



OFFICE OF THE STATE COORDINATOR, NRC
ACHYUT PLAZA (1ST FLOOR), BHARALUPAR, BHANGAGARH, GUWAHATI-781005
Website: www.nrcassam.nic.in

No: SPMU/NRC/IT-AMC/523/2018/111

Date: 19th Aug 2022

SECTION 1

NOTICE INVITING TENDER FOR COMPREHENSIVE AMC (CAMC) OF IT EQUIPMENTS & CCTV SYSTEM

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 Comprehensive Annual Maintenance Contract (CAMC) of Computer equipments and peripherals (hardware & networking items) including IT Network & Communication equipments installed/used in NRC state Office and CCTV system.

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. 20,000/- (Rupees Twenty Thousand) only drawn on any Nationalized Bank favouring 'The Secretary, Home & Political Department, and State Coordinator, NRC, Dispur, Guwahati-781006, Assam' and payable at Guwahati which will be received till **12th of Sep, 2022 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 Sep, 2022 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 CAMC 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 shall also be in comprehensive basis, including replacement of Teflon, Logic card etc or any other parts.
- e) Integration of the complete system and testing of the complete system as and when required.
- f) Installation of antivirus in all desktops and laptops of users of the office and update of anti-virus using latest patches and signature files (as and when required or periodically). The antivirus licenses will be provided by this office.
- g) Comprehensive maintenance of entire CCTV system having 12 number of cameras.
- h) The scope of work of for the successful bidder is as given below:-
 - a. Manage routers, switches and cabling including networking and internet access in NRC State Office.
 - b. Manage Wi-Fi routers, upgrade Wi-Fi routers with latest firmware/patches as per the need and approval from respective authority.
 - c. Manage installation, support and Upgradation of approved antivirus as per the guidelines.
 - d. Any other work related to IT systems in the office assigned by MIS team of NRC State Office.
 - e. The engineer will be responsible to handle any other work related to IT division time to time.

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)	

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6	Name & Designation of the Authorized Signatory	
7	Contact Person	
	Name:	
	Designation:	
	Phone No:	
	Fax 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:	
	Email ID:	
8	Date of Operational of Service in India	
9	Date of Operational of Service in Assam	
10	Brief Description of the organization	

SECTION 3
INSTRUCTION TO BIDDERS

- i) The Tender document may be downloaded from the official website- <http://nrcassam.nic.in>. Bids will be opened in the presence of bidders or their authorized representatives on **13th Sep 2022 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 three (3) years 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 are not received satisfactory within the contracted period.

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- xv) **Term of the contract and validity of prices:** The contract will be awarded initially for one year and it will be renewed for subsequent year based on successful performance. The validity of the prices quoted for CAMC shall be valid for 3 years, and the vendor will not be allowed to propose for any increment in rates during this period.
- xvi) **Earnest Money Deposit :** Bids must be accompanied by EARNEST MONEY DEPOSIT (EMD) in the form of Demand Draft/FDR in favour of "The Secretary, Home & Political Department and State Coordinator, NRC, Dispur, Guwahati-781006, Assam" and payable at Guwahati. EMD submitted in any other form or bids without EMD shall not be entertained. The amount of EMD shall be Rs 20,000/- (Rupees twenty thousand) only. The EMD of the successful bidder shall be returned upon submission of PBG. The EMD of the unsuccessful bidders will be returned within 30 days after the finalization of tender.
- xvii) **Performance Bank Guarantee:** The selected bidder will be required to furnish a Performance Guarantee of 10% of the contract value only by way of Bank Guarantee drawn on any Nationalized Bank, favouring 'The Secretary, Home & Political Department and State Coordinator, NRC, Dispur, Guwahati-781006, Assam' and payable at Guwahati, within 7 days of receipt of the work order. Performance Bank Guarantee should be valid up to 90 days beyond the date of completion of Contract Period.
- xviii) **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

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liability other than reimbursement on the terms provided in the agreement for the goods received.

- xix) **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.

Terms and Conditions:

- a. Up-time of Equipments: The selected vendor shall keep all the IT equipments and CCTV system (as mentioned in Section V of this document) in perfect working condition with up-time of at least 99% during comprehensive Annual Maintenance Contract (CAMC) for 3 years.
- b. The successful bidder shall have to depute **one hardware engineer** onsite to resolve the hardware problems as and when required, between 10:00 AM to 9:00 PM on all working days as well as Holidays also if essential. The hardware engineer must have expertise in server level maintenance and expertise specifically repairing Laptops, UPS & Printer in addition to maintenance of other IT items. **The engineer is shall also be required to work on all holidays and Saturdays/Sundays (if services are required) with no additional amount to be paid.**
- c. The vendor shall be responsible to depute the hardware engineer as mentioned above within two hours of reporting about issues/problems or any such requirements by the Office of the State Coordinator, NRC, failing to do so will attract mandatory penalty as mentioned under "Terms & conditions" section of this document. The technical personnel should have domain expertise in the reported issue/problem and will resolve the issues/problems within the stipulated SLA.
- d. The hardware engineer will be attending the complaint and should be present in the office premise till the issues/problems are fully resolved. No hit & trail method will be allowed while attending the service complaint.
- e. The engineers shall be required to coordinate with MIS Team of the office for all technical work and submit reports on resolution/troubleshooting of complaints. Periodic reports on maintenance activities, troubleshooting and health of IT systems in the office shall be submitted on a monthly basis to the MIS Team.
- f. The successful bidder will not be allowed to frequently replace/change their engineers without prior written approval from the authority. If it is found that the engineers are changed/replaced within three (3) months

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of continuous deputation in NRC without approval then penalties will be levied as per "Penalty Terms" of this document.

- g. Engineers must have experience of three years after completing technical course in related field. Certificates/Experience letters are to be submitted to the office by the successful bidder for records purposes.
- h. 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. The office may ask for copies of the same for records purposes.
- i. The Annual Maintenance Contract shall be applicable for all the hardware and software of all the equipments as shown under "Section 5" of this document which are currently present at the Office of the State Coordinator, NRC.
- j. **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 is to be signed off by the MIS Team at the end of every month. The schedule of preventive maintenance shall be as follows:
 - i. Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
 - ii. Running of test programs to ensure quality print/data reliability.
 - iii. Checking of power supply source for proper grounding and safety of equipment.
 - iv. Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
 - v. Shifting of equipment as and when required.
 - vi. Running of diagnostic software for system performance.
- k. **Penalty terms:** The following penalty clauses shall be in force during the contract period with the vendor.
 - i. If the firm does not attend to the complaint within 2 hours from the time of registration of the complaints, a penalty @3% of the value of CAMC charges of the equipments not available for the use shall be deducted from the upcoming quarterly invoice.
 - ii. The reported issues need to be fixed and brought into working condition within three days from the date of reporting of the complaint. For each day of delay beyond three days, a penalty @ 2% of the value of CAMC charges for that equipment shall be deducted from the upcoming quarterly invoice.
 - iii. In case of requirement of replacement of any spare parts of any equipment, the same should be replaced within 3 days (even if the 3rd day falls on holiday) and the equipment should be brought into working condition. Penalty shall be levied @2% of the value of CAMC charges for that equipment for each day in case of delay in the replacement of the parts. This will be applicable in the upcoming quarterly invoice.

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iv. Replacement of engineers:

- a. In case of replacement of service engineers, prior approval shall have to be taken from the office of the NRC.
 - b. Penalty of Rs. 5,000/- only (inclusive of all taxes) per engineer shall be deducted from the upcoming quarterly invoice if service engineer is replaced without prior approval from the office of the NRC.
- l. **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/non-performance of the CAMC Order.
- m. **Payment Terms:** No advance payment will be made to the firm/ company in any case. Payment shall be made pro-rata on quarterly basis 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 CAMC period will be calculated on pro-rata basis. Penalty shall be deducted from the running payments as per applicability.

SECTION 4

ELIGIBILITY CONDITIONS

Sl. no.	Eligibility conditions	Documentary proof
1	The bidder must have minimum 5 years of experience of providing IT AMC (Hardware/Software) services to at least 3 different organizations including Central/State government, reputed private organizations, PSU, etc.	Copies of Work Orders to be submitted in chronological manner (beginning from the latest).
2	The bidder must have turnover of Rs. 20 lakhs per year in last five financial years.	CA certificate to be enclosed as a supporting document.
3	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.
4	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.
5	Submission of Bid Security/Earnest Money	Bid Security/Earnest Money of Rs.20,000/- (Rupees twenty thousand) only in the form of Demand Draft issued by Nationalized Bank of India in favour of "The 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.

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6	Should have HO/RO/Branch office in Guwahati.	Document proving establishment in Guwahati.
7	Registration Certificate as per existing norms	Attested copy of registration certificate.
8	10.1 GST Registration Certificate 10.2 Trade License 10.3 Income Tax 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.
9	Should have a valid PAN issued by the Income Tax Office.	Attested copy of PAN.
10	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.
11	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.
12	Dealership/Authorization Certificate.	Dealership/Authorization Certificate from the manufacturer if not a manufacturer.
13	Blacklisted	The firm should give an undertaking that it has not been blacklisted by any organization, Govt./Pvt./PSUs in the letter head.
14	Last three years (Profit & Loss)	Audited Balance Sheet along with annual turnover statement needs to be submitted
15	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 CAMC for one year

Sl. no.	Item description	Make/Model	Quantity (in numbers)	Unit price (INR) (excl. of Tax)	Tax etc (%)	Unit price (INR) (incl. of Tax)	Total (INR) (incl. of Tax)
1	UPS 600 VA	FRONTECH / SUPERCOMP/Zebronics	10				
2	UPS 1 KVA	FRONTECH / SUPERCOMP/Zebronics	4				
3	LASER PRINTER ALL IN ONE	HP - MFP M1136	13				
4	Color Laserjet Pro MFP M477fdw	HP	1				
5	Deskjet Ink Advantage 3545	HP	1				
6	WIRELESS ROUTER	NETGEAR/DLINK	5				
7	Desktop Computer - Core i3, RAM:4 GB, Windows 8.1 pro, HDD: 500 GB/1TB	HP	10				
8	Laptop Computer - Core i3, RAM:4 GB, Windows 8.1 pro, HDD: 500 GB	HP	11				
9	Laptop Computer - Core i5, RAM:8 GB, Windows 8.1 pro, HDD: 1 TB	HP	3				
10	Comprehensive AMC of entire CCTV system having 12 Cameras	CP Plus	--				

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