



INDIRA GANDHI NATIONAL OPEN UNIVERSITY
Regional Centre, Rajadhani Complex, Killippalam, Karamana PO
Thiruvananthapuram - 695 002

Phone : 2344113

Ref. No. IG/RCTVM/Comp.Maint/09


Dated : 20th September, 2016

Sub : Quotation for maintenance of computers and printers

IGNOU invites quotation, in sealed envelope, from qualified and reputed service providers, having full fledged service facilities in Trivandrum, for carrying out maintenance of computers and printers installed at its Regional Centre and Study Centres situated in Trivandrum.

Interested and experienced service providers may submit their quotation by completing and signing the enclosed forms "Annexure I – Company Profile", "Annexure II -General information and terms & conditions" and "Annexure III – Commercial Offer".

Earnest Money Deposit	:	Rs. 2500/- By way of DD drawn in favour of IGNOU payable at Trivandrum
Last date and time for submission of quotation	:	04 th October, 2016, 03.00 PM
Date and time of opening	:	04 th October, 2016, 03.30 PM


B Sukumar
Regional Director

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
(Quotation for maintenance of Computers and Printers at IGNOU Regional Centre,
Thiruvananthapuram and Study Centres established in Thiruvananthapuram)

Details of Earnest Money Deposit Rs. 2500/- (Please attach the DD with this form)		DD No. :	Dated
		Bank:	
1	Name of the firm		
2	Address		
3	Whether Regd. /Pvt. Ltd. / Other		
4	Name of Proprietor / Partner / Managing Director		
5	Name of the authorised signatory		
6	Designation		
7	Telephone No.		
8	Email Id.		
9	Annual turn over of the Company	2013-14 2014-15 2015-16	
10	PAN No.		
11	Service Tax Registration No.		
12	Sales Tax / VAT No.		
13	Details of current / previous contracts for maintenance of computer / printer		
i	(a) Name of Organisation		
	(b) Contact person name		
	(c) Telephone No.		
14	No. of professionals employed	Engineer :	
		Technician :	
15	Do you have any kind of partnership / dealership of PC and PC peripheral manufacturers (Kindly furnish complete details i.e., name of manufacturer, product, nature of partnership / dealership etc.)		
16	Any other information		

I confirm that I have read the tender document and understood that in case of any of the statements furnished by the undersigned is found false OR if any of / all the terms and conditions of the tender are not complied with, the tender is liable for cancellation and the earnest money deposited shall be forfeited by IGNOU. I agree that the decision of IGNOU in this regard would be final and binding on me.

Dated:

(Signature)

Name :

Address :

(Office Seal)

INDIRA GANDHI NATIONAL OPEN UNIVERSITY

Regional Centre, Rajadhani Complex, Killippalam, Karamana PO, Thiruvananthapuram – 695 002

(Quotation for maintenance of Computers and Printers at IGNOU Regional Centre, Thiruvananthapuram and Study Centres established in Thiruvananthapuram)

1. Introduction

The Indira Gandhi National Open University is a Central University established by an Act of Parliament with the mission to advance frontiers of knowledge and promote its dissemination through sustainable open and distance learning systems seamlessly accessible to all, including hitherto un-reached. The University carries out its functions through a chain of Study Centres established in reputed educational institutions.

2. Scope of work

2.1. The scope includes providing smooth and trouble free comprehensive maintenance of computers and Printers listed in Annexure III, located at various places mentioned below to the satisfaction of the University.

Location	Computer	Printer
IGNOU Regional Centre, Rajadhani Complex, Killippalam, Trivandrum	32	15
IGNOU Study Centre, Mar Ivanios College, Nalanchira, Trivandrum	02	01
IGNOU Study Centre, C Achuthamenon Study Centre&Library, Poojappura, TVM	01	01
IGNOU Study Centre, Bharatheeya Institute for Advanced Study&Research, GPO Lane, Trivandrum	01	01
IGNOU Study Centre, College of Agriculture, Vellayani, Trivandrum	01	-
Total	37	18

- 2.2. The vendor at his own discretion may reinstate or replace the malfunctioning / non functioning part or whole of the product with a working part or whole of the product of a matching configuration.
- 2.3. The scope of the contract includes replacement / rectification of a part or whole of the product in the case of defect in any spare part of the product or loss of any part in the product on account of negligence attributable of the vendor.
- 2.4. All hard disks, mother boards, transformers, CD/DVD drives etc. are covered in the maintenance contract.
- 2.5. The scope also includes trouble shooting which may require re-installation of operating system / application files and virus removal.
- 2.6. Deputing a qualified and experienced engineer, immediately on receipt of call. The engineer should be equipped with spare parts like CD-ROM Drive, Mouse, Hard disk etc, as well as drivers and software patches, as applicable. The service provider will identify one engineer who will be deputed for calls received from IGNOU Regional Centre / Study Centres.
- 2.7. Drawing up a schedule for preventive maintenance of all equipments in consultation with the Regional Centre in such a way that each computer / printer is provided with preventive maintenance at least once in three months.
- 2.8. In case the repair cannot be completed on the same day, the provider will make standby arrangements till the repair is completed.
- 2.9. A log book shall be maintained for keeping track of the complaints and signature of authorized representative of IGNOU should be taken to denote the attendance of the maintenance.

Signature
Office Seal

3. Terms and conditions

- a. Quotation shall be submitted in official form only. The complete quotation should be submitted by the bidders duly signed by them on each page.
- b. No paper shall be detached from the tender document. No tender shall be considered unless all the pages of the tender document are duly filled in and signed by the tenderer.
- c. **Earnest Money Deposit** : The tender should be accompanied by an earnest money of Rs. 2,500/- (Rupees two thousand five hundred only) by way of a demand draft drawn in favour of IGNOU and payable at Trivandrum. **Please note that EMD will not be accepted by cheque, cash, money order or by bank guarantee.** No interest will be payable on EMD. The Earnest Money Deposit of the unsuccessful bidders shall be refunded after finalization of the bid.

Upon award of the contract, the successful company shall furnish **performance security of Rs. 7500/-** by way of demand draft drawn in favour of IGNOU or by bank guarantee.

- d. Quotations received without earnest money in the form of bank draft shall not be considered.
- e. Quotation should be valid for at least 90 days from the date of opening and the rates quoted shall be valid for the entire period of the contract. If any bidder withdraws during this period, the Earnest Money Deposit shall be forfeited.
- f. All amounts should be mentioned both in figure and in words. Corrections, if any, must be attested. Where there is a difference between amounts quoted in figures and in words, the amounts quoted in words shall prevail.

Government duties leviable, if any, should be quoted separately, failing which IGNOU shall have no liability to pay these charges, and the liability shall be that of the bidder.

- g. Late tenders will not be considered.
- h. In case of any difference / discrepancy between the rates quoted in figures and in words, the later shall prevail.
- i. Any over writing / fluiding / correction should be authenticated by the signature of the authority signing the bid.
- j. The AMC will be initially for a period of one year from the date of award. The same can be extended for another term of two years (1+1), as may be mutually agreed. Extension of term shall, however, not be binding on either party.
- k. The contract can be terminated by either party giving a 60 days clear notice.
- l. The vendor must furnish details of PAN No., Service Tax No., Sales Tax / VAT No. and attach photocopy of each of these documents along with Annexure I – Company Profile.

4. Submission of Offer

- 4.1 The tender document is divided into two parts viz. **"TECHNICAL BID"** and **"FINANCIAL BID"**.
- 4.2 **ANNEXURE I & II** of the tender document, along with the **demand draft towards EMD and other enclosures**, constitutes the **TECHNICAL BID**. This part completed in all respect, should be put in a sealed envelope superscribing **"Technical Bid"**.
- 4.3 **ANNEXURE III** of the tender document form the **FINANCIAL BID**. The financial bid completed in all respect should be **detached** from the tender document and put in another sealed envelope superscribing **"Financial Bid"**.
- 4.4 Both the "Technical Bid" and "Financial Bid" should be put in a third sealed envelope superscribing **"Quotation for maintenance of computer and printer"**.
- 4.5 Tenders submitted without above two bid system procedure will be summarily rejected.

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- 4.6 The tender, complete in all respect, should reach the Regional Director, IGNOU Regional Centre, Rajadhani Complex, Killippalam, Karamana PO, Trivandrum – 695002 latest by 03.00 PM on 04/10/2016
- 4.7 Tenders (Technical Bids only) will be opened on the same day at 03.30 PM, in the presence of bidders present, if any.

5. Evaluation of Offer

- 5.1 Bidders will be short listed by a duly constituted Tender Evaluation Committee (TEC) based on the information furnished in the Technical Bid. During this process, the TEC may visit the office of the bidders to ascertain the facilities available.
- 5.2 The Financial Bids shall be opened only for the technically short listed vendors as decided by the TEC. The technically qualified bidders will be informed formally by post / fax / phone / email about the date and time of opening of Financial Bids.
- 5.3 Any attempt by any bidder to bring pressure of any kind may disqualify the bidder for the present tender and the bidder may be debarred from bidding for any material / service in IGNOU in future.
- 5.4 IGNOU shall have no obligation to convey reason for rejection of any bid. It shall be open for IGNOU to reject even the lowest bidder in the interest of the University and no reason need be given therefore.

6. Local Conditions

It will be imperative on each tenderer to duly acquaint himself/herself of the local conditions and factors which would have an effect on the performance of the contract and cost. Bidders are advised to visit IGNOU on any working day between 10.30 AM to 04.00 PM. IGNOU shall not entertain any request for clarifications from the bidder regarding local conditions. No request for the enhancement in price shall be entertained after the bidder has accepted the offer.

7. Payment

The payment shall be released in four equal installments against the bill raised by the vendor at the end of each quarter based on satisfactory services for the quarter.

Income tax as applicable will be deducted from the bills.

8. Indemnification

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, IGNOU, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

9. Disputes

In case of any dispute, decision of the Regional Director is final and binding to the party.

Signature
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Commercial Offer

ANNEXURE-III

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
(Quotation for maintenance of Computer and Printer at IGNOU Regional Centre,
Thiruvananthapuram)

1 Name of the Organisation :

2 Rates offered per unit per year :

Sl. No.	Item Description	Quantity	Year of Purchase	Approx. cost per unit	Tax, if any, applicable extra on AMC charges
1.	HCL Computer Infiniti PRO BL 1280	31	2009	16520	
AMC charges per UNIT per Year					
	First Year *	Rupees			
	Second Year *	Rupees			
	Third Year *	Rupees			
2.	Acer Computer	6	2009	19060	
	First Year *	Rupees			
	Second Year *	Rupees			
	Third Year *	Rupees			
3.	Brother HL 2140 Printer	12	2009	3951	
	First Year *	Rupees			
	Second Year *	Rupees			
	Third Year *	Rupees			
4.	HP LaserJet P1007 Printer	02	2009	6250	
	First Year *	Rupees			
	Second Year *	Rupees			
	Third Year *	Rupees			
5.	HP LaserJet 1020 Printer	04	2012	8299	
	First Year *	Rupees			
	Second Year *	Rupees			
	Third Year *	Rupees			
6.	Canon LBP 2900B Printer	01	2011	6595	
	First Year *	Rupees			
	Second Year *	Rupees			
	Third Year *	Rupees			

Signature
Office Seal