



## ENTREPRENEURSHIP DEVELOPMENT INSTITUTE OF INDIA

(Via Ahmedabad Airport & Indira Bridge); P.O. Bhat 382 428 - Dist. Gandhinagar Gujarat - India

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### TENDER FOR COMPREHENSIVE MAINTENANCE CONTRACT OF SERVERS, COMPUTER DESKTOPS, LAPTOPS, PRINTERS, SCANNERS & LAN SYSTEM FOR THE YEAR 2025-2027

The Entrepreneurship Development Institute of India, located near Village Bhat, via Ahmedabad Airport & Indira Bridge, PO Bhat 382 428, Dist. Gandhinagar, intends to award a comprehensive contract for computer peripherals. Sealed quotations are invited from reputed agencies for the annual maintenance of these peripherals, as per the details provided in the attached annexures.

TENDER FOR : **Comprehensive maintenance contract of Servers, Computer Desktops, Laptops, Printers, Scanners & LAN System, at EDII Campus.**

Reference No. : **EDII/ADMN/OSA/ADMN/2025-2027/08**

Location : Entrepreneurship Development Institute of India, Nr. Village Bhat, Via Ahmedabad Airport & Indira Bridge, Bhat 382428, Dist. Gandhinagar.

Period of contract 02 years (2025-2026 and 2026-2027)

01<sup>st</sup> April 2025 to 31<sup>st</sup> March 2027

Submission of Tenders : Sr. Manager (Estate),  
Entrepreneurship Development Institute of India;  
(Via Ahmedabad Airport & Indira Bridge); P.O. Bhat 382 428  
Dist. Gandhinagar-India

The bidder would be responsible for the Genuity of documents submitted as per the technical specifications prescribed in this tender document.

Minimum experience of work : 

- The agency should have at least 4 years of experience in providing maintenance services of servers, computer desktops, laptops, printers, scanners & LAN Systems to training or educational institutions of higher learning or repute.
- The rates quoted should be all-inclusive, covering service tax and the manpower engaged by the agency.

Annual Turnover : A minimum of Rs.10.00 lakh in the last financial year in the AMC contracts

Pre-Bid Meeting : For the benefit of prospective bidders, a pre-bid meeting has been scheduled. Interested bidders should submit their queries via email to the Administration Department at [admin@ediindia.org](mailto:admin@ediindia.org) before the Query



Submission Date specified in the Control Sheet. Any queries submitted after the Query Submission Date may not be considered by the Bank.

**Monday, 17<sup>th</sup> February 2025**

Date of issue of tender : **Tuesday, 11<sup>th</sup> February 2025**

Last date for submission of tender : **Tuesday, 04<sup>th</sup> March 2025 (upto 1500 hrs.)**

Earnest Money Deposit

**EMD payable with a quotation:** Rs.25,000/- (refundable) in favour of EDI of India by Bank Draft/DD payable at Ahmedabad. The EMD will be adjusted as a security deposit in case of a successful tenderer.

- A. Any bid submitted without EMD will be summarily rejected.
- B. The bidders should submit the EMD along with the technical bid. The EMD should be in the form of a Demand Draft in favor of EDI of India, payable at Ahmedabad, and should be valid for a period of 6 months from the date of submission of the bid.
- C. The EMD of all unsuccessful bidders will be refunded by EDII within 30 business days of notifying the bidder as unsuccessful, without any interest.
- D. The EMD of the successful bidder will be released upon completion of work, without any interest.
- E. Micro and Small Enterprises registered with the National Small Industries Corporation (NSIC) or equivalent and having single-point registration are exempt from payment of EMD to the extent of the monetary limit stated in the registration certificate. The bidder should submit a valid certified copy of the NSIC or equivalent registration certificate/renewal certificate. A photocopy of the application for registration/renewal is not acceptable.

Security Deposit

**Security deposit :** Rs.50,000/- (refundable) to be paid by successful tenderer by Bank Draft/DD in favour of EDI of India payable at Ahmedabad. No interest will be paid thereon

Documents to be submitted along with Technical Bid

: **Guidelines for submission of Bids/Tender:**

1. Bids should be submitted in **two bidding systems** (Technical Bid and Financial Bid). The tender document comprises terms and conditions, the scope of work, a form of tender, a form of agreement, a bill of quantities, etc.
2. The sealed quotations in the prescribed format (Envelope 1 & Envelope 2 should both be enclosed in a separate envelope) should be super-scribed with "**Tender for Comprehensive maintenance contract of Servers, Computer Desktops, Laptops, Printers, Scanners & LAN System, at EDII Campus.**" The envelope should bear the full name, postal address, telephone number, fax number, and email address of the tenderer.
3. **Technical Bid:** The envelope should be super-scribed with the Tender No., the title of the tender (i.e., "Tender for



**Comprehensive maintenance contract of Servers, Computer Desktops, Laptops, Printers, Scanners & LAN System, at EDII Campus"), and the words "TECHNICAL BID" (as prescribed hereinafter).**

The technical envelope should contain the following:

- a. Profile of Agency
- b. Work Experience
- c. Certificates such as GST, PAN card, canceled cheque copy, etc.
- d. Vendor Registration form
- e. Annual Turnover documents (minimum 3 years)
- f. Profit & Loss Statement (minimum 3 years)
- g. Annexure III on the letterhead of your Chartered Accountant
- h. Undertaking
- i. Proof showing the financial stability of your agency
- j. Certificate mentioning that your company is not blacklisted by anyone
- k. Documents related to the Year of Establishment
- l. Technical specification cum compliance sheet
- m. Proof of Earnest Money Deposit (EMD)

Kindly note that loose papers will not be accepted. The technical bids should be kept in a single bundle. Only hard-bound copies will be accepted.

**Financial Bid:** The envelope should be super-scribed with Tender No., the title of the tender (i.e., "Tender for **Comprehensive maintenance contract of Servers, Computer Desktops, Laptops, Printers, Scanners & LAN System, at EDII Campus**"), and the words "FINANCIAL BID," containing the rate quoted by the party, duly signed by an authorized representative. For more details, please refer to the Annexures.

The bid documents submitted must be free from any overwriting, interlineations, corrections, or double typing. However, the Employer or its appointed committees may, at their discretion, consider any document with overwriting or corrections if the same has been duly initialled and dated by the authorized representative of the tenderer.

#### Terms & Conditions

- The rates quoted should be all-inclusive, including transportation, service tax, and the manpower engaged by the agency.
- The agency is required to provide the necessary information in the attached Agency Information Sheet (Annexure – I).
- Details of clients should be furnished as per the attached format (Annexure – II).
- Rates should be quoted as per Annexure – III & IV

#### Payment Terms:-



- **Payment Terms:** Payment will be made one month after the submission of the original bill.
- GST, as applicable, should be indicated, and a copy of the GST registration must be submitted along with your tender.
- **Price Escalation:** No request or claim for price escalation on any grounds shall be entertained during the tenure of the contract. However, any enhancement in the minimum wage rates, if notified by the State Government during the contract period, may be considered

### **Documents to be submitted by the Successful Agency before Deployment of Manpower**

1. List of manpower shortlisted by the agency for deployment in the Institute, containing full details, such as date of birth, marital status, address, educational qualifications, etc.
2. Bio-data of all persons.
3. Any other document deemed relevant.

### **Scope of Work:**

1. Tenderers are requested to quote rates for comprehensive maintenance only. No payment will be made for the replacement of any hardware/software items.
2. The tenderer may visit the institute and check the conditions of the tender items.
3. As part of the maintenance contract, the agency will be required to deploy a qualified engineer with a minimum of 4 years of experience, available from 09:30 hrs to 17:45 hrs on all working days (Monday to Saturday), to respond to any emergency system failures. No additional payment will be made to the engineer by EDII. The agency will be responsible for the safety of the engineer engaged at EDII and will provide insurance coverage for him. The engineer will also provide support to students for software-related issues, if required."
4. **Data Privacy, Confidentiality & Security:** The bidder must strictly ensure the confidentiality and security of this office.
5. The vendor will bear its own travel costs for providing training, software installation, etc., if applicable.
6. The Institute reserves the right, at the time of the award of the contract or during the continuation of the contract, to decrease or increase the quantity of items offered for AMC based on the reduction due to the expiry of the asset's life or addition after the warranty period, and services specified in the schedule of requirements, without any change in the unit price for similarly configured items, under the same terms and conditions.
7. If any spares, equipment, or any part thereof supplied by the AMC vendor is found defective, and the same needs to be replaced from an outside source, the cost of such replacement shall be borne by the AMC vendor. The contractor should be very careful in handling defects and faults in materials.
8. Delay in the performance of services shall attract penalties for the AMC vendor, as outlined in the clauses mentioned in the tender document.
9. Routine cleaning of all PCs, printers, etc., and their accessories must be carried out once every three months using good quality cleaning liquids, cloths, brushes, etc. This shall not be necessary in the last month of the quarter, as routine cleaning of PCs will be covered under the preventive maintenance schedule to be executed.
10. Provision of Engineers (Hardware)/ Helpers/Help Desk for AMC and cleaning / preventive maintenance of computers Systems:-



Engineers	No	Minimum Qualification	Job Profile
Hardware Engineer cum Printer Expert	1	Bachelor's degree in any disciplines with NIELIT CHM-A+ (50% marks in Aggregate) or B-Tech (4 Years) or Post Graduate / Master Degree in Computer Science/ Computer ion / Electronics & Communication	MAINTAINING AND OPERATING LAN and WAN, all Computer Hardware & including installation of system and Application software etc.

11. The attendance of all engineers shall be recorded on the office premises in the prescribed format by the IT Department.
12. Periodic changes of engineers by the firm will not be permitted.
13. In case the deployed engineers are unable to attend the office, a suitable replacement must be arranged in advance with prior intimation to the undersigned
14. The service engineers provided by the contractor shall not be changed frequently. Only one change will be permitted during the year. For any subsequent changes, a penalty of Rs. 1,000/- will be payable. However, if the service engineer is found to be incompetent by the office, the contractor shall replace the engineer.
15. Frequent faults of the same nature in the same PCs, peripherals, etc., will be considered as inefficient service by the AMC contractor. If repeated faults of the same nature in the same PC or peripherals are noticed, a notice of termination may be issued to the Institute, and/or a penalty, will be imposed from the first date of the fault booking
16. The AMC contractor must ensure that any software installed on the PCs is a licensed version of the original software. Unauthorized or unlicensed software must not be installed on the PCs.
17. This is an **annual maintenance/service/rate contract**, with uniform rates applicable for the entire year.
18. Every page of the document must be sealed and signed by the **Competent Authority**

### Schedule of Requirements

1. **Maintenance:**  
Systems must be maintained in working condition throughout the contract period with regular quarterly preventive maintenance. This includes servicing of computer hardware and software (such as power cords with plugs, printer cables, 9-to-25 pin converters, speakers, power adapters/converters, internal PCI cards), and other equipment, checking with software test programs, and fault removal. This includes addressing any functional disorders in computer systems, such as software program corruption and data loss.
2. **Log Book Maintenance:**  
The AMC vendor must maintain a logbook (Google sheet) and maintain call records on a daily basis with calls attended to and the quarterly services rendered.
3. **Scope of Maintenance:**  
The AMC vendor shall maintain all items as specified. The AMC includes providing a virus-free computer environment. On-site preventive and breakdown maintenance of PCs and peripherals must be performed as needed. The contractor should keep an adequate inventory of hardware parts (e.g., keyboards, mice, RAM, SMPS, various types of cables—excluding network cables, etc.) in stock.



4. **Replacement of Faulty Parts:**  
The service provider must replace necessary parts with equivalent or updated/branded parts. Any deviation from the terms and conditions will not be entertained.
5. **Handover of Equipment After AMC Period:**  
After the AMC period or termination of the contract, the firm (currently holding the AMC) is responsible for handing over all machines under AMC in working condition, unless mutually agreed otherwise.
6. **Server & Network Management Services:**  
The AMC vendor must provide maintenance services, including labor, repair, and replacement of faulty parts, for servers and LAN (network) equipment to keep the equipment in good working condition, including hardware and software servicing.
7. **Hard Disk and Motherboard Replacement:**  
Hard disks are covered under AMC. If any hard disk becomes faulty in any machine, it must be replaced with the same hard disk or higher capacity. Similarly, if any motherboard becomes faulty/burnt/damaged for any reason, it must be replaced with a similar or Intel motherboard. SMPS, VDUs (monitors), keyboards, mice, Ethernet cards, and PC switches must be kept in sufficient numbers as standby by the AMC vendor for free replacement against faulty ones.
8. **Preventive Maintenance Schedule:**  
Preventive maintenance will be carried out during the last month of each quarter. This includes inspecting each system, scanning hard disks for defects, and obtaining a satisfactory working certificate from the user after cleaning the system (PC, monitor, printer, keyboard, and other accessories) using a blower/vacuum cleaner, along with wiping the surfaces with a good quality cleaning liquid, cloth, and brush. Equipment and accessories must not be taken out of their normal installed location.
9. **Additional Engineer Deployment:**  
An additional engineer may be deputed to this office whenever there are more complaints, to ensure equipment is rectified within the stipulated response time.
10. **Scope of AMC Services:**  
The AMC includes formatting of computers, notebooks, data recovery, reinstallation of drivers and software used in the office, and covers repair and free replacement of all spare parts for computers, laptops, printers, scanners, LAN (including hubs, switches, etc.), excluding consumables like ribbons, cartridges, toners, etc.
11. **Response Time and Penalties:**  
The engineer deployed shall be responsible for preventive and corrective maintenance of all peripherals, accessories, and the existing LAN setup. Any complaint must be attended to within one (1) hour of logging time. If a faulty system is not repaired within 48 hours from the time of reporting, a backup system shall be provided immediately. If the firm fails to make the system operational within the given time frame, a penalty of Rs. 100 per working day per system (e.g., desktop, laptop, printer) will be imposed after the



next two working days (i.e., 48 hours after fault booking). Faults will be considered rectified only when the AMC contractor receives a satisfactory report from the user on the date of rectification.

**12. Penalties for Preventive Maintenance Failure:**

In case of non-adherence to the preventive maintenance schedule, a penalty of 10% of the total AMC charges for the quarter will be imposed for every such failure.

**13. Handover of Equipment After Contract Expiry:**

After the contract expires, all machines must be handed over by the outgoing AMC vendor to the new AMC vendor within 7 working days, in working condition. A certificate from the concerned officer in charge of maintenance must be obtained, to be produced along with the final claim for AMC charges. Any faults pointed out by the new AMC vendor during the inspection before the takeover must be rectified within one working day by the outgoing AMC vendor. Any delay in rectification will attract penalties as per the tender terms. Failure to hand over the machines within 7 days will result in a penalty of Rs. 100 per day per machine.

**14. Disqualification of Bidders:**

This office reserves the right to disqualify bidders who have a record of not meeting contractual obligations in previous contracts. This office also reserves the right to blacklist a bidder for a suitable period if they fail to honor their bid without sufficient grounds.

**Responsibility of the Bidder**

- Information, materials, etc., borrowed by the bidders, if any, shall remain the property of EDII and may be provided by EDII solely for the execution of this contract. All such borrowed materials shall be the sole property of EDII and must be returned to EDII after the submission of the bids.
- Please quote your rates exactly as per our inquiry.
- Technical details, literature, operation manuals, etc., must be provided with the technical bid.
- The quotations must be submitted along with copies of the Certificate of Authorized Dealership.

***Relationship with Employee:***

Every bidder should, at the time of submission of the bid, provide a declaration as follows:

*"If any employee of the tendering Institute or his/her relative, as defined in Section 2(77) of the Companies Act, 2013, holds 10% or more shareholding in the bidding Institute/firm, the tendering Institute will not engage with such firm. Therefore, the tenderer must specifically disclose this fact in their technical bid. Non-disclosure of such information will result in immediate disqualification of the tenderer from further dealings with the tendering Institute."*

**Performance Assessment**

If, during the execution of the work, the following problems were found, then a penalty of 02% of the Contract value per week (subject to a maximum of 05%) may be imposed by the Institute



- Quality of deliverables is not up to the mark (till the quality is improved to the required extent)
- Delays in deliverables
- Not assigning adequate resources on time
- Not engaging resources on a dedicated basis when required
- Assigning resources that do not meet the client's requirements as per the approved time schedule or the quality of deliverables.

### **Termination of Contract:**

In case the bidder fails to deliver the services within the contractual period, the Institute shall exercise its discretionary power to:

- Recover, from the supplier as agreed, by way of the penalty clause mentioned above; or
- Avail the service elsewhere after giving due notice to the successful bidder, at the account and risk of the unsuccessful bidder, without canceling the contract; or
- Cancel the contract.
- The Institute reserves the right to terminate the contract if the services are found unsatisfactory, by giving 15 days' notice. If the agency wishes to terminate the contract, it must provide 15 days' written notice, along with reasons for the termination.
- The agreement is liable to be terminated due to non-performance, deviation from the terms and conditions of the contract, non-payment of remuneration to employed persons, and non-payment of statutory dues. The Institute will bear no liability for the non-payment of remuneration to the personnel employed by the Security Service Provider or the outstanding statutory dues to statutory authorities. If any loss or damage is caused to the Institute by the deployed personnel, the same shall be recovered from the unpaid bills or adjusted from the Performance Security Deposit.

In the event of risk purchase of services of a similar description, the opinion of the Institute shall be final. If action is taken under clause (a) or (b), the successful bidder shall be liable to pay for any loss that the Institute may sustain on account of this, but the successful bidder shall not be entitled to any savings on such services made against default.

Further, the Institute reserves the right to terminate the contract (i.e., work order/agreement/purchase order) at any time, without assigning any reasons, by giving a notice period of one month from the date of termination of the contract. The Institute will not be responsible for any compensations, damages, or losses whatsoever on account of such termination of the contract.

### **Proposal Ownership**

The bid and all supporting documentation submitted by the bidders shall become the property of EDII, and it reserves the right to accept or reject any request made by any bidder to return or destroy the bid and accompanying documentation.

### **Indemnity**

The selected bidder shall indemnify, protect, and hold EDII and its personnel harmless against all claims, losses, costs, damages, expenses, actions, suits, and other proceedings.

### **Confidentiality of tender submissions:**





The contractor shall treat and maintain the Employer's confidential information as "Confidential Information" and handle it with the utmost care.

### **Force Majeure**

"Force Majeure" refers to an event beyond the control of the selected bidder, not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of God or public enemy, acts of the Government of India in their sovereign capacity, acts of war, fire, floods, strikes, lock-outs, and freight embargoes.

If a Force Majeure situation arises, the selected bidder shall promptly notify EDII in writing of such conditions and the cause thereof within 30 calendar days. In such cases, the time for performance shall be extended by a period not less than the duration of the delay. If the delay continues beyond a period of three months, EDII and the selected bidder shall consult with each other in an effort to find a solution to the problem.

### ***GST Compliance:***

The Vendor\* hereby undertakes to comply with all applicable GST rules and regulations, specifically but not limited to the GST compliance requirements as stated below. The Vendor also agrees that any loss on account of GST, including the loss of input tax credit (ITC) and any interest and/or penalty thereon, if arising due to non-compliance with GST laws and rules/regulations by the Vendor, shall be borne solely by the Vendor. Under such circumstances, EDII shall have the right to recover the said amount from the next bill payment or any future payment due to the Vendor. The Vendor hereby authorizes the bank to recover such amounts from the Vendor's account maintained with EDII and/or from any payment due from EDII.

\*The term "Vendor" includes suppliers, service providers, landlords, etc., and may be suitably modified as per the respective agreement.

- The Vendor hereby undertakes the timely and proper filing of GSTR-1 and GSTR-3B returns as per GST rules and regulations, covering the invoices raised on EDII, so that EDII may avail of input tax credits (ITC) based on the matching of corresponding vendor invoices with GSTR-2B.
- The Vendor also agrees that if the Vendor's GSTIN is suspended or canceled by the GST authority, resulting in ITC loss for EDII, the Vendor shall be liable to reimburse such loss.
- The Vendor agrees that all payments due from EDII shall be linked to the proper discharge of tax liability by the Vendor within statutory time periods. In case of any disputes due to non-matching of GST credit, the Vendor shall resolve the same within 90 (ninety) days of the invoice date, failing which EDII/the bank shall have the right to recover the GST paid from the Vendor.
- The Vendor agrees that if the Vendor falls under the applicability of E-invoice provisions, the invoice shared with EDII should mandatorily be an E-invoice. If the Vendor is below the E-invoice applicability limits, the Vendor should provide a declaration for the same and also bear the responsibility to inform EDII as and when E-invoice provisions become applicable. Any loss of ITC to EDII due to non-compliance with E-invoice provisions shall be borne by the Vendor.
- The Vendor shall provide invoices, debit notes, and credit notes in accordance with the time of supply provisions to enable EDII to avail ITC in a timely manner, on or before the stipulated time period. All necessary adjustment entries (credit notes, debit notes) shall be made before October 31 of the succeeding financial year.



- Wherever applicable, EDII has the right to deduct 'tax deducted at source' at the rate prescribed under the applicable law and remit the same to the relevant tax authorities.
- Where the supply of goods/services is liable to GST under the reverse charge mechanism, the Vendor must clearly mention the category under which it has been registered and must indicate that "the liability of payment of GST is on the Recipient of Service."
- Any GST liability arising on the Vendor due to contravention of the provisions of GST regulations shall be borne by the Vendor itself, and EDII shall not be liable for compensating the same.

## Dispute Resolution

The parties shall use their best efforts to amicably settle all disputes arising out of or in connection with the tender documents in the following manner:

- The party raising a dispute shall address a notice to the other party, requesting an amicable settlement of the dispute within 15 days of receipt of the notice.
- The matter will be referred for negotiation between the Director General or any competent authority of the Institute and the Bidder. The matter shall then be resolved by them.
- The parties agree that any dispute between them that cannot be settled by negotiation, as described above, may be resolved by arbitration. Such a dispute may be submitted by either party to arbitration within 15 days of the failure of negotiations. Arbitration shall be held in Gandhinagar, Gujarat, India, before a sole arbitrator appointed mutually by the parties. The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996, or any statutory modification or re-enactment thereof. The arbitration proceedings shall be conducted in the English language. The arbitration award shall be final, conclusive, and binding upon the parties. Each party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the parties unless the award otherwise provides.

## General Terms & Conditions:

- **Bid Submission Study:** Bidders are advised to carefully review the tender document before submitting their bids. By submitting a bid, the bidder confirms that they have fully understood the terms, conditions, and implications of the document.
- **Site Visit:** Bidders are encouraged to visit the site where the work will be carried out. At their own expense, they should assess the asset conditions, location, climate, utilities, access, applicable laws, and any other relevant factors. Any discrepancies or ambiguities found in the documents should be clarified with the Institute before submission.
- The service provider shall attend to and resolve any complaints from the Institute within 24 hours. Additionally, the service provider shall be required to visit the Institute premises twice a month to address any service-related issues
- **Confidentiality and Professionalism:** The Agency is required to follow professional ethics and comply with regulatory rules. Confidentiality must be maintained in all matters that could harm the Institute's interests or reputation.
- **Timeframe:** Time is of the essence. The work must be completed within the time schedule specified in the Tender's control sheet.



- **Location and Site Details:** Bidders should ascertain the size, condition, and available areas for their use, as well as other details that may affect the tender.
- **Tender Documentation:** The bidder must complete all sections of the annexed Form of Tender, Schedules, and Bill of Quantities with the requested prices and details. All pages of the documents should be signed and dated.
- **Rate Discrepancies:** Rates should be filled in both figures and words. In case of discrepancies between the two, the rate in words will prevail.
- **Document Integrity:** The Tender Form and its attachments must remain intact. Alterations or mutilations of the documents, other than completing the required sections, are not permitted. Any changes must be made via a covering letter or properly signed corrections.
- **Strict Adherence to Specifications:** Bidders must quote as per the approved makes/models listed in the price bid. Failure to do so may result in the bid being rejected.
- **Payment Terms:** Payments will be made one month after the submission of the bill, and the quoted rates should include all taxes, including GST. A copy of the GST registration document must be submitted with the offer.
- **Tax Responsibilities:** The bidder shall be responsible for paying any applicable taxes, duties, fees, and other charges under relevant laws.
- **Communication During Bidding:** From the time the bids are opened until the contract is awarded, bidders should refrain from contacting the employer regarding their bids. Any efforts to influence the evaluation process may lead to disqualification.
- **Late Submissions:** Any bids received after the submission deadline will be rejected.
- **Cost of Bid Preparation:** The bidder is responsible for all costs associated with the preparation and submission of their bid.
- **Right to Reject:** The Institute reserves the right to reject any or all bids, and is not obligated to accept the lowest bid. The Institute may also reissue the tender without consent from the bidders.
- **Subcontracting:** The successful bidder cannot subcontract the work without prior approval from the Institute. Unauthorized subcontracting may result in contract termination.
- **Contract Rate Stability:** The rates quoted by the bidder will remain fixed throughout the duration of the contract. No price adjustments will be allowed.
- **No Liability for Bidding Errors:** The Institute does not accept any liability for errors arising from the bidder's reliance on any part of the tender.
- **Tampered Documents:** Any tampering or modification of the tender documents (especially the price bid template) will result in immediate rejection of the bid and forfeiture of the Earnest Money Deposit (EMD).
- **Amendments to Tender:** Any amendments to the tender will be published on the Institute's website. No newspaper notices will be issued.
- **Website Monitoring:** Bidders should regularly check the Institute's website for any corrigendum, addendum, or amendments, particularly within the last three days before the submission deadline.
- **Business Relationships:** No bidder who has a direct business relationship (e.g., family members, partners) with another bidder may submit separate bids for the same contract. Such bids will be rejected.
- **Multiple Awards:** The Institute reserves the right to award the contract to multiple bidders or cancel the tender at its discretion.
- **No Email Bids:** The Institute will not accept bids submitted via email.



- **Arbitration:** Any disputes will be referred to a sole arbitrator appointed by the Director-General, and the arbitration will be conducted in accordance with the Arbitration and Conciliation Act, 1996. The decision of the arbitrator will be final and binding.
- **Right to Cancel or Award Work:** The Institute reserves the right to cancel the tender, award work to one or more bidders, or reissue the tender without any obligation to accept the lowest bid.
- **Jurisdiction:** Any legal matters related to this contract will be governed by the laws of Gandhinagar, Gujarat

Sd/-  
Signatory

Encl : a/a



Annexure – I

**AGENCY INFORMATION SHEET**

1.	Name of the Computer Agency	:	
2.	Address of Registered Office/Head Office: (With telephone no.)	:	
3.	Contact Person/Mobile No.	:	
4.	Email address	:	
5.	Year of Establishment	:	
6.	Constitution of the Firm: (Public Ltd./Private Ltd./Partnership/ Proprietorship, etc.)	:	
7.	Name of the Proprietor/Partners/ Directors: (Strike out whichever is not applicable)	:	
8.	PAN card No.	:	
9.	VAT Registration No.	:	
10.	Service Tax Registration No.	:	
11.	Experience in number of years in handling various accounts	:	
12.	Is the Agency empaneled with Educational Institutions? If yes, name of the Institutes: (Attach separate sheet, if required)	:	
13.	Annual Turnover of the firm during the last financial year. Attach a copy of the certified audited statement of accounts or a certificate of agency's Chartered Accountant.	:	
14.	Details of EMD (amount, bank, demand draft/cheque no./ date, etc.)	:	
15.	Infrastructure available in Ahmedabad and other cities in India	:	
16.	Attach a statement of employees, including technical and administrative staff, etc.	:	
17.	Attach a statement showing list of clients (Names, address, contact person's name and phone nos., etc.) (please refer Annexure –II)	:	



Annexure – II

**LIST OF CLIENTS**

Sr. No.	Name, Address, Contact Person & Phone No. of the Client	Date and No. of Completion Certificate	Date of Start	Date of Completion	Cost of Work on Completion	Reference and Page No. of Documentary Proof of the detail missing in completion certificate

Date:.....

Signature & Seal of the Service Provider: .....



**LIST OF I.T. INFRASTRUCTURE NEED TO BE COVERED UNDER AMC**

Sr.No.	Brand	Configurations	Number of Devices	Rate per Unit and Total (Rs.)
1	<b>Desktops</b>			
	Dell Optiplex 3020	18.5" LCD Monitor Intel Core i3 4th Generation 4GB/8GB RAM 500 GB HDD Standard Keyboard & Mouse	31	
	Dell Optiplex 3020M	18.5" LCD Monitor Intel Core i3 4th Generation 8GB RAM 500 GB HDD Standard Keyboard & Mouse With Power Adapter	76	
	Dell Optiplex 3040M	18.5" LCD Monitor Intel Core i3 6th Generation 8GB RAM 500 GB HDD Standard Keyboard & Mouse With Power Adapter	13	
	Dell Optiplex 3070	20"/22" LCD Monitor Intel Core i3 9th Generation 8 GB RAM Standard Keyboard & Mouse 512 GB NVME storage	24	
	Dell Optiplex 9020 AIO	23" LCD (All in One - Non Touch) Intel Core i3 4th Generation 8GB RAM 1 TB HDD Standard Keyboard & Mouse	3	



Sr.No.	Brand	Configurations	Number of Devices	Rate per Unit and Total (Rs.)
	Dell Optiplex 3240 AIO	21.5" LCD (All in One - Non Touch) Intel Core i3 4th Generation 8GB RAM 1 TB HDD Standard Keyboard & Mouse	5	
	Dell Precision 3630 Tower	24" LCD Monitor Intel Core i7 8th Generation 16GB RAM 1 TB HDD Standard Keyboard & Mouse	1	
	Dell Precision 3630 Tower	22" LCD Monitor (2 nos) Intel Core i7 8th Generation NVIDIA GeForce GTX 1660 Ti 32GB RAM 1 TB NVME Storage Standard Keyboard & Mouse	1	
	HP Z2 Tower G4 Workstation	Intel Core i7 9th Generation 8GB RAM 1 TB HDD Standard Keyboard & Mouse	1	
	Dell Inspiron	18.5" LCD Monitor Intel Pentium / C2D CPU 3GB/4GB/8GB RAM 500 GB/1TB HDD Standard Keyboard & Mouse	88	
	Dell Optiplex 5270 AIO	21.5" LCD (All in One - Non Touch) Intel Core i3 9th Generation 8GB RAM 512 GB NVME storage Standard Keyboard & Mouse	2	
	Dell Optiplex 3010	18.5" LCD Monitor Intel Pentium / C2D CPU 3GB/4GB/8GB RAM 500 GB/1TB HDD Standard Keyboard & Mouse	4	
	Dell Inspiron	18.5" LCD Monitor intel Core i3 2nd Generation 4GB RAM 500 GB HDD Standard Keyboard & Mouse	1	





Sr.No.	Brand	Configurations	Number of Devices	Rate per Unit and Total (Rs.)
	HP All in One	19.5" LCD (All in One - Non Touch) intel Core i3 6th Generation 4GB RAM 1 TB HDD Standard Keyboard & Mouse	2	
	Dell Optiplex 9020	18.5" LCD Monitor intel Core i7 4th Generation 8GB RAM 1 TB HDD Standard Keyboard & Mouse	1	
	Dell Optiplex 3046	18.5" LCD Monitor intel Core i3 6th Generation 8GB RAM 1 TB HDD Standard Keyboard & Mouse	1	
	Dell Optiplex 7070	22" LCD Monitor Intel Core i7-9700 NVIDIA GeForce GTX 1050 Ti 16GB RAM 512GB NVME Storage Standard Keyboard & Mouse	2	
	Custom (Assemble) Desktop	27" LCD Monitor Intel Core i7-11700K 3600.0 MHz NVIDIA GeForce GT 1030 Graphic Card 32 GB RAM 1TB NVME + 2 TB HDD Storage Standard Keyboard & Mouse	1	
	Custom (Assemble) Desktop	27" LCD Monitor intel Core i7 12th Generation NVIDIA GeForce GTX 1650 16GB RAM 512GB SSD Standard Keyboard & Mouse	1	
	iMac	27 Inch iMAC with 5K Display Intel Core i9 10 <sup>th</sup> Generation Radeon Pro 5500 XT with 8GB of GDDR6 Memory 16 GB RAM 1TB Storage Magic Keyboard and Magic Mouse 2	1	



Sr.No.	Brand	Configurations	Number of Devices	Rate per Unit and Total (Rs.)
	Dell Inspiron 2320 AIO	23" LCD Touch Screen Intel(R) Core(TM) i7-2600S CPU @ 2.80GHz 8 GB RAM 1 TB HDD Optical Drive	1	
		<b>TOTAL Desktops</b>	<b>260</b>	

2	<b>Servers &amp; Storage</b>			
	HP	ProLiant ML 160 G6, Intel E5504, HP 250GB * 4 SATA HDD, 8 GB RAM, RPS	1	
	NetGear	NetGear ReadyNAS 214 with 10TB x 2 HDD (including Hard Disk)	1	
	Dell	Power Edge 710 Quad Core Intel® E5620 Xeon(R) CPU (2.4GHz, 12M Cache), Dual Processor Capable 5500 Series Chipset, RPS, 8 GB RAM, Hardware RAID Controller, 600 GB x 5 15K Hot Plug SAS Hard Drive	1	
	QNAP	QNAP 1U Rack NAS - TS-431U with 2TB x 2 HDD + 10TB x 2 HDD (Total 4 nos. including Hard Disk)	1	
	IOMEGA	lomega® StorCenter ix4-200d with 1TB x 4 HDD (including Hard Disk)	1	
		<b>Total Server &amp; NAS</b>	<b>5</b>	



3	<b>Printers</b>			
	HP	HP Laserjet 2055d/2055dn	3	
	HP	HP Laserjet 400 M401d	5	
	HP	HP Laserjet 1020+/1007/1008	25	
	HP	HP Color Laserjet M255	2	
	HP	HP Laserjet M202n/M202DW	3	
	HP	HP 1005MFP	1	
	HP	HP Laserjet M403dn	6	
	HP	HP Laserjet 2015d	1	
	HP	HP Laserjet Tank 1020W	1	
	HP	HP Laserjet 203DN	2	
	Canon	Canon Image Class MF3010	1	
	HP	HP Deskjet 2520hc, 3545,2332,3635	4	
	HP	HP Laserjet Tank MFP2606sdw	8	
	HP			
	HP	HP OfficeJet 9020	1	
	Canon	Cannon MF269dw / MF249dw	3	
	HP	HP InkTank 416	1	
	HP	HP Laserjet M208	1	
	HP	HP Laserjet Pro MFP M126w	1	
		<b>Total Printers</b>	<b>69</b>	
4	<b>Scanners</b>			
	HP	HP ScannerJet G3110/2410	3	



Sr.No.	Brand	Configurations	Number of Devices	Rate per Unit and Total (Rs.)
5	<b>Laptops</b>			
1	Apple Laptop Macbook Pro	2016	1	
2	HP Laptop - 240G5	2017	1	
3	Dell Laptop Latitude - 3480	2018	1	
4	Dell Laptop Latitude - 3490	2019	3	
5	Lenovo Laptop - S340	2019	1	
6	Dell Laptop Latitude - 3500	2020	1	
7	Dell Laptop Latitude - 3400	2020	1	
8	Apple Laptop Macbook 16"	2021	1	
9	Dell Laptop Vostro - 3510	2022	2	
10	HP Pavilion X360	2022	1	
11	Dell Laptop Vostro - 5620	2022	1	
12	Dell Laptop Vostro - 3420	2022	4	
13	Dell Latitude - 3420	2023	1	
14	Dell Laptop Vostro - 3420	2023	11	
15	Dell Laptop Vostro - 3520	2023	1	
16	Dell Laptop Vostro - 3520	2024	9	
17	Dell Laptop - 3550	2021	1	HSY
18	Dell Laptop - 3510	2021	4	HSY
19	Dell Laptop Latitude - 3440	2020	5	Cardle
20	Dell Laptop Latitude - 5490	(Bangalore)	7	Bangalore
21	Dell Inspirion	2021	5	HSY
22	Dell Vostro	2023	3	HSY
<b>Total</b>			<b>65</b>	



Annexure – IV

**LOCAL AREA NETWORK DEVICES NEED TO BE COVERED UNDER THE AMC**

Network Components	Nos.	Rate per Unit and Total (Rs.)
Cisco WS-C3650-24TD (IP Base image)	1	
Cisco CBS350-24P-4G	11	
Cisco CBS350-24T-4G	1	
Cisco SG350X-48P	1	
Cisco SG350X-24P	3	
Cisco SG350-28P	2	
Cisco SG350-10P	2	
Cisco SG300-52	2	
Cisco SG300-28PP	3	
Cisco SG300-28	14	
Cisco SG300-10P	4	
NetGear ProSafe GS110TPP	2	
Cisco CBS350-8P-E-2G	1	
<b>Total</b>	<b>47</b>	

**GCID, UDHYOG BHAVAN, GANDHINAGAR DEVICES NEED TO BE COVERED UNDER THE AMC**

Network Components	Nos.	Rate per Unit and Total (Rs.)
OptiPlex 3070 Tower Intel Core i3 9 <sup>th</sup> Generation 4 GB/8 GB RAM, 1TB HDD, 19" LCD Keyboard & Mouse	3	
Hp Laser Jet M405dn	1	
Canon LBP161dn	1	



<b>Total</b>	<b>5</b>	
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Annexure – V

**DETAILS OF CASE AGAINST YOU/YOUR FIRM, IF ANY IN ANY COURT OF INDIA**

<b>Sr. No.</b>	<b>Case No.</b>	<b>Name of the Court</b>	<b>Case in Brief</b>	<b>Status of the Case</b>



Date:.....

Signature & Seal of the Agency: .....

Annexure – VI

**FINANCIAL DETAILS**

Sr. No.		1 <sup>st</sup> FY	2 <sup>nd</sup> FY	3 <sup>rd</sup> FY	4 <sup>th</sup> FY	5 <sup>th</sup> FY
		Rs. (In Lacs)	Rs. (In Lacs)	Rs. (In Lacs)	Rs. (In Lacs)	Rs. (In Lacs)
		a	b	c	d	e
1	Profit / Loss					
2	Gross Annual Turnover of Previous 5 Financial Years ending as on 31st March of last FY					
3	Average Annual Turnover for previous 5 financial years(Rs in Lacs) = $(a+b+c+d+e) / 5$					
4	Net Worth (paid up capital + reserves) as on 31st March of last FY					

**(The print is to be taken in the letter head of the Chartered Accountant). The original document is to be submitted along with Technical bid)**

Signature of Tenderer with Seal

Signature of Chartered Accountant with Seal



## Undertaking & Acceptance of Tender Document

To,

Sr. Manager (Estate),  
Entrepreneurship Development Institute of India;  
(Via Ahmedabad Airport & Indira Bridge); P.O. Bhat 382 428  
Dist. Gandhinagar Gujarat – India

Tender Reference: .....

Name of the Tender: .....

Dear Sir/Madam,

1. I/We, having downloaded/obtained the tender document(s) for the above-mentioned "Tender/Work" from the website ..... and in response to your advertisement given in ..... and on ..... hereby confirm that I/we have carefully reviewed and understood the terms and conditions of the tender.
2. I/We certify that we have read the entire tender document(s) from Page no.....to Page no. .... (including all annexures, schedules, etc.), which form part of the contract agreement. We hereby agree to comply with all terms, conditions, and clauses outlined in the tender document.
3. Any corrigendum(s) issued by your department/organization regarding this tender have also been duly considered while submitting our bid.
4. I/We unconditionally accept all the tender conditions as laid out in the tender document(s) and any corrigendum(s) issued by your organization in its entirety.
5. We understand that you are not bound to accept the lowest bid or any bid you may receive.
6. We have independently considered the Liquidated Damages amount mentioned in the Appendix of the tender document and agree that it represents a fair estimate of the loss likely to be suffered by your organization in the event that the work is not completed on time.
7. Having visited the site and reviewed the Terms and Conditions of the Contract, as well as the Detailed Specifications of the aforementioned work, we hereby offer to complete the entire work in conformity with the said Terms and Conditions and Detailed Specifications, or any other sum as may be determined in accordance with the contract.
8. I/We declare that our firm has not been blacklisted, debarred, terminated, or banned by any Government or public sector undertaking.
9. I/We affirm that all the information provided in our bid is true and accurate. In the event that any information is found to be incorrect or in violation of the terms, the department/organization reserves the right to reject our bid or terminate the contract, with no prior notice or reason, and to forfeit the Earnest Money Deposit (EMD) absolutely, without prejudice to any other rights or remedies.





10. I/We hereby confirm that we have thoroughly read, understood, and agreed to all the terms and conditions specified in the tender document, and we commit to abide by them if the contract is awarded to us.

Thank you for your consideration.

Yours faithfully,

(Signature of the Bidder, with official seal)

M:.....

Email:.....



**Declaration for Non-Blacklisting**  
*(To be given on Company Letter Head)*

To,

Sr. Manager (Estate),  
Entrepreneurship Development Institute of India;  
(Via Ahmedabad Airport & Indira Bridge); P.O. Bhat 382 428  
Dist. Gandhinagar Gujarat – India

Tender Reference: .....

Name of the Tender: .....

Dear Sir/Madam,

We, ..... having our registered office at ..... hereby declare that we are not blacklisted by any Central or State Government, agency of the Central or State Government of India, any Public Sector Undertaking, or any Regulatory Authority in India or in any other country worldwide for any fraudulent activities or misconduct.

We confirm that, to the best of our knowledge and belief, we have not been subject to any action or sanction by any such authorities that would hinder our eligibility for this tender or contract.

Thank you for considering our declaration.

Yours faithfully,

(Signature of the Bidder, with Official Seal)



Annexure – IX

<b>ENTREPRENEURSHIP DEVELOPMENT INSTITUTE OF INDIA</b> (Via Ahmedabad Airport & Indira Bridge); P.O. Bhat 382 428 - Dist. Gandhinagar Gujarat – India			
<b>VENDOR REGISTRATION FORM</b>			
1	Name of the Vendor/Client (Please submit valid proof for the same)	:	
2	Type	:	<input type="checkbox"/> Company <input type="checkbox"/> Firm <input type="checkbox"/> Proprietorship <input type="checkbox"/> Trust Others Please Specify _____
3	Status of Vendor	:	<input type="checkbox"/> Manufacturer <input type="checkbox"/> Authorised Dealer <input type="checkbox"/> Service Provider <input type="checkbox"/> Stockist/ Traders Others Please Specify _____
4	Registered Address	:	
5	State	:	
6	Name of Contact Person	:	
7	Designation of Contact Person	:	
8	Contact Number	:	
9	Official E Mail Address	:	
10	PAN (Please attach copy for the same)	:	
11	Status of Vendor under GST	:	<input type="checkbox"/> Registered <input type="checkbox"/> Un-registered
12	GST No./Provisional ID Number (Please attach copy for the same)	:	
13	Payment Terms	:	
14	Are you associated or having relationship with any of the EDII employee?	:	<input type="checkbox"/> Yes <input type="checkbox"/> No
15	If YES, please provide the relationship details	:	
16	Have you ever worked with the EDII before	:	<input type="checkbox"/> Yes <input type="checkbox"/> No
17	If YES, please provide the reference of transaction done	:	
18	Name of the Bank	:	
19	Address of the Branch	:	



20	Beneficiary Name (The Bank account to which any payment will be made, preferably, should not be on Individual's name. In case of proprietorship proper KYC should be submitted where name must match with the name provided in 1st row)	:	
21	Bank Account No.	:	
22	Bank Account Type	:	
23	IFSC Code for RTGS/NEFT	:	
	<b>List of Documents to be provided</b>	:	
1	Copy of PAN	:	
2	Copy of GST registration Certificate (All 3 pages) - If registered under GST	:	
3	Cancelled Cheque / Bank Passbook 1st page containing Bank details	:	
4	If Company, Certificate of Incorporation	:	
5	If Partnership firm / LLP, List of Partners	:	

Date:.....

Place:.....

Prepared by:.....

Approved by:.....