

Guwahati Metropolitan Development Authority

TENDER DOCUMENT FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTERS, PRINTERS ETC.

TENDER NOTICE NO. GMDA/GEN/102/2014/224

Last date for Submission: 25.11.2020



**OFFICE OF THE GUWAHATI METROPOLITAN DEVELOPMENT AUTHORITY
STATFED BUILDING, BHANGAGARH, GUWAHATI-781005**

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NOTICE INVITING TENDER

Guwahati Metropolitan Development Authority invites sealed bids from reputed Firms/Companies, herein after called as vendor, for the Comprehensive Annual Maintenance Contract for Computers/ Printers and other related peripherals installed in the office of the Guwahati Metropolitan Development Authority in Bhangagarh, Guwahati-5.

The general scope of work includes:

The maintenance of hardware and software installed. The software maintenance includes operationalizing, loading/reformatting of software / disks with software like Microsoft Windows, Linux, Microsoft Office software, Browsers like Internet Explorer, Chrome, Mozilla etc. and Mailing Software like Outlook Express, Antivirus software, Data retrieval and installation/removal of any other software purchased by GMDA from time to time. It also includes removal of virus and re-installation of software, if corrupted. Support for users and troubleshooting of commercial software (Licensed) packages mentioned above. Scope of work of AMC also includes

- a) Comprehensive Maintenance that includes the replacement of malfunctioning spares/ parts for proper functioning of all systems and sub-systems listed in Annexure -I by the bidder .If any part gives repeated problems, i.e., 3 repairs in a minimum period of two-month time, then the vendor must replace it immediately with a new original part.
- b) Comprehensive Maintenance includes replacement of each and every malfunctioning part of Computer, printers and related items like Hard Disk, CD/DVD Reader/Writer, Mother Board, UPS(600VA,1000VA), Printer Heads, Fuser assembly, roller drums, data cables, scanning unit, switch, power supply, display card etc. and all the plastic parts except consumables are under this AMC by the Contractor.
- c) All parts to be replaced by the Contractor must be of the same make. In case it is not possible, the same must be of better or equivalent quality.

(1).Terms and Conditions:

1. The Contractor shall depute one well-qualified Technician who can maintain the equipment listed in Annexure-I properly. The Technician should be an Indian national only, having at least one year diploma in hardware and networking. Technician should have 3 years of experience and should be specialist in repairing and maintaining Laser and Dot matrix Printer. The Technician shall be required to report on all working days from 10 AM to 5 PM. The Technician will sign the attendance register of vendor everyday with timing, kept in GMDA office. The Technician deployed by the vendor shall work in coordination with the officer authorized by GMDA here in after called as Coordinator. The Technician deployed will also have to operate all the equipment present in the Conference Room of GMDA like projector, projection screen, TV, Video Conferencing machine, sound system etc. as per the instruction of the coordinator.
2. The Technician will work under the instructions of the Coordinator and shall submit complaint sheets to him for each complaint attended by them. The complaint sheet would clearly define the nature of complaint, name of the GMDA employee and time taken for rectification of a complaint. The engineer(s) are also required to get the compliant sheets signed by the respective end users.
3. The vendor would carry out preventive maintenance of each machine mentioned in Annexure-I once in every month, in order to forestall any major failure of the same which includes installing of updates of antivirus packages. Vendor should also ensure proper cleaning of machines on quarterly basis. Failure to do so shall attract penalty at the rate mentioned at penalty clause.
4. The equipment will have to be repaired in-house. In rare cases when it is very essential to take out the equipment for repairs outside the GMDA office, it is mandatory to have a valid pass for such equipment and making proper entries with the Coordinator and at Security office.
5. Upkeep and maintenance of the hardware installed as per the items mentioned in Annexure-I. Vendor must also maintain the required driver softwares for maintaining the equipment in Annexure-I.
6. Stand-by arrangement to be made in case the equipment is to be taken to workshop for repairs or item is not usable. In case standby is not provided, and the item is not usable beyond the 48 hours, a penalty of Rs 200/- (Rupees two hundred only) per day per item will be charged. The amount of penalty will be either recovered from the Bank Guarantee/Security of the annual maintenance period or from the AMC charges/bills.
7. Loss of any part in the product on account of negligence attributable to the vendor, the vendor at his own discretion may reinstate or replace the malfunctioning /non-functioning part or whole of the product with a working part or whole of the product of a matching or higher configuration. However, in the case of hard disc, vendor should provide a new hard disc of matching or higher configuration.
8. The vendor shall ensure the following service norms:
 - (a) Service Availability Timings: 10 AM to 5 PM in all working days.
 - (b) On-site response Time: 1 Hour
 - (c) Annualized Uptime: 95%
9. Any other maintenance work to be undertaken related to the Computers/peripherals.
10. The Contractor shall ensure that the Technician is present timely and possess valid ID cards on all working days including holidays (if required). In case of

Technician going on leave, alternate arrangements should be made well in advance and the Coordinator is given prior intimation. Any failure in sending the Technician will attract penalty clause for that particular period. In case of an emergency, the Technician may be required to be deployed on holidays.

11. The vendor shall not change the Technician without prior clearance from the client. Further that the vendor shall provide a substitute for a deployed Technician if required by the customer, within five days of such request. Failure to do so may lead to termination of the contract and /or imposition of penalties by the customer not exceeding 10% of the total value of the contract;

13. A pre bid meeting on AMC is scheduled to be held on 19-11-2020 at 11.00 AM in the Conference Hall of GMDA with the bidders who like to attend.

(2). Bid Process:-The two bid system (Technical and Financial) will be followed for this tender. Bidder is advised to carefully read this tenderdocument before submitting his bid. In this system bidder must submit his offer in two separate sealed envelopes as explained below.

(A) Envelope No.1 “Technical Bid” shall contain.

- I. The firm should be in existence for over 5 years in the trade.
- II. Audited balance sheet for last three years showing that the bidder has a minimum total annual turnover of Rs. 15 Lakhs in last three years.
- III. The company preferably should have a previous maintenance contract for at least two years with Government Departments/ Public Undertaking/Autonomous Body/Corporate the total annual value of which should not be less than Rs.3 Lakhs.
- IV. The firm must have expertise in preventive onsite maintenance and repair of servers, clients, computers, Laser / inkjet, Dot matrix printers, network components and scanner peripherals and other hardware parts and accessories.
- V. Company must submit the satisfactory performance certificate against latest contract completed. This certificate must be issued from the organization/department where bidder has provided the AMC services against Computer, Printers etc. without this certificate the bid will be summarily rejected.
- VI. The firm also must have expertise and experience in LAN troubleshooting.
- VII. The bidder must be registered with the Registrar of companies, firm etc. and registered with GST authorities.
- VIII. The bid document will be uploaded in the GMDA’s website. The bidders will have to download the bid document. The cost of the bid document is Rs.500/-. The bidders will have to enclose a demand draft of Rs.500/- in favour of the Chief Executive Officer, GMDA payable at Guwahati along with the Technical Bid without which the bid will not be considered.

- IX. Bidder shall be required to deposit an amount of Rs. 10000/- as earnest money in the form of a demand draft drawn in favor of Chief Executive Officer, GMDA payable at Guwahati. Bids not accompanied by the requisite earnest money would be rejected summarily.
- X. The selected bidder will have to deposit 10% of the work value as security deposit in the form of FDR/NSC/KVP duly pledged in favour of the Chief Executive Officer, GMDA which will be released only after successful completion of the work. The EMD of the selected bidder will be released after submission of the security deposit amount. The selected bidder will have to execute tender agreement in PWD F2 form after submission of the security deposit amount.
- XI. The bidder shall sign all papers of the bid as also the pamphlets, drawings, client list, company profile etc. Any information/date/credentials that the vendor or any of his employees may come to possess or know during the course of their work will not be disclosed to any one in any form and the relevant portions of the official Secrets Act would be applicable.
- XII. The company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN number, GST number, copy of job orders pertaining to annual maintenance of computers and printers awarded in the immediate past.
- XIII. Name of the Technician to be deployed in GMDA with his detailed bio-data showing his qualification, experience and mobile number.
- XIV. There are computers and printers of HP/Lenovo etc. make which are under warranty. The Contractor will be required to liaison with the O.E.M. for maintenance of these computers/printers/scanners etc.
- XV. If the firm/Company meets the above technical requirements, it may apply in the prescribed Performa at Annexure-Technical in sealed cover;

(B) Envelope No.2 "Financial Bid" shall contain:

The rate may be quoted for the computers, laptops, printers in the Performa at Annexure-II in a separate sealed cover with proper seal and signature of authorized person. Maintenance and repair would include replacement of parts of computers/peripherals of matching or higher configuration of same make whenever necessary in each case.

(C) Selection Procedure:-

- i. The Technical Bid will be opened first. A committee will evaluate all the technical bid as per the requirement as specified in 2(A) and will identify bids which have qualified technically.**
- ii. Financial bid of only the Technically Qualified bidder will be opened for evaluation. The bidder quoting the lowest rate will be considered for award of the work.**
- iii. Financial bid of the bidders who have not qualified technically will be returned unopened.**

3. The others terms and condition for awarding the AMC shall be as below:

(i) The Contractor shall depute a well-qualified Technician who can maintain the equipment listed in Annexure-I properly. Technician should have 3 years of experience in maintenance of computers and printers and should be specialist in repairing and maintaining Laser and Dot matrix Printer. The Technician shall be required to report on all working days at 1000 hrs. The Technician would be equipped with Mobile phones to ensure their availability. Amount will be deducted if any Technician remains absent/on leave without providing a substitute.

(ii) The contract will be valid for a period of one year and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.

(iii) The contract awardee has to provide services in the office of the Guwahati Metropolitan Development Authority, Statefed Building, GMCH Road, Bhangagarh, Guwahati-5.

(iv) The firm will prepare separate log books for each of the machines to be taken under the AMC and Preventive maintenance with virus detection and special cleaning of the Monitor, printer, Key Board, mouse etc. from outside with liquid cleaner and inside will be carried out once in every three months. A Preventive Maintenance Report from the user would be submitted to Computer Section failing which an appropriate, penalty would be imposed. The quarterly payment will strictly be made on the basis of satisfactory report from the user.

(v) The Technician would take up any reported fault within one hour. As far as possible, the repair would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by for the same within 24 hours.

(vi) The necessary support for maintaining VIRUS free computer environment and help in upgrading the Software's/ Virus Detection mechanism would be provided by the firm;

(vii) It may also be noted that in case of vendor backing out midway without the explicit consent of GMDA, he will be liable for recovery at higher rates, vis-a-vis, those

contracted with it, which may have to be incurred by the GMDA on maintenance of machines for the balance period of contract through alternative means.

(viii) The above act of backing out would automatically debar the firm from any further dealing with GMDA & the security amount would stand forfeited.

(ix) No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each quarter would be made. Income Tax & GST etc. shall be deducted as applicable under the rules.

(x) It is the responsibility of the vendor to ensure the functioning of Computer System, printer etc. Bidder is advised to first ensure the condition of system listed in Annexure-I by visiting the GMDA office before filling the bid document.

(xi) Interested bidder may submit their documents satisfying the technical bid requirements in a sealed cover super scribed with "Technical Bid for AMC computer, printers and peripherals". The other sealed envelope containing the quoted rates may be submitted super scribed with "Financial Bid for AMC of computers, printer and peripherals".

(xii) Thereafter, both the envelopes may be placed in a third sealed cover super scribed with "Tender for AMC of computers/printers and peripherals" addressed to the Chief Executive Officer, Guwahati Metropolitan Development Authority, Statefed Building, GMCH Road, Bhangagarh, Guwahati-5 by 2.00 p.m. on 25-11-2020 (last date). The technical bid will first be opened on the same date at 3:00 PM in Conference Hall. After scrutiny and evaluation of the technical bids received, GMDA will shortlist those who are eligible and inform them for opening of sealed "Financial bid".

(xiii) Late submission of tenders will not be accepted. Tenders by Telex/Telegram/Fax/e-mail" will not be accepted. Tenders may be submitted by Registered Post, by Hand in Person or by Courier. However any delay on this account shall not be accepted as a reason for exception.

(xiv) Quotation received after due date, those received without separate sealed cover and rates not quoted in specified Proforma will not be accepted. The Chief Executive Officer, GMDA reserves the right to reduce or increase the number of items offered for maintenance during the contract of the AMC.

(xv) The rates quoted should be net and no discount, free services/offers quoted will be considered. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between words and figures, the amount in words will prevail.

(xvi) This tender is not transferable.

(xvii) The GMDA may waive any minor infirmity or may seek any clarification, if so desired.

(xviii) **The vendor may indicate whether he would be willing to extend period of Annual Maintenance Contract by 2 years at the same rates, terms and conditions after completion of AMC period.**

(xv) The quantities mentioned in the Annexure-I may either be increased or reduced at the discretion of GMDA (before/after assigning the tender at any stage).

(xvi) Representatives of the GMDA if required may inspect the offices, work place of the vendor to ascertain whether the firm has the necessary wherewithal to undertake the job.

(xvi) Mere quoting lowest rates will not amount to commitment on the part of GMDA for award of contract. The Chief Executive Officer, GMDA reserves the right to accept or reject any or all tenders without assigning any reasons. The Chief Executive Officer, GMDA also reserve rights to award contract on complete or part basis to one or more Contractor(s).

(xix) If any dispute(s) arises between the GMDA and the firm with reference to any provision of the contract, the decision of the Chief Executive Officer, GMDA shall be final and binding on both the parties.

4. Performance Guarantee:

The successful tender/firm will be required to furnish Security Deposit in the form of NSC/KVP/Fixed Deposit Receipt in the name of the Chief Executive Officer, GMDA for an amount equal to 10% of the contract value which will be released to the contractor after successful completion of the contract.

5. Penalty for delayed Service:

5.1 The AMC will include rectification of all Hardware and Software problems. The Technician will have to ensure that all calls are attended within 1 (One) Hour and the upkeep time for the repair of any system would be up to two working days. In Case of failure to do so, a penalty will be charged for downtime at the rate of Rs 200/- (Rupees two hundred only) per day or part thereof beyond the time limit (48 hours from the time a complaint was lodged). In respect of Hard Disks, replacements have to be effected within 48 hours of the lodging of complaint. The downtime penalty for this work would be double the normal rate.

5.2 GMDA reserves the right to cancel the contract in case company is failing to provide services up to the satisfaction level or on security grounds.

5.3 The penalties, if any shall be recovered from Security deposits/Performance Bank Guarantee.

6. Arbitration:

In the event of any question, dispute or difference arising under the agreement or in connection therewith, the same shall be referred to sole arbitration of the Chief Executive Officer, GMDA or any other person appointed by him. The award of the

arbitrator shall be final and binding on both the parties. contractor will have no objection in any such appointment that arbitrator so appointed is an employee of GMDA or a Government servant. The adjudication of such Arbitrator shall be governed by the provisions of the Arbitration and Conciliation Act, 1996, or any statutory modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause. The venue of Arbitration shall be office of the Guwahati Metropolitan Development Authority, Guwahati.

The courts in Guwahati shall have the jurisdiction to decide any dispute that may arise in relation to this contract.

Sd/-

(Umananda Doley, I.A.S.)
Chief Executive Officer,
Guwahati Metropolitan Development Authority,
Bhangagarh, Guwahati-5.

Technical Offer

1. Name of the Company	
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2. Address (with Tel. No., fax no. & e-mail address)	
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3. Contact person	
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4. (a) The number of years of experience in maintenance business	
(b) Total value per year of maintenance business in respect of the last 5 years	
(c) List of Customers including experience in Govt. offices	

5. (a) Registration Number	
(b) PAN Number	
(c) Goods & Service Tax Number	

6. Details of Technical Manpower		
Designation	Qualification	Experience

7. Details of AMC				
Name of organizations	Contact person	Period of AMC	Amount of AMC	Details of hardware handled

8. Confirm the following enclosure along with this format:

- a) Technical literature about Company
- b) Satisfactory service certificate from the previous customers
- c) Certificate of registration.
- d) Audited balance sheet for the last three years
- e) Details of AMC support Engineer with Qualification and Experience.

- f) Supporting documents in compliance to clauses 2(A) of this tender document and EMD.

Declaration

I hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that in case found any deviation in the above statement at any stage, the company will be black-listed and will not have any deal with the Trust in future.

(Signature of authorized signatory)

ANNEXURE-I

FINANCIAL OFFER

1. Name of the Company:
2. Address
3. Tel. No. AND FAX No.
4. Contact Person
5. Rates as per the following Performa: (The Qty are indicative and the rates excluding GST should be quoted for maintaining for a period of One year)

In Indian Rupees

Sl No	Item/Description	Unit	Quantity (1)	AMC rate in figure (2)	AMC rate in words	Total (1)X(2)
	COMPUTER					
1.	Desktop computer(core i5 ,4GB RAM,1 TB HDD with LCD/LED display)	No	4			
2.	Desktop computer(dual core ,2GB RAM,500 GB HDD with LCD/LED display)	No	4			
3.	Desktop computer(core i3 ,4GB RAM,1 TB HDD with LCD/LED display)	No	18			
4.	Desktop computer(core i3 ,2GB RAM,500 GB HDD with LCD/LED display)	No	17			
5.	All-in-one desktop computer(core i5, 4GB RAM,24 " monitor,1 TB HDD)	No	8			
6.	All-in-one desktop computer(core i3, 4GB RAM,24 " monitor,1 TB HDD)	No	5			
7.	Laptop (core i3, 4GB RAM,1 TB HDD, 15'' display)	No	1			

	PRINTER					
Sl No	Item/Description	Unit	Quantity (1)	AMC rate in figure (2)	AMC rate in words	Total (1)X(2)
8.	HP laserjet 1100 series	No	22			
9.	HP LASERJET 1000 series	No	12			
10.	HP LASERJET PRO M 202DOC	No	1			
11.	HP LASERJET PRO M 1319f MFP	No	1			
12.	HP COLOR LASERJET PRO MFP 176N	No	1			
13.	EPSON L3110	No	1			
14.	HP LASERJET EP1025 COLOR	No	1			
15.	EPSON M200	No	4			
16.	Cannon MX 927	No	1			
17.	HP LASERJET P2055DN	No	1			

18.	HP LASERJET 3050	No	1			
19.	HP DESKJET INK ADVANTAGE 3545	No	1			
20.	HP LASERJET Pro M1040	No	4			
21.	HP Deskjet 2132	No	1			
Sl No	Item/Description	Unit	Quantity (1)	Manpower rate in figure (2)	Manpower rate in words	Total (1)X(2)
22	Technician	Per month	1			
					Total	

NOTE:

1. The quoted rates are all inclusive of all expenditure but excluding GST.
2. Rates also include the transportation charges, other incidental charges etc.

I hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that in case found any deviation in the above statement at any stage, the company will be black-listed and will not have any deal with GMDA in future.

(Seal and Sign of Authorized Signatory)