

TENDER FOR AMC OF VARIOUS IT EQUIPMENTS



OFFICE OF THE STATE COORDINATOR, NRC
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SECTION 1

NOTICE INVITING TENDER FOR COMPREHENSIVE AMC OF IT EQUIPMENTS

Tender in two Bid System – Technical Bid and Price Bid affixing Court Fee Stamp of Rs 8.25/- only are invited by the Office of the State Coordinator, National Register of Citizens (NRC), Assam from reputed/authorized Manufacturer/Dealer/Distributor/Firm for the Annual Maintenance Contract (AMC) of Computer equipments and peripherals (hardware & networking items) including IT Network & Communication equipments installed/used in NRC state Office and providing Hardware and networking engineers.

Interested parties are requested to submit their Tender along with required documents including non-refundable Tender Fee of Rs. 1,000/- (Rupees One Thousand only) and an Earnest Money Deposit of Rs. 50,000/- (Rupees Fifty Thousand) only drawn on any Nationalized Bank favouring 'The Principal Secretary, Home & Political' and payable at Dispur which will be received till **12th of December, 2018 upto 2:30 p.m.** The downloaded Tender document (www.nrcassam.nic.in) may be sent by Speed Post/Registered Post/Courier Services/in person in sealed cover addressed to 'The Office of the State Coordinator, National Register of Citizen (NRC), Assam, Achyut Plaza, 1st Floor, Bharalupar, Bhangagarh- 781005'. Tender submitted/received after closing date & time will not be accepted. The tenders which are received on or before the closing date & time shall be opened on **13th of December, 2018 at 2:30 PM (if this date is a Holiday, then the next working day will be considered for opening of Tenders)**. Any change in the date & time of bid opening shall be updated in the above mentioned website.

Sd/-

State Coordinator
National Register of Citizens, Assam

SCOPE OF WORK AND TECHNICAL SPECIFICATION OF IT ITEMS

1. SCOPE OF WORK

- a) The AMC service has to be given onsite only.
- b) Maintenance & Service of Servers, Desktops, Laptops etc, installed in NRC State Office on comprehensive basis including replacement of all spare part etc.
- c) Maintenance & service of UPS on comprehensive basis including replacement of all spare part like Logic card, transformer, switches etc.
- d) Maintenances & repair of all printers including replacement of Teflon, Logic card etc.
- e) Integration of the complete system and testing of the complete system as and when required.
- f) The successful bidder have to depute **two resident hardware engineers and one hardware office assistant** onsite to resolve the hardware problems, between 9:00 AM to 9:00 PM on all working days as well as Holidays. Out of two engineers, one must have expertise in server level maintenance and another must have expertise specifically repairing Laptops, UPS & Printer in addition to maintenance of other IT items. **The engineers are also liable to work on all holiday and Saturday/Sunday (if services are required) and no additional amount will be paid.**
- g) The residing engineer will be attending the complaint and should continue in office till the problem is solved. No hit & trail method will be allowed while attending the service complaint.
- h) The engineers also required to coordinate with MIS Team of the office for all technical work and liable to work on all holiday and Saturday/Sunday (if services are required). This office will not pay any additional amount for working in holidays.
- i) Installation of Antivirus in all desktops and Laptops of users and updation (as and when required). The Antivirus licenses will be provided by this office.
- j) The scope of work of above mentioned engineers will be as given below:-
 - a. Manage routers switches and cabling in NRC State Office.
 - b. Manage Wi-Fi routers, Upgrade Wi-Fi routers as per the need and approval from respective authority.
 - c. Manage installation, support and upgrade of approved antivirus as per the guidelines.
 - d. Any other work assigned by MIS team of NRC State Office.
 - e. Resident engineer will be responsible to handle any other work related to IT division time to time.
- k) The successful bidder will not be allowed to frequently change the engineers, if it is found that the engineers are changing regularly then an amount of **Rs. 15,000/- per engineer will be deducted from the AMC amount.**
- l) Engineers must have experience of three years after completing technical course in related field.
- m) Police verification, EPF, ESIC issue related to staff deputing on this site will be handled by the successful bidder. This office does not have any role in it.

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- n) **Note:** The Maintenance Contract would extend to hardware and software for all the equipment as shown above and also equipment installed in the Office of the State Coordinator, not shown above or which are procured in the NRC State Office during the period of this contract, including all such equipment which are within the warranty period and also other equipment which are out of warranty and / or whole warranty expires during the contract period.

SECTION 2 PARTICULARS OF THE BIDDER

Sl. no.	Particulars	Details
1	Name of the Bidder	
2	Registration No and Valid Up to	
3	Address of the Registered Office	
	Phone No:	
	Fax No:	
	Official Email ID:	
4	Year of Establishment	
5	Type of Organization (Govt. Undertaking/ Corporation/ Public Limited/ Private Limited/etc)	
6	Name & Designation of the Authorized Signatory	
7	Contact Person	
	Name:	
	Designation:	
	Phone No:	
	Fax No:	
	Mobile No:	
	Email ID:	
5	Website, if any	
6	Address of Guwahati/Assam Office	
7	Contact Person of Guwahati/Assam Office	
	Name:	
	Designation:	
	Phone No:	
	Fax No:	
	Mobile No:	
	Email ID:	
8	Date of Operational of Service in India	
9	Date of Operational of Service in Assam	
10	Brief Description of the organization	

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SECTION 3 INSTRUCTION TO BIDDERS

- i) The Tender document may be downloaded from the official website- **nrcassam.nic.in**. Bids will be opened in the presence of bidders or their authorized representatives on **13th December 2018 at 2:30 pm**.
- ii) The tender needs to be submitted in two bid system - Technical Bid and Price Bid. Both the bids should be submitted in two separate sealed envelopes mentioning the subject on the cover respectively and put inside a third envelope mentioning tender name, closing date & time, information of the bidder written in the bottom left corner including contact numbers. If both the bids are submitted inside a single envelope or if the envelopes are not sealed, those bids shall not be accepted and will be returned without evaluation.
- iii) The technical bid envelope shall consist of tender document (signed in all pages), court fee stamp, EMD, tender fees and all supporting documents.
- iv) In no circumstances the financial bid shall be put inside technical bid envelope which if found shall be rejected.
- v) At any time prior before the date of submission of bid, the Tender Inviting Authority may, for any reason, whether on his own initiative or in response to a clarification requested by a prospective bidder, modify the Tender document by issuing a corrigendum. The change(s) in the Tender document shall be uploaded on the official website **nrcassam.nic.in** only.
- vi) The bidders are advised to check the website before submission of Tender document in order to make necessary changes in the bid, if any. In order to provide reasonable time to take the amendment into account in preparing the bid, the Tender Inviting Authority, may at its discretion, extend the date and time for submission of the bid.
- vii) Interested and eligible bidders, if they so desire, may also obtain further information/clarification from the MIS Cell, Office of the State Coordinator, National Register of Citizens, Achyut Plaza, Bharalupar, Bhangagarh- 781005 during office hours only.
- viii) In case any of the document/information(s) furnished by a bidder found to be false or forged, such proposal will be rejected and will not be considered for further process. The bidder shall be liable to be blacklisted and any penal action deemed fit by this Office may be initiated against the bidder. Excuses like typographic error, etc. shall not be entertained.
- ix) The bidder shall sign and put official seal in each page of the proposal document.
- x) The Bid shall remain valid for a period of 90 days after opening of the Bid. Any bid with shorter validity shall be rejected. Tender Inviting Authority may solicit bidders' consent for an extension of validity period.
- xi) The validity of rate offered by the successful bidder shall be for one (1) year from the date of finalization of the rates.
- xii) Bidder shall have to quote rate for all the items. Any bid quoting rate for selective items only will be disqualified.
- xiii) The State Coordinator, NRC Assam reserves the right to accept the Tender or to reject the Tender for all items or for any one or more of the items at any point of time without assigning any reason.
- xiv) **Period of Contract:** The contract would be for one year from the effective date of contract. Please note that Contract can be cancelled unilaterally by the State Coordinator, NRC Assam in case services

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are not received satisfactory within the contracted period.

- xv) **Terms and condition and method of calculation of AMC cost:** The contract will be awarded initially for one year and it will be renewed for 2nd year based on successful performance. The one year AMC cost will be calculated form the price quoted by bidders for two years.
- xvi) **Performance Bank Guarantee:** The selected bidder will be required to furnish a Performance Guarantee of Rs. 1,00,000/- (Rupees One Lakh) only by way of Bank Guarantee drawn on Nationalized Bank within 7 days of receipt of the letter of intent. Performance Bank Guarantee should be valid up to 90 days beyond the date of completion of Contract Period.
- xvii) **Force Majeure Clause:**
- a. Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract) if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and any other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.
 - b. In such circumstances the time stipulated for the performance of an obligation under the present contract may be extended accordingly for completion of works.
 - c. The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10 (ten) days from the moment of their beginning.
 - d. Certificate from Chambers of Commerce (Commerce and Industry) or other competent authority shall be a sufficient proof of commencement and cessation of the above circumstances.
 - e. If the impossibility of complete or partial performance of an obligation lasts for more than one month's either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 15 days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received.
- xviii) **Evaluation Criteria- The broad guidelines for evaluation of bids will be as follows:** Only those Bids will be evaluated which are found to be fulfilling all the eligibility and qualifying requirements of the tender, both technically and commercially.
- a. The Technical bids forwarded by the bidders will be evaluated by the office with reference to the eligibility criteria mentioned in the tender. The Price Bids of only those Bidders will be opened whose Technical Bids would clear the technical evaluation. The price bid(s) of the technically unsuccessful bidder(s) will be kept unopened.
 - b. The bidder will be decided upon the lowest acceptable price quoted by the particular bidder as per the Price Format. All taxes and duties quoted by the bidders will be taken into account. The ultimate cost to the office would be the deciding factor for ranking of bids.
 - c. However, the office shall offer to negotiate for change of rate of item(s) as per any other bidder found to be lower than L1.

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Terms and Conditions:

- i) **Preventive Maintenance:** The firm/ company shall carry out preventive maintenance regularly and shall plan the activities, as per schedule of quantities, in such a manner that maintenance is carried out for each equipment at least once in three months. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment and got signed by MIS Team at the end of every month. The schedule of preventive maintenance shall be as follows:
 - a. Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
 - b. Running of test programmes to ensure quality print/data reliability.
 - c. Checking of power supply source for proper grounding and safety of equipment.
 - d. Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
 - e. Shifting of equipment as and when required.
 - f. Running of diagnostic software for system performance.
- ii) **Penalty:** If the firm does not attend to the complaint within 2 hours from the Time of registration of the complaints with the resident engineer deployed by the firm, a penalty @4% of the value of AMC charges of the equipments not available for the use shall be levied. If a sub assembly of the equipment fails, the penalty shall be applicable for the same scheduled item. Penalty shall be levied @2%of the value of AMC charges for that equipment for each day. If the fault is set right by replacing the defective sub assembly and equipments, the same should be re-installed after servicing within 3 days (even if the 3rd day falls on holiday).
- iii) **Forfeiture of PBG:** Non-compliance of the contract provisions shall make the successful bidder liable to be disqualified to participate in any tender floated by this Office. The Performance Security submitted by the bidder shall be forfeited in the event of non-completion of AMC Order.
- iv) **Payment Terms:** No advance payment will be made to the firm/ company in any case. Payment shall be made pro-rata on quarterly basis at the end of each quarter after certification of satisfactory work by the MIS Team of State NRC Office. Payment for any inclusion/deletion of Computer/Printers/Scanner etc. during the AMC period will be calculated on pro-rata basis. Penalty shall be deducted from the running payments.

SECTION 4

ELIGIBILITY CONDITIONS

Sl. no.	Eligibility conditions	Documentary proof
1.	The bidder must have at least 7 years of experience of supplying computer goods to at least 10 organizations including state government, reputed private organizations, PSU, etc.	Copies of Work Orders to be submitted in chronological manner (beginning from the latest).

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2.	The bidder must have experience of supplying computer items to at least 4 different Mission Mode Project Offices in last 3 (three) years.	Copies of Work Orders need to be submitted as supporting documents.
3.	Completion Certificates from three Mission Mode Projects.	The bidder shall have to submit at least 2 successful Completion Certificates from Mission Mode Project authorities.
4.	The bidder must have turnover of Rs. 30 lakhs per year in last five financial years.	CA certificate to be enclosed as a supporting document.
5.	The bidder must have at least one Supply Order of minimum value of Rs. 10 lakhs from any state government, reputed private organizations, PSU, etc. in last 2 financial years.	Copies of Work Orders need to be submitted as supporting documents.
6.	Bidder must have financial stability	Certificate issued by the bank on the letter head where the bidder has account with account no. and type of account.
7.	Submission of Bid Security/Earnest Money	Bid Security/Earnest Money of Rs.50,000/- (Rupees fifty thousand) only in the form of Demand Draft issued by Nationalized Bank of India in favour of 'The Principal Secretary, Home and Political Department, Dispur, Guwahati- 781006, Assam' payable at Guwahati with a validity period of 90 days from the date of issue of Tender Document.
8.	Should have HO/RO/Branch office in Guwahati.	Document proving establishment in Guwahati.
9.	Registration Certificate as per existing norms	Attested copy of registration certificate.
10.	10.1 GST Registration Certificate 10.2 Trade License 10.3 Income Clearance. 10.4 Dealership Certificate (wherever applicable)	Attested copies of the up to date certificates including up to date GST clearance certificate needs to be submitted along with the bid.
11.	Should have a valid PAN issued by the Income Tax Office.	Attested copy of PAN.
13.	Tender Fee (Non-refundable)	Bid document fee of Rs. 1,000/-(Rupees One Thousand) only in the form of Demand Draft drawn from nationalized bank.
14.	Signature & Seal	The Tender Document shall be signed by the Proposer in all the pages with official seal. The pages of the Tender Bid should be arranged chronologically as per the information sought.
15.	Dealership/Authorization Certificate.	Dealership/Authorization Certificate from the manufacturer if not a manufacturer.
16.	Blacklisted	The firm should give an undertaking that it has not been blacklisted by any organization, Govt./Pvt./PSUs in the letter head.
17.	Last three years (Profit & Loss)	Audited Balance Sheet along with annual turnover statement needs to be submitted
16.	Other	Any other information which may be useful in the process of evaluation.

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SECTION 5

FINANCIAL BID

The price quoted against an item shall be considered as the cost of AMC for one year

Sl. no.	Item description	Make/Model	Quantity (in numbers)	Unit price (excl. of Tax)	Tax etc (%)	Unit price (incl. of Tax)	Remarks, if any
1	UPS 600 VA	FRONTECH / SUPERCOMP	100				
5	UPS 1 KVA	FRONTECH / SUPERCOMP	12				
14	LASER PRINTER ALL IN ONE	HP - MFP M1136	39				
16	WIRELESS ROUTER	NETGEAR/DLINK	5				
23	Desktop Computer - Core i3, RAM:4 GB, Windows 8.1 pro, HDD: 500 GB	HP	105				
24	Desktop Computer - Core i5, RAM:4 GB, Windows 8.1 pro, HDD: 1 TB	HP	3				
25	Desktop Computer - Xeon, RAM:16 GB, Windows Server 2012 Pro, HDD: 1 TB	HP	3				
26	Laptop Computer - Core i3, RAM:4 GB, Windows 8.1 pro, HDD: 500 GB	HP	64				
27	Laptop Computer - Core i5, RAM:8 GB, Windows 8.1 pro, HDD: 1 TB	HP	3				
28	Laptop Computer - Core i7, RAM:16 GB, Windows 8.1 pro, HDD: 1 TB	HP	3				
29	External Hard Disk (1 TB to 5 TB)	Toshiba, WD, Seagate	237				

-----End of Tender Document-----