

TENDER DOCUMENT FOR .

Selection of Vendor(s)

for

Repair and Annual Maintenance Contract of Computer Systems & Peripherals

TENDER NO: AMC-1/2007

Office of Deputy Commissioner

-cum-

Chairperson, District Sukhmani Society,

Mini Sectt., Distt. Administrative Complex, Fatehgarh Sahib

Tender Document for selection of vendors for Maintenance and A.M.C of Computer Systems & Peripherals

Tender No. : **AMC-1/2007** _____

Serial No. of Document: : _____

Issued to : _____

Against request No. : _____

Dated : _____

and payment of cost of tender document for Rs. _____
(_____ only)

Tender document issued on : _____

Authorized Signatory

TENDER SUMMARY

NOTICE INVITING TENDER				
TENDER NO.	IT SERVICES	TENDER DOCUMENT COST (RS.)	LAST DATE & TIME	
			BID SUBMISSION	BID OPENING
AMC-1/ 2007	<ul style="list-style-type: none"> • Annual Maintenance Contract (AMC) • Repair of IT Products 	-----	29.10.2007 10.00AM	29.10.2007 11.00 AM

SECTION I

INVITATION FOR BIDS

- 1 This invitation to the Bidders is for selection of vendor(s) for providing services to the office of Deputy Commissioner-cum-Chairperson Distt. Sukhmani Society, Fatehgarh Sahib consisting of one or both of the following categories :-
- Repair of Computer Systems & Peripherals
 - Annual Maintenance Contract (AMC) of Computer Systems & Peripherals
- 2 Bidders are advised to study the Tender Document carefully. Submission of Tender shall be deemed to have been done after careful study and examination of the Tender Document with full understanding of its implications.
- 1.3 Sealed offers prepared in accordance with the procedures enumerated in Clause 2.1 should be submitted to the office of Deputy Commissioner-cum-Chairperson Distt. Sukhmani Society, Fatehgarh Sahib not later than the date and time laid down, at the address given in the **Schedule for Invitation to Tender** under Clause 1.5.
- 1.4 This Tender document is not transferable.
- 1.5 **Schedule for Invitation to Tender:**
- a) Name of the Client:
Office of Deputy Commissioner-cum-Chairperson Distt. Sukhmani Society, Fatehgarh Sahib
- b) Addressee and Address at which Tenders are to be submitted:
**Office of Deputy Commissioner-cum-Chairperson Distt. Sukhmani Society, Fatehgarh Sahib
Mini Sectt, Distt. Administrative Complex, Fatehgarh Sahib**
- c) Latest time and date for receipt of Tender:
Up-to 10.00AM on 29.10.2007
- d) Place Time and Date of opening of bids:

Office of the
**Office of Deputy Commissioner-cum-Chairperson Distt. Sukhmani Society, Fatehgarh Sahib
Mini Sectt, Distt. Administrative Complex, Fatehgarh Sahib
at 11.00AM on 29.10.2007**
- e) Date till which the tender is valid:
90 days from last date of submission of bids.

Note:

1. The Client shall not be responsible for any postal delay about non-receipt/non delivery of the documents.
2. Incomplete documents may liable to be rejected.

SECTION II

INSTRUCTIONS TO BIDDERS

2.1 PROCEDURE FOR SUBMISSION OF BIDS

A **Two-Cover System** will be followed.

- a) 1 original + 1 copy of Pre-qualification-cum-Technical documents duly marked as “ORIGINAL” and “COPY” in one cover.
- b) 1 original + 1 copy of Price Bid duly marked as “ORIGINAL” and “COPY” in another separate cover.

1.1 The bidders must place their pre-qualification-cum-technical and price bids in separate envelopes, super-scribed with separate **Bid titles** as follows:

“Cover 1”:

PRE QUALIFICATION-CUM-TECHICAL BID – Tender No. ____

“Cover 2”:

PRICE BID – Tender No. ____

Put Cover 1 & 2 envelopes in a bigger envelope super scribing - **Tender No._____, Technical and Price Bid.**

2 The bidders have to qualify the pre-qualification-cum-technical Bid.

3 **Pre-Qualification-cum-Technical Bids** will be opened on the prescribed date and time as mentioned in **Clause 1.5 of Section I.**

1.4 **Price Bids** of only those bidders will be opened who qualify the **Pre-Qualification-cum-Technical round** after the initial examination of Pre-Qualification-cum-Technical bid on the same day or at a date and time to be notified on the same day. The specifications **may** be fine tuned before calling for the revised Price bids, if required.

1.5 **A minimum time of 48 hours** would be allowed for the submission of the **revised Price Bids, if required, based on the fine tuned specification as in para 1.4** by only those bidders who will qualify the Pre-Qualification-cum-Technical Bid and would be **opened thereafter.**

1.6 **Please note that Price should not be indicated in the Pre-Qualification-cum-Technical Bid and should be quoted only in the Price Bid.**

1.7 The cover thus prepared should also indicate clearly the name and address of the bidder to enable the Bid to be returned unopened in case it is received **“Late”.**

- 1.8 The bids received late and declared late by the Tender Evaluation committee after the last date and time for receipt of bids prescribed in the tender document shall be rejected and/or returned unopened to the Bidder.
- 1.9 All the pages of the bid must be signed (with date) by the bidder's authorized representative and stamped.
- 1.10 Each copy of the bid should be a complete document and should be bound as a volume with index and page numbering. Different copies must be bound separately.

2.2 COST OF TENDER DOCUMENT

The bidder shall bear all costs associated with the preparation and submission of its Bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the Client and Client will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering process.

- 2.3 Bidder is expected to carefully examine all instructions, forms, terms and specifications in the Tender Document. Failure to furnish all information required in the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect will be at the Bidder's risk and may result in the rejection of the bid.

2.4 CLARIFICATION REGARDING TENDER DOCUMENT

A prospective bidder requiring any clarification of the Tender Document may notify the Client in writing at the Client's mailing address indicated in Clause 1.5. The Client will respond in writing to any request for clarification of the Tender Document, received, not later than 2 days prior to the last date for the receipt of bids prescribed by the Client. Written copies of the Client response (including an explanation of the query but without identifying the source of Inquiry will be sent to all prospective Bidders who have received the Tender Documents.

2.5 AMENDMENT OF TENDER DOCUMENT.

- 2.5.1 At any time upto the last date for receipt of bids, the Client, may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by an amendment.
- 2.5.2 The amendment will be notified in writing or by telex or cable to the prospective bidders who have received the Tender Documents and will be binding on them.
- 2.5.3 In order to afford prospective bidders reasonable time or otherwise for any other reason, in which to take the amendment into account in preparing their bids, the Client may, at his discretion, extend the last date for the receipt of Bids.

6 LANGUAGE OF BIDS

The Bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the Client, shall be written in the English language, provided that any printed literature furnished by the Bidder may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

2.7 DOCUMENTS COMPRISING THE BIDS

The Bids prepared by the Bidders shall comprise of following components:

- a) **Pre-Qualification-cum-Technical Bid should comprise following documents in order as mentioned in Annexure 7:**

- i) Bid Proposal sheet (Performa I) duly filled in, signed and complete in all respects.
- ii) Qualifying data (as per clause 3.1) duly filled in as per relevant Performa – II, which shall be construed as declaration that the bidder is eligible to bid and is qualified to perform the contract, if its bid is accepted.
- iii) Earnest Money of Rs 5,000/- in the form of Bank Draft issued by a Nationalised / Scheduled Bank drawn in favour of Chairperson, District Sukhmani Society-cum-Deputy Commissioner, Fatehgarh Sahib payable at Fatehgarh Sahib.
- iv) Certificate of Authorized Dealer/ Distributor/Authorized Service Provider, wherever required.
- v) Documentary evidence (Audited Balance Sheet & Income Statement) towards bidder's average annual turnover of Rs. Ten Lac in last two successive years from similar IT related activities.
- vi) List of the various organizations to whom similar services have been provided in the last 3 years.
- vii) Deviations, if any, from the terms and conditions and specifications as specified in the Bidding Documents (Performa-III). Failing which, it would be assumed that there are no deviations and the full responsibility lies on the bidder.

NOTE: The specifications may be fine tuned on the basis of discussions with various bidders during the pre-qualification-cum-technical Bid evaluation process and if required, revised Price bid could be called on the basis of fine tuned specifications.

b) Price Bid consisting of the following: -

- i) Bid prices in Performa-IV-A (Repair) & Performa-IV-B duly (AMC) filled, signed and complete.
- ii) The Bidder shall be required to give total as well as Item-wise/ activity wise Prices for each of the following:
 - **Repair**
 - **Annual Maintenance Contract .**

Note:

- i) The Bidder shall indicate the firm price for indicated Tasks / scope of work, the Terms of reference of which are given in the tender document specifications.
- ii) Conditional bids will not be entertained.

- iii) Bidder will be responsible for payment of all type of taxes, duties, levies etc as applicable.

SECTION -III

TERMS AND CONDITIONS OF THE TENDER

3.1 BIDDER'S QUALIFICATION:

- 3.1.1 The bidder(s) may be a firm of repute dealing in Repairing & Services having average annual turnover of Rs. 10 lacs in the last two years. The bidder must have requisite infrastructure and resources to successfully execute the order/project and provide services in whole of the Distt. Fatehgarh Sahib. The bidder must be engaged in the business of work relating to the area for which he is bidding for at least last 2 years.
- 3.1.2 The client reserves the right to carry out the capability assessment of the bidder(s) and the client's decision shall be final in this regard.
- 3 The individual signing the tender or other document, in connection with the tender must certify as to whether he or she has signed as :-
 - a) A "Sole proprietor" of the firm or constituted attorney of such sole proprietor.
 - b) A partner of the firm, if it be partnership, in which case he must have authority to refer to arbitration disputes concerning the business partnership either by virtue of the partnership agreement or a power of attorney. In the alternative, all the partners should sign the tender.
 - c) Constituted attorney of the firm, if it is a company.

1 STANDARDS:

The IT services for which the bidder is applying must conform to the standard prevalent, wherever applicable, and when no applicable standards are mentioned, to the authoritative standards for such products. Such Standard shall be the latest issued by the concerned institution governing that standard. The bidder must mention and attach proof for the standards to which his services conform.

3 ELIGIBLE BIDDERS

The bidding is open to all qualified Bidders who fully meet the following qualifying requirements:-

- 3.3.1 The Bidder must be a reputed firm engaged in the business of work relating to the areas for which he is tendering for at least last 2 years.
- 2 The bidder shall be an Indian Company /Firm, the turn over of the bidder shall not be less than Rs 10 lacs on an average during last two years.
- 3 The client reserves the right to carry out the capability assessment of the bidders and the client's decision shall be final in this regard.

4 DELAY IN THE VENDER'S PERFORMANCE & PENALTY:

- 1 Functioning of the IT equipment/services for which the company has been engaged/awarded contract must be ensured within stipulated period of time.
- 2 An unexcused delay by the vendor in the performance of its obligations shall render him liable to penalties as laid down in the award of contract.

5 TIME LIMIT FOR COMPLETION OF THE TASK

- 3.5.1 The required tasks must be completed within period agreed/ specified by the client as in draft AMC/repair Contract Agreement.
- 3.5.2 The above time limit may be fine tuned in consultation at the time of award of contract depending upon the nature/ scope of the contract.

6 STANDARD OF PERFORMANCE

The vendor shall carry out the tasks assigned and carry out its obligations under the contract with due diligence, efficiency and economy in accordance with generally accepted norms techniques and practices used in the industry. It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods. The bidder shall always act in respect of any matter relating to this contract, as faithful advisors to the client and shall, at all times, support and safeguard the clients legitimate interests in any dealings with the third party.

7 USE OF CONTRACT DOCUMENTS AND INFORMATION

- 1 The Vendor shall not, without the client's prior written consent, disclose the contract or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of client in connection therewith to any person other than a person employed by the vendor in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 2 The Vendor shall not use any document or information without the purchaser's prior written consent.
- 3 Any document other than the contract itself shall remain the property of the client and shall be returned (in all copies) to the client on completion of the vendor's performance under the contract if so required by the client.

8 SECURITY MONEY:

Vendor may be required to deposit some amount that would be decided on the basis of the total amount of the contract amount as Security/Performance Guarantee, if so desired in the form of Bank Draft in favour of Deputy Commissioner-cum-Chairperson Distt. Sukhmani Society, Fatehgarh Sahib.

9 SCHEDULE OF PAYMENT:

- 1 For AMC, the payment (after deducting the penalties, if any) would be made on quarterly basis on successful completion of the allotted task.
- 2 Similarly for repairs, the payment (after deducting Penalties, if any) shall be made after its successful completion and functioning duly certified.
- 3 No part payment will be made.

10 SUPPORT PERIOD AND CONDITIONS:

- 1 For various IT Services assigned, the Vendor will be responsible for the comprehensive maintenance/ support free of charge during the support period. For this purpose the vendor will appoint one full time site engineer, who will station at Distt. Hqr. of Fatehgarh Sahib during all working days and as well as on holidays, if required by Distt. Administration. In case of default, the purchaser will have the right to arrange such task of maintenance/support at the risk and

- cost of vendor, from any other source and shall raise bills to vendor. Vendor shall clear such bills within 7 days.
- 2 Decision of the client on the facilities to be provided to the site engineer(s) of the vendor shall be final.
 - 3 Client shall move the equipment from one location to another with the help of vendor to the extent possible.
 - 4 In case the equipment is damaged due to negligence on part of vendor while conducting repairs or its maintenance/ performing his duty under the award of contract, then it would be the responsibility of the vendor to replace the equipment without any additional costs within such period and in such manner that it would not effect the functioning of the concerned department.
 - 5 Vendor must provide maintenance service for the said equipment in all offices within the jurisdiction of Distt. Fatehgarh Sahib.
 - 6 All these terms and conditions will be applicable during support period.
 - 7 In addition to above, the Vendor assigned the job of AMC shall ensure that during the support period :
 - 1 The vendor will also maintain the Equipment/Application for efficient running at all times during its support period. However, average uptime during a quarter should not be less than 95%. In case the vendor fails to maintain the said uptime, the vendor will be liable for decided penalty for the equipment/service that is rendered unusable. Even if a peripheral or part of the system is not working, the system will be considered as down.
 - 2 The response time for attending the faults will be four hours after they are reported to the Vendor. The Vendor will rectify the faults within reasonable time (preferably within 24 hours) failing which, the vendor will arrange temporary replacements. The services shall be provided on working hours.
 - 3 The vendor will do preventive maintenance once a quarter for upkeep of the products. This schedule will have to be adhered to strictly by him. Preventive Maintenance should generally be done on non-working days/ beyond general shift hours.
 - 4 The vendor will do the maintenance at the premises of client and if in any case shifting of equipment is required at the premises of vendor or in some service centre, the vendor will do at its own costs. The client will not be responsible for any cost for transport/TA or octroi or any other type of other tax/duties.
 - 5 The comprehensive maintenance will include everything except consumables, which will be decided by the client.
 8. In case of Repairs
 1. Vendor must ensure that the same/related problem rectified should not re-occur at-least for a period of 3 months or within warranty period of that item. In case of such problem the vendor must rectify it without any extra charge.
 2. In case of failure on part of the vendor with regard to such services, vendor shall liable to be blacklisted and security if any will be forfeited.

PRICE FALL :

- 1 The prices charged for the Services supplied under the contract by the vendor shall in no event exceed the lowest price at which the vendor offered services of identical description to the Department of the Central or State Government or

any Statutory undertaking of the central or State Government, as the case may be, during the currency of the contract.

- 2 If, at any time during the said period the vendor reduces the price, provide services, or offers to provide services to any person/ organization including the purchaser or any Department of State or Central Government or any statutory undertaking of the Central or State Government as the case may be, at a price lower than the price chargeable under the contract, the Vendor shall forthwith notify such reduction to the purchaser and the price payable under the contract for the provision of services after the date of coming into force of such reduction shall stand correspondingly reduced.

13 TAXES AND DUTIES :

The vendor shall be entirely responsible for all taxes, duties, octroi and other license fees etc and the quoted price in performa-IV (A &B) would be assumed as final including all taxes, duties, surcharges and cost of site engineer.

14 LIQUIDATED DAMAGES :

In the event of the failure of the vendor to secure acceptance of the services by the Client within 90 days after completion of contract, the Client reserves the option to recover from the vendor as liquidated damages and not by way of penalty for the period after the said 90 days, until acceptance a sum equivalent to 2% (two percent) of the contract value for each month of the failure of vendor up to a maximum deduction of 10%, to secure acceptance or part thereof without prejudice to the client's other remedies under the contract.

15 TERMINATION FOR DEFAULT :

The client may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the vendor, terminate the contract in whole or in part if:

- 1 The vendor fails to deliver any or all of the obligations within the time period(s) specified in the contract or any extension thereof granted by the client.
- 2 The vendor fails to perform any other obligation(s) under the contract.

16 TERMINATION FOR INSOLVENCY :

The client may at any time terminate the contract by giving written notice to the vendor without compensation to the vendor, if the vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to the client.

17 TERMINATION FOR CONVENIENCE:

The client may by written notice send to the vendor, terminate the contract in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for client's convenience, the extent to which performance of work under the contract is terminated, and the date on which such termination becomes effective.

In case of termination of the contract due to any of the reasons the firm is liable to refund the dues pertaining to the period left.

18 "NO CLAIM" CERTIFICATE :

The vendor shall not be entitled to make any claim, whatsoever, against the client under or by virtue of or arising out of this contract nor shall the client entertain or consider any such claim, if made by the vendor after he shall have signed a "no claim" certificate in favour of the client in such forms as shall be required by the client after the works are finally accepted.

19 SUSPENSION :

The client may by a written notice of suspension to the vendor, suspend all payments to the vendor under the contract, if the vendor fails to perform any of its obligations under

this contract, (including the carrying out of the services) provided that such notice of suspension:

- 1 Shall specify the nature of the failure and
- 2 Shall request vendor to remedy such failure within a specified period from the date of receipt of such notice of suspension by the vendor.

20 VENDOR'S PERSONNEL :

The vendor shall employ and provide such qualified and experienced personnel as are required to perform the services under the contract.

21 PROJECT MANAGER :

The vendor shall ensure that all the times during the currency of the contract a project Manager/Site Engineer, acceptable to the client, shall take charge of the performance of the contract.

22 DOCUMENTS PREPARED BY THE VENDOR TO BE THE PROPERTY OF THE CLIENT

All plans, drawings, specifications, designs and other documents prepared by the vendor in the execution of the contract shall become and remain the property of the client, and before termination or expiration of this contract, the vendor shall deliver all such documents to the client under the contract along with the detailed inventory thereof.

23 CONFIDENTIALITY :

The vendor, its sub-vendor(s) or sub-contractor(s) and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or the client's business or operations without the prior written consent of the client.

24 FORCE MAJEURE :

- 1 Notwithstanding the provisions of the tender, the vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- 2 For purposes of this Clause, "Force Majeure" means an event beyond the control of the vendor and not involving the vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the client either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes
- 3 If a Force Majeure situation arises, the vendor shall promptly notify the client in writing of such conditions and the cause thereof. Unless otherwise directed by the client in writing, the vendor shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The client may terminate this contract, by giving a written notice of minimum 30 days to the vendor, if as a result of Force Majeure, the vendor being unable to perform a material portion of the services for a period of more than 60 days.

25 GOVERNING LANGUAGE :

The contract shall be written in the language of the bid, as specified by the client, in the instructions to the tenders subject to clause 2.6, that language version of the contract shall govern its interpretation. All correspondence and other documents pertaining to the contract, which the parties exchange, shall be written in the same language.

26 ARBITRATION:

- 1 The Client and the Bidder shall make every effort to resolve amicably by direct informal negotiations, any disagreement or dispute, arising between them under or in connection with the contract.
- 2 If after 30 days from the commencement of such direct informal negotiations, the Client and the Bidder have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism specified in Clause 3.26.3 and 3.26.4.
- 3 In the case of a dispute or difference arising between the Client and the Bidder relating to any other matter arising out of or connected with the contract, such dispute or difference shall be referred to the award of two arbitrators, one arbitrator to be nominated by the Client and other to be nominated by the Bidder or in case of the said arbitrators not agreeing to, then to the award of an umpire to be appointed by the arbitrators in writing before proceeding with the reference, and in case the arbitrators cannot agree to the umpire, he may be nominated by the Arbitration Council of India/ Institution of Engineers, India. The award of the arbitrators, and in the event of their not agreeing to, of the umpire appointed by them or by the Arbitration Council of India/ Institution of Engineers, India shall be final and binding on the parties.
- 4 The Arbitration and Conciliation Act, 1996, the rules made thereunder any statutory modifications or re-enactment thereof, shall apply to the arbitration proceedings.
- 5 The venue of arbitration shall be place from where the Contract is executed.
- 6 The Client may terminate the Contract, by giving a written notice of termination of minimum 30 days, to the Bidder, if Bidder fails to comply with any decision reached consequent upon arbitration proceedings pursuant to Clause 3.26.

27 OTHER CONDITIONS :

- 1 All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the sole arbitrator i.e. The Deputy Commissioner-cum- Chairperson, Distt. Sukhmani Society. The award of the sole arbitrator shall be final and binding on both the parties under the provisions of the arbitration Act, 1940 or by statutory modification reenactment thereof for the time being in force. Such arbitration shall be held at place from where contract will be executed.
- 2 In all matters and disputes arising thereunder, the appropriate Courts at Fatehgarh Sahib, Chandigarh or Punjab alone shall have jurisdiction to entertain and try them.
- 3 The Vendor shall indemnify the client against all third-party claims of infringement of patent, trademark/ copyright or industrial design rights arising from the use of the services provided by the Vendor.
- 4 The Vendor shall provide training on appropriate aspects wherever desirable that client feels necessary to such persons as nominated by the client.
- 5 The client shall have no liability in any regard with respect to any person of the vendor, who are doing the repair or maintenance work of the client department. And in case of any mis-happening, it would be the responsibility of the vendor in regard to person engaged by vendor to performing his duty under the contract.

3.28 ACCEPTANCE:

The Vendor to the entire satisfaction of the client shall conduct the acceptance tests, which shall involve testing of the service provided. The acceptance test of each service shall be conducted when the Vendor will give in writing that each service has been completely functional/operational.

29 BLACKLISTING:

The vendor shall be blacklisted if the client thinks of doing so and no further contract will be assigned to the vendor that has been blacklisted. Blacklisting of Vendor will be done on any of the following grounds by a written notice to this effect:

- .1 Vendor shall be blacklisted, if client feels that the Vendor is incompetent to provide the desired level/ standard of services which he is bound to under the contract.
- .2 Vendor shall be blacklisted, if client feels that the Vendor is engaged in malpractice.
- .3 Vendor shall be blacklisted, if client feels that the services rendered by Vendor are bad / inadequate.

Section IV

SCOPE OF WORK

1 SCOPE OF WORK:

Scope of work involves the availing of IT services of the following categories from the vendor(s) for the office of Deputy Commissioner-cum-chairperson, Distt. Sukhmani Society, **Mini Sectt, Distt. Administrative Complex, Fatehgarh Sahib**

- Repair of IT Products

The Repair of non-functional item(s) and then to put these items under AMC.

- Annual Maintenance Contract (AMC)

The scope involves comprehensive maintenance of the Computer Systems/Peripherals for its efficient running throughout the year.

SECTION-V

BID DATA SHEETS

PROFORMA –I

BID PROPOSAL SHEET

Bidder's Proposal Reference No. & Date :
Bidder's Name & Address :
Person to be contacted :
Designation :
Telephone No. Telex No. : Fax No :

To:
Deputy Commissioner
-cum-Chairperson
Distt. Sukhmani Society, Fatehgarh Sahib

Subject: Proposal for Repair/Maintenance services.

Dear Sir/Madam,

1 We, the undersigned Bidders, having read and examined in detail all the bidding documents in respect of repair/maintenance services and do hereby propose to provide _____ IT services (Attach Annexure, if applicable) as and when required.

2. PRICE AND VALIDITY

2.1 All the prices mentioned in our proposal are in accordance with the terms as specified in tender document. All the prices and other terms and conditions of this proposal are valid for a period of 90 calendar days from the last date of submission of bids.

2.2 We do hereby confirm that our bid prices include all taxes and levies including Income Tax, Professional Tax & Service Tax etc.

2.3 We have studied the Clauses relating to Indian Income Tax and hereby declare that if any Income Tax, Surcharge on Income Tax and any other Corporate Tax is altered under the law, we shall pay the same.

3. EARNEST MONEY

We have enclosed the earnest money of Rs 5,000/- in the form of Bank Draft in the pre qualification-cum-technical bid envelope. It is liable to be forfeited in accordance with the provisions of tender document.

4 DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the specifications of the tender document and the award of contract except the deviations as mentioned in the Deviation Performa (Performa-III) Further we agree that additional conditions, if any, found in the proposal documents, other than those stated in deviation Performa, shall not be given effect to.

5. BID PRICING

We further declare that the prices stated in our proposal are in accordance with terms & conditions in the bidding document.

6. QUALIFYING DATA

We confirm having submitted in qualifying data as required by you in your tender document. In case you require any further information/documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

7. CONTRACT PERFORMANCE SECURITY

We hereby declare that in case the contract is awarded to us or we are short-listed to provide the required repair/maintenance services, we shall submit the performance Guarantee Bond in the form of Bank Guarantee/Draft, if required.

8. We agree to sign the agreement as per the format with your office, in case we are short-listed/selected and the contract is awarded to us.

9. We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge & belief.

10. Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

11. We understand that the Purchaser reserves the right to not accept the lowest or any bid that it may receive

Thanking you,

Yours faithfully,

Date :

(Signature)

Name :

Place :

Designation:

Business Address :

Seal

PROFORMA -II

PARTICULARS OF BIDDER

- BIDDER'S PARTICULARS FOR TENDER NO. _____
1. Name of the Bidder : _____
 2. Address of the Bidder : _____

 3. Year of Establishment : _____
 4. Name of the affiliated firms (if any) : _____
 (Attach separate annexure) _____
 5. Service facilities available : _____
 (Attach separate annexure) _____
 6. Availability of spare parts, components _____

 7. Bidder's proposal number & date : _____
 8. Name & address of the officer to whom all references shall be made regarding this tender : _____

 9. Annual turnover of the firm for the last 2 successive years . : _____
 10. Name of the Dept./Institution where such IT services has already been provided (Attach separate annexure) _____

 11. Standards to which services conform (if any) (See clause 3.2) _____

Telex
 Telephone
 Fax No.

As of the date the information furnished in all parts of this form is accurate and true to the best of my knowledge.

Witness :

Signature	_____	Signature	_____
Name	_____	Name	_____
Designation	_____	Designation	_____
Address	_____	Address	_____
	_____		_____
Company	_____	Company	_____
Date	_____	Date	_____

Company Seal
 (With Name & Designation
 Of the person signing the tender)

Performa-III
DEVIATIONS

Subject: Proposal for hiring of services related to Repair and Annual Maintenance Contract of Computer Systems & Peripherals

Dear Sir/Madm,

Following are the deviations (& variations) to the scope of work for **providing services of Repair and Annual maintenance Contract (AMC)**. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be provided as per the tender document.

Sr. No.	Clause No.	Page No.	Statement of deviations and variations
----------------	-------------------	-----------------	---

Date

Signature

Name

Place

Seal

Performa-IV-A
PRICE BID

The Price quote shall be valid for three months or the duration of the project, whichever is later.

(All prices in INR)

Repair :-

Sr No.	Equipment Details	Quantity	Installation Location	Problem Description	Remarks	Final Cost (Rs.)
1	SERVER -P-III 800 MHz Compaq Proliant ML 350 (NHP) RAM - 256MB HDD- 2X9.1GB SCSI, FDD 1.44MB, 32XCDROM, TAPE-DRIVE NIC with 15" Color Monitor, KBD(104) & Mouse SYS : BJ09CQH3500V MON: 124BM66RC680	One	Comp. Lab	Problem in RAM	System is not in working order	
2	P-III Compaq Desktop EN Series 128MB, 20GB, 48X CD-ROM, 1.44FDD, NIC with Multimedia Kit, 15" SVGA Monitor, KBD(104), Scroll Mouse Sr.No. : P043DYSZ006	One	Comp. Lab	Power supply Problem & HDD faulty	System is in not working order	-
3	P-III Compaq Desktop EN Series 128MB, 20GB, 48X CD-ROM, 1.44FDD, NIC with Multimedia Kit, 15" SVGA Monitor, KBD(104), Scroll Mouse Sr. No. : P043DYSZ007	One	Comp Lab	Power supply & HDD faulty	System is not in working order	-
4	P-III Compaq Desktop EN Series 128MB, 20GB, 48X CD-ROM, 1.44FDD, NIC with Multimedia Kit, 15" SVGA Monitor, KBD(104), Scroll Mouse Sr. No. : P043DYSZ0010	One	Comp Lab	Power supply & HDD faulty	System is not in working order	-
5	P-III Compaq Desktop EN Series 128MB, 20GB, 48X CD-ROM, 1.44FDD, NIC with Multimedia Kit, 15" SVGA Monitor, KBD(104), Scroll Mouse Sr. No. : P043DYSZ0023	One	Comp Lab	Power supply & HDD faulty	System is not in working order	-
6	P-III Compaq Desktop EN Series 128MB, 20GB, 48X CD-ROM, 1.44FDD, NIC with Multimedia Kit, 15" SVGA Monitor, KBD(104), Scroll Mouse Sr. No. : P043DYSZ0028	One	Comp Lab	Power supply & HDD faulty	System is not in working order	-
7	Celeron -400 MHz, RAM-32MB, HDD-4.3GB, 1.44FDD, CD-ROM-48X, NIC, with 14" Color Monitor, KBD & Mouse Sr No.: CELERON-1 One	One	SK branch	may be inspected	System is not in working order	- -

Tender Document for selection of vendors for Maintenance and A.M.C of Computer Systems & Peripherals

	One					
8	Cel One eron-400 MHz, RAM-32MB, One HDD-4.3GB, 1.44FDD, CD-ROM-4 One 8X, NIC, with 14" Color Monitor, K One BD & Mouse Sr No.: CELERON-3	One	Comp lab	may be inspected	System is not in working order	--
9	Celeron-400 MHz, RAM-32MB, HDD-4.3GB, 1.44FDD, CD-ROM-48X, NIC, with 14" Color Monitor, KBD & Mouse Sr No.: CELERON-5	One	Comp. Lab	may be inspected	System is not in working order	--
10	Celeron-400 MHz, RAM-32MB, HDD-4.3GB, 1.44FDD, CD-ROM-48X, NIC, with 14" Color Monitor, KBD & Mouse Sr No.: CELERON-6	One	Comp.Lab..	may be inspected	System is not in working order	--
11	Celeron-400 MHz, RAM-32MB, HDD-4.3GB, 1.44FDD, CD-ROM-48X, NIC, with 14" Color Monitor, KBD & Mouse Sr No.: CELERON-7	One	Comp.Lab..	may be inspected	System is not in working order	--
12	P-III 800 MHz (OST), RAM-128MB, HDD-20GB, 1.44FDD, CD-ROM-52X, NIC with 15" Color Monitor, KBD & Mouse SYS: OST BO 120016 MON(PROVIEWIC515319)	One	Comp. Lab	may be inspected	System is not in working order	
13	HP LASERJET 6L CNZQ188676	One	Comp. Lab	may be inspected	Printer is not in working order	--
14	HP LASERJET 6L CN3H108190	One	Comp. Lab	may be inspected	Printer is not in working order	--
15	HP LASERJET 6L CNZ0284996	One	Comp. Lab	may be inspected	Printer is not in working order	--
16	HP LASERJET 6L CNZK049550	One	Comp. Lab	may be inspected	Printer is not in working order	--
17	Wipro DMP LQ-1050+DX LAIF-117030	One	Comp Lab	may be inspected	Printer is not in working order	
18	Wipro DMP LQ-1050+DX LAIF-116992	One	Comp Lab	may be inspected	Printer is not in working order	
19	Wipro DMP LQ-1050+DX LAIF-114056	One	Comp Lab	may be inspected	Printer is not in working order	
20	Wipro DMP LQ-1050+DX LA91067432	One	Comp Lab	may be inspected	Printer is not in working order	
21	Wipro DMP LQ-1050+DX LAIF-117026	One	Comp Lab	may be inspected	Printer is not in working order	
22	Wipro DMP LQ-1050+DX LAIF-116991	One	Comp Lab	may be inspected	Printer is not in	

Tender Document for selection of vendors for Maintenance and A.M.C of Computer Systems & Peripherals

					working order	
--	--	--	--	--	------------------	--

Tender Document for selection of vendors for Maintenance and A.M.C of Computer Systems & Peripherals

23	Wipro DMP LQ-1050+DX LAID-114233	One	Comp Lab	may be inspected	Printer is not in working order	
24	TVSE DMP 32 Col Printers	Six	Comp Lab	may be inspected	Printers are not in working order	
25	UPS 675 VA OFF LINE	Eight	Com Lab	may be inspected	not in working order	

Performa-IV-B
PRICE BID

The Price quote shall be valid for three months or the duration of the project, whichever is later.

(All prices in INR)

Annual Maintenance Contract (AMC) :-

Sr No.	Equipment Details	Tentative Quantity	Cost per unit (Rs.)
1	SERVER -P-III 800 MHz Compaq Proliant ML 350 (NHP) RAM - 256MB HDD- 2X9.1GB SCSI, FDD 1.44MB, 32XCDROM, TAPE-DRIVE NIC with 15" Color Monitor, KBD(104) & Mouse Proc. Date:13.07.2001	3	
2	P-III Compaq Desktop EN Series 128MB, 20GB, 48X CD-ROM, 1.44FDD, NIC with Multimedia Kit, 15" SVGA Monitor, KBD(104), Scroll Mouse Proc. Date:13.07.2001	36	
3	Celeron -400 MHz, RAM-32MB, HDD-4.3GB, 1.44FDD, CD-ROM-48X, NIC, with 14" Color Monitor, KBD & Mouse Proc. Date:15.11.1999	10	
4	P-III 800 MHz (OST), RAM-128MB, HDD-20GB, 1.44FDD, CD-ROM-52X, NIC with 15" Color Monitor, KBD & Mouse Proc. Date:02.04.2001	7	
5	P-IV Zenith 2.4GHZ CONFIGURATION 256RAM 40GBHDD,1.44FDD,15"SVGA, 52XCD WRITER, LAN CARD Proc. Date:05.05.2004	4	
6	LAPTOP P-III (Compaq) 128MB RAM, 20GB HDD, 1.44FDD, 56KBPS MODEM +NIC, 15" TFT SCREEN Proc. Date:13.07.2001	1	
7	TOUCH SCREEN HCL INFINITI 2000BL P-III 1.5Ghz, 128MB RAM, 20GB HDD, 1.44FDD, NIC-PCI 10/100Mbps KBD(104), Mouse,17"SVGA MONITOR with TVSE 700VA UPS Proc. Date:03.09.2001	2	
8	P-III 500 MHz, RAM-128MB, HDD-20GB, CD-ROM-52X, with 14" Color Monitor, KBD & Mouse Proc. Date:14.03.2000	5	
9	TVSE DMP- 24 PIN PRINTERS Proc. Date:15.11.1999	6	
10	DESKJET HP- 3745 Proc. Date:26.09.2005	2	
11	DESKJET HP- 5160 Proc. Date:01.12.2003	1	
12	LASERJET 6L Proc. Date: 2000	8	
13	LASERJET HP-1015 Proc. Date:05.05.2004	3	
14	LASERJET HP-1020 Proc. Date:26.09.2005	15	
15	DMP LQ-1050+DX Proc. Date:13.07.2001	25	
16	675VA –IPC OFF-LINE UPS Proc. Date:15.11.1999	8	
17	1 KVA –IPC UPS Proc. Date:14.03.2000	5	
18	1 KVA -Delta OFF-LINE UPS Proc. Date:02.04.2001	7	
19	1 KVA SAFETECH OFF-LINE UPS Proc. Date:26.09.2005	37	
20	5 KVA -TRITONIC ON-LINE UPS Proc. Date:19.09.2000	1	
21	5 KVA -NUMERIC ENGG. with 12 V, 65AH, 11 PANASONIC Batteries UPS	1	
22	DIGITAL/WEB/CCTV Camersas	10	
23	SWITCH 24 PORT 10/100 MBPS, 10T	4	

CHECKLIST & ORDER IN WHICH DOCUMENTS ARE SUBMITTED

(To be filled by the bidder)

Name of Vendor: _____

Category of IT Service (Clause 1.1): _____

S. No	Condition / Item	Yes/ No/ description	Page S.No.(s)	Remarks
1.	Bid Proposal sheet duly filled in signed & complete in all respects (Performa – I)			
2.	Qualifying data duly filled in as per relevant Performa provided in the bid proposal that the bidder is eligible to bid and is qualified to perform the contract, if it is shortlisted (Performa-II)			
3	Deviations Performa-III			
4	Price Bid Performa-IV-A & Performa-IV-A			
5	Average annual turnover in last 2 successive years			
4	Name of the Dept./Institution where the job has already been done			
5	Certificate of Authorized Dealer/ Distributor/Service Provider, wherever required			