



National Institute of Open Schooling

**(An Autonomous Institution under Deptt. of School Education and Literacy,
Ministry of Education, Govt. of India)**

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

Tender for award the contract of Comprehensive AMC of Network Management, Computer, Printer and Scanner of NIOS premises at A-24/25, Sector-62, NOIDA-201309 & CWC, Sahibabad-201007.

The National Institute of Open Schooling (NIOS) is an autonomous institution under Ministry of Education, Govt. of India having its offices located at A-24/25, Sector 62, Noida (U.P.). It provides education for Secondary, Senior Secondary and Vocational courses through distance mode. NIOS invites Open Tender in two bid systems for Comprehensive AMC of Network Management, Computers, Printers and Scanners NIOS premises at A-24/25, Sector-62, NOIDA, UP-201309 & MPDD Unit, CWC Sahibabad, UP-201007. Details of the services required and other terms and conditions relating to the award of Contract are given in the Annexure-I.

Tender Document is available on the CPP Portal i.e. eprocure.gov.in as well as NIOS website i.e. www.nios.ac.in. The intending bidders may download the tender document containing the terms and conditions and submit the same along with requisite EMD of Rs. 25000/- (Rupees Twenty Five Thousand only) in the form of Demand Draft in favour of "Secretary, NIOS" payable at Noida. Tenders received without the requisite EMD will be rejected. All eligible and interested service providers are requested to submit their sealed tenders as per prescribed procedure to the Maintenance Section, Room No. 204 at the Head Quarter of NIOS, A-24/25, Sector-62, Noida-201309 on or before 14.30 Hrs. of 30/03/2022

The "Technical Bid" will be opened on the same day i.e. 30/03/2022 at 15.00 Hrs. in the presence of authorized representatives of bidders. The "Financial Bids" of only those firms who qualify in the "Technical Bid" shall be opened.

(IMPORTANT DATES AND TIME)

Published Date	09/03/2022
Bid Document Download / Sale Start Date	09/03/2022
Clarification Start date & Time	10/03/2022 at 10am
Clarification Closing date & Time	29/03/2022 at 4.00pm
Bid Submission Start Date & Time	30/03/2022 at 10.00am
Bid Submission End Date & Time	30/03/2022 at 2.30pm
Bid Opening Date & Time	30/03/2022 at 3.00pm
Duration of Contract	The period of contract shall be initially for the period of one year which will be extendable on year to year basis upto two more years, subject to satisfactory performance for the services provided by the Agency/Firm.
Tentative date & time for opening of Financial Bid of eligible tenderers	Date will be intimated through email / speed post or telephone message.
Validity of Bid from the date of opening of Technical Bid	90 days

Secretary, NIOS

GENERAL TERMS & CONDITIONS

1. The tenderer must quote rates only in the enclosed Financial Bid Performa.
2. The tender shall be valid for 90 days from date of opening of Financial Bid.
3. The Earnest money must be in the shape of Demand Draft only drawn in favour of **“The Secretary, NIOS payable at Noida.**
4. The successful tenderer shall have to deposit a Bank Guarantee equivalent to 3% of the total value of the contract towards Performance Security Deposit in favour of the Secretary, NIOS for faithful execution of the contract. In case the tenderer fails to provide the services according to the terms & conditions of the order, the amount of Security Deposit shall be forfeited.
5. Tender not on the prescribed proforma (attached) without requisite details/EMD/exemption certificates and received after the closing date/time of tenders shall be summarily rejected.
6. The tenders shall be required to submit one big Envelope containing two separate envelopes of
 - a) First Envelope of Technical Bid (**Annexure-A**) together with EMD/exemption certificate, Technical Literature and Technical Bid specifications and Terms & Conditions duly signed.
 - b) Whereas the Second Envelope of Financial Bid (**Annexure-B**) should have the rates to be quoted by the Company.
7. While opening the tenders, the envelope containing Technical Bid shall be opened first and the same shall be examined by a duly constituted Committee of NIOS. Financial Bids of only those Companies who qualify in the Technical Bid will be opened at a later stage for which the Companies shall be informed over phone about the date, time and venue of the opening of Financial Bids. No tender without Earnest Money Deposit (EMD)/Exemption certificate will be entertained.
8. Canvassing in any form will be viewed seriously and if any tenderer found to be resorting to such practice, the tender of such Company will be rejected. Conditional Tenders will also not be considered and rejected.
9. In case of any clarification is required, the tenderer may seek the same from the Computer Division before submitting the tender i.e prior to 29/03/2022. Any request /clarification after the last date and time for submission of tenders will not be entertained.
10. Any disputes between the parties whether relating to or arising out of this proposed contract deed or connected therewith shall be adjudicated by the Arbitrator to be appointed/nominated by Chairperson, NIOS and the decision of the said sole Arbitrator shall be final and binding on both the parties.
11. The National Institute of Open Schooling (NIOS) reserves the right to reject any or all tender(s) without assigning any reason.

VENDOR ELIGIBILITY CONDITIONS

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

OTHER CONDITIONS:

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

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

SPECIAL CONDITIONS OF CONTRACT

1. **Scope of Contract:-** The contract will be on Comprehensive basis as well as onsite (including Motherboard, Hard Disk, CD/DVD Drive, USB/HDMI and other Ports, SMPS, batteries of Laptops, Keyboard and Mouse for the Computer and all the parts including interface cable except Printer Head and Toner, Cartridge for Printers and UPS) .
2. Comprehensive AMC include repair /replacement of parts/items, whichever is better without any cost.
3. **Period of Contract:** - The Annual Maintenance Contract (AMC) shall commence from the date of award of the Annual Maintenance Contract and will be valid for a period of one year from the date of award of the contract. However, the contract may be extended upon the satisfactory performance of the Company on the recommendations of the Computer Unit for a further period of two more years on mutual consent on yearly basis at the same rates and same terms and conditions. However, NIOS reserves the right to terminate the contract by giving 15 days notice without assigning any reason thereof.
4. **Rates:** The rates have to be quoted on consolidated & annual basis.
5. **Stocking of spares:** The following spare parts must be kept at site to ensure immediate replacement:-
 - a) CPU - 5 nos.
 - b) TFT Monitor – 5 nos.
 - c) Printers- 2 Nos.
 - d) Original Mothers boards- 5 nos.
 - e) Keyboards- 5 nos.
 - f) Mouses- 10 nos.
 - g) Network cards- 5
 - h) HDD – 320/500/1000 GB – 5 Nos.
 - i) DVD / CD Drives – 5 nos.
 - j) DVD Writer – 2 nos.
 - k) Switch 24 port – 1 nos.
 - l) RAMs (1/2/4/8GB) – each 2 nos.
 - m) SMPS – 5 nos.
 - n) Printer cables (Parallel / USB) – 5 nos.
 - o) Flat Bed scanner : 02
6. **Manpower: (a)** The Company should provide two technically qualified Engineers (CNEs, MCSEs, RHCEs and other Certified Engineers) on all working days from 9:00 AM to 6:00 PM at NIOS HQ Premises. The AMC engineers should be able to support for different operating systems like Novel and Windows, window –based servers, Network Routers and Switches, Support for general maintenance of IT equipments quarterly.
(b) The contractor shall be responsible for payment of wages/settlement of dues with workers engaged by the firm as per prevailing labour/wage laws in force in minimum wages act and the NIOS shall not be the party to any dispute between the contractor and the workers.

7. **Termination of contract:** If service of the Company is found not satisfactory, the Contract will be terminated without any prior notice at any stage by NIOS. No correspondence in the matter will be entertained.
8. **Payment:** No advance payment is permissible. However, payment will be made only on quarterly basis after successful completion of every quarter on the recommendation of the Computer Division of NIOS.
9. **Down time:** Systems/ Printers/Other equipments should not be down for more than 24 Hours, However, in case of any equipment is down for more than 24 Hours, a standby shall have to be provided to NIOS by the Company.
10. **Penalties:** Appropriate penalties will be imposed on the Company for failure to observe/maintain terms and conditions of the offer/agreement such as down time, use of sub-standard parts for repair/replacement, etc. The tenderer must ensure 95% uptime of all systems and LAN and attend to service and provide satisfactory repair or replacement within 24 Hours. The down time shall start 24 Hours after making the complaint to service engineer at NIOS. The down time shall be counted until the unit starts functioning normally again and certified by the user. If any problem of device or equipment like PCs /Laptops/IT/Network equipment does not get resolved within 24hours, penalty charges per day of down time will be Rs.100/- per PC/ Laptop equipment and Rs.1000/- per day for failure in network equipment. This shall be in addition to the liquidated damages, which can also be levied.
11. **Security Deposit:** Bank Guarantee equivalent to 3% of total value of the contract shall have to be deposited towards Security Deposit by the Company and the same will be released after two months from the date of expiry of the contract. No interest shall be paid by NIOS to the Company on such Security Deposit.
12. **Taxes:** Goods & Service Tax and other statutory levies applicable to such contracts / services will be deducted at source, as per the rate applicable at the time of payment.
13. **Identity of personnel:** The names and designations with due signatures of the personnel to be engaged by the tenderer for this contract should be made available to the NIOS for security check. They should bear proper ID card whenever they enter the premises of NIOS.
14. **Quantity of equipment:** The quantity of each item indicated in the schedule is of those which are in working condition at present. However, at the time of awarding the contract, NIOS reserves the right to increase or decrease the quantity.

You are requested to visit NIOS offices and inspect the Network Management Systems, Computers, Printers and Scanners installed at NIOS premises and quote your lowest rates for undertake the Comprehensive AMC on the enclosed prescribed tender proforma of Technical Bid (Annexure-A) and Financial Bid(Annexure-B) duly filled and sealed in two separate envelopes superscribed as **“Tender for AMC of Network Management, Computer, Printer and Scanner”** and put together Technical bid and Financial bid envelopes in a one big envelop. The Technical bid should accompany requisite **EMD of Rs. 25000/- (Rupees Twenty Five Thousand only) by way of Demand Draft in favour of “Secretary, NIOS payable at Noida** and should be submitted in the tender box kept at Maintenance Section, NIOS Hqrs., Room No: 204, Second Floor, A-24/25, Institutional Area, Sector– 62, NOIDA by 30th March, 2022 at 14.30pm. Technical bids will be opened at 15.00 Hours on 30th March, 2022 in the presence of the representatives of the tenderers, if any, available at the time of opening of the Technical Bid. The Financial Bids of only those tenderers who will qualify in the Technical Bid will be opened, for which date, time and venue will be intimated over phone/e-mail to the Company.

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

TECHNICAL SCHEDULE OF REQUIREMENTS

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

1. To maintain and support the LAN Network through periodic monitoring of Servers and Client nodes and day to day maintenance and management.
2. The Configuration of servers or workstations.
3. To monitor all user and server systems for effective implementation of Anti-virus on regular basis and update patch of Antivirus on all the Machines.
4. To identify LAN / Internet faults and get them resolved on regular basis.
5. Resolving server problems effectively without loss of time
6. To generate reports related to server uptime charts and server usage statistics.
7. To make and keep ready disaster management plans to upkeep the important servers
8. To take timely backup to maintain server running smoothly
9. To ensure smooth functioning and the users stay connected
10. To provide support for third party software and changes in the H/W inventory as and when required.
11. Preventive Maintenance schedule for all equipments which are under AMC..
12. To install necessary software on all equipments as and when required by NIOS.
13. To support for new installations or upgrades.
14. To perform system tuning for better performance.

ESSENTIAL PRE QUALIFICATION REQUIREMENT

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

- a. The Company should have at least Rs. 50 Lakhs of Annual Turnover from its Annual Maintenance Contract business in last three financial years. Turn over certificate from Chartered Accountant to be enclosed.

- b. At least 5 qualified and certified network engineers having minimum 2 years experience with vendor and working in Govt. Organizations/PSUs.
- c. Well equipped Test and Repair Center with advanced tools and facilities.
- d. Maintained 250 PCs under network and maintaining single contract.
- e. Minimum of two Govt. / Public Sector Institutions under maintenance and network management contract in the past two years (provide contact details of person and Companies).
- f. The Company should not be black listed for any reason by any Govt. /Public Sector Organizations in the last two years.
- g. Tenderers to provide a brief write up on their approach and strategy on security and network management and web services specifying the hardware and software they would use in addition to the existing setup now available.

Secretary, NIOS

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

PRESCRIBED TENDER PROFORMA FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF NETWORK EQUIPMENT&MANAGEMENT, COMPUTER AND ITS PERIPHERALS, PRINTER AND SCANNER, ETC.

TECHNICAL BID PROFORMA

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

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

Items for Technical Bid	Details/Quantity
Name & Address of the Company.	
Is the Company registered under Company Act, 1956. If so, year of Registration and Establishment of the Company	
Is the Company certified for IT Services, “IT Infrastructure Services Management” and “IT Information Security”. If so, attach copy of the certificate.	
Type of Company Private/Public/Govt.)	
Total area of the Office. Please attach the documentary proof.	
Office building is owned or rented. If rented attach the Agreement.	
Total Turnover of the Company during the years in its Maintenance Contract 2020-21 2019-20 2018-19 The Company should have turnover of 50 Lakhs in Maintenance Contract on last three years.	
GST No:	
Is the Company blacklisted by any Govt. Deptt. or any Criminal Case is registered against the Company or its owner/partners anywhere in India in the last two years.	

Total No of Past experience of 05 (Five years) of Providing AMC in Govt. /PSUs.	
Facilities and Tools available at Test and Repair Centre. Please attach complete list.	
Copy of the Income tax returns for the last 3 years i.e. 2020-21,2019-20,2018-19 along with PAN(Enclosed Yes/No)	
Permanent & Contractual Staff (Including technical including Network Management). Please attach proof.	
Attach a copy of the Certificate of the personnel having CNEs, MCSEs, RHCEs, Novell Certified Engineer, etc.	
Details of Earnest Money Deposit:	Bank Draft No. _____ Dated _____ Amount _____ Bank _____
Attach a copy of at least 3 work orders for execution of AMC of Network Management and related IT Services for more than 150.	
Attach a copy of the Certificate of Application Service Provider partners of at least three of the Company like HP, Compaq, IBM, Intel, Microsoft, Wipro, APC, etc.	
Attach the Authorization letter from manufacturer for providing the AMC Services (not applicable for manufacturer).	
Attach the entire client list along with addresses, phone no and the contact person of the Companies where the Company is providing the AMC.	
Acceptance of The terms and conditions as per General Terms & Conditions and Special Conditions of Contract, Technical Schedule Of Requirements, Pre Qualification Requirement is acceptable/ fulfilled (Please say Yes/No)	

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

ANNEXURE –B**PRESCRIBED TENDER PROFORMA FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF NETWORK EQUIPMENT&MANAGEMENT, COMPUTER AND ITS PERIPHERALS, PRINTER AND SCANNER, ETC.****(FINANCIAL BID)****(To be completed & submitted in a separate sealed envelope)**

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

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

S. No.	Equipment Name/Make/Model	Qty	Rate for Single Quantity for one year inclusive all (in Rs.)	Total Amount for One Year inclusive all (in Rs.)
Desktop: 311nos.				
1	Assembled Pc	2		
2	Dell Optiplex 3090	4		
3	Dell Optiplex 3020	1		
4	Dell Optiplex 3080	4		
5	Dell Precision T600	1		
6	Dell Vostro 3471	1		
7	Hp 202 G2	1		
8	Hp 280 G2	2		
9	Hp 280 G3	6		
10	Hp 280 G4	31		
11	Hp 401 G1 Mt	1		
12	Hp 406 G1 Mt Pc	10		

13	Hp 510	1		
14	Hp Compaq 8100 Elite	56		
15	Lenovo -530	2		
16	Lenovo-Mt-7298	24		
17	Lenovo-Mtm-9439	36		
18	Lenovo V520	1		
19	Lenovo M920t	12		
20	Net power Wipro Z15310	3		
21	Dell Power Edge Server	3		
22	Hp Compaq 8300 Elite	39		
23	Hp Compaq 7800	3		
24	Hp Compaq 7400	22		
25	Hp Compaq 2280	2		
26	Hp Compaq 6100	1		
27	Hp Desktop Pro Pcm1	1		
28	Hp Elite desktop 800 G1	2		
29	Hp Pavilion 510	1		
30	Hp Pro 3090 Mt	3		
31	Hp Pro 3330	1		
32	Hp Pro 600 G3	2		
33	Hp Pro 600 G6	1		
34	Hp Pro 350 Mt 7977 Server	1		
35	Hp Slimline Desktop Z90	1		
36	IBM System X3500 Server	1		
		7		
37	Lenovo Mt-M 3209			

Regional Centre Delhi - Desktop

1	Accer	1		
2	HP406GI	1		
3	HP Compaq 7380	2		
4	HP Compaq Dx 7400 Elite	2		
5	HP Compaq 8100 Elite	8		
6	HP Compaq Dx 2280	1		
7	HP ProDesk 600 G4	1		
8	HP Slimlite Po21L DPPC Indix	2		
9	Lenovo M 9439-DP2	3		
10	Lenovo Y-530	2		

Printers: 173nos.

1	HP Laserjet P1108	13		
2	Hp Laserjet 506	2		
3	Hp Laserjet 1010	1		
4	Hp Laserjet +1020	7		
5	Hp Laserjet M1136 Mfp	21		
6	Hp Laserjet P 3015	6		
7	Hp Laserjet Pro Mfp 128fn	6		
8	Hp Laserjet P 2015dn	10		
9	Hp Laserjet M233dw	2		
10	Hp Laserjet M233dw	2		
11	Hp Laserjet Mfp 132dw	1		
12	Hp Pro M 202dw	1		
13	Hp Pro Mfp 227fdn	1		

14	Hp Laserjet 108w	1		
15	Hp Laserjet M403	1		
16	Brother Mfc-9140	2		
17	Hp Laserjet P1007	58		
18	Hp Color Cp 1025	1		
19	Hp Color Laserjet Pro M377dw	4		
20	Hp Color 400 M45dn	1		
21	Hp Color Cp 2025	1		
22	Hp Color Deskjet Gt 5811	1		
23	Hp Clor Laserjet Mfp M479	1		
24	Hp Color Laserjet Pro 254 Dw	1		
25	Hp Laserjet Pro M403dw	1		
26	Hp Laserjet P1106	6		
27	Wipro Line Printer	4		
Regional Centre - Printer				
1	HP Laserjet P1007	9		
2	HP Laserjet P1108	6		
3	HP Laserjet P2015	1		
Scanners: 17nos.				
1	Brother ADS - 2100	1		
2	Cannon Lide 120	1		
3	HP Scanjet G3010	1		
4	HP Scanjet Pro 3000 S2	1		
5	HP Scanjet Pro 2000	3		
6	HP Scanjet 3776	1		

7	HP Scanjet 5900	8		
8	HP Scanjet M6310	1		
Switches				
1	D-Link DGS-3100 - 24 Port	6		
2	D-Link DGS 1048 G 48 Port	2		
3	D-Link DGS-3100 - 48 Port	7		
4	BaseLine Switch-2024 - 24 Port	1		
5	DIGISOL DG-GS-4528S - 24 Port	1		
6	DIGISOL Mustang 400 series - 24 Port	2		
7	D-link DXS - 3624 - 24 Port	2		
8	D-Link DCS-1024 Switch-24 Port	4		
9	Netgeor Prosofe FMS726 - 24 Port	1		
10	Netgeor Gigabit Smart Switch GS748T - 48 Port	1		
Laptop				
1	HP Pro Book	7		
2	Lenovo Yoga Touch Screen	2		
3	I Mac	2		
4	Dell	2		
5	Sony	1		
6	HP-148-DR2016TU	18		

Server (05 nos.)				
1	Novell Netware 6.5 OS (Support for Installation, configuration, changes required in configuration for Novell Netware 6.5 OS and maintenance)	1		
2	Server IBM X3500 Series, Intel R Xeon, 2	1		

	GHz, 4 GB RAM, 146.8 X 5 SCSI HDD, DVD ROM including the configuration of OS Windows 2003 Server and the 2003 server components with Server level Anti VIRUS			
3	DELL POWER EDGE SERVEDR T630 INTEL -XEOM E-5 264V3 2.60 GHZ RAM 32 GB SERVER HDD 3TB	3		
Total				
Manpower				
	System Engineer(Under Minimum wages act)	1		
	Server Engineer(Under Minimum wages act)	1		
Grand Total				

Signature

Name

Address with

Seal of the Company

Phone No: (O)

(M)