

भारतीय प्रबंध संस्थान इंदौर
INDIAN INSTITUTE OF MANAGEMENT INDORE

प्रबंध शिखर, राज-पीथमपुर रोड, इंदौर - 453 556
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निविदा क्रमांक Tender No: IIMI/2017-18/24



दिनांक/ Date: November 29, 2017

NOTICE INVITING TENDER FOR SUPPLY OF HP POST WARRANTY CARE PACK FOR LAPTOPS

(E-PROCUREMENT MODE ONLY)

भारतीय प्रबंध संस्थान इंदौर (आईआईएम इंदौर) दो बोली प्रणालियों में निम्नलिखित मदों के लिए ओईएम / अधिकृत वितरकों / अधिकृत विक्रेताओं से ऑनलाइन बोली (ई- टेंडर) आमंत्रित करता है।

Indian Institute of Management Indore (IIM Indore) invites online bids (e-tender) in two bids systems from OEM / authorized distributors / authorized dealers for the following:

निविदा का संक्षिप्त विवरण Brief Details of Tender:

मद का विवरण Item Description	मात्रा Quantity	निविदा की अनुमानित कीमत Estimated Cost of Tender (Rs.)	अग्रिम जमा EMD (Rs.)	निविदा फीस सभी टैक्स मिलाकर Tender Fee (inclusive of all taxes) (Rs.)
Supply of HP Post warranty care pack for Laptops for one year	80 Nos.	4,00,000/-	10,000/-	500/-

निविदा दस्तावेज <http://eprocure.gov.in/eprocure/app> से डाउनलोड किया जा सकता है और केवल इसी पोर्टल के माध्यम से जमा किये जाने की अंतिम तिथि और समय तक प्रस्तुत किया जाना चाहिए।

The Tender Document can be downloaded from Central Public Procurement (CPP) Portal <http://eprocure.gov.in/eprocure/app> and bid is to be submitted **online** only through the same portal up to the last date and time of submission of tender.

निविदा की महत्वपूर्ण तिथियाँ Critical Dates of Tender:

क्रमांक S. No.	विवरण Particulars	दिनांक Date	समय Time
01	निविदा के ऑनलाइन प्रकाशन / डाउनलोड की तिथि एवं समय Date & Time of Online Publication/Download of Tender	29-11-2017	1730 Hrs.
02	बोली जमा करने की प्रारंभ तिथि एवं समय Bid Submission Start Date & Time	29-11-2017	1730 Hrs.
03	बोली जमा करने की अंतिम तिथि एवं समय Bid Submission Close Date & Time	11-12-2017	1000 Hrs.
04	मूल अग्रिम जमा राशि और निविदा शुल्क जमा करने की अंतिम तिथि एवं समय Closing Date & Time for Submission of Original EMD & Tender Fee	11-12-2017	1000 Hrs.
05	तकनीकी बोलियों का खोला जाना Opening of Technical Bids	12-12-2017	1000 Hrs.

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1. ABOUT IIM INDORE

Indian Institute of Management Indore (IIM Indore) is an Autonomous Institute under Ministry of Human Resource Development, Govt. of India.

2. TECHNICAL SPECIFICATION (Schedule of Requirement):

Particulars	Qty.
Supply of HP Post warranty care pack for HP Pro book G-1 440 Laptop Description- Onsite hardware and service support (excluding battery and power adapter) Period- one year Note: <ul style="list-style-type: none">The post warranty care pack should be issued by OEM to validate the OEM Warranty.All hardware replacement should be in conformity to OEM compliance.	80 Nos.

3. TENDER FEE & EARNEST MONEY DEPOSIT DETAILS

- a) **Tender Fee of Rs. 500/- (Rupees Five Hundred only)** inclusive of all taxes in the form of Demand Draft/Banker's Cheque from Nationalized/scheduled bank in favour of Indian Institute of Management Indore, payable at Indore should be submitted.
- b) **EMD of Rs. 10,000/- (Rupees Ten Thousand only)** in the form of Demand Draft/Banker's Cheque from Nationalized/scheduled bank in favour of Indian Institute of Management Indore, payable at Indore, should be submitted. The EMD should be valid for at least 90 days.
- c) Micro and Small Enterprises (MSEs) firms as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or the firms registered with the Central Purchase Organisation or the concerned Ministry or Department or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) for **all these items only**, are exempted from Tender fee/EMD. However, they have to enclose valid self-attested registration certificate(s) alongwith the tender to this effect.
- d) EMD of all unsuccessful bidders will be returned after finalization of the tender. EMD of the successful bidder will be returned only after receipt of Security Deposit towards Performance Guarantee as per Sl. No. 15 (a).
- e) In case of successful tenderer, the EMD may be adjusted towards the Performance Security deposit on request.

- f) The amount of EMD is liable to be forfeited, if the tenderer withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Security Deposit.
- g) No interest will be paid on the EMD / Performance Security deposited / remitted.
- h) The details pertaining to Tender fee/EMD are to be filled as per Annexure-I.

4. ELIGIBILITY CRITERIA

4.1 OID (Other Important Documents):

OID viz. Firm Incorporation Certificate, PAN details, GSTN etc. details are to be provided.

4.2 Statutory Documents:

- a) The Bidder should give self-declaration certificate for acceptance of all terms & conditions of tender documents. A duly completed certificate to this effect is to be submitted as per the Annexure-II.
- b) The firm should be neither blacklisted by any Government Dept., nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India. A duly completed certificate to this effect is to be submitted as per Annexure-III.
- c) The company should attach list of Purchase Order / Work Order where the similar type of work executed during the 7 years from the date of publication of tender as detailed below
 - (I) Three similar works of 40% of the estimated cost **OR**
 - (II) Two similar works of 50% of the estimated cost **OR**
 - (III) One similar work 80% of the estimated costThe details of the same along with supporting document are to be submitted as per the Annexure-IV.
- d) The Annual Turnover should be at least 30% of the estimated cost during each of the previous three financial years (2013-14 to 2015-16) or (2014-15 to 2016-17). Copies of duly signed trading and profit & loss accounts / CA Certificate are to be submitted as per the Annexure-V.
- e) The firm should be OEM / Authorized Dealer / Authorized Distributer of the Items. A duly completed certificate to this effect is to be submitted.

4.3 Technical Criteria:

Bidders should comply the minimum specification of the tendered item in all respect. The detailed format is attached at Annexure-VI. The bidder is to complete the same in all respect and submit accordingly.

5. FINANCIAL BID DETAILS

Financial bid i.e. BOQ given with tender to be uploaded after filling all relevant information. The priced BOQ should be uploaded strictly as per the Annexure-VIII failing which the offer is liable for rejection. Kindly quote your offer on FOR IIM INDORE (inclusive of all taxes and charges).

Vendor should quote prices in BOQ only, offers indicating rates anywhere else shall be liable for rejection.

6. TIME SCHEDULE

S. No.	Particulars	Date	Time
a.	Date of Online Publication of Tender	29-11-2017	1730 Hrs.
b.	Bid Submission Start Date	29-11-2017	1730 Hrs.
c.	Bid Submission Close Date	11-12-2017	1000 Hrs.
d.	Closing date & time for Submission of original EMD & Tender Fee along with Annexure-I	11-12-2017	1000 Hrs.
e.	Opening of Technical Bids	12-12-2017	1000 Hrs.

7. AVAILABILITY OF TENDER

The tender document can be downloaded from <http://eprocure.gov.in/eprocure/app> and be submitted only through the same website.

8. BID VALIDITY PERIOD

The bid will remain valid for 90 days from the date of opening as prescribed by IIM Indore. A bid valid for a shorter period shall be rejected, being non-responsive.

9. BID SUBMISSION

9.1 Instruction to Bidder

Bidders are required to enrol on the e-Procurement module of the **Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>)** by clicking on the link "Online Bidder Enrolment" on the CPP Portal. **The registration is completely free of charge.**

Possession of a valid Class II/III DSC in the form of smart card / e-token is a prerequisite for registration and participating in the bid submission activities. DSCs can be obtained

from the authorised certifying agencies recognized by CCA India (e.g. Sify/TCS/nCode/eMudhra etc).

Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.

The Bidders are required to log in to the site through the secured log-in by entering their respective user ID / password and the password of the DSC.

The CPP portal also has user manuals with detailed guidelines on enrollment and participation in the online bidding process. The user manuals can be downloaded for reference.

Any queries related to process of online bid submission or queries related to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The **Toll Free** contact numbers for the helpdesk are 1800 3070 2232, 7878007972 and 7878007973.

9.2 Online Bid Submission Procedure

Other Important Documents (OID): The file should be saved in a PDF version and should comprise of the following items:

1. Packet-1: Duly Completed Scanned PDF of PAN Card.
2. Packet-2: Duly Completed Scanned PDF of Registration Certificate Details.
3. Packet-3: Duly Completed Scanned PDF of GSTIN.

Cover-1: The file should be saved in a PDF version and should comprise of the following items:

1. Packet-1: Duly Completed Scanned PDF copy of Annexure-I with copy of DD or Banker's Cheque for Tender Fee & EMD.
2. Packet-2: Duly Completed Scanned PDF copy of Annexure-II.
3. Packet-3: Duly Completed Scanned PDF copy of Annexure-III.
4. Packet-4: Duly Completed Scanned PDF copy of Annexure-IV with supporting Documents.
5. Packet-5: Duly Completed Scanned PDF copy of Annexure-V with supporting Documents.
6. Packet-6: Duly Completed Scanned PDF copy of Annexure-VI.
7. Packet-7: Duly Completed Scanned PDF copy of Annexure-VII.
8. Packet-8: Certificate of OEM / Authorized Dealer / Authorized Distributer of the Items to be supply.

Cover-2: The BOQ should be downloaded from the website and should comprise of the following items.

1. Packet-1: Financial Bid in PDF version Filled with all relevant information as per Annexure-VIII.

9.3 Offline Submission of Tender Fee & EMD

It is also required to submit Tender Fee & EMD in original with name of the firm on backside of DD/Banker's cheque in a sealed envelope superscripted "Notice Inviting Tender for Supply of HP Post Warranty Care Pack for One Year" at the following address on or before 11/12/2017 at 1000 hrs.

Stores & Purchase Office
First Floor, Administrative Block
Indian Institute of Management Indore
Prabandh Shikhar, Rau-Pithampur Road
Indore-453 556 (M.P), India
Phone: 0731-2439631-34
Email: stores@iimidr.ac.in

10. BID OPENING

- a) Technical Bids will be opened on 12/12/2017 at 1000 Hrs.
- b) Financial Bids of the eligible bidders will be opened on a later date. The date and time for opening of Financial Bids will be announced later.
- c) **Bids should be summarily rejected, if tender is submitted other than through online or original EMD & tender fee are not submitted within stipulated date / time.**

11. BID EVALUATION

Based on results of the Technical evaluation IIM Indore evaluates the Commercial Bid of those Bidders who qualify in the Technical evaluation. The Commercial Bid with the lowest price will be the highest evaluated bid.

12. PAYMENT TERMS

No advance payment will be made in any case. Bills in Duplicate should be sent and the payment shall be released generally within 30 days, only after it is ensured that the item / quality of the service supplied are to the entire satisfaction of IIM Indore. If any item is found defective, or not of the desired quality etc., the same should be replaced by the firm(s) immediately for which no extra payment shall be made.

13. WARRANTY OF QUALITY AND QUANTITY

- a) The awardee shall give minimum one year onsite hardware and service support (excluding battery and power adapter) on said laptops.
- b) The awardee shall give warranty that all items are as per specification(s), conforming to the specified requirement, packaging, transportation and delivery.
- c) Upon receipt of notice from IIM Indore for defective material, the firm shall **within 15 days** of receipt of the notice, replace the defective material, free of cost at the destination. The firm shall take over the defective material at the time of their replacement. No claim whatsoever shall lie on IIM Indore for the replaced goods thereafter. If the firm fails to replace the defective goods within a reasonable period, IIM Indore may proceed to take such remedial actions as may be necessary, at the company's risk and expense.

14. LIQUIDATED DAMAGES

In case of delay in supply/replacement by the stipulated date, IIM Indore reserves the right of imposing penalty @0.5% per week on the overall value of the supply order subject to maximum 10% of the cost of supply order.

15. PERFORMANCE SECURITY DETAILS

- a) The successful tenderer will have to deposit the performance security valid for **15 Months** in the form of TDR / FDR / Bank Guarantee @10% of the total value of order at the earliest from the date of issue of the award letter. No interest will be paid by IIM Indore on the deposit.
- b) Performance Security will be refunded to the supplier, after it duly performs and completes the contract/warranty period in all respect.
- c) Performance Security will be forfeited if the firm fails to perform/abide by any of the terms or conditions of the contract.
- d) In case, the firm fails to supply & installation the required goods/items within specified delivery period, the same goods/items will be procured from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.
- e) In case of non-receipt of Security Deposit within the stipulated time, EMD will be converted into Security Deposit and the balance amount will be recovered from the bill submitted for the payment.

16. DELIVERY SCHEDULE

The successful bidder should commence the service from 29-12-2017. Bidder should replace the material **within 15 days** at IIM Indore from the receipt of the communication from IIM Indore. The bidder has to make own arrangement for pickup, return, loading and unloading of the items.

17. TERMS AND CONDITIONS

17.1 Termination for Insolvency

The IIM Indore may at any time terminate the Contract by giving a written notice to the awarding firm, without compensation to the firm, if the firm becomes bankrupt or otherwise insolvent as declared by the competent Court, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the department.

The courts of Indore alone will have the jurisdiction to try any matter, dispute or reference between the parties arising out of this purchase. It is specifically agreed that no court outside and other than Indore Court shall have jurisdiction in the matter

17.2 Force Majeure

- a) Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfillment or for the delayed fulfillment of any of its contractual obligations, if the affected party within 15 days of its occurrence informs in a written form the other party.
- b) Force Majeure shall mean fire, flood, natural disaster or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lockouts i.e. beyond the control of either party.

17.3. Arbitration

In the event of any dispute or difference arising under this supply, the Director, IIM Indore or his nominee is the arbitrator and the decision of the arbitration will be binding on both parties.

17.4. Other Conditions

- a) The bidder has to upload the relevant & readable files only as indicated in the tender documents. In case of any irrelevant or non-readable files, the bid may be rejected.
- b) IIM Indore reserves the right to accept or reject any or all the tenders in part or in full or may cancel the tender, without assigning any reason thereof.

- c) IIM Indore reserves the right to relax / amend / withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any inquiry after submission of the quotation will not be entertained.
- d) IIM Indore reserves the right to modify/change/delete/add any further terms and conditions prior to issue of purchase order.
- e) IIM Indore reserves the right to place repeat order upto 100% of the quantities within a period of 12 months from the date of successful completion of purchase order at the same rates and terms subject to the condition that there is no downward trend in prices.
- f) In case the bidders/successful bidder(s) are found in breach of any condition(s) at any stage of the tender, Earnest Money/Performance Security shall be forfeited.
- g) Conditional tenders will not be considered in any case.
- h) In case of doubt in material, the expenditure on testing of equipment will be borne by the tenderer.
- i) IIM Indore shall not be responsible for any postal delay, non-receipt or non-delivery of the EMD & Tender Fee.
- j) IIM Indore may issue corrigendum to tender documents before due date of Submission of bid. The bidder is required to read the tender documents in conjunction with the corrigendum, if any, issued by IIM Indore. The bidder is not supposed to modify the tender document.**

ANNEXURE – I

To
The Officer (Stores & Purchase)
Indian Institute of Management
Prabandh Shikhar,
Rau – Pithampur Road
Indore

Sub: - Tender Fee & EMD Details.

Ref : - Tender No. IIMI/2017-18/24 dated 29/11/2017
(Notice Inviting Tender for Supply of HP Post Warranty Care Pack for Laptops)

Dear Sir,

The following DD/BC in favour of IIM Indore are enclosed herewith towards Tender Fee & EMD

Detail of DD/BC	Amount	DD/BC No. & Date	Bank Name
Tender Fee (Including tax)	Rs. 500/-		
EMD	Rs. 10,000/-		

Thanking you

Yours faithfully,

(Authorized Signatory with Seal)

ANNEXURE – II

To
The Officer (Stores & Purchase)
Indian Institute of Management
Prabandh Shikhar,
Rau – Pithampur Road
Indore

Sub: - Self Declaration Certificate

Ref : - Tender No. IIMI/2017-18/24 dated 29/11/2017
(Notice Inviting Tender for Supply of HP Post Warranty Care Pack for Laptops)

Dear Sir,

With reference to the above, I am/ We are offering our competitive bids for *Notice Inviting Tender for Supply of HP Post Warranty Care Pack*, I / We hereby reconfirm and declare that I / We have carefully read, understood & complying the above referred tender document including instructions, terms & conditions, specifications, schedule of quantities and all the contents stated therein.

I / We also confirm that the rates quoted by me / us are inclusive of all taxes, duties etc., applicable as on date and are FOR IIM Indore, and free delivery, loading, unloading at IIM Indore, Prabandh Shikhar, Rau-Pithampur Road, Indore-453556.

Date:

Authorized Signatory

Name:

Place:

Designation:

Contact No.:

Email ID:

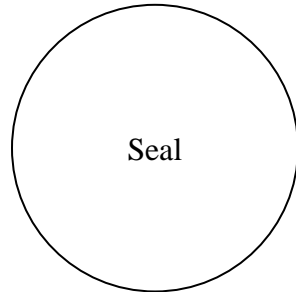
ANNEXURE – III

**CERTIFICATE
(to be provided on letter head of the firm)**

I hereby certify that the above firm neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:



Place:

Authorized Signatory

Name:

Designation:

Contact No.:

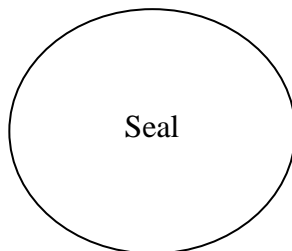
ANNEXURE – IV

Work Order Details:

S. No.	Evaluation Criteria	Name of the Client	Order No. & Date	Amount	Remark
	List of Purchase Order / Work Order where the similar type of Work executed by you during the 7 years from the date of publication of tender				
1	Three similar works of 40% of the estimated value OR	1.			Supporting documents are to be attached along with the Annexure-IV
		2.			
		3.			
2	Two similar works of 50% of the estimated value OR	1.			
		2.			
3	One similar work of 80% of the estimated value	1.			

Date:

Place:



Authorized Signatory

Name:

Designation:

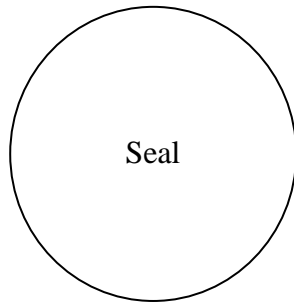
Contact No.:

ANNEXURE – V

Annual Turnover Details:

Evaluation Criteria			Remark
Bidder's Annual Turnover for last three financial years 2013-14 to 2015-16 OR 2014-15 to 2016-17	Financial Year	Turnover in Rs.	-
	2016-17		Supporting Documents are to be attached along with the Annexure-V
	2015-16		
	2014-15		
	2013-14		

Date:



Place:

Authorized Signatory:

Name:

Designation:

Contact No.:

TECHNICAL BID

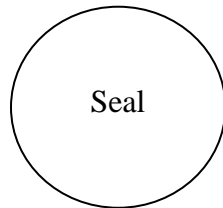
Particulars	Complied Yes/No	Remarks, if any
<p>Supply of HP Post warranty care pack for HP Pro book G-1 440 Laptop Description- Onsite hardware and service support (excluding battery and power adapter)</p> <p>Period- one year</p> <p>Note:</p> <ul style="list-style-type: none"> • The post warranty care pack should be issued by OEM to validate the OEM Warranty. • All hardware replacement should be in conformity to OEM compliance. 		

Date:

Authorized Signatory:

Place

Name:



Designation:

Contact No.:

ANNEXURE –VII**COMPANY DETAILS**

Name of the Party		
Date of Incorporation / Establishment		
PAN Number		
GSTIN Registration Number		
Office Address for Postal Communication		
Authorized Signatory Details	Name	
	Designation	
	Email	
	Phone	
Details of Contact other than Authorized Signatory	Name	
	Designation	
	Email	
	Phone	

Signature and Seal of the Tenderer:

Name in Block Letter:

Designation:

Contact no.

Date:

ANNEXURE –VIII

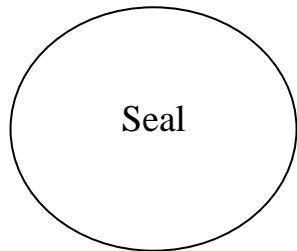
FINANCIAL BID

Items	Qty. (A)	Rate per Unit (B)	Total Amount (A X B)
Supply of HP Post warranty care pack for HP Pro book G-1 440 Laptop Description- Onsite hardware and service support (excluding battery and power adapter) Period- one year Note: <ul style="list-style-type: none"> • The post warranty care pack should be issued by OEM to validate the OEM Warranty. • All hardware replacement should be in conformity to OEM compliance. 	80 Nos.		
Taxes and charges etc. (if any)			
Total amount inclusive of all taxes and other charges			

Total amount in Words:

Date:

Place:



Authorized Signatory:

Name:

Designation:

Contact No.: