



# तमिलनाडु केन्द्रीय विश्वविद्यालय

(संसद द्वारा पारित अधिनियम 2009 के अंतर्गत स्थापित)

CENTRAL UNIVERSITY OF TAMIL NADU

(Established by an Act of Parliament, 2009)

नीलक्कुडीपरिसर/Neelakudi Campus, तिरुवारूर/Thiruvarur - 610 005.

☎: 04366-277359 / email: purchase@cutn.ac.in

Tender Enquiry No.36/2016-17

10.02.2017

## AMENDED TENDER DOCUMENT

(Including amendments after pre-bid conference held on 21.02.2017)

Sir,

**Sub: Limited Tender Enquiry for Annual Maintenance Contract (AMC) of computers/ printers/servers/laptop and scanner – reg.**

Central University of Tamil Nadu, an institution setup by an Act of Parliament, invites sealed Tender under Two-Bid System (**Technical Bid – Annexure–III, Commercial Bid – Annexure–IV**) to enter into AMC for the IT Equipment.

Kindly submit your proposal for entering into an Annual Maintenance Contract for the equipment attached in the list (**Annexure-II**).

The Tender form both Technical Bid and Price Bid of the Computers / Printers / Servers / Laptop and Scanner is enclosed herewith. The rates should be quoted inclusive of Tax, Service charges and any others. The Technical parameters should be adhered to without any variation as per our reference.

The sealed quotations should reach this office on or before **13.03.2017 at 15:00 hrs.** and it will be opened on **same day at 16:00 hours** in Room No.F1-07, Conference Hall, Administrative Block, CUTN in the presence of bidder(s) or authorized representative(s), who will present at the scheduled time and date. In case due date happens to be holiday the tender will be accepted and opened on the next working day at the appointed time. Tenders received after the prescribed date and time will not be entertained under any circumstances. Tender enquiry documents are not transferable.

The cover should be superscribed as **“Quotation for Annual Maintenance Contract (AMC) of computers/ printers/servers/laptop and scanner”** addressed to The Registrar, Central University of Tamil Nadu, Neelakudi Campus, Thiruvarur 610 005.

There will be a Pre-bid Conference on **21.02.2017** at **11:00** hours at the Room No.F1-02 Conference Hall, Administrative Building, CUTN. Pre-Bid conference shall be held to clear the doubts of intending tenderers, if any.

Tenders received after due date/time will not be considered under any circumstances. Canvassing in any form will result in the disqualification of the bidder. Tenders sent by fax/email will not be considered. To avoid any complications with regard to Late Receipt/Non Receipt of Tenders, it may please be noted that responsibility rests with the bidder to ensure that the tenders reach the above mentioned address on or before the due date.

**Pre-bid Conference:**

A pre-bid conference will be held as indicated in the tender document. All prospective bidders/tenderers are requested to attend the pre-bid conference. In order to facilitate CUTN for proper conduct of the pre-bid conference, all prospective bidders/tenderers are requested to submit their queries with envelope bearing the tender number and date on top and marked “**Queries for Pre-Bid Conference**” so as to reach CUTN well before the date for Pre-bid Conference or by email to [purchase@cutn.ac.in](mailto:purchase@cutn.ac.in) with subject “**Queries for pre-bid Conference**”. CUTN will answer the queries during the pre-bid conference, which would become a part of the proceedings of the conference. All the participating bidders/tenderers shall sign the proceedings. These proceedings will become a part of clarifications/amendments to the bidding documents and would become binding on all the prospective bidders/tenderers. These proceedings will also be published in CUTN website for the benefit of all the prospective bidders/tenderers. Before submitting the bids, all prospective bidders/tenderers are advised to go through the CUTN website after the pre-bid conference, in order to enable/make cognizance of the changes made in the bidding document.

**Important Dates:**

<b>Events</b>	<b>Date</b>	<b>Time</b>	<b>Venue</b>
Date of Commencement of Sale of Tender Document	10.02.2017 (Friday)	09:30 Hrs. onwards	-
Pre-bid Conference	21.02.2017 (Tuesday)	11.00 Hrs.	Conference Hall, Administrative Block, Room No. F1-02, (First Floor), CUTN
Last date of sale of Tender Document	10.03.2017 (Friday)	15:00 Hrs.	-
Last date of submission of tenders	13.03.2017 (Monday)	16:00 Hrs.	-
Opening of Technical Bids	13.03.2017 (Monday)	17:00Hrs.	Conference Hall, Administrative Block, Room No. F1-02, (First Floor), CUTN

Yours faithfully

**Assistant Registrar (Purchase)**

## I - QUALIFICATION CRITERIA FOR BIDDERS

### I – Instructions to Bidder

1. The bidder should have carried out at least two similar works in State/Central Government/Reputed Educational/Research Institute for the last five years.
2. The bidder should produce back up documents like Purchase Orders, Work Completion Certificates for the above mentioned work.
3. The vendor should have service unit of their own with Qualified Engineers for the Software and Hardware.
4. The bidder should produce the Certificate of the Incorporation of the Organization.
5. The bidder should produce the Performance Certificate in respect of past work order related to State & Central University/Central Institutes or other Autonomous Body.

Tender should be submitted in two covers, Cover - I (Technical Bid) and Cover – II (Financial Bid). Envelopes of Technical bid and financial bid should be individually sealed and then placed in a common outer cover which shall also be sealed and super scribed with the tender reference No. and due date of submission.

Date of opening of the Price bids will be intimated after acceptance of the Technical bids. The Price bid of the other Bidders, whose Technical bid are found non-compliant, will be returned to the Bidders, in sealed and unopened condition as received. Technical bid with price information in any manner will be rejected

**Cover – I Technical Bid (Cover – I should be super scribed as Technical Bid and indicating the Tender Reference No.)**

### **II - Other Terms & Conditions**

1. The bidder shall be required to deposit the earnest money (EMD) for an amount of Rs. 10,000/- (Rupees Ten Thousand only), which is refundable and a tender document fee for an amount of Rs. 500/- (Rupees Five Hundred only), which is non-refundable by way of Demand Draft only. The Demand Draft shall be drawn in favour of “Central University of Tamil Nadu, Thiruvarur” payable at Thiruvarur. **The Demand Draft for Earnest Money Deposit & Tender Document fee must be enclosed in the envelope containing the Technical Bid.**
2. Any Technical bid without the Demand Draft of Earnest Money Deposit and Tender fee is liable to be rejected. The Institute is not responsible to pay any interest on such amount. Earnest Money Deposit shall be forfeited, if the tenderer withdraws its bid during the period of tender validity.

3. The Earnest Money Deposit of the successful bidder shall be refunded after the completion of contract/order. For unsuccessful bidder(s) it will be refunded after award of the contract. The firms who are registered with National Small Industries Corporation (NSIC)/or Small Scale Industry (SSI) are exempted to furnish the EMD and tender document fee.
4. The organization should furnish Income Tax PAN Number and TIN Number.
5. Bid must be quoted with one year comprehensive on-site Warranty and it will renewals for one more year at the discretion of university.
6. The Bids should remain valid for 180 DAYS from the last date of submission of the Bids. No claim for escalation of the rate will be considered after opening the tender.
7. The Institute reserves the right to accept in part or in full any quotation(s) or reject any or more quotation(s) without assigning any reason or to cancel the tendering process and reject all quotation(s) at any time prior to award of contract, without incurring any liability, whatsoever to the affected bidder or bidder(s).
8. The items should be started provided AMC within one week of time from the date of issue of AMC Work Order.
9. A prospective bidder requiring any clarification of the tender document may communicate to The Assistant Registrar (Purchase), CUTN, Thiruvapur.
10. At any time prior to the last date of receipt of bids, Institute may for any reason, whether at its own initiative or in response to a clarification requested by prospective bidder, modify the tender document by an amendment.
11. The payment for AMC shall be paid on quarterly basis on satisfactory services.
12. The break down calls shall be attended within 6hrs from the timing of communication of such calls.

**III - Financial Bid (Cover-II should be super scribed as Financial Bid and indicating the Tender Reference No. and shall contain Price only)**

1. Financial bid should be enclosed in a separate sealed cover and should be written in the format given in the tender document. Failure to provide price bid in a sealed separate cover will result in invalidation of the offer.
2. The bid should be clearly filled or typed and signed in ink legibly given full address of the bidder. The rate should be quoted both in words and figures. All the pages of the bid should be duly signed by the authorized person affixing the seal. All corrections and overwriting should be initialed otherwise the tender shall be invalidated.
3. The rates should be quoted in Indian Rupee including all taxes and other if any for providing AMC at CUTN, Neelakudi Campus, Thiruvarur-610 005.
4. Contractor fail to complete the subject work within the schedule indicated in the tender the LD@0.5% per week and maximum of 5% will be imposed.

The vendors shall submit the **Summary Sheet I and II** appended to the tender, duly filled in. The **Summary Sheet I** shall be put in the technical bid cover and contain the following information

1. Two similar works in State/Central Government/Reputed Educational/Research Institute for the last five years (i.e.,) during the period from 2012 to 2016.
2. Service unit of their own with Qualified Engineers for the Software and Hardware (list of particulars).
3. Certificate of the Incorporation of the Organization.
4. One Performance Certificate (or) Service completion Certificate from in respect of past work order related to State & Central University/Central Institutes or other Autonomous Body for the last five years period in 2012 - 2016.
5. EMD for an amount of Rs. 10,000/- (Rupees ten thousand only) in the form of demand draft.
6. Tender document fee for an amount of Rs. 500/- (Rupees five hundred only).

7. The firms who are registered with National Small Industries Corporation (NSIC)/or Small Scale Industry (SSI) which are exempted from EMD shall produce valid documentary evidence.
8. To furnish Income Tax PAN Number and TIN Number.

The **Summery Sheet** in the commercial bid cover should contain rate for each item as indicated in **Annexure – II** without omitting any item.

The above eight particulars relating to **Summery Sheet** & rate of quote for each item in the **Annexure – II** are compulsory and non-inclusion or non-submission of any of the item will result in the rejection of the tender of that particular firm.

The CUTN reserves right either to accept or reject any of the tender or all the tenders due to the exigency of the demand.

#### **IV - Security Deposit**

The successful bidder should give a Security Deposit (or) Bank Guarantee Certificate from National Bank for an amount of 10% of order value of AMC which can be paid back on completion of the AMC successfully. The security shall be in one of the following forms:

- (a) A bank guarantee (in the format as provided in **Annexure-VII** of the bidding documents) issued by the Indian Scheduled bank acceptable to the Purchaser.
- (b) A Demand Draft favouring **Central University of Tamil Nadu** payable at Thiruvavarur/Tiruvavarur.

#### **V - General Terms & Conditions:**

##### **The maintenance services will consist of**

1. Attending to complaints raised by various departments/ individuals of CUTN on daily basis.
2. Onsite preventive and corrective maintenance of computers connected in LAN and peripherals at CUTN where the above equipment is installed as indicated from time to time.
3. The maintenance contract will include necessary repairs to the installed systems and replacement of defective / damaged parts, components and other accessories free of cost.

4. The maintenance contract also includes removal of virus, software patch updation, periodical backup to respective users, system administration, network administration, software support / troubleshooting to keep the system fully operational and website updating. The agency will be responsible for providing virus free computing environment at CUTN.
5. The maintenance contract also includes repair, maintenance and troubleshooting of all LAN components like the switches to keep LAN fully operational and also adding computers to the existing network, in such case the material required will be provided by CUTN.
6. The contract will be for the period of one year. The contract may be renewed based on satisfactory services provided by the agency.
7. The maintenance services will be provided on all working days from 9.00 AM to 18.00 Hrs (Monday to Saturday). Provision of availability of service engineers on Sundays or other holidays should be made in case of exigency.
8. The maintenance service agency shall provide maintenance services through a qualified experienced and competent resident engineer who will attend office on all days at CUTN, as indicated above. The role of the engineer shall be as follows:

#### **VI - The onsite engineer is responsible**

1. For computer maintenance for hardware maintenance should have expertise to cover all items of computers, printers, UPS, Scanners, CD-writers and network components.
2. For providing user software support services including virus cleaning /patch installation, software installation etc.
3. He should be well conversant with the latest trends in trouble shooting of computing equipment and networking monitoring tools.
4. He should be knowledgeable about various software tools and techniques for web designing and programming.
5. Capable of providing any extra network connection / extension / installation for which CUTN may provide the required materials.
6. **The parts/components / sub-assemblies used for repair / replacement by the contractor will be of the same / equivalent or higher make and functional capability as originally available in the systems. Except consumables like ribbons, laser printer toner, floppies, CDs, cables and information outlets (in case of LAN) the contractor will arrange all other parts / components / sub- assemblies including fuser assembly of laser printer free of cost.**

7. The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts / components / assemblies will be withdrawn from the maintenance contract. The decision of CUTN regarding non –availability and obsolescence of technology will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency.

## **VII - Scope of the work**

The scope of work covers Annual Maintenance of Hardware (such as Computers, Printers, Servers, Scanners, Network switches, CD Writers etc. of different make & model) and various Software installed in the Computer Systems at CUTN Thiruvarur. As per the list **Annexure - I**

### **A. For the purpose of the Computer AMC work, following interpretations would be made**

- a. **Hardware**-This includes the actual components/assemblies/sub-assemblies of the PC i.e. the hard disk, monitor, mouse, keyboard, floppy disk, CD Rom, Zip disk drive, Teflon etc. This also includes the components/assemblies/sub-assemblies of Peripherals and other accessories. This will also include connectors/cables/cords and any other physical appliances required to run the computers etc.
- b. **Peripherals**- This include Printers(LaserJet, DeskJet, Inkjet, Dot Matrix), Scanner, CD writer, Modem, Speakers, UPS and any other unspecified but existing item.
- c. **Software**-This includes all the software related to Operation Systems, System Software, Mail Software and any other unspecified software required to run the components/peripherals/application etc. This also includes the application software installed in the computer.
- d. **Services**-This includes back-up solutions, cleaning of the computer system and peripherals, disaster recovery solutions general antivirus installation/reinstallation/updating checks and regular maintenance like running diagnostics tests to ensure if all the components are working fine.

## **VIII – Overall responsibility of Service Engineer**

The engineer shall maintain a record of complaints received/attended/not-attended, whether received on-line or otherwise and shall attend to all the complaints received immediately.



1. **The general scope of work includes:**

- a. The contract would be comprehensive i.e., including replacement of parts of Original Equipment Manufacturer (OEM) except cartridges for printers.
- b. Upkeep and maintenance of the hardware installed.
- c. To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipment.
- d. Repair to be carried out at the location of the equipment.
- e. Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
- f. Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.
- g. Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
- h. Any other maintenance work to be undertaken related to the computer/peripherals.

2. **The Technical and financial terms and conditions of AMC shall be as follows:**

- a. The firm/company must be registered as a firm or as a company with the Registrar of Firms or Registrar of Companies.
- b. The firm/company should be in existence for over 3 years in the trade as on 31.03.2016 with maintenance turnover of more than **Rs. 30 lakh** per annum during the last 3 years ending 31<sup>st</sup> March 2016.
- c. The firm/company should have a previous experience in maintenance of such equipments with Government Department/Public Sector Undertaking in Delhi of maintaining not less than 100 computers per year in each Department/PSU. Necessary papers must accompany the technical bid. The company should furnish its Downtime Statement of previous maintenance work in a Govt. office for the last three years.
- d. The firm/company must have expertise in on-site maintenance and repair of computers, printers, peripherals and other hardware parts and accessories.
- e. The firm/company applying for this tender would produce certificate for the previous financial year from the concerned authorities about the payment of service tax, income tax, works contract tax and any other tax applicable.
- f. The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine part of same specification and warranty.
- g. The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written order of The Registrar, CUTN are conveyed, the original specification/characteristics/features shall not be changed.

- h. The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN Number, Service Tax number, etc.

3. **The other terms and conditions for awarding the AMC shall be as under:**

- a. The vendor will provide one qualified, with experience of at least three years in windows software and linux software and maintaining computer equipment in Govt/PSU Sector, service engineers on all the working days from 9.30 AM to 6.00 PM for attending and redress of complaints and at least one engineer should be available from 12.00 to 6.30PM on all working days. The engineer shall also be available on holidays as per requirement of CUTN if needed. Both engineers shall be equipped with mobile phones to ensure their availability. An amount of Rs. 200/- (Rupees two hundred only) will be deducted if any Service Engineer remains absent/leave without providing substitute.
- b. The initial period of contract will be for one year from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by the CUTN, based on the performance of the service provider.
- c. The firm/company will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, printer, keyboard, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A Preventive Maintenance Report from the user would be submitted to IT Section, CUTN failing which an amount of Rs. 200/- (Rupees two hundred only) as a penalty would be imposed.
- d. The service engineers would take up any reported fault with one hour. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same.
- e. If the firm fails to carry out repairs with 24 hours, to the satisfaction of the user, a penalty of Rs. 200/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the one day till such time the PC/accessories are repaired. A call sheet duly signed by user and should be submitted to the computer section after successfully attending the call.
- f. The successful bidder shall provide necessary support for maintaining virus free computer environment in the CUTN and help in upgrading the Software's/Virus Detection mechanism.

- g. Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the equipment work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract. In case any damage on the systems of the department is found, compensation which would be determined by the Competent Authority will have to be paid by the firm.
- h. The Bidder shall furnish, as part of its bid, an Earnest Money Deposit (EMD) of **Rs.10,000/-**(Rupees Ten thousand only) and that shall be interest free. The EMD shall be in the form of a demand draft drawn in favour of **Central University of Tamil Nadu** and payable at **Thiruvarur/Tiruvarur**. The EMD may also be in the form of Bank Guarantee (**Annexure-VI**). Any bid not accompanied with the EMD shall be rejected by the Purchaser as non-responsive.
- i. The bid security of the Bidders will be returned as promptly as possible, but not earlier than fifteen (15) days after the successful Bidder has furnished the required performance security.
  - ii. The EMD may be forfeited under the following circumstances:  
If a Bidder:
    - (a) Withdraws its bid during the period of bid validity specified on the Bid Form or
    - (b) In the case of the successful Bidder, if the Bidder fails to:
      - (I) Sign the Contract or
      - (II) Furnish performance security.
- The successful tenderer shall submit a performance guarantee as determined by the Department while awarding the contract for the fulfillment of performance of the terms and condition of the contract. The security deposit will be refundable after successful completion of the contract to the adjustment of dues against the contractors.
- i. It may also be noted that in case of contractor backing out in mid terms without any explicit consent of CUTN, the firm/company will be liable to recovery at higher rate vis-à-vis, those contracted with it, which may have to be incurred by CUTN on maintenance of machines for the balance period of contract through alternative means.
  - j. The above act of backing out would be automatically debar the firm from any further dealing with CUTN and EMD/performance guarantee amount would also stand forfeited.
  - k. No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.
  - l. The page number should be marked in all pages serially (including all supporting documents enclosed with the tender document) and the declaration for the same shall be submitted by the bidder as **Annexure-VIII**.

**Annexure-II**

<b>Sl. No.</b>	<b>Description</b>	<b>Total Nos.</b>	<b>Year of Purchase</b>
<b>(1) Scanner</b>			
1.	Canon Image Formula DR-2020U	1	2014-15
2.	Canon Image Formula DR-C130L	2	2013-14
3.	Canon Lide 110	1	2013
<b>(2) HP Laser Jet Printer</b>			
1.	Laser Jet P1007	8	2011-2013
2.	Laser Jet P1020 Plus	13	2011-2013
3.	Laser Jet P1108	5	2011-2013
4.	Laser Jet P1106	4	2011-2013
5.	Laser Jet M1005 MF	1	2011-2013
6.	Deskjet Ink Advantage 2060	1	2011-2014
<b>(3) Laser Jet Printer</b>			
1.	Samsung ML-1640	1	2010
2.	Samsung Monochrome Laser Printer ML-1666	1	2010
3.	Samsung SCX-4824FN	1	2010
<b>(4) Heavy Duty Printer</b>			
1	Xerox Work Centre 5020	9	2013-2014
2	Xerox Work Centre 5021	1	2013-2014
3	Xerox Work Centre 7125	1	2012
4	Canon Image Runner Advance	1	2015
5	Canon Image Runner 2525	2	2013
6	Toshiba E-Studio 212	1	2009-10
7	Toshiba E-Studio 2007	3	2014-15
8	Toshiba E-Studio 2330C	1	2011-12
9	Toshiba E-Studio 166	1	2009-10
10	Toshiba E-Studio 357	1	2014-15
11	Ricoh MP 25015	1	2012-13

<b>Sl. No.</b>	<b>Description</b>	<b>Total Nos.</b>	<b>Year of Purchase</b>
12	Toshiba E-Studio 2050C	1	2015-16
13	Canon IR ADV 4225	1	2016
14	Toshiba E-Studio 457	1	2016
<b>(5) CPU</b>			
1.	HCL Intel Core i3,2GB Ram,500 GB Hard Disk	52	2009-11
2.	HCL Intel Core 2 Duo,2GB Ram,160 GB Hard Disk	1	2009
3.	Lenovo Intel Core 2 Duo,2 GB Ram,320 GB Hard Disk	2	2009
4.	Lenovo Intel Core i3,2GB Ram,500 GB Hard Disk	40	2012
5.	HCL Intel Core i3,2GB Ram,320 GB Hard Disk	11	2012
6.	HP Intel Core i7,2GB Ram,500 GB Hard Disk	18	2013
7.	HP Intel Core i3,2GB Ram,500 GB Hard Disk	24	2013-14
8.	HCL Intel Core i5,4 GB Ram, 1 TB Hard Disk	50	2014
9.	HCL Intel Core i3,2GB Ram,500 GB Hard Disk	7	2012-13
<b>(6) Accessories</b>			
1.	Key Board	148	2013-15
2.	Optical Mouse	148	-
<b>(7) LCD Monitors 19”</b>			
1.	HCL Monitor	52	2009-11
2.	HCL Monitor	1	2009
3.	Lenovo Monitor	2	2009
4.	Lenovo Monitor	40	2012
5.	HCL Monitor	11	2012
6.	HP Monitor	18	2013
7.	HP Monitor	24	2013-14
<b>(8) Laptop</b>			
1	HP 4441s Core i7,4GB RAM,500GB HDD	8	2012-13
2	SONY VAIO Core2Duo, 2GB, 250 GB, Windows Vista Home Basic	1	2009-10

<b>Sl. No.</b>	<b>Description</b>	<b>Total Nos.</b>	<b>Year of Purchase</b>
3	SONY VAIO S-Series Core i7,4GB RAM, 500GBHDD	1	2011-12
4	HP pavilion CORE i5, 4GB,1TB HDD	3	2014-15
5	ASUS X200M Intel Pentium, 2GB, 500GB HDD, WIN8	1	2014-15
6	SONY VAIO E-Series Core i3, 4GB, 320 HDD, Win7 Home Premium	2	2011-12
7	SONY VAIO Core2Duo, 2GB, 320 GB, WIN7 Professional	1	2011-12
8	Fujistu Core i7, 8GB, 500GB, Win8	1	2014-15
9	Dell Core i3 , 4GB, 500 GB, Win8	1	2015-16
<b>(9) Server / Work Station</b>			
1	HP Work Station Intel Xeon Processor, 4GB RAM, 500GB HDD, WIN 7	1	2013
2	Dell Work Station Intel Xeon Processor, 8GB RAM, 500GB HDD, WIN 7	1	
3	Dell Work Station Intel Xeon Processor, 8GB RAM, 500GB HDD, Linux	1	
4	HP Blade Server C3000-BL460 HP Blade Server Chasis wityh Storage on Blade Maximum No. Of Blades : 4 , No. Of Blades Populated : 4, Blade Configuration : Intel Low Power Xeon	1	2012-13

**LIMITED TENDER ENQUIRY FOR COMPREHENSIVE ANNUAL MAINTENANCE  
CONTRACT (CAMC) OF COMPUTER/ PRINTERS-TENDER NO.36/2016-17**

**TECHNICAL BID PROFORMA**

1	Name of firm	
2	Address of Firm	
3	Firm Registration No.	
4	Name of the authorized signatory	
5	Specimen Signature of the Authorized signatory.	
6	Telephone Number of the authorized signatory and other Telephone Number of the firm.	
7	Whether the firm had enclosed EMD. If “Yes: then DD/Pay order no.	
8	Details of the Government Ministries/Department/Organization /PSUs etc. in which the firm is engaged in computer AMC activities from the F.Y 2012-13, 2013-14, 2014-15. Copies of work orders in which they have been given AMC of at least 100 computers in one single order in any Govt/Min./Deptt./Org. may be enclosed.	
10	Whether proof/copies of work order on items at S.No. 8 enclosed (Yes/No)	
11	List of copies of documents enclosed.	
12	Annual Turnover (Rs. In Lakh)  (Audited financial statements or financial statement showing turnover duly certified by a Chartered Accountant to be enclosed as proof of the same)	2013-14 : 2014-15 : 2015-16 :
13	Whether the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/partners anywhere in India. (If no, a certificate is to attached in this regard as per Annexure-V)	
14	Track record of service provided to clients with supporting documents	
15	Additional information, if any (Attach separate sheet, if required)	

**Details of Service Engineers:**

<b>Sl. No.</b>	<b>Name</b>	<b>Technical Qualifications</b>	<b>Area of the Specialization</b>	<b>No of years of Experience in Computer Maintenance</b>	<b>Date of joining the firm</b>

**Certificate**

I / We have read the tender documents completely and understood the requirements and conditions laid down in it. We certify that our firm is eligible to participate in this tender as per the eligibility criteria specified in this tender document. I/We will abide by the tender Terms and conditions given in the documents. Further, I/We certify that the no changes have been done to the tender document issued by CUTN. Signature of the Bidder with seal and date

**Authorized Signatory  
Name of the Organization  
Seal of the Organization**



**COMMERCIAL BID PROFORMA**

1. The Charges for AMC of the items in the **Annexure-II** is to be given individually in the format mentioned below:

<b>Sl. No</b>	<b>Description</b>	<b>No. of Units/Sets</b>	<b>Charge per Unit/Set (INR)</b>	<b>Total Charge (Inclusive of all taxes) (INR)</b>
1	List of items as per <b>Annexure-II</b>			
2	Other charges (if any)			
<b>Grand Total (Inclusive of all taxes)</b> <b>(In Words)</b>		<b>(In Figures)</b>		

2. The Charge quoted for Items must include all costs associated with service charges and all taxes basis to the university at Thiruvapur.
3. The vendors are encouraged to visit the University site for checking the products before quoting.
4. Maximum educational discount as could be offered should be mentioned.

**Signature and seal of the bidder**

(Declaration – On Rs.50/- Stamp Paper)

I \_\_\_\_\_ do hereby declare that our firm is not black listed and no inquires/cases are pending against us by Govt. of India/Govt. of Tamil Nadu or any Universities/Institutions, since inception of the firm/ Company.

I further undertake that if above declaration proves to be wrong/incorrect of misleading our tender/contract stands to be cancelled/terminated.

Place:

Date:

Signatures of Authorized Signatory

Designation

Seal

**MODEL BANK GUARANTEE FORMAT FOR FURNISHING EMD**

Whereas .....  
 (hereinafter called the "tenderer")  
 has submitted their offer dated..... for  
 the supply of .....  
 (hereinafter called the "tender")  
 against the purchaser's tender enquiry No. ....  
 KNOW ALL MEN by these presents that WE ..... of  
 ..... having our registered office at  
 ..... are bound unto .....  
 (hereinafter called the "Purchaser")  
 in the sum of..... for which  
 payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors  
 and assigns by these presents. Sealed with the Common Seal of the said Bank this.....  
 day of .....2016.

**THE CONDITIONS OF THIS OBLIGATION ARE:**

- (1) If the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- (2) If the tenderer having been notified of the acceptance of his tender by the Purchaser during the period of its validity:-
  - a) If the tenderer fails to furnish the Performance Security for the due performance of the contract.
  - b) Fails or refuses to accept/execute the contract.

WE undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force upto and including 45 days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date

.....  
(Signature of the authorized officer of the Bank)

.....  
Name and designation of the officer .....  
Seal, name & address of the Bank and address of the Branch

**FORM OF PERFORMANCE SECURITY (GUARANTEE) BY BANK**

1. This deed of Guarantee made this day of \_\_\_\_\_ between Bank of \_\_\_\_\_ (hereinafter called the "Bank") of the one part, and Central University of Tamil Nadu, Thiruvavur (hereinafter called "the Purchaser") of the other part.
2. Whereas the Purchaser has awarded the contract for Supply and Installation of \_\_\_\_\_ (name of the furniture) (hereinafter called the contract) to \_\_\_\_\_ (hereinafter called the Supplier); (Name of the Supplier)
3. AND WHEREAS the Supplier is bound by the said Contract to submit to the Purchaser a Performance Security for a total amount of Rs. \_\_\_\_\_ (Amount in figures and words).
4. Now, I/we the undersigned, being fully authorized to sign and to incur obligations for and on behalf of and in the name of \_\_\_\_\_ (Full name of Bank), hereby declare that the said Bank will guarantee the Purchaser the full amount of Rs. \_\_\_\_\_ (Amount in figures and words) as stated above.
5. After the Supplier has signed the aforementioned Contract with the Purchaser, the Bank is engaged to pay the Purchaser, any amount up to and inclusive of the aforementioned full amount upon written order from the Purchaser to indemnify the Purchaser for any liability of damage resulting from any defects or shortcomings of the Supplier under the Contract mentioned above, whether these defects or shortcomings are actual or estimated. The Bank will deliver the money required by the Purchaser immediately on demand without delay without reference to the Supplier and without the necessity of a previous notice or of judicial or administrative procedures and without it being necessary to prove to the Bank the liability or damages resulting from any defects or shortcomings of the Supplier. The Bank shall pay to the Purchaser any money so demanded notwithstanding any dispute/disputes raised by the Supplier in any suit or proceedings pending before any Court relating thereto and the liability under this guarantee shall be absolute and unequivocal.
6. This Guarantee is valid for a period of thirty six months from the date of signing. (Initial period for which this Guarantee will be valid must be for at least thirty (30) days longer than the anticipated expiry date of warranty period).
7. At any time during the period in which this Guarantee is still valid, if the Purchaser agrees to grant a time extension to the Supplier or if the Supplier fails to complete the work within the time of completion as stated in the Contract, or fails to discharge himself of the liability or damages as stated under Para 5 above, the Bank shall extend this Guarantee under the same conditions for the required time on demand by the Purchaser and at the cost of the Supplier.
8. The Guarantee hereinbefore contained shall not be affected by any change in the Constitution of the Bank or of the Supplier.
9. The neglect or forbearance of the Purchaser in enforcement of payment of any moneys, the payment whereof is intended to be hereby secured or the giving of time by the Purchaser for the payment hereof shall in no way relieve the bank of its liability under this deed.
10. The expressions "the Purchaser", "the Bank" and "the Supplier" hereinbefore used shall include their respective successors and assigns.

In witness whereof I/We of the bank have signed and sealed this guarantee on the \_\_\_\_\_ day of \_\_\_\_\_ (Month & Year) being herewith duly authorized.  
For and on behalf of the \_\_\_\_\_ Bank.

**Signature of Authority**

Bank official Name: ..... Designation: .....  
Stamp/Seal of the Bank: .....  
Signed, sealed and delivered for and on behalf of the Bank by the above named \_\_\_\_\_ in the presence of:

**Witness 1**

Signature .....  
Name .....  
Address .....

**Witness 2**

Signature .....  
Name .....  
Address .....

**Declaration**

We hereby undertake that there are \_\_\_\_\_ pages, serially numbered, in the submitted tender including the supporting documents.

We have submitted our principal's exclusive authorization letter which is specific for this Tender No. \_\_\_\_\_ dated \_\_\_\_\_.

**(Please number all the pages including blank page, if any)**