

TENDER DOCUMENT

Annual Maintenance Comprehensive

For IT Equipment's and Peripherals

ALLIANCE AIR AVIATION LTD

(A wholly owned subsidiary of AIAHL)

**This is GeM Tender, Ref. No: GeM/2025/B/5804305. Dated:10-01-2025.
Interested Bidders Can Participate Only Gem Portal.**

Signature of bidder.....

Signature of Tender Releasing official.....

DISCLAIMER

The information contained in this tender document or and any information pertaining to the aforesaid subject matter provided subsequently to the applicants/bidders in any form by Alliance Air Aviation Ltd., shall be subject to the terms and conditions to which such information is provided contained herein and any other terms and conditions as may be prescribed by Alliance Air Aviation Ltd prior to opening of Technical bids of the Tender.

The purpose of this tender document is to provide all bidders with the information that may be useful to them in the formulation of their proposals/ bids in response to this tender document. The statements and facts contained herein, which reflect various assumptions and assessments arrived at by Alliance Air Aviation Ltd., do not purport to contain all/exhaustive the information on the aforesaid subject matter that each applicant may require for the purposes of submitting their bids. The information contained in the tender document is not exhaustive and bidders may contact the user department for any clarifications.

The information provided in this tender document to the applicants is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. Alliance Air Aviation Ltd. accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

Alliance Air Aviation Ltd. also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any applicant/bidder upon the statements contained in this tender document.

Alliance Air Aviation Ltd. may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this tender document, from time to time till the last /due date of the tender.

The tender document does not imply that Alliance Air Aviation Ltd., is bound to select a bidder or to appoint the selected bidder, as the case may be, and Alliance Air Aviation Ltd. reserves the right to reject all or cancel the tender without assigning any reason at any time.

The bidder shall bear any and all its costs associated with or relating to the preparation & submission of its proposal/ bids including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by Alliance Air Aviation Limited or any other costs incurred in connection with or relating to its proposals. All such costs and expenses shall remain with the bidder and Alliance Air Aviation Limited shall not be liable in any manner whatsoever for the same or any other costs or other expenses incurred by the bidder in preparation or submission of the proposal, regardless of the conduct or outcome of the bid selection process as contained herein.

Sub: Annual Comprehensive Maintenance of IT Equipment and Peripherals Support Services Alliance Air Aviation Ltd. (AAAL)

Signature of bidder.....

Signature of Tender Releasing official.....

INTRODUCTION

Alliance Air aviation Limited , a company incorporated under Companies Act 1956, having it's registered office at Alliance Bhawan, IGI Airport,Terminal-1,New Delhi-110037,(hereinafter referred as 'AAAL'), invites GEM portal bids under two bid system from eligible bidders (hereinafter referred to as 'Bidder(s)') meeting the Technical Bid Evaluation Criteria mentioned at **Annexure 1** of the Tender and also complying with other terms and conditions of the subject Tender, for Annual Comprehensive Maintenance of IT Equipment and Peripherals Support Services for Alliance Air Aviation Limited (AAAL) on comprehensive basis in complete accordance with this Tender.

PURPOSE OF THE TENDER

Alliance Air Aviation Limited (hereinafter referred as AAAL or the Principal Employer qua the successful bidder), invites through GEM Portal (Under Two Bid System) from eligible bidders (here in after referred as Service provider) meeting the Technical and Price Bid Evaluation Criteria specified in this tender document, for Annual Comprehensive Maintenance of IT Equipment and Peripherals Support Services for Alliance Air Aviation (AAAL) on comprehensive basis in complete accordance with this tender.

Signature of bidder.....

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Summary Of Bidding Information

1	No. and Name of the Tender:	Tender No.: AAAL/IT/DEL/2024-25/753 Annual Comprehensive Maintenance of IT Equipment and Peripherals Support Services Alliance Air Aviation Ltd. (AAAL)
2	Contract Period:	Two years from the date of commencement after award of contract (extendable for a further period of One year) as detailed in the tender document
3	Availability of Bidding Document:	From 10-01-2025, (The Tender can be downloaded from AAAL"s website (www.allianceair.in)
4	Last date of receipt of queries from the prospective Bidders for pre-bid meeting, if any by	22/01/2025 16:30 hrs.
5	Pre-bid meeting date/ time and venue.	Date / Time 20/01/2025 , 11:00 AM to 16:00Hrs. Venue: At the Office of Head-IT, Alliance Bhawan, IGI Airport, Terminal-1, New Delhi-110037
6	Last date/time for submission of bid ("Due Date/Time")	24/01/2025 03:00 PM
7	Place of Submission of Bid	GEM Portal
8	Time and Date of Opening of Bid	(i) Technical Bid –
		(ii) Price Bid – the date will be intimated subsequently to the Technically qualified bidders
9	Extension of Due Date/Time	The Due Date / Time of submission of Bid documents and opening of Bids may be extended at any time, at the sole discretion of AAAL and shall be displayed on AAAL"s GEM portal and website. No separate press advertisement will be issued by AAAL regarding extension of Bid opening date and Due Date/Time.
10	Bid Security Declaration Form	Submission of "Bid Security declaration" as per Annexure 3
11	Address of Communication for any clarifications	Dept. of Information Technology
		anoop.jaiswal@allianceair.in
		Mob. No. 9452568561

Date and time for price bid opening of technically qualified bidders shall be intimated later. If any of the days specified above happens to be a holiday in AAAL, the next working day shall be implied.

SUBMISSION OF BIDS

The Bidders should submit their Bids in a two-bid format (a) Technical Bid & (b) Price Bid as per GEM portal.

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TERM OF THE PROPOSED CONTRACT

Period of Contract would be 2 (Two) years from the date of execution of the Contract (the “Contract Period”). AAAL reserves the right to extend the Contract for a further period of 1 (One) year on same terms, rates and conditions, if mutually agreed with the Successful Bidder.

PARTICIPATION OF THE BIDDERS DURING OPENING OF BIDS

The Technical Bids shall be opened on 24 Jan 2025, at 03:30 PM at the below mentioned address:

MMD Department
Alliance Air Aviation Limited,
Alliance Bhawan, IGI Airport,
Terminal-1, New Delhi-110037

AMENDMENTS / CLARIFICATIONS

Amendments, corrigendum, clarifications if any, and any extensions of the due date of opening of the Bids, as per the requirements of AAAL, will be intimated by hosting the notice on AAAL’s GEM portal and website only (www.allianceair.in). No separate NIT (Notice Inviting Tender) would be published in newspapers/print media. It is the Bidder’s responsibility to visit the said website regularly for the aforesaid updates/extensions as applicable.

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TABLE OF CONTENTS

The Tender Document comprises of the following Annexures:

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SECTION A

GENERAL TERMS AND CONDITIONS

I. Definitions.

- a) The term 'AAAL' as used in the Tender document means 'Alliance Air Aviation Limited'
- b) The term Authority, Government, Governmental Authority, Enforcement Authority/Agency, shall refer to the Government or Authority or Agency in force in India
- c) The term, "**Bidder**" / "**Service Provider**", as used in the Tender document, shall mean the one who has signed the Tender Form and submitted the quotation in response to this Tender.
- d) The term "**Contract**" shall mean the agreement entered between AAAL and the Successful Bidder, confirming its acceptance of the Tender, on the terms and conditions mentioned therein
- e) The term days used herein shall mean the working days of AAAL.
- f) Services shall mean the IT Support Services referred to under **SECTION D.**
- g) The Tender shall mean the Tender No: **AAAL/IT/DEL/2024-25/753** for **AMC IT EQUIPMENTS AND PERIPHERALS SUPPORT SERVICES, AAAL, DELHI** The term Successful Bidder shall mean the Bidder who has been awarded the contract to carry out the Services contemplated in this Tender.

II. **Other Terms:**

- 1. The service provider having franchisee / sister concern arrangement can offer only one quote on behalf of all concerns under that arrangement. If the bidder violates this clause, their bid shall be technically disqualified.
- 2. It is further clarified that any individual signing the Tender or other documents in connection with the Tender must certify whether they sign it as:
 - a. A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor.
 - b. A partner of the firm - if it is a partnership, must have authority to refer to arbitration, disputes concerning the business of the partnership either by virtue of the partnership agreement or a power of attorney. In the alternative, the Tender should be signed by all the Partners.
 - c. Constituted/Authorized attorney of the Organization, if it is a Company registered under the Company's Act.
 - d. Authorized signatory of the Organization if it is a private limited company.
- 3. Any company blacklisted by AAAL is prohibited in participating in this tender.

4. **Disqualification:**

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Even though the Bidders meet the above technical criteria, they are subject to be disqualified if the Bidder has:

a) made misleading or false representation in the forms, statements, and attachments submitted.

or

b) records of poor performance during the last 2 (two) years, as on the date of application such as abandoning the work, rescinding of Contract of their clients for which the reasons are attributable to the non-performance of the Bidder or its constituents, inordinate delays in completion, consistent history of litigation / arbitration awarded against the Bidder or any of its constituents or financial Failure due to bankruptcy etc.

5. The Bidder if required shall visit the site, where the services are to be rendered at AAAL, Delhi as furnished in **SECTION C** at their own cost and make themselves thoroughly acquainted with all the information necessary including contingencies, risks and other information to enable them to prepare a proper bid against this tender. However, an advance notice of three days shall be given by the Bidder before visiting the said site.
6. The bid should be prepared by the Bidder and should be sent to AAAL directly. AAAL reserves the right to reject offers made by intermediaries / representatives.
7. The bid should be prepared by the Bidder and should be participated in through GEM Portal. AAAL reserves the right to reject offers made by intermediaries / representatives.
8. All bids shall be evaluated as per the Technical and Financial Bid Evaluation Criteria as per Annexure-I and Annexure-II and the other provisions mentioned under this tender document. **Section C**
9. Issue / submission of Tender form does not necessarily mean that the Bidder shall be awarded the Tender.
10. Bidders are requested to go through all the clauses of this tender carefully and then submit the documents / confirmations strictly as per the checklist (Refer Annexure-I) enclosed in the tender document.
11. AAAL reserves the right to accept or reject any or all bids without assigning any reason, whatsoever and to annul the bidding process, at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for AAAL's action.

III. Pre-Bid Meeting:

- a. Issue / submission of Tender form does not necessarily mean that the Bidder shall be awarded the Tender.

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- b. Site visit must have to before the tender participation as per **Annexure III**.
- c. Bidders are requested to go through all the clauses of this tender carefully and then submit the documents / confirmations strictly as per the checklist (Refer, **Annexure-I**) enclosed in the tender document.
- d. AAAL reserves the right to accept or reject any or all bids without assigning any reason, whatsoever and to annul the bidding process, at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for AAAL's action.

IV. Rejection of Bids (Technical and Price):

AAAL reserves the right to accept or reject Technical/Price Bid of the Tender process on the following grounds:

- a. If the Bid (Technical and / or Price) has been received after due date and time of the Tender.
- b. If only the Technical Bid has been received and the Price Bid has not been received, and vice versa.
- c. If the Bid (Technical and / or Price) has been received by fax or Email.
- d. If the Bid (Technical and / or Price) has been received unsigned.
- e. If the Bid (Price) has been disclosed in technical bid.
- f. If the Bid (Technical and / or Price) has been received unsigned.
- g. Conditional bids are not allowed.
- h. If the Bid (Technical and / or Price) has been received in an open condition.
- i. Any reasons for rejection of bid as cited against any clause anywhere else in this tender document.
- j. If the firm fails to take up the workload or does not render satisfactory services, the contract awarded to them shall be cancelled forthwith and the security deposit and payments due to them shall be forfeited. If during the execution of this contract, the work of the contractor is found unsatisfactory, the contract may be terminated by this organization (AAAL) at any time without giving any notice or assigning any reasons. In this regard, the decision of Competent Authority of AAAL shall be final and binding on the firm.

V. Price Negotiation:

As per GEM it is not the general norm for AAAL to carry out price negotiations following evaluation of the price Bids, the Bidders are advised to submit their final quotes in response to this Tender. AAAL however, reserves the right to carry out negotiations in exceptional cases with the Bidder who has been evaluated by AAAL as having offered the overall lowest bid (L1) in response to the Tender.

VI. Award of Contract, Acceptance, Commencement:

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The award of Contract shall be subject to fulfillment (in addition to eligibility criteria and the Undertakings) of following conditions by the successful Bidder and as well as being the L1 bidder: -

- a) The Successful Bidder has to convey acceptance of LOI (Letter Of Intent) within 7 days of receipt of the LOI.
- b) The Successful Bidder has to commence the job as per the date mentioned in LOI.
- c) In the event of two or more bidders quoting same rates and L1 total turns out to be same, all L1 bidders shall be asked to submit the revised downwards quotes in the sealed envelopes, quoting the tender reference number and date. These price bids will be opened on the fourth working day from the "price bid opened date".
- d) When there is a difference between the rates in figures and in words in price bid, the rates which corresponds to the amount worked out by the Bidder, shall be taken correct as per the following:
 - I. In the case of manual bids, in the price quoted, if there is a discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly, unless in the opinion of the purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern, and the unit price corrected accordingly.
 - II. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected.
 - III. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.

IV. Validity of Quotation:

The validity of the quotation should be for a period of **120 days** from the date of opening of the technical bid.

V. Security Deposit / Performance Guarantee:

- i. Successful Bidder will have to deposit with AAAL **5% of the total value of the Contract towards interest free Security deposit, within 2 weeks** from the date of execution of the Contract. The Security Deposit is to be paid by way of Account Payee Demand Draft, Banker's Cheque/ECS/Bank Guarantee (BG) issued from any commercial bank, in favour of the '**Alliance Air Aviation Limited**', payable at Delhi.
- ii. Security Deposit if provided by way of Bank Guarantee, - same shall be furnished on non- judicial

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stamp paper of appropriate value and in the prescribed format, and the original BG has to be forwarded by the Bank directly to AAAL through registered AD as per the procedure which will be advised to the Successful Bidder. All expenses incurred towards submission of Security Deposit / Bank Guarantee will have to be borne by the Successful Bidder.

- iii. The validity of the BG would be till 90 days after expiry of the Contract Period.
- iv. Security Deposit shall be without any interest and will be refunded / returned without interest within 90 days of successful completion of Services against the Contract Terms and Conditions after adjusting for damages, if any imposed under the terms of the Contract.
- v. Security Deposit will be applicable to successful MSME Units also.
- vi. In case of MSME, Security Deposit can be deposited on yearly basis, renewable every year. The Two-year Bank Guarantee should be valid for a period of 90 days beyond the Contract Period.
- vii. In case, Security Deposit is not deposited as per the terms of the Tender and the Contract, before the commencement of the Services, the bills presented by the Successful Bidder shall not be processed for payment till the time the Security Deposit is deposited by the Successful Bidder. In the event the Security Deposit is not deposited by the Successful Bidder within two weeks from the date of award of the Contract, AAAL reserves the right to terminate the Contract and re-issue a fresh tender for providing the Services under the Contract at the sole risk and cost of the Service Provider.
- viii. In case of breach of Contract or violation of any terms of the Contract the Security Deposit shall be forfeited / Bank Guarantee be invoked as per the penalty clause of the tender/contract.

VI. Exemption / Preference to MSME units:

- A. As per Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 issued vide Gazette Notification No. 503 dated 23.03.12 by Ministry of Micro, Small and Medium Enterprise of Govt. of India., MSEs must be registered with any of the following in order to avail the benefits / preference available vide Public Procurement Policy MSEs Order, 2012
 - a) District Industries Centers (DIC)
 - b) Khadi and Village Industries Commission (KVIC)
 - c) Khadi and Village Industries Board
 - d) Coir Board
 - e) National Small Industries Corporation (NSIC)
 - f) Directorate of Handicraft and Handloom
 - g) Udyog Aadhar Memorandum
 - h) Any other body specified by Ministry of MSME
- B. MSME participating in the tender must submit the certificate of registration with any one of the above agencies indicating the Details of the particular tendered item along with their bid.

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Payment Terms:

- i. Payment will be made within 45-60 days from the date of receipt of the materials / services original invoice submitted quarterly by the firm, whichever is later. Requests, if any, for an earlier payment, or payment against delivery, or advance payment will not be entertained under any circumstances.
- ii. Payment for any inclusion/deletion of computer/Laptop/printer/scanner/peripherals during the AMC period will be calculated on a pro-Data basis. No advance payment in any case would be made.
 - b. The payments will be made quarterly. The firm shall submit post quarterly bill along with the satisfactory performance report of all the PC/LAPTOPS/PRINTERS/PERIPHARALS IT department will reconcile, certify, and forward it to the finance department. The service tax as levied by Govt instructions over and above the unit rate/total amount as admissible, will be payable to the firm. This is only a tentative schedule of payment and does not confer any legal or other rights on the firm to proceed against AAAL if payment gets delayed due to budgetary and other unforeseen circumstances. The payment will be made after proper deduction of TDS as per existing rates and rules.

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Section B

SCOPE OF WORK for AMC

The AMC provider will be responsible for the regular maintenance of Computer Hardware & Peripherals held on inventory of Alliance Air. The selected bidder would enter into an agreement for the period of two years (wef. 01.02.2025 to 31.01.2027) extendable for another 02(Two) years upon satisfactory service delivery on the same rates or revised rates at the situation warrant, the extension of contract period after expiry of initial period of contract will be the sole direction of Alliance Air, following scope:

- a) Software maintenance:** The AMC provider will be responsible for the regular maintenance of software components such as the operating system, antivirus software, and other applications installed on the computer. This includes updating software, applying patches, and fixing software-related issues.
- b) Hardware maintenance:** The AMC provider will be responsible for the regular maintenance/repair of hardware equipment such as desktop computer set, laptop printer, webcam, projector and LED TV and other IT peripherals.
- c) Preventive maintenance:** The AMC provider will conduct regular and quarterly preventive maintenance activities to minimize the risk of system failures or downtime. This includes checking for viruses, malware, spyware, and other threats, monitoring the health of the system, cleaning of contracted IT equipment using dry vacuum air brush and soft muslin cloths and taking appropriate action to prevent system failures.
- d)** The bidder shall maintain a minimum of 2 (two) spare desktops of equivalent/latest generation at Alliance Air to facilitate any temporary replacement if the need arises.
- e) Response Time & Replacement of parts:** The bidder should ensure that the equipment reported down (including due to OS/hardware related problems) on any working day is set right within 04 hours when no change of spare part is involved, however, in case of requirement of change of spare part, An alternative system has to be provided by the bidder and the complaint should be resolved within 72 hours of its receipt of call logged. The majority of faults should be rectified in the first response itself. However, the maximum period allowed for defect rectification shall be 72 hours.
- f)** In case the system is not repaired, or an alternative system not provided within the period of 72 hours from the time of failure reported, then ALLIANCE AIR may choose to get the same repaired or part replaced by other authorized/suitable service agency and the cost/expenditure incurred therein shall be deducted from the service provider's quarterly payment.
- g)** Any inclusion / deletion of computer/ Laptop/Printer and other peripherals during the AMC period will be calculated on Pro-rata basis. Any additional/Withdrawal of system/unit shall be communicated by IT department in writing and AMC charges will be calculated on pro-rata basis during the contract period. No advance payment in any case would be made.

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h) The bidder shall maintain the equipment as per manufacturer's guidelines and shall only use standard and genuine components for replacement.

i) The replacement of all the spares (excluding Imaging units, ITB belt, Developer Unit, Drum Units, Maintenance kits, document feeder kit, fuser units, sensors, Battery of laptops and waste toner container & cartridges only) is included under the AMC. The replacement of defective spares with genuine spares of same configuration will be done without any extra cost.

j) Upgrades: If any hardware or software component needs to be upgraded, the AMC provider will provide the necessary upgrades.

k) Service Engineer: Service provider should deploy one (1) trained, graduate and minimum one year experience in PC, Printer, laptop and other IT peripheral maintenance and competent service engineer at Alliance Air for the entire contract Period. Payment to manpower deployed at Alliance Air shall be as per prevailing minimum wages under Govt. guidelines and bidder must include the cost of manpower in their AMC quote.

l) Continuous efforts should be made by the Service Provider Agency (SPA) to minimize the down time of the equipment as a part of the duties of the service provider agency. The SPA shall ensure that all equipment shall be maintained at optimum operating levels. All scheduled maintenance required for the upkeep of the equipment will be carried by the Service Provider.

m) Deployed engineer will be posted at ALLIANCE AIR Office on all working days including Saturday during the working hours (09:00 HRS to 17:00 HRS) and if required by alliance air even on holiday or beyond working hrs. also and absence of deployed an engineer on leave in working days, Service provider provide backup engineer.

n) Reports: The AMC provider will provide regular reports on the health and performance of the computer, printer, and IT peripherals to ALLIANCE AIR

o) Penalties

Sl. No	SLA Parameter	Base Line Requirement	Penalties for breach
1	Log sheet Maintenance	Per Visit / per maintenance arising on call visit of service Engineer to ALLIANCE AIR	
2	Delay in resolution of call logged	Within 72 hrs. of reporting date.	
3	Absence of resident engineer	To be present on all working days.	

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PENALTY:

1. The penalty shall also be levied for the absence of resident engineer @ of Rs 1000/- Per day for each day of absence for every working day.
2. If Preventive Maintenance is not carried out for any quarter at any office, Rs.1500/- will be deducted as a penalty.

Penalty Clause:

1. The penalty shall be levied @ 2% of the annual comprehensive AMC charges of that equipment for each day (excluding first 72 Hrs.), if the equipment is not set right within the stipulated time mentioned.
2. The machines are normally required to be repaired on site/ place designated by Alliance Air New Delhi at office premises only. In exceptional cases when the machine cannot be repaired in the office premises and required to be taken to the workshop/service center, Alliance Air will not make any payment towards carriage and the expense for the to and from transportation of the machines will be borne by the firm concerned. The equipment being taken to the workshop for repair would be at vendor's own risk and expenses. Any damage or loss caused to the computer/printer/laptop/peripherals (Desktop, Printer, Laptop, Webcam, Projectors, Webex mini kit, switch, TV/display units and etc.)or their part due to negligence, mishandling shall be made good by the company either by payment in cash according to the prevailing market price of that items or by a new one of the same make specifications , the equipment should be reinstalled after servicing within 7 days (if 7th day falls on holiday/govt declared holiday then next working day). In case of default, the penalty shall be levied at the rate of 5% of the value of the annual AMC charges for those items per day.
3. If the company fails to repair/replace the system for one week, such system will be offered for repair from another company/firm and made functional and the expenditure incurred thereupon shall be recovered from the contracted firm for their failure to execute the contract, apart from the penalty levied as stated in preceding para. This may even entail termination of the contract and forfeiture of security deposit.
4. A penalty clause will be implemented as per tender documents by the IT Department.

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Section C
Annexure I
TECHNICAL BID FORMAT

SUBJECT TECH BID FORMAT TO BE SUBMITTED ON VENDORS LETTER HEAD

S/N No.	Description	AAAL CONDITIONS	VENDOR RESPONSE YES/NO	DOCUMENT PROOF
1	Name of proprietor/Director of company/firm/agency	MUST		To submit document proof
2	Full address of operating/ Branch Office/Telephone No /Fax No/ e-mail id / Website address.	MUST		To submit document proof
3	Furnish GST NO, TIN NO, PAN NO – Attach documents for proof.	MUST		To submit document proof
4	The firm/Agency shall have at least 02 years of experience (02 years preceding to the current financial year) – Documents to prove sub criteria to be attached.	MUST		To submit document proof
5	Details of works of similar nature carried out in central/state Govt. bodies/Departments/PSUs / Autonomous bodies/ industries/factories or other similar organizations during the last 2 financial Yrs. ending 31 Mar 2024`.	MUST		To submit document proof
7	The firm should have registered in Provident Fund / ESI Department of central/State Govt.	MUST		To submit document proof
8	The firm must have an average annual turnover of minimum Rs 15 LAKH or more in Maintenance Service only, during each of the year 2022-23, & 2023-2024-The turnover of the company for the last three financial years. Certified copy from CA to be provided. Firms not submitting subject document	MUST		To submit document proof

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	is liable to be disqualified during technical evaluation			
9	Tenderer should have the experience in AMC IT equipment support Service	MUST		To submit document proof
10	Tenderer should have Delhi NCR based location	MUST		To submit document proof
11	A visit certificate	MUST		To submit document proof
13	List of Hardware and Network engineers on the rolls of the firm with qualification and experience should be given	MUST		To submit document proof

(On company Letter head)

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Section C
Annexure II
COMMERCIAL BID FORMAT

COMMERCIAL BID TO BE SUBMITTED ON VENDOR'S LETTER HEAD

S/ N No.	DESCRIPTION	Model/Brand	QTY	UNIT RATE	TOTAL AMT (EXCL. OF GST)
1	Desktop Computer Set (CPU, TFT, Keyboard and Mouse and cable)	Acer/Dell/Lenovo/HP (i3/i5/i7)	295		
2	Printer (Monochrome/LaserJet t and Multifunction Printer)	HP/Canon/Epson/Brother/ Samsung	90		
3	Logitech Web Cam	Logitech	03		
4	Projector	Epson	04		
5	LED TV	Sony/MI/Samsung	07		
6	Laptop	Acer/Dell/Lenovo/HP/Asus (i3/i5/i7)	35		
7	Cisco Webex mini kit	Cisco Meeting Kit Webex	3		
8	Samsung Flip TV	Samsung	1		
9	Cisco Switch	24 Port	13		
10	D-Link/TP-Link Switch	24/48 Port	3		

(On company Letter head)

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Section C
Annexure III

CERTIFICATE FOR SITE VISIT

(On company Letter head)

To,

Alliance Bhawan, Terminal I,
IGI Airport, New Delhi-37.

Subject: Authorization for site visit at Alliance Air.

I/we, representative of M/S
-----have visited the site and understood the scope of work and terms & conditions
detained in the tender.

Authorized Signatory

Signature _____

Name & Designation _____(With company seal)

To be filled by Alliance Air:

This is to certify that M/S _____have visited the site for assessment
of the work as per scope of work.

Authorized Signatory

Company Seal

Date of visit :

Note:-The vendor must visit the Alliance Office to see the sample physically (Mandatory)

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Section C
Annexure IV
Bid Security Declaration Form

(On company Letter head)

Tender No.:

Tender date:

To (insert complete name and address of the Service Provider)

I/We the undersigned, declare that „We understand that, according to your conditions, bids must be supported by a Bid Security Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification. If I am / we are in a breach of any obligation under the bid conditions, because I/We

a) Have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or

b) Having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail to execute the contract, if required, or (ii) fail to furnish the Performance Security, in accordance with the instructions to Bidders.

I/We understand this Bid Security Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)

In the capacity of (insert legal capacity of person signing the Bid Securing Declaration)

Name: (insert complete name of person signing the Bid securing Declaration)

Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Date on _____ day of _____ (insert date of signing)

Corporate Seal (where appropriate)

Signature of bidder.....

Signature of Tender Releasing official.....