



NATIONAL INSTITUTE OF TECHNOLOGY ROURKELA – 769 008, ODISHA

ADVERTISED TENDER

Tender Notice No.: NITR/PW/CC/2022/17

Date: 21/10/2022

"TENDER FOR FACILITY MANAGEMENT SERVICE FOR PC HELPDESK" CONTRACT FOR NATIONAL INSTITUTE OF TECHNOLOGY, ROURKELA

Sealed Tenders are invited through "e-Procurement" module of M/S ITI e-Wizard portal (<https://mhrd.euniwizarde.com>) from interested and eligible firms/ companies/ proprietors/ individuals for award of helpdesk service for personal computers (PCs) on the following terms and conditions.

1. List of ANNEXURES:

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d.	Letter of Undertaking and Format of particulars of tender	ANNEXURE-4 & ANNEXURE-4A
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2.1 Important Dates:

- Pre-Bid meeting to be held on **03/11/2022** at Computer & Informatics Centre, NIT Rourkela.
- Last date of submission** of bid through e- Procurement portal of Ministry of Education by M/s ITI Limited (<https://mhrd.euniwizarde.com>) on **14/11/2022 at 11:00 AM.**
- Opening of Technical Bid** of the tender on **15/11/2022; 11:00 PM**
- Earnest Money Deposit (EMD)** amount of **INR 3,25,680/- (Rupees Three Lac Twenty Five Thousand Six Hundred Eighty only)** & **Tender Cost (Non-refundable) of INR 1,000/- (Rupees One Thousand only)** need to be submitted through online mode of ITI e-Wizard Portal, Ministry of Education Govt. of India (<https://mhrd.euniwizarde.com>) only.

- 2.2 Tender document is available in ITI e-Wizard Portal (<https://mhrd.euniwizarde.com> .) or may be downloaded from the website of National Institute of Technology, Rourkela i.e. https://nitrkl.ac.in/OldWebsite/Jobs_Tenders/11Miscellaneous/Default.aspx.

3. ELIGIBILITY:

- I. **Status:** - The Bidder shall necessarily be a legally entity either in the form of a sole proprietorship, partnership or a Private Limited Company or Limited Company registered under the Companies Act. Bidder in the form of JV/ consortium may be permitted. A proof on status the bidder shall be submitted. The bidder must have its head office or branch office in Bhubaneswar (or any other places in Odisha)/Kolkata/Jamshedpur/Ranchi.
- II. **Financial Capacity:** The bidders should have the **minimum annual turnover Rs. 8 Cr. (Rupees Eight Crores only)** during the **last three (3) financial years (2018- 2019, 2019-2020, 2020-2021)**. Relevant proof for supporting the above shall be submitted failing which the same shall be treated as void. The firms must be willing and/or capable to invest on minimum three month's expenses before being reimbursed the claim. The Institute reserves the right to waive this requirement if convinced of the capability.
- III. **Experience:** At least 5 years of experience in the similar work.
- IV. **Registration:** The Bidder should be registered with Income Tax, GST and Employees Provident Fund Organization, Employees State Insurance Corporation (as applicable). Relevant proof in support shall be submitted.
- V. The tenders submitted in digital mode through the e-Procurement portal shall be subject to information and technology Act.
- VI. The Selection shall be done on Quality and Cost Based Selection (QCBS) basic.

**REGISTRAR
NIT, Rourkela**

1. List of PCs and other hardware:

Sl. No.	PCs	Operating system	Quantity
1.	Intel i3, i5, i7	Windows XP, 7, 10/ Ubuntu	5,500
2.	Thin client	Linux	200
3	40 KVA UPS	Emerson Hi Pulse	4
4	MICROSOFT GO 2 Device	O365	380

2. List of software:

Sl. No.	Software & latest versions
1.	Abaqus
2.	ADAMS 3013
3.	ADOBE 2014
4.	ADOBE Acrobat 17.0
5.	ANSYS 18.1
6.	aspenONE v85
7.	AUTOCAD 2016
8.	CHECKPOINT ANTIVIRUS
9.	CHECKPOINT CERTIFICATE
10.	EQUALIS
11.	GRAMMARLY EDITOR
12.	IBM SPSS Statistics 24
13.	LAB VIEW 2017
14.	LAB VIEW MAY 2014
15.	MATLAB R2018a
16.	MS-Office 16
17.	Office 365
18.	OriginLab 2016
19.	Putty

20.	Qualnet (New Version)
21	Ansys
21.	Radius
22.	Rocscience University Software Suite 2016
23.	Solid Works 2016
24.	SYSTAT 13
25.	Visual Studio
26.	Windows
27.	Ubuntu
28.	Microsoft TEAM online education platform

CHECKLIST FOR TENDERER

Sl. No	Particulars	Yes/No	Page No.
1.	Have you filled in and signed the details and enclosed relevant documents?		
2.	Have you read and understood various conditions of the contract and are willing to abide by them?		
3.	Have you submitted the EMD of Rs 3,25,680/- and Tender Cost of Rs 1,000/- through online mode of ITI e-Wizard Portal.		
4.	Have you taken prints of all the sections of the Tender in the prescribed paper size and signed on all pages of the Tender document and submitted in the e-Procurement module of ITI e-Wizard Portal.		
5.	Have you attached proof of having met the eligibility criteria?		
6.	Have you attached self-attested copy of the documents to show the financial status of tenderer?		
7.	Registration with Government bodies like IT, GST, ESIC, EPF, Labor License, and Legal Entity – Have you attached a copy of each of the certificate?		
8.	Have you attached the self-attested experience certificate issued by the organization / Govt. Depts. If any?		
9.	Have you attached the proof of authorization to sign on behalf of the Tenderer?		
10.	Has your Technical Bid been submitted as per the requirements of the Tender?		
11.	Is your BOQ / financial Bid submitted as per the prescribed MS Excel Format in the e-Procurement module of ITI e-Wizard Portal?		
12.	Have you submitted the tender documents in two parts within the respective cover in the e-Procurement module of ITI e-Wizard Portal (https://mhrd.euniwizarde.com) ?		

Signature of Bidder

INSTRUCTIONS TO TENDERERS**TENDER NOTICE NO.: NITR/PW/CC/2022/17****DATE: 21/10/2022**

1. The tenderer shall submit the tender in two parts in the e-Procurement module (<https://mhrd.euniwizarde.com>) e-Wizard of MoE consisting of Part-I (techno-commercial) and Part-II- Financial Bid (i.e. BOQ) each in separate cover. The **EMD of Rs 3,25,680/- (Rupees Three Lacs Twenty Five Thousand Six Hundred Eighty only)** together with **Tender Cost of Rs 1,000/- (Rupees One Thousand only)** need to be submitted through online mode of eProcurement module of ITI e-Wizard Portal, MOE. Bid Security/EMD of unsuccessful bidders during first stage i.e. Technical Evaluation will be returned to them without any interest at the earliest and latest on or before the 30 days of declaration of result of first stage i.e. Technical Bid Evaluation and of unsuccessful bidder during second stage i.e. Financial Bid Evaluation, will be returned to them at earliest and latest on or before 30 days after award of contract to L1 bidder. Tenders not accompanying with EMD & Tender Cost and MSME Cert. (if avail) shall be considered as invalid and rejected.
2. Duly filled in tenders are to be submitted electronically in the e-Procurement module of ITI e-Wizard portal within the date & time mentioned in the Tender clause no. 2.1 (page no.1). No tender is acceptable through any other mode.
3. The cover containing EMD & Tender Cost/ MSME (if avail) shall be opened first at the time of opening of technical bid. The Part-I offer of those bidders, whose EMD & Tender Cost MSME (if avail) are found in order and submitted as prescribed at (1) above, will be opened immediately thereafter. Otherwise the offer will be considered as invalid and Part-I will not be opened.
4. The price discovery against this tender will be through e-Procurement" module of ITI e-Wizard portal (<https://mhrd.euniwizarde.com>).
5. The tender shall be valid for 90 days for acceptance from the date opening of the price bid withdrawal in between shall entail the forfeiture of Earnest Money.
6. Tenders not received in the prescribed forms as specified in the invitation to Tender will be liable for rejection.
7. The period of contract will be **three years** from the date of issue of work order, unless extend otherwise.
8. The Tenderer(s) shall duly fill in the "**Form of Tender**" enclosed as **Annexure - 4A** in the tender documents and submit along with **Techno-Commercial Bid (Part-I)** of the tender. Non-submission of duly filled in & signed form of tender shall make the tender liable for rejection.
9. The invitation to Tender, Instructions to Bidders, Special Conditions of Contract & General Conditions of Contract, form of tender along with the rates quoted with the Letter of Acceptance and Contractor's Letter of acknowledgement shall form the contract. In case of any conflict between the terms mentioned in General Conditions of Contracts and Special Conditions of Contract, the latter shall prevail.
10. The Tenderers shall furnish the following documents as part of **Technical Bid, with an index page and serially numbered pages properly**:
 - 10.1 Category of Bidder, whether Proprietary Firm, Registered Firm, Registered Partnership Firm, Private Limited Company, Limited Company, Public Limited Company, etc. along

with following documents:

- i. In case of Proprietary Firm, attested copy of affidavit of Sole Proprietary.
- ii. In case of Partnership Firm, attested copy of Partnership deed along with amendments if any and proof of registration if any.
- iii. In case of Limited Companies, Memorandum & Articles of Association, Certificate Incorporation, Authorized, subscribed and paid up capital.

If required, the original documents will have to be produced for verification.

10.2 Tender by a partnership firm shall be signed in the firm's name by one of the partners duly authorized by other partners. Tender by Joint Stock Company shall be signed in the name of the company, by a person duly authorized on its behalf. A power of attorney or other satisfactory proof showing that the person signing the tender document on behalf of the company is duly authorized to do so, shall accompany the tender. Tender submitted by the tenderer without furnishing the full particulars or submitting tender documents without strictly adhering to the directions given herein shall be rejected.

10.3 Information about officer of the firm/ Company being an employee, past or present or relationship of any employee of NIT, RKL with Proprietor, Partner Director of the firm is to be furnished.

- a. Whether the tenderer or any of the Proprietor, Partner, Director, Shareholders or their spouse working as contractors in NIT or any Government Department/ Public Undertaking has been:
- b. Black listed.
- c. Removed from the approved list of Contractors.
- d. Demoted to lower class of job.
- e. Under Orders for banning of suspending business with him/ them. If yes, give the details indicating the period.

10.4 **Banning of Business Dealings:**

- a. If it is found during processing of the Tender, the Tenderer or his representative has resorted to corrupt, fraudulent practices including misrepresentation of facts and/or fudging /forging/tampering of documents, the bid submitted by the Tenderer shall be disqualified and a ban on any further business dealings shall be imposed for a specified period under the laid down procedure of NIT, Rourkela.
- b. If it is found during the validity of the Contract that the Contractor or his agent/representative or any other person claiming interest under him, indulges in any malpractice/activity prejudicial in the interest of the NIT or detrimental to the Plant/Unit, equipment and property, the said Contract may be terminated at once and a ban on any further business dealings shall be imposed for a specified period under the laid down procedure of the Company.

10.5 **Contractor's Background:**

Persons convicted for any criminal offence involving turpitude/economic offences (other than freedom struggle) would not be eligible for allotment of Contract and if such a person is allotted the Contract by suppression of information, it will be cancelled.

10.6 PF/RPFC Registration Code Number, if any:

- 10.7 Registrations with ESI, if applicable.
 - 10.8 Copy of Balance Sheet, Profit & Loss Account and Income Tax Return (Duly attested by Notary) for **preceding three years** from the date of the tender.
 - 10.9 Details of the bank account indicating the name of bank branch & account number to which payment is to be made in the **Mandate Form**.
 - 10.10 Copies of Permanent Account Numbers (PAN Card).
 - 10.11 GST Registration Number.
 - 10.12 Copies of Labor License particulars under Contract Labor (Regulations and Abolition) Act, 1970 held under Previous Contract, If Any.
 - 10.13 The tenderer is advised to inspect all the institute facilities & satisfy himself before submitting his tender as to the nature of work. No complaints on these accounts shall be entertained after submission of the tender. The inspection of the site can be made from **01/11/2022 to 04/11/2022 between 03:00 PM to 05:00 PM** on prior appointment.
- 11. Financial Bid (BOQ):** Bidder should prepare financial Bid in the BOQ as provided in the Microsoft Excel (.xls) format. Considering the volume and criticality of the work, bidder must quote justified rate so that quality of service and performance of the resources deployed should not be compromised.
- 12. BID OPENING PROCEDURES:**
- 12.1 The Technical Bids may be opened at NIT, on the specified date & time by the Committee authorized by the competent authority of NIT.
 - 12.2 If the selected bidder does not provide services in the stipulated time, gets terminated or leaves the contract, the selection of next eligible bidder for the same work may be considered.
- 13. CLARIFICATION ON TECHNICAL BID EVALUATION:**
- 13.1 The technical bids shall be evaluated based on the available documents submitted by the bidder in the e-Procurement module (<https://mhrd.euniwizarde.com>). To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the Institute may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the Institute shall not be considered. The Institute's request for clarification and the response shall be in writing through e- Procurement site.
 - 13.2 If a bidder does not provide clarifications of its bid by the date and time set in the Institute's request for clarification, the bid may be rejected.
 - 13.3 Institute also reserves right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder.
- 14. TECHNICAL BID EVALUATION:** The bidders who qualify in the technical evaluation may be intimated through the e-Procurement site.
- 15. FINANCIAL BID OPENING PROCEDURE:** The Financial Bids (BOQ) of all technically qualified Bidders may be opened on the scheduled date and time.
- 16.** Tenders containing overwriting or erasing, without authentication with full signature in the page(s) of "Schedule of Rates" (Financial Bid) and amount/quantity not shown in figures and words will be liable for rejection.

17. The rates quoted by the Bidder shall be in figure as well in words. In case of any discrepancy in the rate(s) amount between figures and words, the value written in words shall be taken as finally quoted rate(s)/amount.
18. Tender(s) with rates in units different from those prescribed in "Schedule of Rates" will be liable for rejection. Tenders not received in the prescribed format specified herein shall be liable for rejection.
19. The rate in the tender shall cover all statutory duties/taxes/levies, as on date of tender, except GST.
20. Conditional tenders either in Part-I or Part-II of the tender shall be liable to be rejected. Tenderer must go through all the terms and conditions provided in the set of tender document and submit bonafide offer.
21. Any request from the tenderer in respect of additions, alterations, modifications, corrections etc. of either terms and conditions or rates of his tenders after opening of the tenders, shall not be entertained under any circumstances. If the tenderer withdraws his tender after opening of the tender, but before the expiry of the validity period of the tender, the Earnest Money shall be forfeited.
22. By submitting a tender for the work, the tenderer will be deemed to have satisfied himself that the rates quoted by him in the tender will be adequate to complete such work according to the specifications and conditions attached hereto and he has taken into account all conditions and difficulties that may be encountered during its progress /execution. Any complaint in this regard after submission of offer shall not be entertained.
23. Canvassing in any form is strictly prohibited and tenders submitted by the tender who resort to canvassing, will be liable for rejection. Authority of NIT reserves the right to accept /reject any or all tenders without assigning any reason thereof or divide the work with multiple parties (bidder).
24. Tender documents are not transferable.
25. Proprietary Firm, Registered Firm, Registered Partnership Firm, Private Limited Company, Public Limited Company, Co-Operative Society etc. formed after floating date of the tender are not eligible for participating in the tender.
26. It shall be the responsibility of the persons/firms submitting the tender to ensure that the tenders have been submitted in the formats and as per the terms and conditions prescribed in the NIT website and no change is made therein before submission of their tender. In the event of any doubt regarding the terms and conditions /formats, the person concerned may seek clarifications from the authorized officer NIT. In case any tampering/Unauthorized alteration is noticed in the tender submitted from the tender document available on the website, the said tender shall be summarily rejected and the company shall have no liability whatsoever on the matter.
27. The bidder must qualify all the eligibility criteria. If more than one bidder secured L1, then respective bidder would be called for a technical representation at NIT Rourkela. Based on the presentation the discretion of selecting the successful bidder from these bidders would solely be decided by NIT Rourkela.
28. **For any clarification:** Please contact:

Prof. Manish Okade,
HOD, Computer Center
NIT Rourkela-769008, Odisha
Phone: 0661-2462670/2671
Email: hod-cc@nitrkl.ac.in

OR

Assistant Registrar (Purchase and Works) NIT Rourkela, Rourkela-769008
Ph. No.: 0661-2462051
Email: purchase@nitrkl.ac.in

- 29. Security Deposit: - 3% of Total Contract Value** should be deposited to the Institute within 15 days from the date of issue of Work/Purchase Order, in shape of Demand Draft (DD)/Bank Guarantee in favor of "Director, NIT Rourkela" payable at Rourkela from any Scheduled Commercial Bank except Co-operative and Gramin Bank. And Security Deposit should remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the supplier. EMD (Earnest Money deposit) amount of successful bidder will be returned after the receipt of performance security in case of award of contract to successful bidder. Please go through the enclosed "bid document" carefully for other bidding instructions.
- 30.** Before submitting the tender, the tenderer should ensure that the details/documents submitted as per the check list.

31. INSTRUCTIONS FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bid electronically on the ITI e-Wizard Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submit their bids online on the e-Wizard Portal. For more information, bidders may visit the ITI e-Wizard Portal <https://mhrd.euniwizarde.com>

30.1 REGISTRATION PROCESS ON ONLINE PORTAL

- a. Bidders to enroll on the e-Procurement module of the portal <https://mhrd.euniwizarde.com> by clicking on the link "Bidder Enrollment". Enrolment on the e-wizard Portal.
- b. The bidders to choose a unique username and assign a password for their accounts. 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 e-Wizard Portal. Bidders to register upon enrolment their valid Digital Signature Certificate (Only Class III Certificates with signing + encryption key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- c. Bidder must provide the details of PAN number, registration details etc. as applicable and submit the related documents. The user id will be activated only after submission of complete details. The activation process will take minimum 24 working hours. After completion of registration payment, you can also send your acknowledgement copy on our help desk mail id ewizardhelpdesk@gamil.com for activation of your account.
- d. A bidder should register only one valid DSC. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others, which may lead to misuse. Foreign bidders are advised to refer "DSC details for Foreign Bidders" fir Digital Signature requirements on the portal.
- e. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / eToken.

30.2 TENDER DOCUMENTS SEARCH

- a. Various built in options are available in the e-Wizard Portal to facilitate bidders to search active tenders by several parameters. These parameters include Tender ID, organization, location, date, value, etc.
- b. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, a form of contract, location, date, other keywords etc. to search for a tender published on the Online Portal.
- c. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective '**Interested Tenders**' folder. This would enable the Online Portal to intimate the

bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

- d. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

30.3 **BID PREPARATION**

- a. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- d. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / PNG etc. formats. Documents in PDF format with maximum single file size of 100 Mb can be uploaded.

30.4 **BID SUBMISSION**

- a. Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b. The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c. Bidders must pay required payments (Form fee, EMD, Tender Processing Fee etc.) as mentioned before submitting the bid.
- d. The Tender Processing Fee (TPF) to be paid by bidder will be governed as per rules of e-wizard portal. Any queries regarding the same will be dealt by e-wizard helpdesk.
- e. Bidder to select the payment option mode as specified in the Schedule (EMD/FORM FEE Section) to pay the form fee/EMD wherever applicable and enter details of the instrument.
- f. The details of the Earnest Money Deposit (EMD)/Cost of tender document submitted physically to the Dept. and the scanned copies furnished at the time of bid submission online should be the same otherwise the Tender will be summarily rejected.
- g. A standard BOQ format has been provided with the tender document to be filled by all the bidders. Bidders to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable.
- h. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- i. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- j. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- k. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- l. Kindly have all relevant documents in a single PDF file.

- m. The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.
- n. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the document. For the file size of less than 1 MB, the transaction uploading time will be very fast.

30.5 AMENDMENT OF BID DOCUMENT

At any time prior to the deadline for submission of proposals, the NIT Rourkela reserve the right to add/modify/delete any portion of this document by issuance of a Corrigendum, which would be published on the website and will also be made available to the all the bidder who have been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

30.6 INSTRUCTION TO BIDDERS

- a. Process for Bid submission through ITI E-wizard portal is explained in Bidder Manual. Bidders are requested to download Bidder Manual from the home page of website <https://mhrd.wuniwizarde.com>. Steps are as follows:

(Home Page  Downloads  Bidders Manual)

- b. The tenders will be received online through portal <https://mhrd.euniwizarde.com> in the technical bids, the bidders are required to upload all the documents in pdf format.
- c. Possession of Valid Class III Digital Signature Certificate (DSC) in the form of smart card/ e-Token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://mhrd.euniwizarde.com> Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available on the web site <https://mhrd.euniwizarde.com> under the link 'DSC help'
- d. Tenderers are advised to follow the instruction provided in the 'User Guide and FAQ' for the e- submission of the bids online through the ITI e-Wizard Portal for e-Procurement at <https://mhrd.euniwizarde.com>.
- e. The bidders have to **"Request the tender"** to portal before the **"Date for Request tender document"**, to participate in bid submission.
- f. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- g. All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.
- h. Any order resulting from this e-tender shall be governed by the terms and conditions mentioned therein.
- i. No deviation to the technical and commercial terms & conditions allowed.
- j. The tender inviting has the right to cancel this e-tender or extend the due date of receipt of the bids.
- k. e-Procurement support any queries relating to the process of online bid submission or queries relating to e-Wizard Portal in general may be directed to the **24x7 e-Wizard Helpdesk. The contact number for the helpdesk is 011-49606060, 23710092, 23710091, Shri Chandan Kumar (+91-9355030604)**

30.7 **Email Support:**

For any eProcurement Application Service Requests and Technical issues related to Document Uploads, Tender Publishing, Issue of Corrigendum, Encryption/Decryption Key issues, Bid Evaluation, Bidder Login issues, New Registration issues, Key Uploads, DSC Key installation, Bid Submission, system users may please mail to support@euniwizarde.com / helpdeskeuniwizarde@gmail.com

Date:

Signature of Tenderer

Place:

(ON LETTER HEAD OF TENDERER)

Ref No:

Date:

LETTER OF UNDERTAKING AND DECLARATION

**To
The
Registrar**

National Institute of Technology
Rourkela – 769008

Ref: Invitation for Tender No. _____ dated _____

We, the undersigned, declare that:

1. We have examined the tender document and its terms and conditions and we have understood the details.
2. We are ready to execute in conformity with the tender document the contract in case we are found successful as a tenderer.
3. Our bid shall be valid for a period of 90 days from the date of opening of price bid and we shall not revoke the same.
4. If our bid is accepted, we undertake to comply all other formalities as per tender document and work order.
5. We also declare that neither our firm/company/proprietorship concerned was blacklisted in past nor any of our office bearer was convicted in any court of law.
6. We accept all the terms and conditions of this Tender document and undertake to abide by them including the condition that you are not bound to accept highest ranked bid/lowest bid or any other bid you may receive.
7. The detailed particulars of the tenderer are mentioned attached separately.

Yours sincerely

Authorized signatory of the Tenderer

(Authorized person shall attach a copy of the authorization for signing on behalf of the Bidding Company)

Full name and Designation

(ON LETTERHEAD OF THE FIRM)**TENDER FOR FACILITY MANAGEMENT SERVICE FOR PC HELPDESK AT
NATIONAL INSTITUTE OF TECHNOLOGY, ROURKELA - 769008****Detailed Particulars of the Tenderer**

Sl. No	Particulars	
1.	Name of Agency/ Firm/Proprietor	
2.	Full Postal Address	
3.	Email ID	
4.	Mobile No.	
5.	Other business of the firm	
6.	Office/Residence Ph.no	
7.	Office/Work Email ID	
8.	Fax no. (if any)	
9.	Name(s) of Proprietor / Partner / Director	
10.	PAN No.	
11.	E.P.F. Registration No.	
12.	GST Registration No.	
13.	Labor License No.	
14.	Volume of business in the FY	2018-2019
		2019-2020
		2020-2021
15.	Volume of business in previous financial years with NIT-Rourkela (if any)	2018-2019
		2019-2020
		2020-2021
16.	Past experience in similar business (enclose relevant documents/order copies of other organizations)	
17.	Income Tax clearance certificate	
18.	Materials, machinery and methods proposed for executing the work	

Signature of Tenderer

(ON LETTER HEAD OF THE FIRM)**FORM FOR FINANCIAL CAPACITY**

Description	Financial Years		
	2018-2019	2019-2020	2020-2021
Annual Turnover			
Net Worth			
Current Asset			
Current Liabilities			
Total Revenue			
Profit before Tax			
Profit after tax			

Signature of Tenderer

FORMAT of BOQ (Bill of Quantity) /PRICE BID
[Should only be uploaded in the Price-Bid cover. Not to be enclosed with the Technical bid]

NATIONAL INSTITUTE OF TECHNOLOGY ROURKELA- 769008						
Tender Inviting Authority: REGISTRAR, NATIONAL INSTITUTE OF TECHNOLOGY ROURKELA - 769008						
Name of Work: Tender for Facility Management Service for PC Helpdesk for 3 years						
Tender Notice No: NITR/PW/CC/2022/17 DATE:- 21/10/2022						
Name of the Bidder/ Bidding Firm / Company :						
PRICE SCHEDULE (DOMESTIC TENDERS - RATES ARE TO GIVEN IN RUPEES (INR) ONLY) (This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)						
Sl. No.	Item Description	Item Code / Make	Quantity	Units	BASIC RATE In Figures To be entered by the Bidder (Inclusive of all other taxes & charges) in Rs. P	TOTAL AMOUNT Without GST in Rs. P
1	2	3	4	5	6	7
1	Tender for Facility Management Service for Server Management for 3 years (As per Annexure - I mentioned in tender documents)	item1	3.00	Year		0.00
Total in Figures						0.00
Total Quoted Rate in Words						

Signature of Tenderer

GENERAL CONDITIONS OF CONTRACT**A. DEFINITIONS**

- 1. Approved** means approved in writing, including subsequent written confirmation of previous verbal approval.
- 2. Company** means National Institute of Technology Rourkela.
- 3. Competent Authority** means Head of the Department and officer authorized in this regard.
- 4. Contract** means the Invitation to Tender, Instructions to Tenderers, General Conditions of Contract, Special Conditions of Contract, Scope of Work showing approximate quantities, tender submitted by the tenderer including his price offer, Performance Guarantee Bond and other bonds, Letter of Acceptance, Work Order and any communication having the effect of amendment of the contract, and the contract agreement, unless otherwise specified.
- 5. Contract Rate/Price** means the sum named in the tender that has been accepted subject to such additions thereto or deductions there from as may be made in course of the tender evaluation or thereafter.
- 6. Contractor** means "the Tenderer" whose tender has been accepted and includes the Contractor's authorized representative, successors, permitted assignees, legal heirs.
- 7. Director** means and includes Director of NIT-Rourkela or his authorized representative.
- 8. Duration of contract** means the period stipulated in the contract or work order and includes any extended period thereof, if any made through by a written communication.
- 9. NIT** means National Institute of Technology, Rourkela represented through authorized officer for this contract or Director as the case may be.
- 10. Engineer** means officer authorized to perform certain duty under this contract.
- 11. Authorized officer/Representative** means and includes Asst. Registrar, Deputy Registrar, Registrar, Dean, and Warden, HOD of NIT authorized or designated for this contract.
- 12. Equipment** means all tools, instruments, appliances or things of whatsoever nature required in course of the execution of the contract.
- 13. Notice in writing** or written notice including notice in digital mode means a notice in written, typed or printed characters sent or emailed (unless delivered personally or otherwise proved to have been received) by registered post / courier (with POD) to the notified address or the Registered office of the addressee, or the contractor's site office and shall be deemed to be sufficient service if so sent or left at that address.
- 14. Terms and Conditions** means the special condition of the contract and the General conditions of the contract herein mentioned and other stipulations incorporated in any part of the tender document and / or agreement.
- 15. Tender** means offer against enquiry / advertisement / Notice Inviting Tender submitted by the tenderer in single part or in multiple part like Techno- commercial part, price bid part.
- 16. Tenderer** means and includes the person or firm or company who have submitted valid tender and also includes its authorized representatives, heirs, executors, administrators, successors and assignees as approved by the employer.

17. **Work** means all work given in the Scope of Work in the tender documents and includes any associated work required for fulfillment of the Scope of Work and as set forth and required by the specifications and also such additional instructions issued from time to time during the progress of the work.
18. **Words** importing the singular only shall include the plural and vice versa. Where the context requires words importing person shall include firms and companies and vice versa.
19. **Cartel:** If it is found that the tender price is rigged by cartel formation, the tender process/tender of the cartel group shall be cancelled. (Cartel means quoting price in connivance so as to influence the bid).

B. RESPONSIBILITIES OF NIT OFFICIALS

The duty of NIT's representative is to oversee and supervise the work. He / She shall have full authority to relieve the contractor of any of his duties or obligations under the contract except as expressly provided hereunder or elsewhere under the contract or to order any work involving any delay or extra payment by NIT not to make any variations in the works.

C. ASSIGNMENT AND SUB-CONTRACTING

- i. The contractor shall not assign the contract, or any part thereof, or any benefit or interest therein without prior written consent of NIT.
- ii. The contractor shall not sub-contract the works without written consent of NIT and such consent if given shall not absolve the Contractor from responsibility, liability or obligation under the contract and he shall be responsible for the acts defaults or neglects of any sub-contractor, his agents, servants, or workman as fully as if they were the acts defaults, neglects of the contractor, his agent, servants or workman.

D. CONTRACT DOCUMENTS

- i. **Documents mutually explanatory:** The several documents forming the contract are to be taken as mutually obligatory of one another, and interpreted harmoniously, and in case of ambiguities or discrepancies, the same shall be clarified by NIT who shall thereupon issue to the contractor instructions / directions indicating the manner in which the work is to be carried out.
- ii. **Further instructions:** The representative of NIT shall have full power and authority as delegated to him to issue to the contractor, from time to time during the progress of the work, such further instructions as shall be necessary for the purpose of proper and adequate execution of the work and the Contractor(s) shall carry out and be bound by such further instructions.

E. GENERAL OBLIGATIONS OF THE CONTRACTOR

- i. **Sufficiency of tender:** The contractor shall be deemed to have satisfied himself before submitting tender as to the correctness and sufficiency of his tender for the works and of the rates stated in the tender schedule which shall cover all his obligations under the contract and all matters things necessary for the proper completion and maintenance of the work.
- ii. **Bankruptcy and breach:** A contract if the contractor shall become bankrupt or have an order for appointment of any receiver made against him or shall present any position bankruptcy or shall make an arrangement with / or assignment in favor of his creditors or shall agree to carry

out the contract under committee of inspection of his creditors or being a corporation shall go into liquidation (other than voluntary liquidation, for the purpose of amalgamation , absorption or reconstruction) or if the contractor shall assign the contract without the prior consent of NIT Rourkela or it is found that the contractor

- I. has abandoned the contract or
- II. Without reasonable excuse has failed to commence the work or has suspended the progress of the works for 7 days after receiving written notice to proceed or,
- III. is not executing the works in accordance with the contract or is persistently or flagrantly neglecting to carry out his obligations under the contract or,
- IV. has to the detriment of good workmanship or in defiance of NIT instructions to the contrary sublet any part of the contract or,
- V. otherwise failed to perform his part of the contract according to the true intent and meaning thereof.

Then NIT may after giving 7 days' notice in writing to Contractor, enter upon the site and expel the Contractor therefrom, without thereby avoiding the Contractor or releasing the Contractor from any of his obligations or liabilities under the contract or affecting the rights and powers conferred on NIT or otherwise available under the law, may appoint any other Contractor to complete the work at the cost and risk of the Contractor. However, on happening of any eventualities as per above sub clause (I) to (V) the NIT shall be at discretion to terminate the contract by giving 7 days' notice and the contract shall stand/ terminated w.e.f. the 8th day from the date of issue of notice. In any of the eventualities mentioned above in a) to e), NIT shall have the right to take possession of the plants and machineries of the contractor and realise the dues by date of the said plants and machineries.

- iii. **Illegal gratification, breach of contract:** The contract may also be terminated and the Contractor shall be liable to make good any loss or damage resulting from such cancellation (specified under clause D of Annexure-8) , if any bribe gratuity , gift , loan reward or advantage pecuniary or otherwise shall either directly or indirectly be given, promised or offered by the contractor or any of his servants or agents to any person employed by NIT in any way directly or indirectly interested in the contract or if the Contractor has committed a breach of any of the terms of the contract.
- iv. **Final Certificate:** The contract shall not be considered as completed until a Final Certificate has been signed and issued to the contractor stating that the works have been completed in accordance with the terms of the contract & contractor shall submit a no dues certificate evidencing closure of contract.
- v. **NOTICE:**
 - a) **Service of notice on contractor:** Any notice given to the Contractor under the terms of the contract shall be served by the Engineer or his representative by registered post / courier to, or leaving the same, at the contractor's notified address or as its Registered office or at the Contractor's site office.
 - b) **Service of notice on NIT:** Any Notice to be given to NIT under the terms of contract shall be served by sending the same by Registered Post / courier at the office of registrar NIT Rourkela-769008.
 - c) **Change of address:** Any change of address of the contractor shall immediately be notified to the Engineer.

vi. **SAFETY:**

- a) The contractor will be responsible to ensure safety of the workmen under them.
- b) Except in special circumstances (to be recorded in writing and with due approval) the contractor will not be allowed to employ subcontractor / petty contractors.
- c) If required contractors will employ a supervisor with specifically assigned duties for ensuring safe working and will inform in writing.
- d) For violation of safety norms, penalty may be imposed on the contractor. The penalty shall be decided after investigation and obtaining the report from the committee constituted for the purpose.

vii. **Policing of the work:** Should the general conduct of the works including the Premises of NIT under occupation of the Contractor lead to violation of any of the provisions of the Indian penal code either in consequence of riotous or illegal proceedings of the contractor's labor or supervising staff or others to such an extent as to necessitate the deployment of Special Police or Magistrate the cost of such extra forces is to be defrayed by the Contractor and not by the employer.

viii. **Law in Force in Relation to Contract:** The contract or amendments thereof entered into between the Employer and the contractor under the contract shall be governed and regulated by the relevant laws for the time being in force in the territory of India relating to contracts.

ix. **Legal compliance:** the contractor shall comply with all statutes, rules, regulations, by law, orders of statutory authority including but not limited to compliance of:

- a. Payment of wages Act. [Linked to Govt. of India]
- b. Minimum wages Act. [Linked to Govt. of India]
- c. Maternity benefit Act. [Linked to Govt. of India]
- d. EPF Act. [Linked to Govt. of India]
- e. ESI Act. [Linked to Govt. of India]
- f. Contract labour (R&A) ACT & such other laws if applicable to execution of the contract in question as employer of this staff engaged / deployed in execution.

x. The contractor shall not allow any visitor on the work sites, without the prior permission of NIT.

xi. Order on one or more than one parties may be place on the basis of L-1 quotation and, if required, negotiation will be held with L-1 tenderer only. However, all the tenderers may be required to explain /justify the basis of their quoted price as and when asked for. In case, any tenderer fails to justify his quoted price or refuses to co-operate in this regard, they will not be considered for participating in the retendering and his bid will be disqualified.

If a tenderer quotes unworkable rates and is considered for placement of order, the party will be asked to justify the rate quoted and will have to give a performance Guarantee Bond (in addition to the Performance Security) in the form of bank guarantee. The amount of performance guarantee bond Will be decided by NIT at the time of placement of order. Earnest money of the tenderers who refuse to give performance guarantee bond will be forfeited and they will not be considered in re-tendering if order /contract is not finalized from the present tender.

xii. **ARBITRATION:**

- a) **Reference of Disputes to Conciliation / Arbitration:** All disputes or differences arising out of the contract, except disputes or differences for which separate provisions for their resolution have been made in the contract ('excepted matters'), shall be settled by Conciliation or Arbitration in accordance with the Arbitration and Conciliation act, 1996, and the provisions made hereinafter in this article. Such dispute shall first be referred to Conciliation but a Conciliator selected mutually by the parties, who shall also decide the fees / remuneration and the rules of procedure, which shall be flexible.
- b) **Appointment of Arbitrator:** In the event of failure of conciliation, that dispute will be referred to an arbitral tribunal comprising a sole arbitrator to be appointed by the Director, NIT Rourkela.

When a party sends a notice for arbitration to the said authority, within a period of thirty days, a panel of three names suggested by the said authority, will be forwarded to the party demanding arbitration. The party shall choose one of those persons, who will be appointed as the Sole Arbitrator.

In the event the party fails to intimate one of those persons within fifteen days from the date of intimation of the three names then said authority will be at liberty to appoint any one out of the said three persons as the sole arbitrator.

The Arbitrator(s) shall hear the cases independently and impartially and shall not represent the interest of any party. The Arbitrator shall, from the time of his appointment and throughout the arbitral proceedings and without delay, disclose to the parties in writing any circumstances likely to give rise to justifiable doubts as to his independence or impartiality. However, merely because he is or has been an employed by one of the parties, it shall not be a disqualification for a person to be an arbitrator.

- c) The arbitral tribunal shall free to determine its own rules of procedure, which it shall state at the beginning of the arbitral proceedings and shall follow such procedure thereafter.

Arbitrators(s) may, in consultation with the parties, also determine the manner of taking evidence, the summoning of expert evidence, and all such matters for the expeditious disposal of the arbitration proceedings. The arbitrator shall be entitled to fees as may be agreed by the parties and also the expenses as per actual. The seat of the arterial tribunal shall be at Rourkela, but if necessary, the tribunal can hold the proceedings at other places, for convenience in recording evidence.

- d) **Work to continue during Conciliation / Arbitration:** Work under the contract shall be continued by the Contractor during the arbitration proceedings and recourse to arbitration shall not be a bar continuance for the work.

xiii. **AMENDMENT:**

Except to the extent expressly set forth in the Contract, no change in modification, in any form whatsoever, shall be valid or enforceable unless it is in writing on stamp paper of requisite value and signed by the party to be charged therewith or it's duly, authorized representative.

- xiv. **JURISDICTION:** the competent court at Rourkela shall have the exclusive jurisdiction upon any matter arising out of this contract.

SCOPE OF WORK

A. Scope of Work:

Provide Facility Management Service for Helpdesk services for PCs with 24x7 user support to ensure availability of the network resources.

Looking into the nature and volume of work the bidder should depute at least 12 (Twelve) personnel at the institute to provide facility management service. Scope of facility management services are mentioned below. This is not an exhaustive list. The list is mentioned to highlight the nature of work, so that the bidder can depute right personnel at the Institute. The Head, Computer Informatics Centre may assign network management job not mentioned in the list. The refusal to carry out the job, on the pretext that it is not mentioned in the list will invoke automatic termination of the contract

1. Helpdesk Administration:

- Software Installation on Desktop/Laptop in Academic and residential area.
- Desktop/Laptop debugging for software problems and driver installation for printers in academic and residential areas.
- Maintaining software vault with latest versions of software.

- Laptop/computer registration for hostel boarders and its server maintenance.
- Biometric devices client/server maintenance.
- Computer verification in department
- Uploading of software's in server
- Antivirus server/client management
- Uploading of software in web
- Microsoft licensed products management.
- Other licensed products managements
- Support for conduct of all online recruitment exam in CC Lab
- Video Conferencing management for online meetings in online/hybrid mode.
- CC Lab management.
- Managing helpdesk team members
- Helpdesk Staff Roster Management

- Handling of Departmental Computer Software complaints.
- Minor Computer Hardware issue handling
- CC lab computers - software, minor hardware resolving under guidance of TL
- Supporting server department during night shift
- Supporting Server and Helpdesk teams for resolving issues
- Managing Video Conferencing in coordination with TLs
- Lab maintenance for other departments, as and when needed
- Call Reporting.
- Attending Software/ Internet related complaints of NIT faculty, staffs and students
- Handling of software installed in Laptops.

2. Reporting:

- Daily/weekly/monthly backup report: The backup report should be prepared for configuration of UTMs, switches and management software, etc. It will be implemented as per backup policy decided by Institute.
- Weekly health checkup report: Health checkup report should include information of usage of CPU, Memory, Disk, etc. of the helpdesk support devices. It should also include information about traffic analysis, user surfing pattern, bandwidth utilization, DoS attack, SYN Flood, virus, spam, malware and BOT detected, etc.
- Monthly call execution and troubleshooting report: Call execution and troubleshooting report should have information of detail of problem delegated, person handling the complaint, action taken to solve the problem and details of solution followed, etc.
- Monthly helpdesk status report: Monthly helpdesk status report should include any change in helpdesk architecture, new implementations, replacement of faulty devices, etc.

A. SPECIAL CONDITIONS OF THE CONTRACT:

1. The agency/firm/contractor shall spend at least 75% of the contract value towards the salary of the resource persons deployed at NIT on monthly basis.
2. Machineries & equipment may be provided by the Institute as per availability to be used regularly and proper record regarding usage to be kept. Deliberate misuse/ mishandling shall be the sole responsibility of the agency/ firm/ contractor.
3. The job to be executed as per the Instruction of the faculty/officer in charge designated by the Institute.
4. The agency/firm/contractor shall ensure that proper discipline is to be maintained by the staff and officials deputed by the agency/firm/contractor, and they shall have to always behave soberly while functioning inside the institute. The conduct safety and security of the staff and officials shall be the sole responsibility of the agency/firm/contractor.
5. Payment will be made/released on monthly pro-rata basis of the services extended by the agency/firm/contractor during the preceding month based on the certification by HOD, Computer Centre.
6. The assets and equipment provided by the Institute shall be property of the Institute and agency/firm/contractor shall be merely the custodians of such assets and equipment. On termination/ expiry of contract. Any such property shall be handed over to the Institute in proper working condition.
7. Deficiency in Service: If any deficiency in the contract is observed, the inspecting personnel may assess the value of the deficiency and recommend appropriate financial adjustment in the monthly bill.

B. LIQUIDATED DAMAGES

The agency/firm/contractor shall ensure extension of the services as per the indicated in the scope of work. For any deviation there from or for any job not performed or left out or for any delayed performance, the agency/firm/contractor shall be liable for liquidated damages @ 0.1% per day, subject to a maximum limit off 10% of the monthly bill.

C. Accommodation: Suitable accommodation will be provided on campus to the resident Engineer's to maintain and attend software related complaints 24X7. The Number of resident engineer's required to stay on-campus will be at the discretion of HOD, Computer Centre.

D. RISK AND COST:

- i. In case of stoppage of performance or non-attendance to the job in extending the services as spelt out in scope of work, on any day or part of the day or days, this being an essential service without any reference, the job shall be forthwith executed by the NIT at the risk and cost of the agency/firm/contractor through alternate source.
- ii. Neglect or failure on the part of the contractor to execute the work will be carried out by alternate source at the risk and cost of the contractor and to the extent of alternate execution the contract will be deemed to be terminated either in part or full.

E. PAYMENT TERMS:

- i. Subject to any deduction that may have to be made in accordance with the terms and conditions of this contract, the Contractor shall be paid on-account bill on monthly basis for the work done during the previous month.
- ii. For the purpose of such monthly payments, invoices preferably in their printed forms along with the documentary proof for having deposited the Contractors' permanent employees and his laborers' contribution towards PF and pension with his jurisdictional RPF commissioner, along with the certificate from engineer's representative for provision of safety equipment to all his workers and also proof of payment of wages to his workmen in presence of the authorized representative of the employer shall be prepared and submitted by the contractor for the work done during the previous month within seven days from the expiry of the previous month.
- iii. Payments against on-account bills shall be released through a crossed account payee cheque within 30 days from the date submission of clear invoices and PF documents by the contractor. For this purpose, the contractor should give the details of the name of the bank, branch and account no. before submission of the first RA bills. Final bill will be paid within 60 days on completion of all formalities as per the Terms & Conditions of the Contract.
- iv. Payment shall be regulated as per terms of contract.
- v. Deduction of applicable taxes will be made the invoice and TDS certificate will be issued by finance & accounts department for such deductions.

PF documents and any others document by the contractor. For this purpose, the contractor should give the details of the name of the bank, branch and account no. before submission of the first RA bills. Final bill will be paid within 60 days on completion of all formalities as per the Terms & Conditions of the Contract.

- i. Payment shall be regulated as per terms of contract.
- ii. The contractor shall observe necessary formalities for engagement of trucks measurement of truck body, loading pattern, issue and admission of challan if required in terms of contract.
- iii. Deduction of applicable taxes will be made the invoice and TDS certificate will be issued by finance & accounts department for such deductions.

F. Work to the satisfaction of NIT: The contractor shall execute the work efficiency and complete it in all respects in accordance with the contract terms and conditions and shall comply with and adhere strictly to the instructions and directions on any matter in accordance with the terms of the contract.

G. PERFORMANCE SECURITY: The successful bidder must furnish **3% of the total contract** value as performance security within 15 days after the award of contract. This should be drawn in favor of "Director, NIT Rourkela" payable at Rourkela in the form of Bank Guarantee or Bank Draft from any scheduled commercial bank except co-operative and Gramin Bank. Any dues of the institute shall be adjusted/ recovered from such Security Deposit. The Security Deposit amount will not attract any interest.

H. INDEMNITY: The contractor shall indemnify NITR against any claim, order, and demand, made by competent authority & in case NIT was asked to comply such order / direction, NIT shall be entitled to recover/ adjust the said amount from the dues of the contractors.