



NATIONAL AUTOMOTIVE TEST TRACKS

NOTICE INVITING QUOTATION

FOR

Annual Maintenance Contract of IT Equipments

AT

NATRAX
PITHAMPUR, DIST. DHAR (Madhya Pradesh)

Tender No. - NATRAX/PROC/A&IT/21/12

National Automotive Test Tracks (NATRAX)

NH-52, Old Agra- Mumbai Highway, Near to Pithampur Flyover, Post Khandwa
(Near Pithampur)

Dhar District, Madhya Pradesh-454774

Phone: +919893892310, Fax - 07292-256101

Email: a.prabhakar@natrip.in, anuj.kumar@natrip.in





Tender No. -NATRAX/PROC/A&IT/21/12

1. General Instructions:

National Automotive Test Tracks (NATRAX) is an Automotive Testing & Certification Centre under NATRiP Implementation Society (NATIS)/National Automotive Board (NAB) which is an autonomous body constituted by Ministry of Heavy Industries, Government of India. NATRAX has been set up on approx. 3000 acres of land for comprehensive testing and evaluation of all types of automobiles, near Pithampur, Dist. Dhar, (Madhya Pradesh, India).

The National Automotive Test Tracks (NATRAX), invites **Password Protected Quotations/Bids** from the qualified and experience Bidder(s) who meets the specified eligibility criteria in this document in the prescribed Proforma for performing, executing and implementing the works on the terms and conditions contained in this Bid document. Brief description of works and the timelines for NIQ/tender are summarised in the table below:

Description of Work	Period of Contract	EMD	Date of start of floating of tender	Last date for submission of Bid	Date & Time of Bid opening	Estimated Cost
Annual Maintenance Contract of IT Equipments NATRAX Pithampur	1 year from the date of Issue of Work Order.	Rs. 5000/-	26.10.2021	15.11.2021 at 1500 Hrs	15.11.2021 at 1530 Hrs	Rs 1.70 Lakh

The Bidder(s) who meet the minimum eligibility criteria (MEC) as mentioned in the Instruction to Bidder (ITB) may be eligible to become successful in the Bidding process. **The bidder(s) in the form of JV/Consortium is not permitted.**

2. Bid Submission details:

- Password protected Bids/Quotations** are to be submitted by the Bidder(s) at the following email ID's not later than the aforesaid time & date or as next convenient date & time on pre-intimation. (for password protection details please refer Annexure IV of this document).

<mailto:a.prabhakar@natrip.in>,
tulika.mazumdar@natrip.in

anuj.kumar@natrip.in,

OR

Sealed Bids/quotations may also be submitted in the hard copy containing





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Technical Bid and Financial Bids in TWO different sealed envelops at NATRAX Hub office in the aforesaid date and time. However, Bidders are encouraged to Bid/quote through electronic mode considering the ongoing Covid pandemic.

- b. No Bids will be accepted after the aforesaid date and time. However, on exceptional cases, NATRAX reserves the right to extend the time/last date of submission of Bid to a next convenient date/time before opening of the Bids.
- c. Bids sent telegraphically or through other means of transmission (telefax, etc.) which are not **Password Protected** shall be treated as defective, invalid and shall stands rejected.

Please Note: - In case of online Bid submissions Technical Bid and Financial Bid should have different passwords and in case of Bidder who are willing to submit the Bid in Sealed envelop in offline mode are advised to be present while Bid opening at NATRAX HUB.

- d. NATRAX shall not be responsible for any delays for non-receipt /non-delivery/or any technical errors or due to wrong addressee. Bidders may confirm the receipt of their Bids submission from NATRAX

3. Disclaimer:

NATRAX reserves all rights to accept/ reject/modify/split any or all proposals without assigning any reasons. Bidders shall not have any cause of action or claim against NATRAX for any of its decisions.

For NATRAX

Head Procurement & Stores





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ANNEXURE I

INSTRUCTION TO BIDDERS (ITB)

1. Bidders are required to submit their Bids in two parts in a **Password Protected PDF format**, named as **"Bid for Tender No. NATRAX/PROC/A&IT/21/12"** on the subject of the email, containing two separate **Password Protected PDF document**, as given below. The **Password Protected Bids** shall be submitted at the mentioned email ID(s) before the closure of Bid submission date/time.

OR

Sealed Bids/quotations may also be submitted in the hard copy containing Technical Bid and Financial Bids in TWO different sealed envelopes at NATRAX office in the aforesaid date and time. However, Bidders are encouraged to Bid/quote through electronic mode considering the ongoing Covid pandemic.

- a) The first **Password Protected document** marked as **"Technical Bid for Tender No. NATRAX/PROC/A&IT/21/12"** shall consist of all the technical details eligibility, commercial terms and conditions and documents sought in the NIQ/Tender along with the signed copy the NIQ/Tender document. **Further, the Technical Bid must include a copy of the unfilled Financial Bid of the Bidder without any information on the prices**

OR

In case of offline Bid submission, the sealed document marked as **"Technical Bid for Tender No. NATRAX/PROC/A&IT/21/12"** shall consist of all the technical details eligibility, commercial, terms and conditions and documents sought in the NIQ/Tender along with the signed copy the NIQ/Tender document. **Further, the Technical Bid must include a copy of the unfilled Financial Bid of the Bidder without any information on the prices**

- b) The second **Password Protected document** marked as **"Financial Bid for Tender No. NATRAX/PROC/A&IT/21/-----"** should consist of the Financial Bid duly filled and signed by an authorised person from the Bidder's.

OR

In case of offline Bid submission, the sealed document marked as **"Financial Bid for Tender No. NATRAX/PROC/A&IT/21/-----"** shall consist of Financial Bid duly filled and signed by an authorised person from the Bidder's.

- c) In case of online Bid submission, the password of the documents shall be submitted by the Bidders at the time of the Technical Bid opening and the Financial Bid Opening respectively.





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Please Note: - Technical Bid and Financial Bid should have different passwords.

The Meeting link for the Technical Bid Opening is as follows:

TO BE SHARE BEFORE BID OPENING

2. Technical Bid Opening:

The Technical Bids are opened at the first instance and evaluated. At the second stage, financial Bids of only technically qualified Bidder shall be opened with prior intimation about the date and time for further scrutiny, evaluation, ranking & placement of order.

3. The Bidders are expected to meet the minimum eligibility criteria (MEC) as given in this document. NATRAX will disqualify the Bid(s) those do not meet the minimum eligibility criteria as laid down, based on their submission along with the Tender documents even after the Bid opening process is concluded.
4. The Contract shall be governed by the terms and conditions specified in this tender document including amendments, work order etc.,
5. All Bidders are hereby explicitly informed that "CONDITIONAL OFFERS" or "OFFERS WITH DEVIATIONS" from the conditions of Contract, the quotation not meeting the minimum eligibility criteria, technical specifications, or any other requirements as stipulated in the Tender documents are liable to be "REJECTED".
6. Bidders should give details of their technical soundness and provide list of customers/client of previous works of similar nature in Government Departments/ Undertakings/ Public / Private sectors/Autonomous etc.,

Minimum Eligibility Criteria: -

Documents to be submitted along with the Bid:

The Bidders who's Bid meet the following criteria would only be considered as responsive and evaluated by NATRAX.

i. MEC 1: -

Legal Valid Entity: The Bidder shall necessary be a legal valid entity either in the form of Proprietary/Private Partnership/Private/Govt./Public/Autonomous. **Bidder in form of JV/Consortium is not permitted.**

List of acceptable documents to be submitted with Bid: -

- a) License certificate/Gumasta of the firm or
- b) Details of Owner/partners of the firm



- c) Copies of Income Tax Registration/PAN Card, GST registration, PF registration and any other statutory requirements, etc.,

ii. **MEC - 2: Financial Capabilities:** The Bidder should have minimum 3 years' experience with **Minimum Average Annual Financial** turnover during the last three years, ending on 31st March of the previous financial year (2018-19, 2019-20 & 2020-21), should be as **Rs 5 Lakh**. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant (CA) / Cost Accountant indicating the turnover details for the relevant period shall be submitted with the Bid.

In case the date of constitution / incorporation of the Bidder are less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criterion. For startups registered firms, no turnover is required.

List of acceptable documents to be submitted with Bid:

- Certified balance sheets for relevant period mentioned above
- Certificate from chartered accountant / cost accountant indicating turnover details for relevant period mentioned above
- The CA certificate must necessarily have UDIN.

iii. **MEC-3 -(A) Experience:** Should have successfully completed minimum 3 similar works during last 3 years for any reputed firm/ Govt./Private institution etc., . Documentary evidence in the form of completion certificate, Work order, Agreement, Purchase Order (PO) shall be uploaded with the Bid.

(B) Similar works: The Bidder should have successfully completed **similar works*** component in the last 3 years meeting the following criteria: -

- Three similar completed works costing not less than the amount equal to 40 (forty) percent of the estimated cost; or
- Two similar completed works costing not less than the amount equal to 50 (fifty) percent of the estimated cost; or
- One similar completed work costing not less than the amount equal to 80 (eighty) percent of the estimated cost;

Similar Works:* successfully completed work for annual maintenance of computers/Laptop/Network Devices/work stations, for any Govt Dept., reputed firm/Private institution etc.





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List of accepted documents as proof of MEC (iii) above:

- a) Completion certificate along with PO/ work order, with value of works, etc.,
- b) Incase completion certificate/ PO does not clearly mention the value of work executed, then the Bidder shall submit the fresh summary & proof as TDS, CA certificate, Excise, GST returns etc.,
- c) Incase PO/Work order/completion certificate issued by any private employer, than form 26AS should be submitted to support the genuineness of the same.

7. Tender Fee & Exemptions: -

- a) This tender is free of cost.
 - b) If registered under Startups and "Micro & Medium Small Enterprises" (MSME's), supporting documents need to be submitted to avail exemption from Earnest Money, subject to verification of certificate.
 - c) If registered under Start-ups and MSME's, shall be exempted from the prior experience and turnover as per the guidelines issued by Govt., subject to submission of valid certificate. In-case of 'Start-ups' a detailed report on the technical skillset & capability of the company may be submitted.
 - d) For Startups and MSME, price benefit shall be given as per the guideline, subject to submission of valid certificate.
 - e) The Bids accompanied **without EMD/ MSME certificate shall be deemed as unresponsive and shall not be evaluated further.**
8. The Bidders are expected to carefully examine all the contents of the Tender documents/NIQ including instructions, conditions, terms, specifications, drawings (if any), shall inspect the Site with prior notice to NATRAX and at Bidders own cost, acquaint himself with all local conditions, means of access to the work, nature of the work and all matters pertaining thereto & take them fully into account before submitting their offer. Failure to comply with the requirements as detailed in these documents shall be at the Bidder's own risk. Bids which are not responsive to the requirements of the Tender will be rejected.
9. While all efforts have been made to avoid errors in drafting of the Tender documents, the Bidder is advised to check the same carefully. No claim on



account of any errors detected in the Tender documents shall be entertained.

10. The Bidder shall carry out all the work strictly in accordance with Specification, Standard Practices and instructions of NATRAX or NATRAX's representative and deviation on any account will not be permitted. If in the opinion of NATRAX, changes have to be made and it desires the Bidder to carry out the same. The decision of NATRAX in such cases shall be final and shall not be open to arbitration.
11. The successful Bidder is bound to carry out associated work necessary for the completion of the job even though such items are not included in the quantities to achieve end results and deemed to be priced in the other items. No claim on this account shall be entertained.
12. Addendum / Corrigendum (if required) to the Tender may be issued prior to the date of opening of the Bid to clarify or to intimate any changes/modifications etc. All such addendum / corrigendum shall be treated as an integral part of the Tender.
13. Any effort by a Bidder to influence NATRAX or any of its functionaries in the process of examination, clarification, evaluation and comparison of tenders and in decisions concerning award of contract, may result in rejection of the Bid.
14. In order to afford prospective bidders, reasonable time for preparing their Quotes after taking into account such amendments, NATRAX may, at its discretion, extend the deadline for submission of Bids.
15. Information relating to the examination, clarification, evaluation and comparison of Bids and recommendations concerning the award of Contract shall not be disclosed to Bidders or other persons not officially concerned with such process.
16. NATRAX reserves the right to accept / reject or modify any Bids, and to annul the Tender process and reject all Bid(s)/quotation(s), at any time prior to award of Contract, or to divide the Contract between/amongst Bidders without thereby incurring any liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or Bidders of the grounds for NATRAX's action. Any Bidder not following ITB stands rejected.

17. TECHNICAL BID EVALUATION

- a) NATRAX shall follow the **Segregated Bid evaluation** system (No bearing of technical score in the financial Bid evaluation and L-1 in the financial





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Bid shall be deemed as successful Bidder) to determine the successful Bidder. (Bidders may also refer the SCC)

- b) The Bidder must qualify the all three MEC's.
- c) The Bidder is requested to specify what particular value he is offering for each particular requirement, rather than just stating he is fulfilling the Minimum Requirement.
- d) During the technical Bid evaluation process, NATRAX may ask clarifications to the Bidder through E-mail for confirming and consolidating their technical offers.
- e) All such clarifications are required to be answered by the bidders by E-mail, within the time specified by NATRAX.
- f) Only the technically qualified bidders shall be intimated for financial bid opening in writing.
- g) The Financial Bids of the Technically qualified Bidders shall be opened through online mode and the Financial Bids received through off-line mode shall also be opened on the same day and time at NATRAX Hub.

18. FINANCIAL BID EVALUATION:

- a) For the evaluation of the Financial Bids, the eventual Bid prices shall be ascertained after considering all the terms and conditions associated with the Bid price specified in the Financial Bid document and after detailed scrutiny of the financial bid.
- b) No Bidder shall be allowed to propose/carry out any revision / correction / modification in his Price Bid offer.
- c) If there is a discrepancy between the sub total/s and the total price that is obtained by multiplying the unit price and quantity/adding the sub total/s, the sub total/s shall prevail and the total price shall be corrected, unless in the opinion of the Employer that there is an obvious misplacement of the decimal point in the sub total price, in which case the total price as quoted shall govern and the sub total/s shall be corrected;
- d) If there is an error in a total, corresponding to the addition or subtraction of sub totals, the subtotal/s shall prevail and the total shall be corrected; and



- e) The Bidder needs to fill the rates against each item in word as well as in figures as mentioned in BOQ (Financial Bid). In case of any discrepancy, the rate provided in word shall prevail and correct the amount against the item. **All the prices should be inclusive of all taxes and GST.**
- f) The amount stated in the Letter to Bid will be adjusted by the Employer in accordance with the above procedure for the correction of errors and, shall be considered as binding upon the bidder. If the Bidder does not accept the corrected amount of Bid, the bid will be rejected.
- g) Contract negotiations, if any, will be held before the issuance of Letter of Acceptance/ Notification of Award. The negotiation shall conclude with a revised offer letter from the successful bidder, affecting the discounts if any and accepted by NATRAX.

19. Award of Work:

- a) Prior to the expiry of the period of Bid validity prescribed, NATIS will issue to the Successful Bidder, the Work Order. The Successful Bidder shall return one copy of the Work Order to NATRAX duly acknowledged and signed by the authorized signatory, within two [2] days of receipt of the same by him.
- b) NATRAX shall notify all the unsuccessful Bidders and discharge/ return their Earnest Money Deposit. No correspondence will be entertained by NATRAX from the unsuccessful Bidders.

20. Validity of bids:

The rate quoted should be valid for a **minimum period of 90 days** from the last date of Submission of Quotation. No claim for escalation of rate will be considered at any point of time.

21. Prospective bidders requiring any clarification of the Tender may write to a.prabhakar@natrip.in; anuj.kumar@natrip.in.

22. The Bids / related correspondences shall be made in English language.

23. Special Terms & Conditions:

a.	Scope of work	Annual Maintenance Contract of IT Equipments at NATRAX Pithampur
b.	Contract Period	One year from the date of Issue of Work Order.
c.	Rate Firmness	The charges/rate quoted by supplier must be firm throughout the Contract period and no escalation of any kind is permissible.





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d.	Maximum downtime permitted	Break down problems shall be rectified within 4 hours from the time of intimation of problem to the service provider/supplier, by telephone/ fax /email. Downtime beyond one working day is not permissible, and penalty of Rs. 1000/- per day shall be recovered for such downtime.
f.	Penalty for downtime	If website is down for more than 4 hours, without any substitute, the complete time will be considered as downtime. For each one day of such downtime, Rs. 1000/- per day as penalty for each day.
g.	Warranty Period	Not applicable
h.	Payment, Mode and Retention	<p>i. The payments shall be payable in 12 equal instalments (monthly basis), provided there are no pending problems pertaining to that month. Penalty for down time as per clause 'f' above will be deducted/subtracted from the amount payable on the month.</p> <p>ii. The payment may be released within 15 working days from the submission of the bill subject to fulfilling the criteria as mentioned in clause (i) above.</p> <p>iii. The GST/Taxes & duties of Govt. will be reimbursed on actual basis upon the submission of original receipt / documentary evidence.</p> <p>iv. Statutory deduction shall be as applicable.</p> <p>All the payments shall be made through RTGS</p>
i.	Project Facility / Place of Installation/delivery	NATRAX Site NH-52, Old Agra- Mumbai Highway, Near to Pithampur Flyover, Post Khandwa (Near Pithampur), Dhar District, Madhya Pradesh-454774
j.	Tender Document Fee	Free of Cost
k.	Bid Security/EMD	<p>The Bidders are advised to deposit the EMD amount of Rs 5,000/- in NATRAX's Bank Account if they are not covered under exemption or otherwise, before the submission of their respective bid documents. The bank details are provided at the end of this document. Proofs of submission of EMD, are to be shared along with the password protected technical bid.</p> <p>Bids received without EMD will be summarily rejected.</p>
l.	Performance Security	3% (Three). of the Contract value should be submitted as Performance Security by the Successful Bidder on award of Contract. Performance Security may be furnished in the





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		form of an A/C Payee Demand Draft, Fixed Deposit Receipt or Bank Guarantee from a Scheduled Commercial Bank favouring "National Automotive Test Tracks" & payable at Pithampur and should remain valid for a period of Sixty days beyond the date of completion of all Contractual Obligations. The performance security shall be returned after completion of all Contractual obligations and recommendations of NATRAX officials. Bid Security/EMD will be returned to the successful bidder on receipt of Performance Security.
m.	Other Terms and conditions	<ul style="list-style-type: none">i. This Annual Maintenance Contract shall be executed by the service provider and should not be sub-contracted to any agency, in any form.ii. The work under this Contract shall be serviced only by the service provider's authorised, qualified and competent service personnel.iii. No extra charge is payable for to and fro, boarding and lodging for the service personnel coming to NATRAX.
n.	Termination of Contract	If the work/service is found to be not satisfactory or not found as per the specification indicated in this document, the Service Contract will be terminated with short notice. Downtime penalty will be considered as one of the factors for gauging service efficiency.

24. The bidder should give the following, duly signed and sealed, failing to which the bids will be summarily rejected:

25. DECLARATION:

(To be executed on Bidder's letter head)

I/We having acquainted with the content & requirement of this Tender No. NATRAX/-----, dated _____ and do hereby accept to furnish the same in compliance with all terms & conditions. I/we have not tampered/modified the tender in any manner and breach of any such, will result in rejection of Tender and / or prosecuted.

I / We hereby declare that the firm/company has not been blacklisted or debarred in the past by any other Government organization from taking part in Government





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tenders.

In case the above information found false or in case of breach of any of terms and conditions at any stage of Tender or Contract, I/We are fully aware that the Tender/ Contract will be rejected / cancelled by NATRAX and Payments (for completed/partially completed), Retention, Bid Security (EMD), Performance Security, etc., shall be forfeited.

Signature of the Bidder:

Name and Designation:

Address:

Contact details:

Place:

Date:

Seal of the Bidder's Firm





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ANNEXURE - II

DETAILED SCOPE OF CONTRACT

1. The scope of this tender includes the following elements:

Location	Scope of Supply	Technical Requirement
NATRAX - Pithampur	Annual Maintenance Contract of IT Equipments at NATRAX Pithampur	As per this documents

This maintenance work should be carried out within the NATRAX premises, and Servicing (including checkups). The spare parts and material will be paid extra on actual basis.

The details of the existing equipments/items which are covered in this AMC contract are as below:

S.No	Make	Model	Serial No	Type
1	Canon	Fax-L120	KXZ03678	MFP
2	HP	2520hc All-in-one	CN3BI2JH5Z	DeskJet Ink Advantage
3	HP	2520hc All-in-one	CN51Q2J304	DeskJet Ink Advantage
4	HP	3050	CNCKR60526	Laserjet
5	Cisco	SG-300	DNI18020D3T	Switch - 24 port
6	Cisco	SG-300	DNI18020D32	Switch - 24 port
7	Cisco	SG-300	DNI18020D1K	Switch - 24 port
8	Pronet	PH-324M	ESSNATPITHMSWI01	Switch - 24 port
9	Epson L1800	B472C	UBNY0101793	InkJet Printer
10	HP LaserJet	M1005 Multifunction Printer	CNKNKD47FC	Laser Printer
11	Dlink	Wireless DAP-2660	RZOY2H6001609	Access Point
12	Dlink	Wireless DAP-2660	RZOY2H6000887	Access Point



Handwritten signature



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13	Dlink	Wireless DAP-2660	RZOY2H6001606	Access Point
14	Dlink	Wireless DAP-2660	RZOY2H6001481	Access Point
15	Dlink	Wireless DAP-2660	RZOY2H6001483	Access Point
16	Dlink	Wireless DAP-2660	RZOY2H6001571	Access Point
17	Dlink	DGS 1210-10PoE	S3402H6001155	PoE Switch
18	HP Probook	440 G3	5CD6074VWX	Laptop
19	Lenovo V310-14IKB	80T2004GIH	LR06RB50	Laptop
20	Lenovo V310-14IKB	80T2004GIH	LR06Q0FC	Laptop
21	Lenovo V310-14IKB	80T2004GIH	LR06RB4Z	Laptop
22	Lenovo V310-14IKB	80T2004GIH	LR06RB4R	Laptop
23	Lenovo V310-14IKB	80T2004GIH	LR06RB4Y	Laptop
24	Lenovo V310-14IKB	80T2004GIH	LR06RB3D	Laptop
25	Lenovo V310-14IKB	80T2004GIH	LR06RB4W	Laptop
26	Lenovo V310-14IKB	80T2004GIH	LR06RB4K	Laptop
27	Lenovo V310-14IKB	80T2004GIH	LR06RB25	Laptop
28	Lenovo V310-14IKB	80T2004GIH	LR06RBB8	Laptop
29	Lenovo V310-14IKB	80T2004GIH	LR06RB53	Laptop
30	Lenovo Desktop	10KXA004IH	PG00SKXS	Desktop
31	Lenovo Desktop	10KXA004IH	PG00RTGL	Desktop
32	Lenovo Desktop	10KXA004IH	PG00SKDU	Desktop
33	Lenovo Desktop	10KXA004IH	PG00SRRQ	Desktop
34	Lenovo V330-14IKB	81B0A04XIH	MP1EV543	Laptop
35	Lenovo V330-14IKB	81B0A04XIH	MP1EUZJM	Laptop





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36	Lenovo V330-14IKB	81B0A04XIH	MP1EUZXH	Laptop
37	Lenovo Desklop	-	PG01420H	Desklop
38	FUJITSU Celsius - M720	ETNA-8-D3128	YLFP016076	Workstation
39	FUJITSU Celsius - M720	ETNA-8-D3128	YLFP016057	Workstation
40	FUJITSU Celsius - M720	ETNA-8-D3128	YLFP016071	Workstation
41	FUJITSU Celsius - M720	ETNA-8-D3128	YLFP016069	Workstation
42	FUJITSU Celsius - M720	ETNA-8-D3128	YLFP016058	Workstation
43	FUJITSU Celsius - M720	ETNA-8-D3128	YLFP016053	Workstation
44	FUJITSU Celsius - W530	MTIW	YLNFO05461	Workstation
45	FUJITSU Celsius - W530	MTIW	YLNFO05457	Workstation

2. WORKMANSHIP

The workmanship shall be best of its kind and shall conform to the specifications, as below or Indian Standard Specifications in every respect or latest trade practices and shall be subject to approval of the Owner's Site Representative. All materials and/or Workmanship which in the opinion of the Owner's Site Representative is defective or unsuitable shall be removed immediately from the site and shall be substituted with proper materials and/or workmanship forthwith.

3. MATERIALS

All materials shall be best of their kind and shall conform to the latest Indian Standards. All materials shall be of approved quality & rate should not more than Gem's portal/DSR/SOR/ OEM's, s rate list as per approved by the Owner's Site Representative.

4. FINAL REPAIRING AND TESTING

The contractor should repair and rectify the work/machine /equipment show to the client and the same will be confirm to the client the contractor should maintain the register for the repairing and rectification work service wise.

5. TOOLS AND TACKELS

All tool and tackles etc required during the maintenance will be arranged by the contractor

6. DELAY IN ATTAINING/REPAIRING/RECTIFYING THE COMPLAINT





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The contractor should attain and repair/rectify the complaint within twenty-four hours from the raising the complaint. The delay in attaining rectifying and repairing will impose penalty to the contractor.

7. DAMAGES DURING MAINTENANCE

The cost of equipment/system/spare damaged during maintenance will be the responsibility of contractor and the same will be borne by the contractor

8. **Support services:** Support team is available 24*7 recorded hundred percent customer satisfactions.





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Form for the submission of Financial Bid

Financial Proposal Submission Form
(To be Executed on Letterhead of the Bidder)

FINANCIAL PROPOSAL SUBMISSION FORM

[Location, Date]

To:
The Head Procurement
NH-52, Old Agra- Mumbai Highway,
Near to Pithampur Flyover,
Post Khandwa (Near Pithampur)
Dhar District, Madhya Pradesh-454774

Dear Sir,

We, the undersigned, offer to provide the equipment & services in accordance with your Tender No. _____, dated _____ and our Technical Bid. Our attached Financial Bid includes the price in the format for financial bid provide as part of tender documents. The total price of our offer is _____ (in figures and words) and includes all the deliverables under this tender as per our Technical Bid.

We hereby declare that all the information and statements made in this Bid is true and complete in all respects and is as per the guidelines and terms & conditions laid down in the tender document. We further understand that any information which is found false or is not as per the guidelines and terms & conditions of the tender document may lead to our disqualification.

Our Financial Bid shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Bid.

We understand NATRAX has right to accept or reject our Bid as per its discretion.

Yours sincerely,

Authorized Signature [In full]: _____

Authorized Signature [In initials]: _____

Name and Title of Signatory: _____





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Name of Firm: _____

Address: _____

[Note : To be signed in blue ink]



[Handwritten signature]



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ANNEXURE-III

Bill of Quantities (BOQ)/Financial Bid
BOQ for Annual Maintenance Contract of IT Equipments at NATRAX.

S. No	Category	Description	Qty	Rate	Amount
1	Printer	Canon Model No. Fax-L120 SI No. KXZ03678 Type- MFP	1		
2		HP Model No. 2520hc All-in-one SI No. CN3BI2JH5Z & CN51Q2J304 Type- DeskJet Ink Advantage	2		
3		HP Model No. 3050, SI. No.CNCKR60526, Type- Laserjet	1		
4		Epson L1800 Model No. B472C, SI. No. UBNY0101793, Type- InkJet Printer	1		
5		HP Model No. M1005 Multifunction Printer, SI. No. CNKNKD47FC, Type- LaserJet	1		
6	switches	Cisco Model No. SG-300, SI. No. DNI18020D3T, DNI18020D32 & DNI18020D1K Type- Switch - 24 port	3		
7		Pronet Model No. PH-324M, SI. No. ESSNATPITHMSWI01 Type- Switch - 24 port	1		
8	Access Points	Dlink Model No. Wireless DAP-2660, SI. No. RZOY2H6001609, RZOY2H6000887, RZOY2H6001606, RZOY2H6001481, RZOY2H6001483, RZOY2H6001571 Type- Access Point	6		





Tender No. -NATRAX/PROC/A&IT/21/12

Checklist Tender No. NATRAX/..PROC/A&IT/21/12

S.No	Particulars	Document Attached	
1	Have you submitted bids in 2 parts in sealed envelopes with the necessary headings? Have you submitted both the envelopes together in a sealed outer envelope?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2	Have you enclosed the EMD for Rs 5,000/- in the technical Bid?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3	Have you submitted the details of your technical soundness	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4	Legal Valid Entity: Have the documents mentioned in the NIT have been submitted?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5	Is your firm a legal entity for the last 3 years. If yes, please provide Certificate of Incorporation,	Yes <input type="checkbox"/>	No <input type="checkbox"/>
6	ITR Returns for last three Assessment years including Audited Balance sheet (2018-19, 2019-20 & 2020-21) should be provided.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
7	It should have the average turnover of Rs. 5 Lac, in the last 3 financial years (2018-19, 2019-20 & 2020-21), please provide details	Yes <input type="checkbox"/>	No <input type="checkbox"/>
8	Details of Technical Capabilities (similar experience) in last 3 years with reference of clients (Name & Contact numbers) should be attached.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
9	If registered under "Micro, Small & Medium Enterprises" (MSME), supporting documents need to be	<input type="checkbox"/>	<input type="checkbox"/>



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submitted to avail exemption from Bid Security / Earnest Money.		Yes	No
10	Have your technical bid been prepared for packing as per Tender?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
11	Duly Stamped and signed on all pages of the Tender/Quotation documents, as issued by NATRAX (in Original)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
12	Have your financial Bid proposal is duly filled, sealed and signed on all pages?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
13	Have you filled your quotes against all items?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
14	Have you verified the calculation of prices ?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
15	Have your financial bid been properly packed as per Tender?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
16	Total no of pages submitted by the bidder as a part of the bid	Total no. of pages: _____pgs	



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ANNEXURE -IV

NATRAX Bank details to be used for submission of EMD/Tender Fee (if any) & procedure for passwords protection

The image shows a cancelled cheque from Bank of Baroda. The cheque is dated 08/08/2012 and is payable to the order of the bearer. The amount is ₹ 57730100011768. The cheque is marked 'Cancelled' in large blue ink. The bank details are: Bank of Baroda, Pithampur, Dhar - 454775, RTGS / NEFT IFSC CODE: BARB0PITHAM. The account type is CBS SAVINGS ACCOUNT. The cheque number is 57730100011768. The MICR line at the bottom is: *000001* 452012026 011758 * 31. The cheque is payable to the order of the bearer and is valid for three months from the date of issue.



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