the forms / pro-forma in the tender are not fully furnished.

2.5. Deadline for Submission of Proposals:

Tenders must reach the Registrar's office through speed post/ courier or to be dropped in to the box placed in the Registrar's Office, IMU, prior to the last date & time for submission, specified in the abstract. IMU may, at its sole discretion extend the date and time for submission of tenders. Any updates with regard to such extension or any other communication intended for the bidders / prospective bidders will be made only through IMU's website stated above. Any tender received after the last date and

time for submission of tenders prescribed will be rejected.

2.6. Late Proposal:

Any proposal received by IMU after the deadline for submission of proposals prescribed by IMU, will be rejected and kept as an unopened Tender.

2.7. Modification and withdrawal of bids:

- 2.7.1. The bidder may be allowed to modify or to submit revised bid due to corrigendum, addendum, etc., issued by IMU, any time prior to the last date prescribed for receipt of bids, by giving a written notice to the IMU.
- 2.7.2. The bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in a manner similar to the original Proposal.
- 2.7.3. Subsequent to the last date for receipt of bids, no modification of bids shall be allowed. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the of bid validity period specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security/EMD.

2.8. IMU's Right to accept and to reject any or all proposals:

Notwithstanding anything else contained to contrary in this Tender Document, IMU reserves the right to accept or reject any Bid or to annul the bidding process fully or partially or modifying the same and to reject all Proposals at any time prior to the award of work, without incurring any liabilities in this regard.

2.9. Rejection of Bids:

The bids will be rejected on following grounds:

- a) If any of the eligibility criteria as per the qualification criteria is not met
- b) EMD not submitted
- c) If tender terms and conditions are not met
- d) If bidder gives wrong information in the bid
- e) Canvassing in any form in connection with the bids
- f) If the bid is incomplete /partial bid/ conditional/unclear in any form
- g) Bids submitted after due date and time
- h) Bids are submitted through Telex/Fax/ e-mail (i.e. modes other than by way of speed post/ courier/ dropping in the box provided)
- i) Erasure and/or overwriting (if not countersigned by authorized person)
- j) Bids not signed by authorized signatory
- k) The Bidder shall offer and quote for all items and services indicated in the Tender. Tender responses that do not cover all items shall be summarily rejected.

2.10. Bid validity

Tenders shall remain valid for 120 days from the last date for submission of tender.

2.11. Bid Evaluation:

- 2.11.1. Tenders will be opened at IMU- Headquarters, East Coast Road, Uthandi, Chennai at 16:00 hours on 26.07.2018. Any bidder who are willing to observe the tender opening, may, in person or through his authorized representative, be present at the venue and witness the tender opening. In case of authorized representative, bidder should send a letter of authorization containing the specimen signature of their representative who is deputed to be present at the time of opening of tender. Representatives without carrying the letter of authorization will not be permitted to witness the opening of the tender. The maximum number of representatives that a bidder can depute to witness the opening of the tender will be limited to one.
- 2.11.2. The bidder or his authorized representative who are present shall sign a register evidencing their attendance. In the event of the specified date of tender opening being declared as a holiday for the IMU-Headquarters, the tender shall be opened at the specified time on the next working day.
- 2.11.3. The information furnished by the bidder in Cover - I in the prescribed format supplied by the IMU- Headquarters will form the basis for the evaluation. In exceptional cases IMU- Headquarters or his representative reserves the right to obtain the clarifications from any of the bidder without vitiating the tendering process. If, in the opinion of the IMU- Headquarters, information and documents supplied in support of the tender do not indicate meeting the requirements of the tender specifications, the tender may be determined as non-responsive and may be rejected by the IMU- Headquarters.
- 2.11.4. After satisfying that all / or some of the bidders have attained the minimum qualifying criteria as detailed above, only technically qualified bidders will be kept and sealed in a separate cover. The date of opening of price bid will be intimated to the technically qualified Tenderers after technical evaluation of the tenders. The Cover- II -Price Bids will be opened in the presence of the qualified bidders or their authorized representatives, if they choose to attend and present. The procedures and number of participants etc., for opening Cover - II will be the same as the procedures outlined in Clause (2.11.2) & (2.11.3).
- 2.11.5. After opening the price bids received under Cover II, the amount quoted in for all the Items in Table-1 and Table-2 will be totaled in Annexure- H. **The bidder who quoted the lowest (L-1) total of Table-1 and Table-2 put together in price bid will be awarded the work.**
- 2.11.6. In case of tie, contract will be awarded to the bidder who has maximum turnover among the lowest (L1) bidders.
- 2.11.7. The contract period shall be deemed to have been commenced from the date on which the contractor takes over the site, based on Instruction from IMU- Headquarters to commence (or) the 10th day of instruction by IMU- Headquarters to start the work whichever is earlier. The Quoted rates by the bidders will remain same regardless of the increase/

decrease in the estimated value of Contract.

2.11.8. Subcontracting of this contract shall not be permitted in any case and if found the said agency will be debarred and will result cancellation of Contract and also imposing penalty by IMU-HQ.

3. Earnest Money Deposit:

- 3.1. Tender should be accompanied by an Earnest Money Deposit (EMD) for the value of Rs. 5, 000 /- (Rupees Five Thousand only) in the form of Demand draft from any Nationalized Bank / Scheduled Bank drawn in favour of "Indian Maritime University-Headquarters", Payable at Chennai. No other form/ mode of deposit towards Earnest Money shall be accepted. Tenders not accompanied by the Earnest Money Deposit in the manner prescribed by the IMU will be summarily rejected. However, exemption from EMD may be considered by IMU only upon written request enclosed with the technical bid duly enclosing the relevant and valid exemption certificates from MSME/NSIC. No exemption from payment of EMD is available to any bidder for any other reason whatsoever.
- 3.2. The EMD of all unsuccessful bidders would be refunded by IMU within 60 days on selection of successful bidder. No interest will be allowed on the Earnest Money. The EMD of the successful bidder will be refunded only after the remittance of Security Deposit. Alternatively, the successful bidder shall when his tender is accepted, furnish Security Deposit as specified in the clause elsewhere after adjusting the amount deposited by him as earnest money. The earnest money shall retain its character as earnest money deposit, till the successful bidder furnishes the Security Deposit in full with or without adjustment of EMD.
- 3.3. Where a person whose tender has been received by IMU intimates that he is withdrawing their tender before the validity period or makes any modification in the terms and conditions of the tender which are not acceptable to the IMU (or) fails to furnish the Security Deposit within the prescribed time, the IMU shall without prejudice to IMU's any other right or remedy, be at liberty to forfeit the Earnest Money deposited by such person absolutely. In case successful bidder fails to enter into a contract/agreement within 14 days or the time specified by IMU from the date of receipt of Purchase Order, EMD amount shall be forfeited.
- 3.4. EMD of the Bidder would be forfeited if -
 - a) The Bidder is not willing to abide by the terms of conditions after submission of tender.
 - b) The Bidder does not honor the clarifications provided by the purchaser.
 - c) The Bidder withdraws the tender before receipt of final acceptance
 - d) The Bidder (Successful Tenderer) fails to execute an agreement and security deposit / guarantee bond as indicated in this tender within the stipulated time.

4. Eligibility Criteria:

- 4.1 The bidder should have mandatory qualification as per the following table. The proposal of the bidders who are fulfilling the mandatory qualification criteria shall be considered for cover-II evaluation. The offer will be rejected if the bidder does not fulfil any one of the mandatory qualification criteria.

Sl.No	Eligibility Criteria & Mode of Proof
4.1.1	<p>The bidder should be a system integrator, providing Comprehensive Annual Maintenance for Hardware, Software, Network and Facility management Services for at least Three years, till the date of submission of the Tender.</p> <p>Mode of Proof: Certificate of Incorporation and Articles of Association of the participant in case of Company /Limited Liability Partnership Agreement in case of LLP/Valid certificate to that effect/Valid Supporting Document in the case of Sole proprietorship business/ Self attested copies of relevant Work Orders/ Work Completion Certificate.</p>
4.1.2	<p>The bidder should be registered in India and should have valid GST Registration Certificate in the State where the bidder having its Registered Office. A copy of the valid Registration Certificate should be submitted</p> <p>Mode of Proof: Self-attested photo copy of GST Registration Certificate.</p>
4.1.3	<p>The bidder should possess ISO-27001 certificate.</p> <p>Mode of Proof: Self attested copies of relevant Certificates to that effect.</p>
4.1.4	<p>The bidder should have an office in Chennai with operational help desk facility for call logging, assigning/allocation of necessary resources and escalation etc.</p> <p>Mode of Proof: Self attested copies of relevant Certificates / GST registration certificate.</p>
4.1.5	<p>The bidder should have undertaken at least three network and facility management related projects, comprising managing routers, firewall, Layer 3 Switches, Layer 2 switches, security related Software/Appliances, Network Management Tools, Wi-Fi access points, bridges and control units, Servers, SAN/NAS, Desktops, Laptops, Printers & Peripherals or similar work as envisaged in Scope of Work. A brief description of the projects executed and equipment/facility maintained/managed should be submitted along with the Technical Bid. The value of each project should be minimum of Rs. 3 Lakhs.</p> <p>Mode of Proof: Self attested copies of relevant Work Orders in support of the same should be submitted.</p>
4.1.6	<p>The Bidder should have an average annual turnover of Rs.10.00 Lakhs in the last Three Financial Years (2014-2015, 2015-2016 and 2016-2017) put together.</p> <p>Mode of Proof: Self Attested Copies of Audited profit & Loss/Income & Expenses A/c and Balance Sheet should be submitted for all the Three Years in support of the same.</p>
4.1.7	<p>The bidder should not have been debarred by the department / Ministries of the Government of India / PSUs / corporate Sectors /</p>

	Educational Institutions / any other reputed organizations. Mode of Proof: Self attested/ Notarized Affidavit has to be submitted.
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Note: 'Similar work' means supply of Providing Annual Maintenance for Hardware, Software, Network Services, etc. as envisaged in the tender document with Government / Semi-Government/ Public Sector organizations/ National level educational institutes like IIT, IIM, NIT and Central Universities/ State Universities / Public Limited Companies. / Reputed UGC/ AICTE Recognized or private Sector Universities / Maritime training institutes and port organizations.

4.2 With regard to the various proof/supporting documents produced by the bidders for establishing that they meet the various eligibility conditions, it shall be IMU's prerogative to decide whether the document produced is valid evidence or not and to call for additional proof, if required.

4.3 All the Mode of Proof Documents for meeting eligibility criteria enclosed with the tender are to be duly signed by the authorized signatory. If required, IMU may insist for notarized copy or ask to produce originals to ascertain the veracity of the documents. IMU also reserves the right to ask more proof to corroborate the eligibility declarations.

5. Scope of Work:

5.1 Description of Systems:

The facilities at IMU-HQ campus include HP/Dell Servers, HP/Dell Desktops, Laptops, Peripherals, Printers, Scanners, Network active and passive devices, Wi-Fi network, firewall, LAN, Software packages etc. The computing system is running with Cent OS/Linux OS/Microsoft Windows server OS 2016 Server for all the servers with the clients running with Microsoft Windows 7 / 8 / 10(further upgrade).

Work should be performed in Indian Maritime University, Headquarters, East Coast Road, Chennai – 600 119 and other places within the city whenever directed by officer. The number of staff needed would be as mentioned in this document. The maintenance service agency should provide maintenance services through a qualified, experienced and competent resident engineer who should attend office on all days at IMU.

5.2 The successful Tenderer should take over work from exiting service engineer and should deploy one Service Engineer to the site for parallel working with existing Service Engineers for understanding the setup and environment and taking over. No charges on account this will be allowed to successful Tenderer during the period of taking over process.

5.3 The services to be provided by the successful Tenderer are as follows:

- 5.3.1. Contractor shall provide comprehensive maintenance services for all systems not covered under warranty / extended warranty by the respective OEM(s) in order to keep the equipment's in good working condition.
- 5.3.2. For equipment's covered under warranty by the respective OEM's, the contractor should provide diagnostic support service so as to register the complaints with the respective OEM's and follow up till the problem is rectified and close the call.
- 5.3.3. For Printers and Scanners, the Maintenance activity shall include overall cleaning of Equipment and generation of test output for records. In case of major failures, the defects should be rectified using spares as required by the contractor. The relevant online tests are to be performed after the corrective action.
- 5.3.4. It is contractor's responsibility to replace the consumable items of the equipment's as and when it is required. These do not include printer cartridges but includes network consumables and Wi-Fi related consumables items. Whatever the reason for failure of the equipment (electrical / mishandling or any other reason maybe) contractor should take the responsibility to replace the defective part it may be consumable or non-consumable item failing which penalty will be imposed.
- 5.3.5. The Contractor should inform to IMU-HQ from time to time regarding the equipment's End of Life (EoF) declaration by OEM with supporting documents.

5.4 **Maintenance Services**

The detailed list of equipment which is not covered under OEM warranty is placed at **Annexure-1**.

- 5.4.1. The system may undergo changes due to shifting of various equipment, additions or deletions. For any such alterations, prior intimation will be given to the Contractor. Generally additions (procurements) will be covered under Warranty. Similarly, the deletion means any equipment which will not be used anymore will also be intimated to the Contractor and charges will be adjusted from that quarter till the end of the Contract.
- 5.4.2. The contractor should provide preventive and corrective maintenance and includes carrying out of the necessary repairs with original OEM supplied spare parts only. Within the time frame allowed for downtime, after the complaint is reported to the contractor.
- 5.4.3. In case of non-availability of spares, the contractor shall provide an equivalent system for use till such spares of the system is carried out without any additional charges. Failure to provide equivalent systems within the time frame allowed for downtime penalty will be deducted from that quarter as indicated in the contract.

- 5.4.4. Supplied standby equivalent/systems should be loaded with necessary software's (OS & other application software's), configuration of the system and making the system operational as the original system. It should satisfy the IMU requirements.
- 5.4.5. All replacements of defective parts of equipment carried out during the above maintenance would be the property of IMU-HQ while the defective part becomes the property of contractor.
- 5.4.6. Periodical preventive maintenance report should be submitted on monthly basis by 15th of every month.

5.5 Maintenance of Equipment under warranty:

The List of equipment covered under warranty placed at **Annexure-2**.

- 5.5.1. For all the hardware and network components which are covered under warranty/extended warranty from the respective OEM(s) the contractor is expected to log the calls in case of any hardware failures and take necessary follow up action with the OEM till the equipment is brought into its working condition.
- 5.5.2. In case of breakdown of items covered under warranty, and could not be replaced / repaired by OEM within the downtime period. The contractor should arrange for alternative equivalent system to avoid the downtime. If the equipment warranty expires during the tenure of the contract, the same may be added to the list of equipment to be maintained by the contractor. The contractor shall provide maintenance services for such equipment from the date of expiry of warranty till the contract completion date.

5.6 Facility Management Services:

Apart from the maintenance services indicated above, the contractor is to provide facility management services for the systems at IMU-HQ. The type of services to be provided is as follows:

5.6.1. Help Desk Service:

The Contractor should place one service engineers to rectify the problems reported by the users. The persons deployed should be able to take calls (by intercom/e-mail/ messenger services) and respond to any problem reported by users with respect to the systems/network/software related problems. The onsite service Engineer should have minimum three years of experience.

5.6.2. Technical Support Service:

The contractor should review the status of the systems, processes, policies and network issues from time to time to the representatives of IMU-HQ and suggest improvements to be made so as to deliver the services efficiently to users. The service engineers should implement the existing policies and approved improvements throughout the contract

period. The contractor should also assist IMU-HQ in preparation of technical specifications for procurement of any hardware / software / network components.

5.6.3. Asset Management Service:

5.6.3.1. The contractor is to maintain the entire inventory of computing systems (hardware, software, peripherals, spares, tapes etc.) in a suitable format.

5.6.3.2. The contractor should advise and assist IMU-HQ in the disposal of any Hardware which was condemned (end of life declared by the respective OEM) from time to time.

5.7 System Administration Services:

5.7.1. The contractor should Manage and maintain servers with OS of Windows, Linux and Cent OS clients with windows 7/8/10, Applying operating system updates and configuration, other computing equipment in all respects of network management, for trouble free smooth running of the IT department. The contractor should maintain the system software and other software packages. The maintenance services include downloading and updating of necessary patches, installation / configuration / customization / fine tuning / of software as and when required.

5.7.2. The contractor should Manage and monitor the security aspects of systems and data. In terms of backup / restore / recovery activity. Daily/weekly/ monthly / yearly / special backups and retrieval of data.

5.7.3. If any new hardware and software procured the contractor should install, configuring and support.

5.7.4. Troubleshooting any reported problems from users in using hardware/software.

5.7.5. Maintenance of Logbooks (Consumables/Gate pass/Backup restore/ Laptop issues/asset register/Hardware movement etc.)

5.7.6. The software maintenance implies that the loading, reformatting of Operating System. Attend all other software issues raised through online/offline modalities.

5.8 Network Management Service:

5.8.1. The contractor has to continuously monitor the network, identify, isolate and remove any viruses and also take necessary actions to prevent network threats so as to ensure that all systems are adequately protected.

- 5.8.2. The contractor should have necessary tools and to check and troubleshoot connectivity (LAN) and cut/crimp cables and rectify connectivity problems.
- 5.8.3. The contractor should store sufficient amount of patch cards and I/O boxes for rectification of LAN connectivity problems.
- 5.8.4. The contractor should manage and maintain Firewall / L3 Switch/ Router configuration and fine tuning.
- 5.8.4. The contractor should manage and maintain the Wi-Fi network users (students and staff of IMU) and maintenance.

5.9 Resident Engineer:

- 5.9.1. In order to provide the services mentioned above, the contractor must place one resident engineer onsite to resolve the hardware / software / configuration / customization / network problems. The primary duties (but not limited to) of the resident engineers are as briefly described below:
 - 5.9.1.1. Service engineers should report to the authorized officer nominated by IMU-HQ. Service Engineers should inform and take permission from such officer before doing any modifications / changes to the systems. Service Engineers should record all the changes made in the logbook.
 - 5.9.1.2. Maintenance and Service of Hardware in service location.
 - 5.9.1.3. Network monitoring including monitoring of firewall / router /L3 switch, antivirus for network threats and ensuring that updates for threat management systems are implemented effectively.
 - 5.9.1.4. Disaster recovery policy & implementation
 - 5.9.1.5. Backup activity policy & implementation on daily basis in external Hard disk as per IMU's instruction.
 - 5.9.1.6. Warranty covered equipment call log and follow up.
 - 5.9.1.7. Servers and Network shutdown and start-up as and when required.
 - 5.9.1.8. Contractor should implement call logging and follow up system to track the calls and follow up with the respective OEM to ensure that the systems are rectified and made operational within the stipulated downtime as provided for in the warranty contracts,
 - 5.9.1.9. Attending to service/support calls from users as part of help desk services, troubleshooting of systems, network, peripherals and devises.
 - 5.9.1.10. Wi-Fi user including student's calls and accounts and server maintenance.
 - 5.9.1.11. Any other function as directed by the IMU-HQ.
- 5.9.2. The contractor shall provide necessary support by placing engineers with adequate qualification and experience to troubleshoot and maintain the systems as and when required, The contractor should also allocate necessary additional resources to support the resident engineers in times of need, to solve/give technical advice on specific

problems, if the same is not resolved by the resident engineers and /or upon the request of IMU for specific tasks.

- 5.9.3. The contractor should ensure that all the engineers are appropriately qualified and have necessary expertise to resolve the problems/provide solutions as required so that there is minimal disruption of the services to the users of IMU-HQ.
- 5.9.4. Contractor should consider the responsibility to maintain the trouble free environment service should be 24/7. Engineer should available at site from 09:30 Hours to 18:00 Hours from Monday to Saturday. On public holidays/in emergency situations/as and when required one Engineer should attend the duty.
- 5.9.5. Deputed resident Engineers will be under the supervision of IMU-HQ. Contractor will not have any right to depute the Resident Engineers to any other site for any purpose. Resident engineers' will not have any type of permissions/leaves in case any Engineer requires Leave/ permission suitable Engineer should be posted for relief.
- 5.9.6. All the workers should be provided with Identity cards by the contractors.
- 5.9.7. IMU reserves its rights to divide the work among different agencies or not to execute any items in the schedule of work or to call any agency for negotiation without assigning any reason and without giving any reference to anybody and also to divide the work amount two, three agencies.

6. Period of Contract:

One year from the date of Award of contract and extendable **on satisfactory performance, one year at a time** for further period of 2 years (1+2years), i.e. up to 2020-2021 **at the same quoted price and terms and conditions mentioned in this tender** at the sole discretion of IMU- HQ.

7. Security Deposit:

- 7.1 The supplier shall be required to submit the performance security for an amount of 10% of the Work Order in Demand Draft favoring IMU Headquarters payable in Chennai within 14 days from the date of receipt of the Work Order and should be kept valid for a period of 60 days beyond the date of completion of service.
- 7.2 Security Deposit will be refunded / returned without any interest only 60 days after successful completion services. The refund or return of Security Deposit is subject to the complete fulfilment of the contract obligation by the supplier to the satisfaction of IMU-HQ and after adjustment of dues or penalty imposed by IMU-HQ.
- 7.3 In case security deposit amount fall short on subsequent order, the bidder must deposit the differential amount of Security deposit within 10 days of subsequent order. Security Money will not carry any interest.

8. Settlement of Disputes:

The Bidder shall make request in writing to the Registrar, IMU- Headquarters for settlement of any dispute within 30 (thirty) days of arising of the cause of dispute, failing which no disputes /claims shall be entertained by the IMU-Headquarters. The decision of the Director, IMU- Headquarters will be final and binding on the parties.

9. Penalties for non-compliance to NIT:

Penalties will be levied on the service provider for the violation of terms of the NIT as mentioned below:

9.1. Major penalties:

The following incidents will be considered as major penalties and will attract immediate termination of the services and banning the service provider from participating tenders on IMU Headquarters and its Campuses.

- 9.1.1. No mandatory valid license/registration of Service Provider with appropriate authority.
- 9.1.2. If found transferring/subletting the service, partly or fully, to any other person/firm/ corporation whatsoever.
- 9.1.3. Non-compliance of applicable rules and regulation of Central / State Government.

9.2. Other penalties:

S.NO	Nature of Non-Compliance	Penalty to be imposed/Action to be taken
1	For not attending Calls within 24 hours	0.5% of Quarterly payment per additional day subject to maximum of 10% of Quarterly payment.
2	For non-supply of required material /accessories /spare parts within 48 hours (or) time as approved by IMU-HQ.	1% of Quarterly payment per week or part thereof subject to maximum of 10% of Quarterly payment.
3	For non-delivery of Items which are taken for repair within 5 working days (or) time as approved by IMU- HQ.	1% of Quarterly payment per week or part thereof subject to maximum of 10% of Quarterly payment.
4	For non-replacement of substitute /alternate Equipment wherever required when actual one is in repair.	1% of Quarterly payment per week or part thereof subject to maximum of 10% of Quarterly payment.
5	For non-compliance of requests of IMU-HQ for replacement/substitute /Change in Resident Service Engineer for delay more than 10 days (or) time approved by IMU-HQ whichever is least.	Flat 10% of Quarterly payment.

6	For Breach of any other regulation of the contract /agreement.	IMU shall have the right to withhold the payment either fully or partly after giving a 7-day notice to the Vendor to show cause against the same, and to take such other legal action to make good the losses caused by the Vendor to IMU. Penalty shall be decided by IMU without any ceiling but not more than awarded value. IMU shall also have the right to terminate the contract altogether (upon which the Security Deposit paid by the Vendor shall stand forfeited) and to entrust the remaining work to another Vendor.
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10. Payment Terms:

Invoice raised by the supplier must be in compliance of relevant GST acts, rules & notifications made there under and should bear the IMU - Head Quarters, Chennai GST Registration No. 33AAAI2610K2Z3. The payment shall be made on quarterly basis within 21 days from the date of submission of complete invoice.

11. Termination:

The contract may be terminated with a 15 days' notice, before the expiry of contract period owing to deficiency in service or any other reason whatsoever. Outsourcing agency to give 90 days' notice in case they want to withdraw, failing which SD, EMD, Retention money and pending bills will be forfeited.

12. Force Majeure:

Neither IMU-HQ nor the contractor shall be considered in default in performance if such performance is prevented or delayed because of war, hostilities, revolution, civil commotion, strike, epidemic, accident, fire, wind, flood, earthquake or because of any Government action or of any act of God or of any other cause whether of similar or dissimilar nature beyond the reasonable control of the party affected. Should one or both the parties be prevented from fulfilling their contractual obligations by a State of Force Majeure lasting continuously for a period of six months, the two parties shall consult with each other regarding the future implementation of the agreement.

13. Arbitration & Jurisdiction:

In the event of disputes, differences, claims and questions arising between the parties hereto arising out of this Agreement or anyway relating hereto or any term, condition or provision herein mentioned or the construction or

interpretation thereof or otherwise in relation hereto, the parties shall first endeavor to resolve such differences, disputes, claims or questions by mutual discussion and failing such settlement, the same shall be referred for arbitration by a sole Arbitrator appointed by IMU-HQ. Such arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act 1996 or re-enactment thereof for the time being in force and shall be held in Chennai. In case the Arbitration award is not acceptable to either of the parties, they may approach courts having jurisdiction at Chennai only.

14. Applicable Law:

The Contract shall be interpreted in accordance with the laws of the Union of India and all disputes shall be subject to place of jurisdiction of Chennai Courts only.

Sd/-

Registrar

ANNEXURE - 1**List of Equipment Not Covered Under Warranty**

Sl. No.	Category	Description of Equipment	Qty
1	Servers	HP Proliant ML350 G6	1
		Dell PowerEdge M1000e	1
2	Desktop	Dell Optiplex 390	1
		Dell Optiplex 7010	41
		HCL	1
		HP Compaq 6200 Pro Small Form Factor	4
		HP Compaq 8200 Elite Microtower	5
		HP Compaq 8300 Elite Microtower	1
		HP Compaq Elite 8300 Microtower	1
		HP Compaq Elite Microtower	1
		HP Pro 3090 MT	2
		HP Pavilion 21	1
3	Laptop	Dell Latitude 3440	1
		HP ENVY4-100	1
		HP 348 G 3	1
		HP Probook	1
		Lenovo G470 - 20078	1
4	Printer	HP Color Laser Jet CP5225	11
		HP Color Laser Jet Pro MFP M177fw	1
		HP Laser Jet 1020 Plus	4
		HP Laser Jet 1536dnf MFP	10
		HP Laser Jet M1120 MFP	1
		HP Laser Jet P1007	1
		HP Laser Jet P1505n	2
		HP Laser Jet P1606dn	8
		HP Laser Jet 500 Color M551	15
		HP Laser Jet Pro CM 1415fn Color MFP	1
		HP Laser Jet Pro MFP M226dn	9
5	Projector	PANASONIC PT-LX22EA	1
		SONY VPL-CX61	1
6	Switch	Pro Curve Switch J9279A	1
7	UPS	APC Back UPS ES 500	2
		APC Back UPS RS 1100	1
		HCL 600EL SEL	1

		HCL 600SL	1
		Numeric 1 KVA	1
		Numeric 1000Plus-V	1
		Numeric 600EX-V	25
		Powermate 600SL	1
		R S Power Systems 0.8 KVA	14
8	Storage	Storwize V7000	1

ANNEXURE - 2**List of Equipment covered under Warranty**

Sl. No.	Category	Description of Equipment	Qty	Warranty Valid up to
1	Server	HP ProLiant ML150 GEN 9	1	25-Mar-2021
		HP ProLiant DL380 GEN 9	1	13-Jun-2020
2	Desktops	Dell Vostro 3268 SFF	5	03-Jun-2021
3	Scanner	HP ScanJet Pro 2500 fl	1	25-Mar-2019
		HP ScanJet Pro 2500 fl	1	23-Apr-2019
4	Laptop	Lenovo Yoga 310-11/AP	1	30-Jan-2019
		HP Pavilion x360 Convertible	1	24-Aug-2018
		Lenovo Mix 320(Part No: 80xf00DFIN)	1	19-Sep-2018

Annexure – A

Cover Letter Format (In letter head)

Tender no: **IMU-HQ/R/71/93/2/2018-PUR**

To
The Registrar
Indian Maritime University, Headquarters,
East Coast Road,
Chennai-600 119.

Sir,

Being duly authorized to represent and act on behalf of _____ herein after called "The Tenderer" and having visited the site and examined the Scope of work, Conditions of Contract, Specifications, Annexures, Schedules and Bill of Quantities for the work of "TENDER FOR PROVIDING Comprehensive Annual Maintenance for Hardware, Software, Network and Facility Management Services at INDIAN MARITIME UNIVERSITY-Headquarters, East Coast Road, Chennai-600 119".

I/ we here by submit my/our offer as follows:

- (a) Technical Bid (in separate sealed cover along with EMD of Rs. 5000.00 & other documents) (Cover I)
 - (b) Financial Bid- part of the tender document (Cover II)
2. The two sealed covers containing technical bids and financial bids referred to above have been put in main cover (Cover III) as required.
3. I hereby undertake to abide by various terms and conditions contained in your TENDER No: **IMU-HQ/R/71/93/2/2018-PUR, dated: 06.07.2018** (Copy, duly signed, enclosed).

We understand that IMU Headquarters reserves the right to:

- a) Amend the scope of tender
- b) Reject or accept any tender including the lowest, cancel the tender process and reject all tender.
- c) We agree that the IMU Headquarters will not be liable for any such action

and will be under no obligation to inform the Tenderer of the grounds for such action.

d) I also certify that the details furnished in the bids, various enclosures and other documents are true and correct.

e) This bid contains pages from _____ to _____ and all pages are serially numbered, signed and stamped.

4. I also express my willingness to sign the contract incorporating the Standard terms and special conditions of the contract as contained in the tender.

Yours Sincerely

(Signature of the Director / Partner / Owner/ Manager/ Authorized signatory and please indicate capacity which signed Viz. on own behalf or as Power of Attorney or Authorized signatory of the owner. Please also include the contact No. and address in the Place)

Note:-Please put this offer letter in Cover I (containing Technical Bid) along with other required documents.

**Format for Eligibility Criteria Evaluation
(To be filled by bidder)**

Sl.No	Eligibility Criteria & Mode of Proof	
1	<p>The bidder should be a system integrator, providing Comprehensive Annual Maintenance for Hardware, Software, Network and Facility management Services for at least Three years, till the date of submission of the Tender.</p> <p>Mode of Proof: Certificate of Incorporation and Articles of Association of the participant in case of Company /Limited Liability Partnership Agreement in case of LLP/Valid certificate to that effect/Valid Supporting Document in the case of Sole proprietorship business/ Self attested copies of relevant Work Orders/ Work Completion Certificate.</p> <p>1. Compliance: Yes/No</p> <p>2. <u>If No give Reasons for Non-Compliance:</u></p> <p>3. <u>Mode of Proof Enclosed</u></p> <p>4. <u>Supporting Documents (SD) Pg. No:</u></p>	
2	<p>The bidder should be registered in India and should have valid GST Registration Certificate in the State where the bidder having its Registered Office. A copy of the valid Registration Certificate should be submitted</p> <p>Mode of Proof: Self-attested photo copy of GST Registration Certificate.</p> <p>1. Compliance: Yes/No</p> <p>2. <u>If No give Reasons for Non-Compliance:</u></p> <p>3. <u>Mode of Proof Enclosed</u></p> <p>4. <u>SD .Pg. No:</u></p>	
3	<p>The bidder should possess ISO-27001 certificate.</p> <p>Mode of Proof: Self attested copies of relevant Certificates to that effect.</p> <p>1. Compliance: Yes/No</p> <p>2. <u>If No give Reasons for Non-Compliance:</u></p> <p>3. <u>Mode of Proof Enclosed</u></p> <p>4. <u>SD .Pg. No:</u></p>	

4	<p>The bidder should have an office in Chennai with operational help desk facility for call logging, assigning/allocation of necessary resources and escalation etc.</p> <p><u>Mode of Proof:</u> Self attested copies of relevant Certificates / GST registration certificate.</p>	
	<p>1. Compliance: Yes/No</p> <p>2. <u>If No give Reasons for Non-Compliance:</u></p> <p>3. <u>Mode of Proof Enclosed</u></p> <p>4. <u>SD .Pg. No:</u></p>	
5	<p>The bidder should have undertaken at least three network and facility management related projects, comprising managing routers, firewall, Layer 3 Switches, Layer 2 switches, security related Software/Appliances, Network Management Tools, Wi-Fi access points, bridges and control units, Servers, SAN/NAS, Desktops, Laptops, Printers & Peripherals. A brief description of the projects executed and equipment/facility maintained/managed should be submitted along with the Technical Bid. The value of each project should be minimum of Rs. 3 Lakhs.</p> <p><u>Mode of Proof:</u> Self attested copies of relevant Work Orders in support of the same should be submitted.</p>	
	<p>1. Compliance: Yes/No</p> <p>2. <u>If No give Reasons for Non-Compliance:</u></p> <p>3. <u>Mode of Proof Enclosed</u></p> <p>4. <u>SD .Pg. No:</u></p>	
6	<p>The Bidder should have an average annual turnover of Rs.10.00 lakhs in last Three Financial Years (2014-2015, 2015-2016 and 2016-2017) put together.</p> <p><u>Mode of Proof:</u> Self Attested Copies of Audited profit & Loss/Income & Expenses A/c and Balance Sheet should be submitted for all the Three Years in support of the same.</p>	
	<p>1. Compliance: Yes/No</p> <p>2. <u>If No give Reasons for Non-Compliance:</u></p> <p>3. <u>Mode of Proof Enclosed</u></p> <p>4. <u>SD .Pg. No:</u></p>	

7	<p>The bidder should not have been debarred by the department / Ministries of the Government of India / PSUs / corporate Sectors / Educational Institutions / any other reputed organizations.</p> <p><u>Mode of Proof:</u> Self attested/ Notarized Affidavit has to be submitted.</p>	
	<p>1. Compliance: Yes/No</p> <p>2. <u>If No give Reasons for Non-Compliance:</u></p> <p>3. <u>Mode of Proof Enclosed</u></p> <p>4. <u>SD .Pg. No:</u></p>	

Note: The bids are liable to be rejected in case of failure to comply with any of the above requirements.

Signature:

Name of Authorised Representative along with date, place and Seal.

Declaration Regarding Debarring

(On company letter head)

Ref. No. **IMU-HQ/R/71/93/2/2018-PUR, dated: 06.07.2018**

Date:

To

The Registrar,
Indian Maritime University- Headquarters,
East Coast Road, Chennai – 600 119

Sub.: Declaration regarding debarring for taking part in tender.

Dear Sir,

I / We _____ as a Director (s)/ Partner(s)/ Authorized Representative /Sole proprietor/Contractor/Manager /agent of M/s. _____ hereby declare that the firm/company namely M/s _____ has not been debarred in the past by Union / State Government or any organization from taking part in Government tenders in India.

(Or)

I / We _____ as a Director/ Partner(s)/ Authorized Representative /Sole proprietor/Contractor/Manager /agent of M/s. _____ hereby declare that the Firm/company namely M/s. _____ was debarred by Union / State Government or any Organization from taking part in Government tenders for a period of _____ years w.e.f. _____ to _____. The period is over on _____ and now the firm/company is entitled to take part in Government tenders.

2. In case the above information found false I/we are fully aware that the tender/ contract will be rejected/cancelled by the Indian Maritime University, Headquarters, and EMD/ Performance Security shall be forfeited.

3. In addition to the above, Indian Maritime University, Headquarters shall not be responsible to pay the bills for any completed / partially completed work.

[Name & Signature with seal] for and on behalf of M/s.

Note: This letter of shall be on the letterhead of the company and shall be signed by a person competent and having the power of attorney to bind the company/firm.

Place :

Signature of the Bidder with Seal

Date :

ANNEXURE D

ANNEXURE – D: Details regarding Similar Works Undertaken in the last three years

Sl. No	Client Name & Nature of Job (Enclose Work orders and Satisfactory completion certificates)	Value of Order Rs. Lakhs	Starting Date	Date of Completion	Page No*	Office Use

Note: Supporting documents such as contracts/Purchase/work orders indicating scope of work, items covered, & value to be enclosed.

Accomplishments if any:

Place :

Signature of the Authorized Person with Seal

Date :

Note: *Mode of proof:* Copy of Purchase Order/Contract for providing ‘Award of Work’. Copy of Completion Certificate’/Final Invoice/Letter indicating return of Security Deposit for providing satisfactory ‘Completion of Work’. Should be furnished for each of the Projects.

ANNEXURE- E

ANNEXURE- E:- Details Regarding Annual Turnover

ANNUAL TURNOVER

Sl. No.	Financial Year	Annual Turnover In Rupees
1	2014-15	
2	2015-16	
3	2016-17	

Copies of the Audited Balance Sheet and Profit and Loss Account for the last three Financial Years **2014-15, 2015-16 and 2016- 17** should be attached

Place:

Date : Signature of the Tenderer with seal

**CERTIFICATE
DECLARATION FOR NON-TEMPERING OF TENDER
DOCUMENT**

I / We /Proprietor/ Partner(s)/ Director(s) of M/s
_____, hereby declare that I /We have not
tampered the tender document issued vide TENDER NO. IMU-
HQ/R/71/93/2/2018-PUR Dated 06.07.2018, which is downloaded from the
website www.imu.edu.in

Signature -----

Name-----

Name & address of the firm: -----

**In case of proprietorship firm, certificate will be given by the proprietor,
and in case of partnership firm, certificate will be given by all the partners
and in case of Ltd. Company by all the Directors of the company or
company secretary on behalf of all directors**

ANNEXURE- H, FORMAT OF AGREEMENT

(To be submitted on stamp paper of Rs.200/-)

IT IS THIS _____ day of ____ 2018 MUTUALLY AGREED between the IMU, HQ, hereinafter referred to as “Service Receiver” (which expression shall mean and include their assigns and successors) on the one part AND M/s a company/incorporated under the companies Act, 1956..... having its Registered office at herein after referred to as “the Service Provider” (which expression shall mean and include their permitted assigns and successors) on the other part: WHEREAS the Employer is desirous that certain Goods and Services should be provided and certain Works be executed as per tender documents hereinafter called “The Works” and has accepted a Tender by the Contractor for the execution, completion and guarantee of such works.

NOW THIS AGREEMENT WITNESSES as follows:-

1. The following documents shall be deemed to form and be read and construed as part of this agreement, viz.,
 - a) Technical and Financial bids
 - b) Instructions to the Bidders
 - c) Terms and Conditions of contract
 - d) The work specified in the tender documents
 - e) The Annexures`
 - f) The Purchase Order
2. In consideration of the payment to be made by the Employer to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the Employer to execute, complete and guarantee the Works in conformity in all respects with the provisions of the contract.
3. The Employer hereby covenants to pay the Contractor in consideration of the execution, completion and guarantee of the works the contract price at the times and in the manner prescribed by the Contract.
4. The contract shall be governed by all the conditions as described in the terms and conditions of contract, work mentioned in the tender documents and any other conditions given in the tender documents.
5. This agreement shall be governed by the laws of India and shall be subject to the Jurisdiction of the Courts in Chennai only.

IN WITNESS WHEREOF the parties hereto have caused their respective common seals to be hereunto affixed (or have hereunto set their respective hands and seals) the day and year first above written.

SIGNED AND DELIVERED

On behalf of the Contractor

Signature

Name

Address

On behalf of Employer

Signature

Name

Address

Official Seal

Place

Date

On behalf of the Contractor

Official Seal

Place

Date

On behalf of the Employer

Witness:

i) Signature

Name:

Address:

Place

Date

ii) Signature

Name:

Address:

Place

Date

Witness:

i) Signature

Name:

Address:

Place:

Date:

ii)Signature

Name:

Address:

Place:

Date:

ANNEXURE – H**RESPONSE SHEETS FOR PRICE BID: The Detailed Price Bid
(EXISTING HARDWARE as per Annexure- 1)****Table-1**

Sl. No.	Category	Description of Equipment	Quantity (1)	AMC Rate/ Per Unit per Year(Excluding GST) (2)	AMC Rate/ per Year(Excluding GST) (3= 2 * 1)
1	Servers	HP Proliant ML350 G6	1		
		Dell PowerEdge M1000e	1		
2	Desktop	Dell Optiplex 390	1		
		Dell Optiplex 7010	41		
		HCL	1		
		HP Compaq 6200 Pro Small Form Factor	4		
		HP Compaq 8200 Elite Microtower	5		
		HP Compaq 8300 Elite Microtower	1		
		HP Compaq Elite 8300 Microtower	1		
		HP Compaq Elite Microtower	1		
		HP Pro 3090 MT	2		
		HP Pavilion 21	1		
3	Laptop	Dell Latitude 3440	1		
		HP ENVY4-100	1		
		HP 348 G 3	1		
		HP Probook	1		
		Lenovo G470 - 20078	1		
4	Printer	HP Color Laser Jet CP5225	11		
		HP Color Laser Jet Pro MFP M177fw	1		

		HP Laser Jet 1020 Plus	4		
		HP Laser Jet 1536dnf MFP	10		
		HP Laser Jet M1120 MFP	1		
		HP Laser Jet P1007	1		
		HP Laser Jet P1505n	2		
		HP Laser Jet P1606dn	8		
		HP Laser Jet 500 Color M551	15		
		HP Laser Jet Pro CM 1415fn Color MFP	1		
		HP Laser Jet Pro MFP M226dn	9		
5	Projector	PANASONIC PT-LX22EA	1		
		SONY VPL-CX61	1		
6	Switch	Pro Curve Switch J9279A	1		
7	UPS	APC Back UPS ES 500	2		
		APC Back UPS RS 1100	1		
		HCL 600EL SEL	1		
		HCL 600SL	1		
		Numeric 1 KVA	1		
		Numeric 1000Plus-V	1		
		Numeric 600EX-V	25		
		Powermate 600SL	1		
		R S Power Systems 0.8 KVA	14		
8	Storage	Storwize V7000	1		
Total Charges Per Year (Exclusive of applicable GST) in numbers					
Total Charges Per Year (Exclusive of applicable GST) in words					

Place:

Date :

Signature of the bidder with seal

ANNEXURE – H
(Continuation)

RESPONSE SHEET FOR PRICE BID: The Detailed Price Bid
(HARDWARE TO BE INCLUDED SUBSEQUENT TO WARRANTY PERIOD as per Annexure-2 of tender)

Table-2

Sl. No	Category	Description of Equipment	Quantity (1)	AMC Rate/ Per Unit per Year(Exclusive of GST) (2)	AMC Rate/ per Year (Exclusive of GST) (3= 2 * 1)
1	Server	HP ProLiant ML150 GEN 9	1		
		HP ProLiant DL380 GEN 9	1		
2	Desktops	Dell Vostro 3268 SFF	5		
3	Scanner	HP ScanJet Pro 2500 fl	1		
		HP ScanJet Pro 2500 fl	1		
4	Laptop	Lenovo Yoga 310-11/AP	1		
		Lenovo Mix 320(Part No: 80xf00DFIN)	1		
		HP Pavilion x360 Convertible	1		
Total Charges Per Year (Exclusive of applicable GST) in numbers					
Total Charges Per Year (Exclusive of applicable GST) in words					

Place:
Date:

Signature of the bidder with seal