

TENDER DOCUMENT

Selection of vendor for Annual Maintenance Contract of Desktop Computer, Laptop & Printer

Tender no. SPIC/2021/65889/A Date: 12-06-2021

Society for Promotion of Information Technology in Chandigarh
(Under the aegis of Department of Information Technology, Chandigarh Administration)
Entrepreneur Development Center, Plot No.20,
Rajiv Gandhi Chandigarh Technology Park, Chandigarh, 160101
Tele : 0172-2970450,2970451 Website : www.spicindia.com
E-Mail : info@spicindia.com



NOTICE INVITING TENDER NO.: SPIC/2021/65889/A Dated: 12/06/2021

Tenders are invited in the form of e-tender and sealed hard copy for the following job from reputed organizations having sufficient experience and credentials for AMC of computer, Laptop & Printer etc. in public/private/government organizations.

BRIEF DESCRIPTION OF WORK	TENDER FEE (₹) Non Refundable	EMD (₹)	START DATE OF TENDER AVAILABILITY	LAST DATE AND TIME OF TENDER SUBMISSION	DATE OF OPENING OF TENDER (QUALIFYING BID)
AMC of Computer, Laptop, All-in-one, Printer, UPS etc.	₹2,000/- (In the form of a DD in favour of SPIC payable at Chandigarh)	--	12/06/2021	30/06/2021 Up To 12:00 PM	30/06/2021 At 12:30 PM
Bid Submission & Opening Venue	Society for Promotion of Information Technology in Chandigarh Entrepreneur Development Center, Plot No.20, Rajiv Gandhi Chandigarh Technology Park, Chandigarh, 160101				

Interested bidders can download the tender document from e-tendering site of Chandigarh Administration <https://etender.chd.nic.in> and SPIC's website <http://www.spicindia.com> and submit the sealed bid with a Demand Draft of ₹2,000/- (Rupees Two thousand only) in favour of **SPIC** payable at Chandigarh, as Tender Fee.

For technical/other terms and conditions queries regarding this tender please contact SPIC Office at EDC Building, RGCTP, Chandigarh or through e-mail as mentioned below:

1. E-Mail ID of SPIC : info@spicindia.com, anilkprashar@yahoo.com

Interested bidders may send a request by e-mail at both the email IDs mentioned above for soft copies (in MsWord) of the various formats specified in this Tender Document, However, any undesirable changes made in such formats and submitted in bids will result in rejection of such bids.

Canvassing in any form shall be liable for disqualification.

SPIC reserves the right to accept or reject any tender/s without assigning any reason thereof.



SECTION – A

MINIMUM ELIGIBILITY CRITERIA FOR PARTICIPATION

Only those firms/Proprietary Firms/Partnership Firms/ Agencies which fulfill the following minimum criteria need to submit their bids and failure to provide necessary documents will render the bidder disqualified on technical grounds.

1. The AMC providing firm should be registered with Authorized Service Centre at Chandigarh & have been in existence for a period of minimum 3 years.
2. It should be registered under Relevant Act and a copy of each of the Registration shall be attached with the bid.
3. It should have PAN, TIN, GST Registration (Proof in this regard may be attached with the bids)
4. It should have minimum three years' experience in business of providing AMC of Computers and peripheral after registration.
5. Proof of at least three successfully carried out AMC services of Computers during the last 3 years in Govt./Semi Govt./Central/ Autonomous Bodies (Running contract of total annual value not less than Rs. 50,000/- in the large Industrial/Educational Office premises/Office complex.)
6. It should not have been blacklisted/debarred by Government Organization. Undertaking in this regard is to be furnished.

IN ABSENCE OF ANY ONE OF THE ABOVE, THE BID SHALL BE TREATED AS NON-RESPONSIVE AND SUMMARILY REJECTED.



SECTION – B

TERMS AND CONDITIONS

1. The bidders also requested to submit the e-tender and physical copy of the bid and/or any other documents in physical form in sealed envelope at SPIC office.
2. The bid is non-transferable.
3. The Bidder shall bear all the costs associated with the preparation and submission of its bid, and department will in no case, will be responsible or liable for these costs, regardless of conduct or outcome of bidding process.
4. **The bidder has to upload the compliance Statement on its letter head duly signed by the authorized signatory and other supporting documents as asked for in the bid in scanned format. Failing to submit the same or non-compliance/deviation from any bid terms and conditions, eligibility criteria or technical specifications may result in rejection of the bid.**
5. The Bidder has to examine all instructions, forms, terms, conditions and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.
6. Amendment of Bidding Documents (Corrigendum):
 - i. At any time prior to the deadline for submission of bids, SPIC may, for any reason, whether on its own initiative or in response to the clarification requests by a prospective bidder, modify the bidding documents.
 - ii. The corrigendum will be published on website **etenders.chd.nic.in** and www.spicindia.com, if any.
 - iii. In order to allow prospective bidders reasonable time to take into consideration the amendments while preparing their bids SPIC, at its discretion, may extend the deadline for the submission of bids.
7. Bid Currency – Prices shall be quoted in Indian Rupees only.
8. The Bidder will have to remit Non refundable Tender Fees of **₹2,000/-** in a sealed cover at SPIC office with the heading **"TENDER FEE for the tender for AMC of Computer & related hardware"**, Demand Draft should be in the name of "SPIC" payable at CHANDIGARH along with the covering letter. Please affix the stamp of bidding company on the overleaf of demand draft.
9. In case of non-receipt of Tender Fee as mentioned above within prescribed time the bid will be rejected by SPIC as non-responsive.
10. In exceptional circumstances, SPIC may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder granting the request will not be permitted to modify its bid.
11. The EMD/BG (If applicable) may be forfeited:
 - a) If a Bidder withdraws its bid during the period of bid validity
 - b) In case of a successful Bidder, if the Bidder fails:
 - i. To supply in the given time limit or
 - ii. If the bidder is found to be involved in fraudulent practices.



12. Price shall be inclusive of all freight, forwarding, transit insurance.
13. Late Bids: The bidder will not be able to submit the bid after final submission date and time.
14. Modification and Withdrawal of Bids:
 - i. No bids will be allowed to be modified subsequent to the final submission of bids.
15. No bid will allowed being withdrawn in the interval between the deadline for submission of bids and the expiry of the bid validity.
16. The Bidder's representatives who are present shall sign a register/attendance sheet evidencing their attendance. The representative will be held responsible for all commitments made on behalf of the bidder and that will be considered valid for all further dealings related to this tender process. In the absence of the bidder(s), the tender committee may choose to open the bids as per the prescribed schedule.
17. The Bidder's names, Bid modifications or withdrawals, discounts and the presence or absence of relevant Fees and such other details at the desecration of SPIC officer(s), will be announced at the opening.
18. Evaluation of the bids: After the closing time of submission, SPIC will verify the submission of Tender Fee as per bid terms and conditions. The eligibility criteria evaluation will be carried out for the bids which contain all the Fees as prescribed. The financial bids of the bidders who are complying with all the eligibility criteria will be opened and evaluated next.
19. Bids shall be valid for 6 months after the date of financial bid opening. A bid valid for a shorter period shall be rejected as non-responsive. If required, SPIC may extend the bid validity for further period from the date of expiry of bid validity in consultation with the successful bidder.
20. **THE FINALIZED RATES WILL BE VALID UP TO ONE YEAR FROM THE DATE OF FINALIZATION OF THE SAME.**
21. The SPIC reserves the right to change any bid condition of any item even after inviting the bids, with/without prior notification.
22. **Penalty Clause:** In case, any irregularity in attending to the services is noticed, the penalty amount will be levied by the office up to the extent of 10% of the monthly charges due for the relevant month after issuing show cause notice to the agency and considering the explanation of the agency, if submitted with in stipulated time. Such repeated irregularities will make the agency liable for cancellation of contract with forfeiture of the Security Deposit.
23. Delay in excess of 2 weeks will be sufficient to cause for cancellation of purchase order.
24. **SPIC reserve the right to accept any Bid and to reject any or all Bids** – SPIC reserve the right to accept or reject any bid, without there by incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for such decision.
25. All correction/addition/deletion shall require authorized countersign.
26. The tender procedure is not for the confirmed purchase order / work order but for the finalization of rates, purchase order/work order would be issued for items as per the requirement. The quantity mentioned are indicative, it would be bound on the successful bidder has to supply the Thermal Rolls as mentioned in purchase order on given time limit.

Please address all queries and correspondence to

**Chief Executive Officer,
Society for Promotion of Information Technology in Chandigarh,**



EDC Building, RGCTP, Chandigarh - 160101

Through e-Mail at info@spicindia.com, anilkprashar@yahoo.com

All email should be followed by the post confirmation copy.

27. The **DURATION of MAINTENANCE CONTRACT is ONE YEAR;**

28. The bidder should fulfill the eligibility criteria and shall enclose all documentary evidence in the Qualification Bid. Any Bid without the requisite documentary proof shall be liable to be rejected.

29. **Terms & conditions on the basis of which the contract will be awarded**

- The contract should be comprehensive and the rates quoted should cover the maintenance of operating systems, software installation, virus checking and elimination, configuration of internet/internet e-mail on computers and cost of all spare parts except consumables, plastic parts;
- Only Dell/HP/Wipro etc., as per the product approved spare parts should be used.
- A "fall clause" shall be effective in respect of the approved rates, i.e., if the firm undertakes identical work in other government offices at rates lower than the rates approved by this office, the firm will charge at those rates from this office as well;
- **ARBITRATION CLAUSE:** In case of any disputes between the parties viz SPIC in one part and the agency/firm on other part, arising out on account of scope of the work and other mandatory liabilities as stated in the Tender Documents/Contract Agreement, the dispute shall be referred to an Arbitrator as per Arbitration and Reconciliation Act 1996, in Chandigarh Jurisdiction only.
- The machines are normally required to be repaired on site only and in exceptional cases when the machines cannot be repaired in the office premises and required to be taken to the workshop, Department will not make any payment towards cartage and the expenses for the to and fro transportation of the machines these expenses should be borne by the firm;
- The payment will be released on quarterly basis. i.e. 25% of the total AMC charges will be released after every three months of satisfactory completion of the contract;
- The contract shall remain in force for a period of 01 (one) year from the date of placement of the systems under AMC, the contract may be terminated by SPIC at any time without assigning any reason thereof. If the services of the firm are found to be unsatisfactory, the contract will be awarded to another firm at the risk and expenses of the defaulting firm and in this regard the decision of the office will be final and binding upon the firm;
- Preventive maintenance service shall be done once every 03 months which involve external/internal cleaning of the CPU box, Printers, etc. checking hard disk for bad sectors, hard disk defragmentation;
- The firm shall maintain at the office premises of Punjab Raj bhawan a log book and record therein each indent of equipment malfunction, date time of reporting of fault & of commencement & successful completion of repairs work and nature of repair work performed on the equipment, SPIC shall use the same log for recording the nature of faults observed in the equipment, the date & time of occurrence & time of their communication to the firm duly countersigned by the representative of the firm on successful completion of fault repair;
- It is expected that the equipment would be used in the temperature, power & humidity ranges specified by manufacturers of each equipment & any defects arising out of these not being so maintained would not be covered under AMC;



- Standby system shall be provided in case a faulty system is not brought to working condition within 48 hours or reporting of fault
- Software support shall include reloading of the operating systems and data recovery etc.
- On expiry of the contract, the firm shall hand over all the systems in perfect working condition, failing which liquidated damages will be deducted from the service provider.
- The tender will be opened on the date and time indicated as in the tender documents in presence of Tenderer or person duly authorized by the Tenderer. Further, if the date of opening is declared to be a holiday the tenders will be opened on the next working day.
- If any computer/printer etc. is disposed off, the AMC amount will be reduced to that extent.
- The Tenderer have to submit an Annual Service Agreement accepting the terms & conditions of the AMC.
- It is mandatory for the successful tenderer to submit Performance Security Deposit amounting to 10% of the total contract value for one year in the form of Bank Guarantee in favour of "SPIC". The Security Deposit should be valid beyond 60 days of the period of the contract. The security Deposit will be returned without any interest after satisfactory completion of the contract period. This amount however will be forfeited in case of refusal or failure to provide satisfactory services or backing out in intermediately any time before completion of tender period.
- The successful Tenderer will be required to submit an "acceptance letter" along with signed copy of terms & conditions accepting all the terms & conditions put forth in the tender document. In case the successful Tenderer fails to submit "acceptance letter" along with signed copy of terms and conditions with SPIC within the specified date mentioned in the award letter, bid can be awarded to any other vendor .
- EVALUATION CRITERIA: The Technical bids will be scrutinized on the basis of Eligibility Criteria. Financial Bids will be opened only for those firms which are technically qualified. The agencies should quote AMC price for each item (so also the total) in the enclosed pro-forma. However L-1 would be decided based on the least total amount. The AMC amount will be reduced as per the individual amount quoted if the item is withdrawn from the AMC and the decision of SPIC is final in this matter.



SECTION – C

INSTRUCTIONS TO BIDDERS

Bidders are required to submit the **BID in the form of e-Tender and HARDCOPY. In case of non-receipt of Tender in any format (e-Tender & HARD COPY) within prescribed time, same will be rejected.** Only tender of those bidders will be opened who have applied through HARDCOPY Format within prescribed time and in prescribed Format.

For the preparation of the HARD COPY of the TENDER, Interested Bidders are required to submit:

- A. Documentary evidence to support the MINIMUM ELIGIBILITY CRITERIA FOR PARTICIPATION (See SECTION – A) and other required documents (See below under QUALIFYING BID sub-section for a complete check-list);
- B. Price bid (For details see below under PRICE BID sub-section);

in two separate sealed envelopes as per instructions given below.

The Bidder shall seal and mark various parts of the proposal as follows:

- A. Documentary evidence to support the Minimum Eligibility Criteria and other required documents in one envelope super-scribed with words: **“QUALIFYING BID for AMC of COMPUTER”, “Tender no. _____ dated _____”**. This envelope MUST also contain the **Tender Fee** in separate envelope inside it.

This envelope MUST also clearly indicate the Bidder's name.

- B. Price Bid in a third envelope super-scribed with words **“PRICE BID for AMC of COMPUTER”** and **“Tender no. _____ dated _____”**.

This envelope MUST also clearly indicate the Bidder's name.

- C. All these envelopes shall be sealed in a fourth outermost covering envelope super-scribed with words **““Tender no. _____ dated _____”, “QUALIFYING BID & PRICE BID for AMC of COMPUTER”**.

This envelope MUST also clearly indicate the Bidder's name.

Such a sealed envelope as mentioned above in Clause D containing the sealed QUALIFYING BID along with Tender Fee, and PRICE BID should be sent to the

**Chief Executive Officer,
Society for Promotion of Information Technology in Chandigarh,
EDC Building, RGCTP, Chandigarh 160101**

Through post / speed post / courier or dropped personally within the stipulated time. No other mode of delivery shall be accepted. SPIC will not be responsible for any postal delay. Late submission of Bid will not be accepted.



QUALIFYING BID

This set MUST contain the following documents STRICTLY in the given order. **ANY DEVIATIONS FROM THE GIVEN ORDER MAY RESULT INTO REJECTION OF THE BID.**

Sr.	CRITERIA	SUPPORTING DOCUMENTS REQUIRED	SUBMITTED (YES/NO)
DOCUMENTS INDEX			
1	Details of the enclosures in the envelope of QUALIFYING BID MUST be clearly indexed in the forwarding letter.	A Table of Contents in the forwarding letter on the Bidder's letterhead. This MUST be the first page of this set of documents.	
DOCUMENTARY EVIDENCE TO SUPPORT MINIMUM ELIGIBILITY CRITERIA			
2	The AMC providing firm should be registered with Authorized Service Centre at Chandigarh & have been in existence for a period of minimum 3 years.	Authorization Letter/ Partner Certificate /Undertaking must be submitted	
3	It should be registered under Relevant Act and a copy of each of the Registration shall be attached with the bid.	Documentary evidence in form of Certificate of Incorporation/ Registration (Copy) issued by Registrar of Companies MUST be produced.	
4	It should have PAN, TIN, GST Registration	Documentary evidence in the form of Copy of relevant certificate should be enclosed.	
5	It should have minimum three years' experience in business of providing AMC of Computers and peripheral after registration.	Documentary evidence & Undertaking should be enclosed.	
6	Proof of at least three successfully carried out AMC services of Computers during the last 3 years in Govt./Semi Govt./Central/ Autonomous Bodies (Contract of total annual value not less than Rs. 50,000/-)	Detailed list of such organization containing organization-wise details of award of work (viz. value of PO, tenure of work etc.) should be submitted with the bid-offer.	
7	It should not have been blacklisted/debarred by Government Organization.	Undertaking in this regard is to be furnished	
TENDER FEE			
8	TENDER FEE	Tender Processing Fee in a separate inner envelope to be enclosed in the same outer envelope as the one containing the above documents.	
OTHER REQUIRED DOCUMENTS			
8	Bid Form on the letterhead of the Bidder.	Bid Form duly filled and signed as per the format (on the Letter head of the Bidder.	
9	The Bidder must accept all the terms and conditions mentioned in this tender document.	This tender document, including any corrigendum issued subsequently, with each and every page duly signed with date and company seal by the Bidder.	



FINANCIAL BID FORMAT

PRICE BID for the AMC of COMPUTER and Tender No _____

Dated:_____.

Computers						
No.	Make	Type	Qty	Unit Price	GST	Total Cost
1	Dell	All-in-One	4			
2	HP	Desktop	10			
3	Lenovo	Laptop	1			
4	Wipro	Desktop	2			
5	Dell	desktop	3			
6	Lenovo	Desktop	2			
7	Assembled	Desktop	2			
Printers						
1	Canon	MFP	8			
2	Canon	Deskjet	4			
3	HP	Laserjet	7			
Photostat Machines						
1	Sharp	Multifunction	4			
FAX Machine						
1	Panasonic		1			
2	Canon					
UPS						
1	Uniline	600VA	4			
2	Intex	600VA	3			
3	APC	600VA	3			
4	Emerson	600VA	2			
5	Aberex	600VA	1			
GRNAD TOTAL						

Dated, this day of20....

.....
Signature

..... (In capacity of) Duly authorized to sign bid
for and on behalf of(Name and Address of the Bidder)

(Affix Official Seal)

Note :

1. The commercial figure quoted will be an all-inclusive figure – inclusive of out-of pocket expenses and all taxes, duties, etc payable. Any out-of-pocket expenses will Not be reimbursed separately.
2. Should the commercial quote include separate out of pocket expenses or any taxes, duties, etc., other than mentioned above ,such a commercial proposal will be treated as an invalid.



SECTION – D

BID FORM

(Bidders are requested to furnish the Bid Form strictly in the format given in this section with all blanks duly filled in and submitted on their Letterheads)

To,

**The Chief Executive Officer,
Society for Promotion of Information Technology in Chandigarh
EDC Building, Plot No: 20, Rajiv Gandhi Chandigarh Technology Park (RGCTP),
Chandigarh – 160101**

Dear Sir,

Having examined the tender documents we, the undersigned, offer to undertake the job of AMC of Computers etc. per the Tender No. _____ dated _____.

We agree to abide by this bid for the period of 1 Year and it shall remain binding upon us for acceptance at any time before the expiry of the period or any extension of period given thereafter. However Price BID would be valid up to 1 Year from the date of opening of the Price BID.

This bid, together with your written acceptance thereof and your order / notification of award, shall constitute a binding contract between us.

We understand that SPIC reserves the right to accept in full / part or reject any or all the bids received or split order within successful bidders or increase / decrease quantities offered, without any explanation to bidders and SPIC's decision on the subject will be final and binding on Bidder.

Dated, this day of20....

.....
Signature

..... (In capacity of) Duly authorized to sign bid
for and on behalf of(Name and Address of the Bidder)

(Affix Official Seal)



SECTION – E
BID EVALUATION CRITERIA

Bids will be evaluated based on two stage process. The qualification bid and The Financial Bid would be evaluated by Tendering Committee.

1. **QUALIFYING BIDDING PROCESS:** BIDs of all those bidders would be opened who have submitted the e-Tender and the physical BID in proper format and submitted/uploaded before the stipulated time as mentioned in the Tender. Based on the minimum qualification criteria, Tendering Committee would verify each of the tender and in case of any non-compliance/non qualification, BID would be rejected.

2. **FINANCIAL BIDDING PROCESS:** Financial Bidding process would be based on LEAST VALUE COMMERCIAL BID (L1). Financial BID of only those bidders would be opened considered for FINANCIAL BID opening, who have qualified in the 'QUALIFYING BIDDING PROCESS'. The total costing of the project would be calculated based on the Cost matrix given in the Price BID and would be evaluated by Tendering Committee. The Bidder that obtains the Lowest Commercial BID would be declared as L1 Bidder and shall be considered for awarding the contract.



Sr.	Display	CPU	RAM	Harddisk	Printer	UPS	Speakers
1	Compaq	Pentium (R)INTEL	2GB	500GB	Canon MF 4750	APC	Wozooka
2	HP	i3(HP)	4GB	500GB	HP M1136 MFP	APC	n/a
3	HP	i3(HP)	6GB	500GB	Canon MF 4750	APC	n/a
4	Compaq	i3(HP)	6GB	500GB	Canon LBP 6018B	EMERSON	n/a
5	HP	Pentium (R)INTEL	4GB	1TB	n/a	Luminous Pro 600	n/a
6	Compaq	i3(HP)	4GB	500GB	Canon LBP 6018B	APC	n/a
7	LG	Dual 2Core	2GB	500GB	Canon LBP 2900B	APC	Adcom
8	LG	i5(HP)	4GB	1TB	HP M1136 MFP	APC	Terabyte
9	HP	i5(HP)	4GB	1TB	Canon MF 240DN	Numeric	n/a
10	HP	i3(HP)	4GB	500GB	HP 1005 MFP	Numeric	n/a
11	HP	i5(HP)	4GB	1TB	Canon LBP 2900B	EMERSON	n/a
12	Acer	Intel (R)D	2GB	500GB	Canon LBP 6018B	INTEX	n/a
13	Compaq	i3(HP)	4GB	500GB	Canon LBP 2900B	APC 600	n/a
14	HP	i3(HP)	4GB	500GB	Canon LBP 2900B	Uniline	n/a
15	HP	i3(Zebronics)	4GB	500GB	Canon LBP 2900B	APC 600	Terabyte
16	HP	i5(HP)	4GB	1TB	n/a	Numeric 1000	n/a
17	LG	Pentium G2030T	4GB	500GB	Canon MF 246DN	APC	n/a
18	LG	i5(HP)	4GB	1TB	HP 1018	INTEX	n/a