



चौधरी रणबीर सिंह विश्वविद्यालय, जीन्द
Chaudhary Ranbir Singh University, Jind
(Established by the State Legislature Act 28 of 2014)



Tender Ref. No.....

Date:

TENDER NOTICE

E-tender on behalf of Chaudhary Ranbir Singh University, Jind is invited subscribed as “TENDER” for “**Comprehensive AMC (with parts) of Electronics Items**” at Chaudhary Ranbir Singh University, Jind on the basis of quality and technical expertise from the Reputed Firms / Service Providers latest by 26.2.2019 up to 5.00 P.M. as per details given on website along-with security amount of Rs. 1,00,000 / (Rupees One lakh only) through online mode and a separate fee of Rs. 2,000/- as Tender Fee in account of Registrar, C.R.S. University, Jind will also be deposited through online mode. The E-tender technical bids and financial bids will be opened on 27.2.2019 at 11.00 A.M. Bidders shall have to pay the E- Service fee of Rs. 1000/- through online mode in favour of “Society for IT initiative fund for e- Governance” payable at Chandigarh. For more details may visit on website www.crsu.ac.in / <https://haryanaeprocurement.gov.in>.

Last date of receipt of tender bids: 26.2.2019 upto 5.00 P.M.

Date of opening of Technical Bids: 27.2.2019 at 11.00 A.M.

Date of opening of Financial Bids: 27.2.2019 at 11.00 A.M. to 5:00 P.M.

Note: The Tender will be received only through e-tendering i.e. online mode only.

Deputy Registrar
General and Purchase Branch
C.R.S. University, Jind.



चौधरी रणबीर सिंह विश्वविद्यालय, जीन्द
Chaudhary Ranbir Singh University, Jind
(Established by the State Legislature Act 28 of 2014)



STANDARD BIDDING DOCUMENTS FOR **“Comprehensive AMC (with parts) of Electronics Items”** at Chaudhary Ranbir Singh University, Jind on behalf of C.R.S. UNIVERSITY, JIND.

Name of work: **“Comprehensive AMC (with parts) of Electronics Items”** at Chaudhary Ranbir Singh University, Jind.

PRESS NOTICE

Chaudhary Ranbir Singh University, Jind (Haryana)-126102
Notice Inviting E-Tender

Name of Work	“Comprehensive AMC (with parts) of Electronics Items” at Chaudhary Ranbir Singh University, Jind.
Tender Docs Fee + E - Service fee	1000+1000=2000/-
EMD Amount	1,00,000/- (One Lakh rupees only)
Start date of Tender submission	06.02.2019 (11:00 Hrs)
Last date of Tender submission	26.2.2019 (17:00 Hrs)
Tender opening date – Technical Bids and Financial Bids respectively	27.2.2019 (11:00 Hrs to 17:00 Hrs)

- i) The tenders will be received only through E-tendering for further details visit website <https://haryanaeprocurement.gov.in> and www.crsu.ac.in.
- ii) Cost of Bid documents / Processing Fee (to be paid through online) Rs. 1000/- (non-refundable) in favor of “Registrar, C.R.S. University”, payable at Jind.
- iii) Willing company/firms shall have to pay Rs. 1000/- as e-Service fee and will deposited online) directly through RTGS/NEFT or OTC Please refer to Online Payment Guideline available at the Single e-Procurement portal of GoH (Govt. of Haryana) and also mentioned under the Tender Document.
- iv) The security amount of the tender (to be paid through online) is Rs. 1, 00,000 only.
- v) The amount of the work is approx. 30, 000, 00/- (thirty lakh rupees only.).
- vi) *The university reserve the right of increased or decreased the items without any change of terms and conditions.

Deputy Registrar
General and Purchase Branch
C.R.S. University, Jind

DETAIL NOTICE INVITING TENDER

Invites the bids from eligible bidders through online bids.

On behalf of Chaudhary Ranbir Singh University, Jind the tender is invited for **Comprehensive AMC (with parts) of Electronics Items** at Chaudhary Ranbir Singh University, Jind through E-tendering with below mentioned work are hereby invited from eligible dealer/ distributor/ firms under appropriate class/ category. The tender form “along with conditions of contract” to be fulfilled, can be obtained from the website <https://haryanaeprocurement.gov.in>.

Sr. No	Description of work / Items	EMD to be deposited by Bidder	Tender Document Fee & eService Fee (Rs.)	Start Date & Time of Bid Preparation & Submission	Expiry Date & Time of Bid of Preparation & EMD Submission	Tender Opening Date – Technical bid and Financial bid respectively
1.	Comprehensive AMC (with parts) of Electronics Items	Rs. 100000/- (To be paid Online)	Rs. 1000/- & Rs. 1000/- (To be paid Online)	06-02-2019 11:00 Hrs	26-02-2019 17:00 Hrs	27-02-2019 (11:00 Hrs to 17:00 Hrs)

Under this process, the Pre-qualification/ Technical online bid Application as well as online Price Bid shall be invited at single stage under two covers i.e. PQQ/Technical & Commercial Envelope. Eligibility and qualification of the Applicant will be first examined based on the details submitted online under first cover (PQQ or Technical) with respect to eligibility and qualification criteria prescribed in this Tender document. The Price Bid under the second cover shall be opened for only those Applicants whose PQQ/ Technical Applications are responsive to eligibility and qualifications requirements as per Tender document.

- The payment for Tender Document Fee and e-Service Fee shall be made by eligible bidders online directly through Debit Cards & Internet Banking Accounts and the payment for EMD can be made online directly through RTGS/NEFT or OTC Please refer to ‘Online Payment Guideline’ available at the Single e-Procurement portal of GoH (Govt. of Haryana) and also mentioned under the Tender Document.**
- Intending bidders will be mandatorily required to online sign-up (create user account) on the website <https://haryanaeprocurement.gov.in> to be eligible to participate in the e-Tender. **He/She will**

be required to make online payment of Rs. 100000/- towards EMD fee in due course of time. The intended bidder fails to pay EMD fee under the stipulated time frame shall not be allow to submit his / her bids for the respective event / Tenders. The amount of the work is approx. 30, 000, 00/- (thirty lakh rupees only.).

3. The interested bidders must remit the funds at least T+1 working day (Transaction day + One working Day) in advance i.e. **on or before 25-02-2019 upto 17:00 Hrs and make payment via RTGS /NEFT or OTC to the beneficiary account number specified under the online generated challan. The intended bidder / Agency thereafter will be able to successfully verify their payment online, and submit their bids on or before the expiry date & time of the respective events/Tenders at <https://haryanaeprocurement.gov.in>.**

The interested bidders shall have to pay mandatorily e-Service fee (under document fee – Non refundable) of Rs.1000/- (Rupee One Thousand Only) online by using the service of secure electronic gateway. The secure electronic payments gateway is an online interface between bidders & online payment authorization networks.

The Payment for document fee/ e-Service fee can be made by eligible bidders online directly through Debit Cards & Internet Banking.

The Bidders can submit their tender documents (Online) as per the dates mentioned in the key dates:-

Key Dates

Sr. No.	Department Stage	Bidder's Stage	Start date and time	Expiry date and time
1		Tender Document Download and Bid Preparation/Submission	<u>06-02-2019</u> 11:00 Hrs	<u>26-02-2019</u> Upto 17:00 Hrs
2	Technical Bid Opening		<u>27-02-2019</u> 11:00 Hrs	
3	Financial Bid Opening		<u>27-02-2019</u> 11:00 Hrs	

Instructions to bidder on Electronic Tendering System

These conditions will over-rule the conditions stated in the tender documents, wherever relevant and applicable.

1. **Registration of bidders on e-Procurement Portal:-**

All the bidders intending to participate in the tender's process online are required to get registered on the centralized e - Procurement Portal i.e. <https://haryanaeprocurement.gov.in>. Please visit the website for more details.

2. **Obtaining a Digital Certificate:**

2.1 The Bids submitted online should be encrypted and signed electronically with a Digital Certificate to establish the identity of the bidder bidding online. These Digital Certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities, Government of India.

2.2 A Digital Certificate is issued upon receipt of mandatory identity (i.e. Applicant's PAN Card) and Address proofs and verification form duly attested by the Bank Manager / Post Master / Gazetted Officer. Only upon the receipt of the required documents, a digital certificate can be issued. For more details please visit the website – <https://haryanaeprocurement.gov.in>.

2.3 The bidders may obtain Class-II or III digital signature certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities or may obtain information and application format and documents required for the issue of digital certificate from.

2.4 The bidder must ensure that he/she comply by the online available important guidelines at the portal <https://haryanaeprocurement.gov.in> for Digital Signature Certificate (DSC) including the e-Token carrying DSCs.

2.5 Bid for a particular tender must be submitted online using the digital certificate (Encryption & Signing), which is used to encrypt and sign the data during the stage of bid preparation. In case, during the process of a particular tender, the user loses his digital certificate (due to virus attack, hardware problem, operating system or any other problem) he will not be able to submit the bid online. Hence, the users are advised **to keep a backup of the certificate** and also keep the copies at safe place under proper security (for its use in case of emergencies).

2.6 In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no-objection certificate /power of attorney / lawful authorization to that User. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act 2000. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the firm in the department tenders as per Information Technology Act 2000. The digital signature of this authorized user will be binding on the firm.

2.7 In case of any change in the authorization, it shall be the responsibility of management / partners of the firm to inform the certifying authority about the change and to obtain the digital signatures of the new person / user on behalf of the firm / company. The procedure for application of a digital certificate however will remain the same for the new user.

2.8 The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

3 Pre-requisites for online bidding:

In order to operate on the electronic tender management system, a user's machine is required to be set up. A help file on system setup/Pre-requisite can be obtained from Nextenders (India) Pvt. Ltd. or downloaded from the home page of the website - <https://haryanaeprocurement.gov.in>. The link for downloading required java applet & DC setup are also available on the Home page of the e-tendering Portal.

4 Online Viewing of Detailed Notice Inviting Tenders:

The bidders can view the detailed N.I.T and the time schedule (Key Dates) for all the tenders floated through the single portal eProcurement system on the Home Page at <https://haryanaeprocurement.gov.in>.

5 Download of Tender Documents:

The tender documents can be downloaded free of cost from the e-Procurement portal <https://haryanaeprocurement.gov.in>

6 Key Dates:

The bidders are strictly advised to follow dates and times as indicated in the online Notice Inviting Tenders. The date and time shall be binding on all bidders. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the online Notice Inviting Tenders.

7 Online Payment of Tender Document Fee, eService fee , EMD fees & Bid Preparation & Submission (PQQ/ Technical & Commercial/Price Bid):

i) Online Payment of Tender Document Fee + e-Service fee:

The online payment for Tender document fee, eService Fee & EMD can be done using the secure electronic payment gateway. The Payment for Tender Document Fee and eService Fee shall be

made by bidders/ Vendors online directly through Debit Cards & Internet Banking Accounts and the Payment for EMD shall be made online directly through RTGS / NEFT & OTC. The secure electronic payments gateway is an online interface between contractors and Debit card / online payment authorization networks.

ii) PREPARATION & SUBMISSION Of online APPLICATIONS/BIDS:

Detailed Tender documents may be downloaded from e-procurement website (<https://haryanaeprocurement.gov.in>) and tender mandatorily be submitted online.

Scan copy of Documents to be submitted/uploaded for Prequalification or Technical bid under online PQQ/ Technical Envelope: The required documents (refer to DNIT) shall be prepared and scanned in different file formats (in PDF /JPEG/MS WORD format such that file size is not exceed more than 10 MB) and uploaded during the on-line submission of PQQ or Technical Envelope.

FINANCIAL or Price Bid PROPOSAL shall be submitted mandatorily online under Commercial Envelope and original not to be submitted manually)

8. ASSISTANCE TO THE BIDDERS:-

In case of any query regarding process of e-tenders and for undertaking training purpose, the intended bidder can also avail the following and can contact service provider as per below:

Office Timings of Help-desk support for Single e Procurement Portal of Government of Haryana- Technical Support Assistance will be available over telephone Monday to Friday (09:00 am. to 5:30 pm) & Training workshop will be conducted on every 1st, 2nd Friday (from 3:30 pm upto 6:00 pm) and 4th Saturday (from 11:30 am upto 3:00 pm) of each month.

All queries would require to be registered at our official email-chandigarh@nextenders.com for on-time support (Only those queries which are sent through email along with appropriate screenshots or error description will be considered as registered with the Help-desk)

Important Note:-

- (a) Any intending bidder can contact the helpdesk on or before prior to 4 hours of the scheduled closing date & time of respective e-Auction/ Tender event.
- (b) For queries pertaining to e-Payment of EMD, please contact the helpdesk at least 2 business days prior to the closing date & time of e-Auction/Tender event.
- (c) Help-desk support will remain closed during lunch break i.e. from 1:30 PM up to 2:15 PM on each working day.

Schedule for Training:

Training workshop will be held on 1st, 2nd Friday (from 3:30 pm upto 6:00 pm) and 4th Saturday (from 11: 30 am upto 3:00 pm) of each month at following addresses:

Nextenders (India) Pvt. Ltd Municipal Corporation Faridabad, Near B.K.Chowk, Opp. B.K.Hospital, NIT, Faridabad Contact no.	Nextenders (India) Pvt.Ltd. Public Health Division No. 2 Hisar, Model Town Opp. N.D Gupta Hospital, Hisar Contact: 9034357793	Nextenders (India) Pvt. Ltd., Nirman Sadan (PWD B&R), Plot No.- 01, Basement, Dakshin Marg, Sec- 33 A, Chandigarh -160020 For Support- 1800-180-
-----------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

For Support Call – 1800-180-2097

Haryana eProcurement Help Desk Office will remain closed on Saturday (except 4th Saturday), Sunday and National Holidays

NOTE:- Bidders participating in online tenders shall check the validity of his/her Digital Signature Certificate before participating in the online Tenders at the portal <https://haryanaeprocurement.gov.in>. For help manual please refer to the 'Home Page' of the e-Procurement website at <https://haryanaeprocurement.gov.in>, and click on the available link 'How to...?' to download the file.

Guideline for Online Payments in e-tendering

Post registration, bidder shall proceed for bidding by using both his digital certificates (one each for encryption and signing). Bidder shall proceed to select the tender he is interested in. On the respective Department's page in the e-tendering portal, the Bidder would have following options to make payment for tender document & EMD:

- A. Debit Card
- B. Net Banking
- C. RTGS/NEFT

Operative Procedures for Bidder Payments

A) Debit Card

The procedure for paying through Debit Card will be as follows.

- (i) Bidder selects Debit Card option in e-Procurement portal.
- (ii) The e-Procurement portal displays the amount and the card charges to be paid by bidder. The portal also displays the total amount to be paid by the bidder.
- (iii) Bidder clicks on "Continue" button
- (iv) The e-Procurement portal takes the bidder to Debit Card payment gateway screen.
- (v) Bidder enters card credentials and confirms payment
- (vi) The gateway verifies the credentials and confirms with "successful" or "failure" message, which is confirmed back to e-Procurement portal.
- (vii) The page is automatically routed back to e-Procurement portal
- (viii) The status of the payment is displayed as "successful" in e-Procurement portal. The e-Procurement portal also generates a receipt for all successful transactions. The bidder can take a print out of the same,
- (ix) The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

B) Net Banking

The procedure for paying through Net Banking will be as follows.

- (i) Bidder selects Net Banking option in e-Procurement portal.

- (ii) The e-Procurement portal displays the amount to be paid by bidder.
- (iii) Bidder clicks on “Continue” button
- (iv) The e-Procurement portal takes the bidder to Net Banking payment gateway screen displaying list of Banks
- (v) Bidder chooses his / her Bank
- (vi) The Net Banking gateway redirects Bidder to the Net Banking page of the selected Bank
- (vii) Bidder enters his account credentials and confirms payment
- (viii) The Bank verifies the credentials and confirms with “successful” or “failure” message to the Net Banking gateway which is confirmed back to e-Procurement portal.
- (ix) The page is automatically routed back to e-Procurement portal
- (x) The status of the payment is displayed as “successful” in e-Procurement portal.

The e-Procurement portal also generates a receipt for all successful transactions. The bidder can take a print out of the same. (xi) The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

C) RTGS/ NEFT

The bidder shall have the option to make the EMD payment via RTGS/ NEFT. Using this module, bidder would be able to pay from their existing Bank account through RTGS/NEFT. This would offer a wide reach for more than 90,000 bank branches and would enable the bidder to make the payment from almost any bank branch across India.

I. Bidder shall log into the client e-procurement portal using user id and password as per existing process and selects the RTGS/NEFT payment option.

ii. Upon doing so, the e-procurement portal shall generate a pre-filled challan. The challan will have all the details that is required by the bidder to make RTGS-NEFT payment.

iii. Each challan shall therefore include the following details that will be pre-populated:

-) Beneficiary account no: (unique alphanumeric code for e-tendering)
-) Beneficiary IFSC Code:
-) Amount:
-) Beneficiary bank branch:
-) Beneficiary name:

iv. The Bidder shall be required to take a print of this challan and make the RTGS/NEFT on the basis of the details printed on the challan.

v. The bidder would remit the funds at least T + 1 day (Transaction + One day) in advance to the last day and make the payment via RTGS / NEFT to the beneficiary account number as mentioned in the challan.

vi. Post making the payment, the bidder would login to the e-Tendering portal and go to the payment page. On clicking the RTGS / NEFT mode of payment, there would be a link for real time validation. On clicking the same, system would do auto validation of the payment made.

D) Over-the-Counter (OTC)

This solution shall allow the bidder having account with ICICI Bank, to make the payment from any CMS enabled Branch of ICICI Bank in India. Bidders can make the payment via cash (if amount is \leq ₹ 49,999), Demand Draft or ICICI Bank Cheque.

The procedure for paying through OTC mode is as follows:

- (i) Bidder selects Over-the-Counter remittance option in e-Procurement portal.

(ii) The e-Procurement portal displays the amount to be paid. Bidder chooses the bank account no. for refund of the amount.

(iii) Bidder clicks on “Continue” button

(iv) The e-Procurement portal displays the details of payment. Bidders clicks on “print challan” and prints the OTC challan.

(v) Bidder submits the OTC challan at the counter of any designated branch of ICICI Bank with Cash / Demand Draft / ICICI Bank Cheque (Payment in cash is allowed upto Rs. 49,999/-)

(vi) ICICI Bank verifies the URN (format to be discussed and decided) and Amount with e-Procurement portal prior to accepting the payment

(vii) On successful verification from e-Procurement portal, ICICI Bank accepts the payment. In case of failure, ICICI Bank shall return back the OTC challan and payment to the Bidder.

(viii) ICICI Bank will commit the payment transaction (in case of successful verification from e-Procurement portal) and sends the Bank Transaction Number (I-Sure Reference Number) online against the URN and Amount.

(ix) ICICI Bank will generate receipt for the payment transaction and issues the same to the Bidder.

(x) The e-Procurement system updates the bank transaction number against the URN and Amount based on details sent by ICICI Bank online prior to generation of receipt.

(xi) The status of payment will be displayed as “verification successful” in e-Procurement portal, when the bidder clicks on verification option in the portal

(xii) Bidder would be required to upload the scan copy of receipt as received from ICICI Bank as part of proof in Nextender portal before submitting the tender

Sr no.	Scenario	Do's / Don't's
1	In the event of making Payment through NEFT/RTGS	Do's • It is the bidder's responsibility to ensure that RTGS/NEFT payments are made to the exact details as mentioned in the challan which are: 1) Beneficiary account no: <client code> + <random number> 2) Beneficiary IFSC Code: As prescribed by ICICI Bank (this shall remain same across all tenders) 3) Amount: As mentioned on the challan. It is specific for every tender/transaction 4) Beneficiary bank branch: ICICI Bank Ltd, CMS 5) Beneficiary name: As per the challan

- For every tender, details in the challan are different and specific to that tender only. Bidder should not make use of a challan for making payment for another tenders' EMD
- It is advised that all the bidders make payment via RTGS/NEFT at least one day in advance to the last day of tender submission as certain amount of time is required for settlement and various parites are involved. The payment may not be available for the bidder validation. In such cases bidder may not be able to submit the tender
- Bidder has to make only single payment against a challan as per the amount mentioned on the challan.
- Bidder must do the payment before tender validity gets expired

Don't's

- Bidder should not enter erroneous details while filling the NEFT/RTGS form at their bank. The following possibilities may arise:
 - 1) Incorrect IFSC code mentioned:- Transaction would be rejected and the amount would be refunded back in to the bidders account
 - 2) Incorrect Beneficiary account number mentioned(<client code> + <random number>):-
 - a) In case, the beneficiary account number mentioned is incorrect the transaction would be rejected and the bid would not be accepted.
 - 3) Incorrect Amount mentioned: The amount would be rejected if the amount mentioned in while making the payment is incorrect. Such cases will be captured as unreconciled transactions and will be auto-refunded directly to bidder's account.
In the event of any discrepancy, payment would not be considered and bidder would not be allowed to bid/ participate.
- Bidder is not supposed to use challan generated in one tender for payment against another tender since details in the challan are unique to the tender and bidder combination.
- Bidder must not make multiple or split payments against a particular challan. Any split payment received against the same challan will be refunded back to the bidder.
- Bidder would not be entitled to claim that he is deprived of participating in the tender because his funds are blocked with the division on account of incorrect payment made by the bidder

2	<p>In the event of making Payment through OTC</p>	<p>Do's</p> <ul style="list-style-type: none"> • It is the bidder's responsibility to ensure that OTC payments are made to the exact details as mentioned in the challan which are: Beneficiary account no: <client code> + <random number> Amount: As mentioned on the challan It is specific for every tender/transaction Beneficiary name: As per the challan Bidder has to make only single payment against a challan as per the amount mentioned on the challan • Bidder must do the payment before tender validity gets expired • Bidder needs to mandatorily upload the scan copy of the payment receipt issued by ICICI Bank, in Nextender Portal before submitting the Tender <hr/> <p>Don't's</p> <ul style="list-style-type: none"> • If the bidding amount is greater than Rs49,999, then Bidder should not make payment in cash. In this case, Bidder should pay via Demand Draft/ICICI Bank Cheque • It is bidders's responsibility to ensure that Demand draft should be valid and should not have discrepancies such as signature not found, stale DD, mutilated, material alteration, favouring third party etc., In the event of Demand Draft returned by bidder's Bank on account of such discrepancies, ICICI Bank shall ensure that such communication is sent to the Client within 3 days from the date of rejection by the Bidder's Bank • For every tender, details in the challan are different and specific to that tender only. Bidder should not make use of a challan for making payment for another tenders' EMD
---	----------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

TENDER NOTICE INVITING QUOTATIONS FOR COMPREHENSIVE AMC (WITH PARTS) OF ELECTRONICS ITEMS AT CHAUDHARY RANBIR SINGH UNIVERSITY, JIND (HARYANA)

1-Technical Bid Terms & Conditions

- 1.1 Bidder firm / company should be minimum 5 years old registered in field of Electronics & IT (Registration Certificate Copy Required).
- 1.2 Bidder firm PAN & GST Registration Copies.
- 1.3 Bidder Firm EPF & ESIC Registration (minimum 2 years old) with latest return copy.
- 1.4 Bidder Firm ISO Certificate Copy.
- 1.5 Bidder Firm Solvency Certificate of Rs 2 Crore from any Nationalised Bank only.
- 1.6 Bidder Firm should have a minimum average turnover of Rs 2 Crore in last three years (Average), Copies of Audited Balance Sheet, PL Statement & ITR of FY 2017-18, FY 2016-17 & FY 2015-16 required.
- 1.7 Valid NSIC Certificate of firm (In case exemption of EMD & Security Deposit / (BG required) by firm as per Ministry of Small & Medium Enterprises Government of India rules & regulation.
- 1.8 Government Work Order Copies minimum 05 Copies of any IT / Electronics / Computer related works etc. value of any single order should not be less than Rs. 50 lakh.
- 1.9 Valid Character Certificate of Owner / Director of Bidder Firm issues by District Magistrate / Police Head.
- 1.10 Bid Authorization Certificate on Company Letter Head.
- 1.11 Non Black Listing Undertaking on a Rs. 10 Non Judicial Stamp Paper.
- 1.12 In case of non-compliance with any of above mentioned terms & conditions, bid shall be rejected immediately.

2-Earnest Money Deposit

Bidder has to submit EMD amount of Rs. 1, 00,000/- in favour of “Registrar CRS University, Jind” through online mode. EMD of successful bidder shall be deposited as security deposit and shall be released only after successful completion of project. EMD of unsuccessful bidders shall be refunded back within 15 working days. If the successful bidder fails to start maintenance activity for more than 6 weeks, the CRSU Jind has right to cancel the contract and forfeit the Security Amount / EMD amount with proper reason.

3-Tender Fee:

Bidder has to submit e-tender document fee / e-tender fee of Rs. 2000/- in favour of “Registrar CRS University, Jind” through online mode which is non-refundable.

4-Financial Bid

The technical and financial bids will be submitted by single methods i.e. online mode only. Technical bid: ‘Annex – A’ - The bidders shall upload the required eligibility & technical documents online in the Technical Bid.

Financial Bid shall be filled properly by the bidder as per Annexure – I and it shall be submitted into a under Commercial Bid. If any financial bid shall be found in technical bid envelop, Bid shall be rejected immediately. Prices mentioned in the Financial Bid shall be exclusive of GST, GST shall be paid extra on quoted price. Financial bid shall be opened to technically qualified bidder firm only.

5-Work Allocation

Work Order shall be given to Lowest Price Bidder (L-1) only. L-1 shall be decided on total amount basis but billing can be done items wise only.

6-Scope of Work

6.1 Successful Bidder / Vendor will provide Services of Complete Maintenance for the items / equipments listed in Annexure – I on comprehensive basis (with parts).

6.2 Cost of any faulty part (if changed) shall not be paid extra to vendor. Vendor will deploy minimum 02 (two only) Maintenance staff or as per Maintenance Requirement in CRSU premises in reasonable working hours (Excluding all holidays).

6.3 Cost of Software / Software License shall be given extra (other than Maintenance Monthly Price) to vendor for example: Antivirus, Original Window OS, any other software license required in any equipment etc.

6.3 Maintenance activities can be done within CRSU premises or may be outside as per requirement.

6.4 In Case of total equipment failure (Dead Equipment which cannot be repaired) Vendor will supply it new with cost justification (OEM Letter or Online Price, delivery & installation cost may be extra) & add that cost in the Monthly Maintenance Cost.

7-Validity & Termination of Contract

Validity of work order / contract for AMC shall be initially for 5 years which can further be extended for next 5 years on the basis of work satisfaction level. Vendor can surrender work only after giving 1 month notice period.

8-Payment Schedule

Vendor will produce monthly invoices of AMC and 100% payment shall be given (as Per University Norms) quarterly i.e. 4 (four) times in a year.

9-Timelines & Penalty for AMC

Vendor has to maintain all the equipments in a time bound manner and if any equipment / machinery will be in faulty / No Working, Vendor / Vendor' Team will repair / change the faulty part within 72 Working Hours (3 Working Days – excluding public holidays) from the time of complaint intimation (In special cases where parts are not available from OEM, actual time delay shall be considered). If vendor's team shall not be able to attend maintenance problems on time, following penalties shall be imposed:-

9.1 Attending the complaints between 24 – 72 Hours of intimation – Rs 200/-

9.2 Attending the complaints between 4 Days to 7 Days of intimation – Rs 500/-

9.3 Attending the complaints beyond 7 Days –Rs 1000/-

10 Jurisdiction

The dispute, if any, shall be subject to the jurisdiction of Courts at Jind. Any other jurisdiction mentioned in the tender or invoices of the manufacturers/distributors/ dealers/suppliers etc. shall be invalid and shall have no legal sanctity.

11 University reserves the right at the time of award of Work Order to increase or decrease or even delete the number of items without any change in terms and conditions.

12 The Sub Committee reserves the right for negotiation thereafter if considered necessary.

13 The items which may have due date / warranty expiry date within next 5 years and also not mentioned in the Annex – I. These items may also be counted as part of AMC with the existing rates corresponding to mentioned rates in Annex-I otherwise the AMC rates may be called separately from L-1.

14 The performance guarantee amounting to Rs. 1.00 lakh will be deposited by the L1 in favour of Registrar, CRS University, Jind. Performance guarantee shall be released after completion of work.

Annexure –A

Sr. No	Description	Bidders Response (Yes/No)	Remarks
1	Bidder firm / company should be minimum 5 years old registered in field of Electronics & IT		
2	Bidder firm PAN & GST Registration Copies.		
3	Bidder Firm EPF & ESIC Registration (minimum 2 years old) with latest return copy.		
4	Bidder Firm ISO Certificate Copy.		
5	Bidder Firm Solvency Certificate of Rs. 2 Crore from any Nationalised Bank only.		
6	Bidder Firm should have a minimum average turnover of Rs 2 Crore in last three years (Average), Copies of Audited Balance Sheet, PL Statement & ITR of FY 2017-18, FY 2016-17 & FY 2015-16 required.		
7	Valid NSIC Certificate of firm (In case exemption of EMD & Security Deposit / (BG required) by firm as per Ministry of Small & Medium Enterprises Government of India rules & regulation.		
8	Government Work Order Copies minimum 05 Copies of any IT / Electronics / Computer related works etc. value of any single order should not be less than Rs. 50 lakh.		
9	Valid Character Certificate of Owner / Director of Bidder Firm issues by District Magistrate / Police Head.		

10	Bid Authorization Certificate on Company Letter Head.		
11	Non Black Listing Undertaking on a Rs. 10 Non Judicial Stamp Paper.		

ANNEXURE – I

FINANCIAL BID (BoQ):

Fill the Monthly Maintenance Prices in the given Sheet (BoQ):-

Sr. No.	Name of Items	Qty.	Specification	Bill Date	Guarantee / Warranty	(Unit Price) Cost in Rs.	Annual Maintenance Cost Per Unit / item (Including all taxes)
1	Xerox Work Center	1	Xerox Work Center 7225 Colour	09-09-2014	1 Year	284000	
2	Voltage Staplizar	4	Votas Stabilizer	28-07-2014	1 Year	16795	
3	UPS Microtek 1600EB	3	UPS 1600 EB Microtech	18-09-2014	1 Year	1600	
4	UPS APC	2	UPS 10 KVA	21-01-2016	2 Year	271545	
5	UPS Emerson	3	UPS 1 KVA	15-12-2015	1 Year	10222	
6	UPS Emarson	2	UPS 10 KVA	20-10-2014	2 Year	265714	
7	UPS Emarson	1	UPS 10 KVA	17-03-2015	2 Year	258333	
8	UPS Emarson	5	UPS 1 KVA	11-11-2014	1 Year	26500	
9	UPS Emarson	30	UPS 1 KVA	17-03-2015	1 Year	4907	
10	UPS Emarson	70	UPS 1000VA	06-03-2018	1 Year	3601	
11	UPS 3KVA Emarson	1	UPS 3KVA	29-07-2017	1 Year	32770	
12	UPS 1KVA Microtek	2	UPS 1 KVA	09-10-2014	1 Year	4850	
13	UPS B.P.E.	11	UPS 621 VA	31-03-2016	1 Year	1500	
14	UPS Emarson	16	UPS 1000VA	21-06-2017	1 Year	4889	
15	UPS Microtek	1	UPS 1600 EB	11-12-2015	1 Year	4650	
16	UPS Microtek	1	UPS 1600 EB	09-02-2016	1 Year	4650	
17	MF Fax Scan Copy	2	Printer MFDiR 2420L	10-11-2015	1 Year	18995	
18	Split AC	4	Split AC 1.5 Ton Hitachi	28-07-2014	1 Year	33159	
19	Smart Class Equip	2	NEC Multimidea Projector	23-08-2014	1 Year	61900	
20	Smart Class Equip	4	NEC Multimidea Projector	09-10-2014	1 Year	61900	
21	Smart Class Equip	2	NEC Multimidea Projector, New Vision White board	23-08-2014	1 Year	61900 34800	
22	Scanner	1	Scanner	11-03-2015	1 Year	2802	

23	Projector Dell 1220	4	Projector Dell 1220	31-03-2016	1 Year	25800	
24	Projector 2600	1	LED Projector	30-03-2016	1 Year	45400	
25	Printer	15	226 DN Printer	18-11-2015	1 Year	19000	
26	Printer Cannon Make IR2420L MFD	2	Printer MFD	23-09-2014	1 Year	7314	
27	Printer HP Colour	2	CP 1025	09-11-2014	1 Year	39900	
28	Printer Colour	4	Printer Colour 1025	09-09-2017	1 Year	64406	
29	Printer Colour	1	Printer Colour 1025	31-07-2014	1 Year	3325	
30	Printer Colour cp1025	4	Printer Colour 1025	31-03-2016	1 Year	15500	
31	Printer Colour cp 1025	4	Printer Colour 1025	07-11-2016	1 Year	15201	
32	Printer	2	HP Laserjet 1005	06-02-2015	1 Year		
33	Photo state machine cannon	1	IR2535	20-08-2015	1 Year	184181	
34	Photo state machine cannon	1	IR2535	09-08-2014	1 Year	177840	
35	Photo state machine	1	Photo Copy Machine 4245 Cannon	28-09-2016	1 Year	252938	
36	Photo Copier Machine	2	Photo Copy Machine 5890i	19-05-2017	1 Year	799500	
37	Photo Copier Machine	3	Photo Copier Machine	19-05-2017	1 Year	338000	
38	Multipurpose IRADVC3320	1	A-3 colour machine	30-03-2016	1 Year	184900	
39	Multifunctional Printer	4	Printer MF MFD iR 2420L	23-09-2014	1 Year	15190	
40	LED Projectors	2	LED & DLP projectors VPL ex 272 sony	14-14-2011	1 Year	67000	
41	Laser Fax Machine	2	Laser fax machine cannon	27-01-2015	1 Year	12005	
42	Laptop Dell latitude 3480, 7th Gen, core i7 processor,8GB RAM, 1TB HDD 14" display	6	Dell Laptop i7	09-09-2017	1 Year		
43	Laptop	6	Laptop HP i5	09-02-2016	1 Year	75900	
44	Laptop HP	1	Laptop	31-07-2014	1 Year	29881	
45	Laptop Dell	2	Dell Laptop i7	07-11-2016	1 Year	62707.84	
46	Laptop HP	1	Laptop i7	24-09-2015	1 Year	61662	
47	ID Card Printer – Orphic	1	ID Card Printer	23-12-2017	1 Year	84016	

48	I Mac Computer	1	I Mac Computer	26-09-2017	1 Year	167702	
49	HP Laserjet 226 DWB	1	HP Laserjet	19-01-2017	1 Year	27400	
50	Gyser 35 Ltr	8	Gyser 35 Ltr Hylex	19-12-2014	1 Year	10800	
51	Gyser 15 Ltr	1	Gyser 15 Ltr Hylex	12-09-2014	1 Year	5499	
52	Gyser 10 Ltr	1	Gyser 10 Ltr Hylex	12-09-2014	1 Year	4901	
53	Finger Print Scanner	10	Finger Print Scanner FM220	26-10-2015	1 Year	22780	
54	Dell VRTX Server	1	Dell Server	05-11-2014	1 Year	1391250	
55	Dell VRTX Server	1	Dell Server	17-03-2015	1 Year	1391250	
56	Computer Wireless	5	Computer wireless Dell i3	20-10-2014	1 Year	56100	
57	Computer System	100	Dell optiplex 3030(AIO) 4th Gen intel core i3 processor 4 gb ram, 500 gb harddisk Delli3 19.5" display wifi webcom wireless mouse & keyboard	20-10-2014	3 Year	48456	
58	Computer set, Dell optiPlex 5250 all in one i7, 8GB Ram, 1TBHDD	100	Computer Set i7	19-04-2017	3 Year	79762	
59	Computer HP	4	Computer HP P4	31-03-2016	3 Year	44400	
60	Computer HP-406G1, i5, 500HDD, 18.5 LED, DVD Writer, 4GB RAM	30	Computer Set	09-12-2015	3 Year	45766	
61	Biometric Integrated attendance Device Type	10	integrated attendance device	14-01-2016	3 Year	100681	
62	Cannon LBP 6200D Laser Printer with Duplex	6	Printer Laser 6200	03-02-2015	1 Year	7125	
63	Cartage Printer HP	1	HP Laserjet 1005				
	Cartage Printer Cannon (Price per cartage)	1	6200				
	Cartage Printer Cannon (Price per cartage)	1	422				
	Cartage Printer Cannon (Price per cartage)	1	MF 220				
64	Cartage Printer Cannon (Price per cartage)	1	MF 4870				
	Caratge Printer Colour (Price per cartage set)	1	Colour Printer 1025				

65	Cartage Printer Xerox (Price per cartage)	1	3225				
66	Cartage Photostate machine Cannon (Price per cartage set)	1	Photo Copy Machine 4245 Cannon				
	Cartage Photostate machine Cannon (Price per cartage set)	1	IR2535				
67	Cartage Photostate machine Xerox (Price per cartage set)	1	work center 5890i				
Total Maintenance Cost per month (in Figures) INR =							
Total Maintenance Cost per month (in words):							

****Note: In case of mismatch price quoted in words shall be taken as final.**

Bidder Firm Name:

Address:

Signature with Stamp:

Name:

Date:

Place: