



**भारतीय प्रबंध संस्थान कोषिकोड**  
**आई आई एम् कोषिकोड कैम्पस- पी ओ**  
**INDIAN INSTITUTE OF MANAGEMENT KOZHIKODE**  
IIM Kozhikode Campus P.O., Kozhikode, Kerala - 673 570

**NOTICE INVITING TENDERS**  
**FOR**  
**COMPREHENSIVE ANNUAL MAINTANANCE CONTRACT OF HP ALL IN ONE**  
**DESKTOP AT IIM KOZHIKODE**  
(Through e-procurement only)

Tender No. 11/01/AMC/005/NIT-02/2023-IIMK-PUR

Date: 01.06.2023

1.	Name of the work	Tenders For Comprehensive Annual Maintenance Contract of All in one desktop at IIM Kozhikode.
2.	Cost of Bid Document	The bid form can be freely downloaded from IIMK Website: <a href="http://www.iimk.ac.in/tender.php">http://www.iimk.ac.in/tender.php</a> as well as <a href="https://mhrd.euniwizarde.com">https://mhrd.euniwizarde.com</a> .
3.	Earnest Money Deposit	EMD of ₹ 48,000/- (Rupees forty eight thousand only) shall be submitted through E-Payment mode in E-procurement Portal. Bidder has to select the payment option as "E-Payment" to pay the EMD.
4.	Period of downloading of Bid Document from IIMK Website	From 01.06.2023 to 22.06.2023 (Till 03:00 PM)
5.	Last Date of Receipt of the Bids	22.06.2023 up to 15:00Hrs
6.	Date of Opening Bid	22.06.2023 at 16:00Hrs
7.	For Technical Queries	<b>System Analyst</b> Indian Institute of Management Kozhikode IIM Kozhikode Campus P.O. Kozhikode – 673 570, Tel: 0495 – 2809157
8.	Contact Person	<b>Chief Purchase Officer</b> Indian Institute of Management Kozhikode IIM Kozhikode Campus P.O. Kozhikode – 673 570, Tel: 0495 – 2809459

Amendments to the tender (if any) will be issued only through website. [www.iimk.ac.in](http://www.iimk.ac.in) and on E-Procurement Portal <https://mhrd.euniwizarde.com/>



## INDIAN INSTITUTE OF MANAGEMENT KOZHIKODE

IIM Kozhikode Campus P.O., Kozhikode, Kerala - 673 570

Tender No. 11/01/AMC/005/NIT-02/2023-IIMK-PUR

Date: 01.06.2023

Bids are invited from eligible and qualified persons/firms for **“Tenders for Comprehensive Annual Maintenance Contract of HP all in one desktops”** for Indian Institute of Management Kozhikode. The bid documents are available in [www.mhrd.euniwizarde.com](http://www.mhrd.euniwizarde.com) and the last date for the submission of bids is **22.06.2023**.

Sd/-  
Chief Purchase Officer

Visit the website for more information:

<https://mhrd.euniwizarde.com/>

<https://www.iimk.ac.in/>

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## **PART-1: GENERAL INFORMATION AND INSTRUCTIONS FOR THE BIDDERS**

### **A. INTRODUCTION**

INDIAN INSTITUTE OF MANAGEMENT KOZHIKODE (IIMK) is one of the premier management institutes in the country set up by Ministry of Education, Govt. of India, offering widest range of academic programs in the field of management education. It is contributing to management education and developing human resources to meet requirements of India's economy and industries and is on a high growth trajectory today. Bids are invited from eligible and qualified persons/firms for "**Tenders for Comprehensive Annual Maintenance Contract of HP all in one desktops**" for Indian Institute of Management Kozhikode.

### **B. GENERAL INFORMATION**

1. **Single-Bid system:** This bid is under single bid system through e-tendering, the Techno-Commercial Bid would be opened on the time and date mentioned in the NIT.
2. **Contract period:** The contract period for Comprehensive Annual Maintenance Contract of IT Equipment would be initially for **two years** and may be further extended, based on the requirement of the Institute on yearly basis up-to maximum of three years, else the contract will stand canceled on expiry of contract or after a written notice of 30 days.
3. **Last date and time for submission of the Bids: 15:00 Hrs. on 22.06.2023 :** The bidder has to submit online bids i.e. Technical Bid and Commercial Bid through e-procurement portal <https://mhrd.euniwizarde.com/>
4. **Manner of submission of the Bids:** Tenders are to be submitted online through the website stated above. The tender document may be downloaded from website & submission of technical bid, financial bid as per Tender time schedule. No manual bid will be accepted.
5. **Earnest Money Deposit:**
  - a. Bidders are required to submit a sum of ₹48,000/- (Rupees forty eight thousand only) as EMD through E-Payment mode in E-procurement Portal. Bidder has to select the payment option as "e-payment" to pay the EMD as applicable. In case of exemption of EMD, the scanned copy of the document in support of exemption will have to be uploaded by the bidder during bid submission.
  - b. EMD of the unsuccessful bidders will be returned to them after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. The bid security of the successful bidder would be returned, without any interest, after the receipt of performance security. EMD is not required to be submitted by those Bidders who are registered with the Central Purchase Organization (e.g. DGS&D), National Small Industries Corporation (NSIC)/MSME Udyog Adhaar. The EMD will be forfeited if the bidder withdraws or amends impairs or derogates from the tender in any respect within the validity period of their tender.
6. **Time and date for opening of Bids:** The Techno-Commercial Bid will be opened electronically on **22.06.2023 at 16:00 hrs.** Bidders can witness electronic opening of bid.

7. **Forwarding of Bids:** Bids should be submitted by Bidders furnishing details like valid GST registration number, Bank account details with address and complete postal & e-mail address of their office.
8. **Clarification regarding contents of the Bids:** During evaluation and comparison of bids, the IIMK may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.
9. **Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection. Conditional bids will be rejected.
10. **Validity of Bids:** The Bids should remain valid till 120 Days from the last date of submission of bid.

**C. INSTRUCTIONS TO BIDDERS FOR THE E-SUBMISSION OF THE BIDS ONLINE THROUGH E-PROCUREMENT PORTAL.**

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

**I. Registration Process on Online Portal**

- a) Bidders to enroll on the e-Procurement module of the portal <https://mhrd.euniwizarde.com/> by clicking on the link "Bidder Enrolment".
- b) The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. This would be used for any communication from the e-Wizard Portal.
- c) Bidders to register upon enrolment, with their valid Digital Signature Certificate (Class III Certificates with signing and Encryption key) issued by any Certifying Authority recognized by CCA India with their profile.
- d) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- e) Bidder then logs in to the site through the secured log-in by entering their user
- f) ID/password and the password of the DSC / e-Token.
- g) After registration send mail to Helpdesk: [helpdeskeuniwizarde@gmail.com](mailto:helpdeskeuniwizarde@gmail.com) for Account activation.
- h) As per portal norms Registration Fee will be applicable.

**II. Tender Documents Search**

- a) Various built-in options are available in the e-Wizard Portal like Department name, Tender category, estimated value, Date, other keywords, etc. to search for a tender published on the Online Portal.
- b) Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective 'Interested tenders' folder.
- c) The bidder should make a note of the unique Tender No assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

### **III. Bid Preparation**

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

### **IV. Bid Submission**

- a) Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c) Bidders to note that they should necessarily submit their financial bids in the prescribed format given by department and no other format is acceptable.
- d) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, the opening of bids, etc. The bidders should follow this time during bid submission.
- e) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- f) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- g) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- h) The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.

- i) As per portal norms Tender Processing Fee will be applicable.

#### **V. Amendment of Bid Document**

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

#### **VI. Assistance to Bidders**

- a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- b) Any queries relating to the process of online bid submission or queries relating to e-Wizard Portal, in general, may be directed to the 24x7 e-Wizard Helpdesk. The contact number for the helpdesk is 8448288994/86/87/89/88/81/90/92/82 011-49606060, 07903269552, 9355030608, 9055030613, 7903810198, 9355030606, 9315620706, 9355030623, 9355030628, 8800526452, 9205898228, 9122643040, 9355030604, [eprochelpdesk.01@gmail.com](mailto:eprochelpdesk.01@gmail.com), [eprochelpdesk.44@gmail.com](mailto:eprochelpdesk.44@gmail.com), [eprochelpdesk.06@gmail.com](mailto:eprochelpdesk.06@gmail.com)
- c) The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bid(s).
- d) The bid should be submitted through e-Wizard portal (<https://mhrd.euniwizarde.com/>) only.

### **PART II: TERMS & CONDITIONS OF THE CONTRACT**

#### **1. Eligibility Conditions / Per-Requisite Qualifications:**

- a) The bidders should never have been black listed by any Government/ Semi Government/Board/Corporations/Autonomous Body during last five years. A declaration on company/firm letterhead has to be submitted by the bidder to this effect (Format attached in Annexure-A).
- b) Average Annual Turnover of Bidder should not be less than Rs.10.00 Lakhs from IT Equipment only during the last three F.Y. i.e. 2019-20, 2020-21 and 2021-22. The bidders should submit the turnover proof, IT Returns duly audited (by a Chartered Accountant) for this period, to be attached with the Technical Bid.
- c) The bidder should have successfully executed at least three similar order in Government and/or Private sector costing not less than ₹8 Lakhs each or two similar projects costing not less than ₹ 12.5 Lakhs each or one similar project costing not less than ₹ 24.75 Lakhs during the last five years.
2. Two years Comprehensive Annual Maintenance Contract should include material, labor & onsite.
3. Onsite Warranty should reflect in HP portal.

4. Manufacturers Authorization Certificate should be attached
5. **Contract Period:** The contract shall be applicable for **two years** from the date of acceptance of the rates, which may be extended further, based on the requirement of the Institute on yearly basis maximum of three years.
6. Response time shall clearly be mentioned.
7. Reported problem should be attended with in a day and should be resolved within 7 days.
8. The contractor shall maintain Log Registers for all the calls received/attended/ pending issues/preventive maintenance records and details of parts replaced and provide the details to IIMK in the form of a quarterly report.
9. Rates shall be quoted for Onsite Comprehensive Annual Maintenance Contract only.
10. **Prices:** The rates quoted shall be inclusive of all admissible taxes/Duties/ Levies for a period of two years. Any increase in taxes and others statutory duties/levies after award of contract/work order shall be to the supplier account. However, benefit of any decrease in these taxes/duties shall be passed on to the IIMK by the supplier.
11. **Payment Terms:** Payment will be made on half yearly/yearly basis after service on submission of invoice after satisfying IIMK that the services provided by the vendor have been of the desired level. If the payment is to be made in advance, performance security for the amount equivalent to the amount of a billing cycle to be submitted for the contract period plus two months.
12. The bidders are advised to submit the desired papers/documents with their technical bids. Organizational Profile, failing which the bids shall be declared un-responsive.

### **PART III: STANDARD CONDITIONS OF CONTRACT**

1. **Authorized Signatory:** If the tender is made by or on behalf of a company incorporated under the Companies Act of 1956, it shall be signed by the Managing Director or one of the Directors duly authorized on that behalf. If it is made by a partnership firm, it shall be signed with co-partnership name by a member of the firm who shall sign copy of Power of Attorney with the tender authorizing him to sign on behalf of the partners. A certified copy of the registered partnership deed shall also be submitted along with the tender.
2. **Law:** The Work Order and agreement shall be considered and made in accordance with the laws of the Republic of India. The work Order shall be governed by and interpreted in accordance with the laws of the Republic of India.
3. **Effective date of the contract order:** Normally the contract shall come into effect on the date of its acknowledgment by the bidder (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The Comprehensive Annual Maintenance services shall commence from the effective date of the contract Order.
4. **Dispute resolution:** All disputes or differences arising out of or in connection with the Work Order shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Work Order or AMC Services, which cannot be settled amicably,

shall be referred to the Director, IIMK whose decision shall be final and binding on both parties. The Agreement shall be governed by laws of India and court at Kozhikode shall have exclusive Jurisdiction.

5. **Dispute resolution board:** Either party aggrieved by the decision of the Director IIMK may refer the dispute before Dispute Resolution Board. Dispute Resolution Board shall consist of a presiding officer as mutually agreed by both parties failing which will be nominated by the Director IIMK. The said Board may resolve the dispute as per procedure evolved by it however subject to compliance of principle of natural justice. Advocates are not allowed to participate in the proceedings before the Board and both parties shall be represented by their full time officers. The decision/order passed by the board shall be final and binding on both parties. The cost of proceedings will be borne by the both parties.
6. **Penalty For Use Of Undue Influence:** The bidder shall undertake that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of IIMK or otherwise in procuring the work Orders or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Work Order or any other work order with the Government of India for showing or forbearing to show favor or disfavor to any person in relation to the present work Order or any other work Order with the Government of India. Any breach of the aforesaid undertaking by the bidder or any one employed by him or acting on his behalf (whether with or without the knowledge of the bidder) or the commission of any offers by the bidder or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle IIMK to cancel the work Order and all or any other work Orders with the Bidder and recover from the Bidder the amount of any loss arising from such cancellation. A decision of IIMK or the nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Bidder. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Bidder towards any officer/employee of IIMK or to any other person in a position to influence any officer/employee of the IIMK for showing any favor in relation to this or any other Work Order, shall render the Bidder to such liability/penalty as IIMK may deem proper, including but not limited to termination of the Work Order, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by IIMK.
7. **Access to books of accounts:** In case it is found to the satisfaction of IIMK that the bidder has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the bidder, on a specific request of IIMK, shall provide necessary information/inspection of the relevant financial documents/information.
8. **Non-disclosure of contract documents:** Except with the written consent of the IIMK/Bidder, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.
9. **Termination of contract:** The IIMK shall have the right to terminate this contract in any of the following cases without payment of compensation: -
  - a) The successful Bidder is declared bankrupt or becomes insolvent.



- b) The IIMK has noticed that the successful bidder has utilized the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.
- c) For non-performance/default in compliance of the terms and conditions of the contract.
10. IIMK may terminate this contract at any time with the notice of 30 days in advance.
11. Notices: Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by registered pre-paid mail/airmail, addressed to the last known address of the party to whom it is sent.
12. Transfer and sub-letting: The Bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.
13. Amendments: No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.
14. The Bidder is required to give confirmation of their acceptance of the Standard Conditions of the Contract, which will automatically be considered as part of the Contract concluded with the successful Bidder as selected by the IIMK. Failure to do so may result in rejection of the Bid submitted by the Bidder.

#### **PART IV: PREPARATION OF BID DOCUMENT**

1. The Bidder is expected to examine all instructions, forms, terms and specifications in the Bid Document. Failure to furnish all information required as per the Bid Documents or submission of the bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and shall result in rejection of the bid. Each bidder shall submit only one Bid. Bidder shall not contact other bidders in matters relating to this tender.
2. All pages of the Bid Document must be signed by the authorized signatory and sealed with the stamp of the bidding firm as token of having accepted all the Terms and Conditions of this Bid
3. Complete bid documents can be downloaded from the through Ministry of Education's online procurement portal (<https://mhrd.euniwizarde.com/>) or from the Website of IIMK (<http://iimk.ac.in/>). Information on issuance of corrigendum, if any, related to this bid will also be available on E-Procurement Portal and also in the website of the Institute.
4. Bidders should furnish the required details in their own letter-heads. In case desired documents/proof is not enclosed, the Bid may be rejected and no clarification/ enquiry in this regard will be entertained.
5. **BID DOCUMENTS:** The services required to be rendered, bidding procedures and contract terms and conditions are prescribed in the Bid Documents. The Technical Bid shall be uploaded with the following documents duly signed on all pages.

- I. General Information and Instructions for the Bidders
- II. Terms & Conditions of Contract
- III. Standard Conditions Of Contract
- IV. Preparation Of Bid Document
- V. Technical Specifications
- VI. Organizational Profile (Annexure-A)
- VII. Commercial Profile(Annexure-B)
- VIII. Non-Blacklisting Declaration(Annexure-C)
- IX. Tenderer Bank information for E-Payment(Annexure-D)

#### **FINANCIAL BID**

- The vendor has to submit the price bid as given in the format in **Annexure-E**. The bidder needs to fill up the rates, downloaded for the Price Bid (In Excel format) in the designated cell and upload the same in designated location of BOQ.
- The prices shall be inclusive of all Taxes. However, basic unit price and all other components of the price need to be individually quoted as per price schedule given in Price Bid.
- The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
- “DISCOUNT, if any, offered by the bidders shall not be considered unless they are specifically indicated in the price schedule. Bidders desiring to offer discount shall therefore modify their offers suitably while quoting and shall quote clearly net price taking all such factors like discount, free service, etc. into account”.

#### **6. PERIOD OF VALIDITY OF BIDS**

- a) Bid shall remain valid for a period not less than 120 days after the deadline date specified for submission.
  - b) In exceptional circumstances, IIMK may request the consent of the bidder for an extension to the period of bid validity. The request and the response thereto shall be made in writing. A bidder accepting the request and granting extension will not be permitted to modify his bid.
7. **Opening of bids:** The valid e-bids received through the e-Procurement portal before the deadline are will be open at 16:00 hours on **22.06.2023** by representatives of IIMK and the bidders or their representatives they choose can be log into the e-procurement portal for getting the updates of the bid. In the event of the specified date of bid opening being declared a holiday for IIMK, the bids shall be opened at the appointed time and location on the next working day.

8. **Right to accept /reject the bid:** IIMK does not pledge itself to accept the Bid and reserves to itself the right of accepting the whole or any part or portion of the Bid or cancel the Bid without assigning any reason whatsoever.

IIMK will examine the materiality/significance of the deviation/variation, if any, and shall take its own decision to accept or reject the Bid. IIMK's decision on acceptance/rejection shall be final without assigning any reason thereof. Bid once submitted will not be allowed for revision without the approval of IIMK. Any withdrawal of Bid after submission of offer will result in debarring/blacklisting of the party.

9. **Evaluation of bids:** The duly constituted bid evaluation Committee (BEC) shall evaluate the bids and is empowered to take appropriate decisions on minor deviations. The decision of the BEC on Techno –Commercial evaluation(s) shall be final and binding on all the bidders.
10. **Award of bid:** The contract shall be awarded to the lowest evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the corresponding bidding document.
11. **Acknowledgement/acceptance of the Contract order:** The supplier shall give an acknowledgement of the order within 10 days of issue of the Purchase Order. In case, the supplier fails to acknowledge the services within the stipulated time, the Institute is at liberty to cancel the Contract Order.
12. **Submission of bid:**
- (a) All bids should be done through Ministry of Education's online procurement portal at <https://mhrd.euniwizarde.com/>,
- (b) Tendering shall be in one stage. The Technical Bid (Documents) and Financial Bid (BOQ) shall be accepted only in online mode through E-Procurement Portal. Both the Technical and Financial Bid shall be open on due date and time as mentioned in the NIT.

**FOR FURTHER DETAILS, IF ANY, PLEASE CONTACT CHIEF PURCHASE OFFICER (PHONE: 0495-2809459; E-MAIL PURCHASE@IIMK.AC.IN) BETWEEN 9:30 AM AND 5:00 PM ON WORKING DAYS.**

Date: 01.06.2023

Sd/-  
Col Biju Warriar (Retd)  
Chief Purchase Officer

## PART V: TECHNICAL SPECIFICATION OF EQUIPMENT

- List of equipment for Onsite comprehensive Annual Maintenance Contract:

Sr. No	Type	Specification	Qty.
1	All in one PC	<b>HP 800 G5 AIO</b> <i>I5 9500, Win10P, 16 GB RAM 256 SSD, 1 TB HDD, BT-WIFI 4GB GFX, FHD 23.8" Touch</i>	2 Nos
2	All in one PC	<b>HP 800 G5 AIO</b> <i>I5 9500, Win10P, 16 GB RAM 256 SSD, 1 TB HDD, BT-WIFI FHD 23.8" NT</i>	163 Nos

- SERIAL NUMBERS OF ALL IN ONE PC

8CC0152KMG	8CC0233T59	8CC0152KP4
8CC0233T3Q	8CC0233T4S	8CC0233T5K
8CC0233T50	8CC0152KM7	8CC0233T48
8CC0152KNQ	8CC0233T53	8CC0152KPG
8CC0233T45	8CC0233T40	8CC0233T4N
8CC0233T5N	8CC0233T4L	8CC0233T3N
8CC0152KMM	8CC0233T3P	8CC0152KPN
8CC0233T4M	8CC0152KNX	8CC0152KNS
8CC0152KNM	8CC0152KP7	8CC0152KNV
8CC0152KNF	8CC0233T56	8CC0152KMZ
8CC0233T3J	8CC0152KMT	8CC0152KPB
8CC0152KM8	8CC0233T5T	8CC0152KMV
8CC0152KP6	8CC0152KN1	8CC0233T3L
8CC0233T3Z	8CC0233T4K	8CC0152KMK
8CC0233T5J	8CC0152KPQ	8CC0233T3M
8CC0152KMN	8CC0233T58	8CC0152KN3
8CC0233T5F	8CC0233T5Q	8CC0152KNN
8CC0233T4Z	8CC0233T4H	8CC0233T4T
8CC0233T4W	8CC0152KMW	8CC0233T42
8CC0233T4J	8CC0152KN7	8CC0233T44
8CC0152KP8	8CC0152KNT	8CC0233T38
8CC0233T5R	8CC0152KNG	8CC0152KPS
8CC0152KNW	8CC0152KPF	8CC0233T49
8CC0233T43	8CC0233T3C	8CC0233T3T
8CC0152KMR	8CC0233T41	8CC0233T5H
8CC0233T4D	8CC0233T3X	8CC0233T3Y

8CC0233T51	8CC0233T54	8CC0152KPC
8CC0233T57	8CC0152KN5	8CC0152KNL
8CC0233T3K	8CC0233T3V	8CC0152KNB
8CC0152KMQ	8CC0152KP1	8CC0152KNJ
8CC0233T4F	8CC0233T3F	8CC0152KM9
8CC0233T5B	8CC0152KMS	8CC0233T3G
8CC0233T3D	8CC0152KN4	8CC0152KP0
8CC0233T5D	8CC0152KMF	8CC0152KP5
8CC0152KMD	8CC0152KP9	8CC0152KNC
8CC0233T37	8CC0233T3R	8CC0233T39
8CC0152KMJ	8CC0233T4Y	8CC0233T5V
8CC0152KND	8CC0152KP3	8CC0233T46
8CC0152KMC	8CC0152KNR	8CC0233T52
8CC0152KPP	8CC0152KPM	8CC0233T5C
8CC0233T4R	8CC0152KN8	8CC0152KN0
8CC0233T47	8CC0152KPL	8CC0152KNK
8CC0152KPH	8CC0233T4C	8CC0152KMB
8CC0152KNH	8CC0233T4Q	8CC0152KMX
8CC0152KMP	8CC0233T5G	8CC0152KP2
8CC0233T36	8CC0152KPJ	8CC0152KPR
8CC0152KNZ	8CC0152KPK	8CC0233T55
8CC0152KNP	8CC0233T5L	8CC0233T4X
8CC0152KMH	8CC0152KPD	8CC0233T3W
8CC0233T5M	8CC0152KML	8CC0152KN6
8CC0233T4B	8CC0233T4V	8CC0152KN2
8CC0233T3B	8CC0233T5P	8CC0152KMY
8CC0233T5S	8CC0233T4P	8CC0233T3S
8CC0152KN9	8CC0233T3H	
8CC0152KNY	8CC0233T4G	

## **PART VI: SERVICE LEVEL AGREEMENT (SLA) FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF HP DESKTOP**

This Service Level Agreement (SLA) outlines the terms and conditions of the Comprehensive Annual Maintenance Contract (CAMC) for HP desktop computers. The AMC is a comprehensive agreement between the service provider and the customer for the maintenance and support of HP desktops. Please note that this SLA is a general template, and specific terms may vary based on the service provider and individual agreements. It is essential to review the official CAMC agreement provided by the service provider for accurate and up-to-date information.

### **1. Service Description:**

- 1.1 The service provider will provide maintenance and support services for the HP desktop computers specified in the contract.
- 1.2 The services may include preventive maintenance, corrective maintenance, and technical support for the desktop computers.

### **2. Service Availability:**

- 2.1 Support services will be available during the specified business hours or as agreed upon in the contract.
- 2.2 The service provider will make reasonable efforts to respond to service requests and provide timely support.

### **3. Support Channels:**

- 3.1 The customer may contact the service provider through designated channels, such as phone, email, or an online support portal.
- 3.2 The service provider will provide contact information and instructions for accessing support services.

### **4. Response Times:**

- 4.1 The service provider will aim to respond to service requests within a specified timeframe, depending on the severity and priority level assigned to the issue.
- 4.2 Response times for different types of issues may be defined separately, indicating the time required for initial acknowledgment and subsequent resolution.

### **5. Issue Resolution:**

- 5.1 The service provider will work towards resolving hardware and software issues identified with the HP desktop computers covered under the CAMC.
- 5.2 The service provider may provide repair or replacement services for defective components or parts as necessary at free of cost under CAMC period.

### **6. Preventive Maintenance:**

6.1 The service provider will conduct periodic preventive maintenance activities on the covered HP desktop computers.

6.2 The scope of preventive maintenance may include cleaning, performance optimization, and software updates, among others.

**7. Spare Parts and Components:**

7.1 The service provider will ensure the availability of genuine HP spare parts and components required for repair or replacement.

7.2 In case a specific part is not readily available, the service provider will make reasonable efforts to source the part within a reasonable time frame mentioned in the tender document.

**8. Exclusions:**

8.1 The CAMC may not cover issues arising from unauthorized modifications, misuse, or accidents.

**9. Customer Responsibilities:**

9.1 The customer must promptly report any issues or malfunctions with the HP desktop computers to the service provider.

9.2 The customer shall provide necessary access and cooperation to the service provider's personnel for performing maintenance and repair activities.

**10. Warranty:**

10.1 The service provider shall warrant that all services provided under the CAMC will be performed with due care and in a professional manner.

10.2 The warranty period for the services provided under the CAMC may be defined in the contract.

**11. Limitation of Liability:**

11.1 The liability of the service provider for any claims arising from the CAMC or related services shall be limited to the terms and conditions set forth in the agreement or as mandated by applicable laws.

**12. Termination:**

12.1 Either party may terminate the CAMC in accordance with the agreed terms or upon completion of the contract period.

12.2 Termination may also occur due to a breach of the CAMC terms.

**ORGANIZATIONAL PROFILE**

Name of the Bidder: .....

1. Name of Firm :
2. Type :
3. Name of Owner/Proprietor :
4. Year of establishment :
5. Brief Description ( May add as a separate enclosure) :
6. Contact Number and Mobile Number:
7. Email Id :
8. Address :
9. Client list with contact reference  
(Add as a separate enclosure as the table given below)

Sl. No.	Name of Client	Period of Service	Details of Service
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10. Range of service provided/able to provide ( May add as a separate enclosure)
11. GST Registration :
12. Organizational structure (To include details of Proprietor/Directors, managers and Members break up) (add as a separate enclosure)

(Stamp &amp; Signature of the Bidder)



**COMMERCIAL PROFILE**

Name of the Bidder: .....

**PROFORMA OF ANNUAL TURNOVER STATEMENT**

<b>Financial Year</b>	<b>Annual Turnover (Rs.)</b>
2019-2020	
2020-2021	
2021-2022	

Details of the following (enclose copies for proof);

- (a) IT Return for the past two years
- (b) Balance Sheet and P&L Account for last two years
- (c) GST Registration
- (d) PAN

(Stamp &amp; Signature of Bidder)

**Non-Blacklisting Declaration**

**(To be submitted on Letter Head of bidder along with Technical Bid)**

Dated:

To,

**Indian Institute of Management Kozhikode  
IIMK Campus P. O., Kozhikode,  
Kerala, PIN - 673 570**

**Subject:** Declaration for Non-Blacklisting

**Tender Reference No:** 11/01/AMC/005/NIT-01/2023-IIMK-PUR dt. 01.06.2023

**Name of Tender/Work:** Comprehensive Annual Maintenance Contract of All in one desktop  
at IIM Kozhikode.

Dear Sir,

I/We hereby declare that I/we have not been blacklisted by any Central/ State Government/agency of Central/ State Government of India or any other country in the world/ Public Sector Undertaking/ any Regulatory Authorities in India or any other country in the world during last 5 years for any kind of fraudulent activities.

Yours Faithfully,

(Signature & Name of the Bidder, with Official Seal)

**TENDERER BANK INFORMATION FOR E-PAYMENT**

1	Name and Full address of the Tenderer & E-Mail address	
2	Credit Account No.	
3	Account Type (SB or CA or OD)	
4	Name of the Bank	
5	Branch full address with Telephone No	
6	GST Registration Number	
7	Telephone/Mobile/Fax No. of the Tenderer	
8	PAN (Permanent Account Number)	
9	Xerox Copy of Cheque and PAN card should be enclosed.	

**Price Bid**Rate of Comprehensive Annual Maintenance Contract for **Two Years**

Sr. No	Make & Model	Quantity	Amount (₹) (for 2 Years)
1	<b>HP 800 G5 AIO</b> I5 9500, Win10P, 16 GB RAM 256 SSD, 1 TB HDD, BT-WIFI 4GB GFX, FHD 23.8" Touch	2 Nos	
2	<b>HP 800 G5 AIO</b> I5 9500, Win10P, 16 GB RAM 256 SSD, 1 TB HDD, BT-WIFI FHD 23.8" NT	163 Nos	
<b>GST Amount</b>			
<b>Total Amount Quoted</b>			

**Note:** The bidder needs to fill up the rates, downloaded for the **Price Bid (In Excel format)** in the designated cell and upload the same in designated location of **BOQ**.