

CORRIGENDUM

Tender Description	e-TENDER FOR AMC- FMS OF COMPUTER HARDWARE & PERIPHERALS	
	("NIA/RO/ITD/AMC-FMS/2025/01")	
	OLD DATES	NEW REVISED DATES
Date of publishing of tender	19.05.2025	19.05.2025
Last date and time for Bid submission	09.06.2025, 5.00 PM	12.06.2025, 5.00 PM
Last date for Queries	31.05.2025, 5:00 PM	05.06.2025, 5:00 PM
Date and Time of Technical Bid Opening (Tentative)	10.06.2025, 11.30 AM	13.06.2025, 11.30 AM


MR KHUSHAL GOHIL
REGIONAL MANAGER
MRO-2



Eligibility Criteria for Technical Qualification

Annexure - I

Sl.No.	Particulars	Compliance (Yes/No)		
1	Vendor should be established in IT hardware support in India, for not less than 5 years (Proof of registration to be attached)			
2	Qualification of resident engineer Minimum Technically Qualified Diploma/Degree holder-Min. 2 in numbers.(1 in Mumbai regional office and 1 in Panjim for Goa offices)			
3	GSTIN No: (Proof to be attached) PAN Card Number :(Proof to be attached) INCOME TAX CERTIFICATE: (Proof to be attached)			
4	Vendor should have an Annual turnover of Rs. Five Crores for the immediately past 3 financial years. (Audited Balance sheets and Chartered Accountant Certificate to be attached) 2023-2024 (Turn Over) 2022-2023 (Turn Over) 2021-2022 (Turn Over)			
5	Vendor should have entered into at least 3 AMC-FMS contract in institute/Company located in Mumbai Region namely Govt./ PSU / BFSI during the last 5 years. At least 1 (One) order should be in Government organisation (State, Central, BFSI & PSU) of value not less than 5 Lacs, and remaining order of Minimum Rs 2 Lacs, (Documentary proof should be attached).			
5a.	Name of the Customer & Contact Person Location	Address & Phone No	P.O. No. & Date	Amount Rs. (in lacs)
(a)				
(b)				
(c)				
6	Should produce at least 5 letters of satisfactory performance of support in the last 5 years.			
7	The Vendor should have 2 number of full-fledged service centres, 1 in Mumbai Region and 1 in Goa Region with adequate stocks of spares and sufficient number of qualified service engineers in their organization (proof shall be produced).			
8	ISO or ITIL certification for IT supports services.(Documentary proof to be Submitted)			
9	Should have back-to-back arrangements with the OEM Vendors/ Manufacturers of Hardware/Channel Partners for the supply of spares. The bidder should produce letters regarding their relationship. (Documentary proof to be Submitted)			

10	The vendor should not have any of their contracts terminated or blacklisted in the last 3 (Three) years (Year 2022, 2023 & 2024) by any State or Central Government/BFSI/PSU(<i>Undertaking to be submitted</i>).	
11	Engineers on payroll having expertise in Desktops (WIPRO/HCL/HP/etc.), printers (HP, Samsung, Epson, Xerox etc) , All in one printers(HP,Epson, Samsung etc), Scanner (HP etc), Laptops (HP,Lenovo, Dell etc) and operating systems like Windows, etc. <i>Bidder should specify the details of Engineers and submit undertaking.</i>	

Yours faithfully,

Authorised Signatory
(Name & Designation, seal of the firm)

Incomplete and non-submission of documentary proof bids will be rejected. All documents should be signed by authorized representative with company seal. Right to accept or reject any tender solely rests with the Company. Company reserves the right for rejection of any tender without assigning any reason.