



Assam University: Silchar
Notice Inviting Tender

No: AUES/COMP-20/2016

Date: 14.02.2017

Sealed tenders valid for 90 days from the date of opening of tender invited from registered agency/ firm/dealer/distributor/manufacturer having minimum five year's experience in execution of Annual Maintenance Contract of Computer & Peripherals and LCD Projector in Govt./Semi Govt. ,PSU or such other organisation for AMC of Computer & Peripherals and LCD Projector at the university.

The details of **tender document** can be downloaded from Assam University website www.aus.ac.in.

The last date of submission of Tender Document is 09/03/2017 up to 03:00 PM.

Sd/-

Registrar



ASSAM UNIVERSITY: SILCHAR

TENDER DOCUMENT

Annual Maintenance Contract of Computer & peripherals and LCD Projector in
Assam University, Silchar

Tender Reference	AUES/COMP-20/2016 ; Date: 14/02/2017
Price of Tender Document	Rs. 1000.00 (submitted either as Bank Draft/ Pay Order/Banker' s cheque in favour of "Finance Officer, Assam University")
EMD (Earnest Money Deposit)	Rs. 1,00,000.00
Last Date and Time for receipt of tender offers	09.03.2017 up to 3:00 PM
TIME AND DATE FOR OPENING of Technical bid	09.03.2017 at 3:30 PM
TIME AND DATE FOR OPENING of Financial bid	Bidders will be informed separately
Address for Communication	The Registrar, Assam University, P.O Assam University, Silchar ,Pin-788011, Assam, India

Scope of the Work and Tender Submission Process

1. This tender is for Annual Maintenance Contract of Computers and allied items including all kinds of Desktop Computer/Commercial/Apple), UPS (Online/Offline) including battery of offline UPS, Printer and LCD Projector held at Vice Chancellor's Office as well as Bungalow, All Branches/Sections of Administration, Examinations Branch, Finance, Central Library, Hostels, Guest Houses, all Academic Deptts and Centres in Assam University, Silchar. During the contract period nos. of Computer & peripherals and LCD Projector may be increased/added or decreased and maintenance cost for the same shall be calculated from the date of inclusion/exclusion to expiry of contract as per rate approved.
2. The tender will be evaluated in two bid system. Interested and competent parties may send/submit Technical bid and Financial Bids in two separate covers together in a large single sealed cover addressed to "The Registrar, Assam University, Silchar, P.O

Assam University, Silchar Pin-788011, Assam, India superscripted with tender number and complete in all respects latest by **09.03.2017 upto 3.00 PM**. The Quotations (technical bid) will be opened on **09.03.2017 at 3:30 PM**. The tenders received after the scheduled date and time will be rejected out rightly. **The tender is for Annual Maintenance Contract of Computer & peripherals and LCD Projector of Assam University, Silchar as per item specifications (Annexure B/B-4) with Assam University terms and condition. The Technical Bid & Financial are to be submitted in proforma given in Appendix- "B/A" & "B/B"**

3. For technical bid qualifications, the bidder has to be exclusively a manufacturer / registered agent / firm/ vendor/ authorized service provider of Computer & peripherals, having a branch / service office/camp office at Silchar. The bidder should provide information pertinent to services provided to any University / Educational or Research Institute / Government Departments etc. **The EMD of Rs. 1,00,000.00 and cost of Tender Document Rs. 1,000/- should be submitted either as a Bank Draft/ Pay Order/ Banker' s cheque/FDR in favour of "Finance Officer, Assam University, Silchar"**. The tenders submitted without EMD (Earnest Money Deposit) and cost of Tender Document, **proforma given in Appendix- "B/A"** along with technical bid shall be liable to be rejected summarily.
4. The Financial bid containing the rate of the item(s) will be opened after the technical bid is opened by the Committee in respect of those who qualify the terms and conditions of the technical bid.
5. The Technical bid and Financial bid should be sealed by the bidder in separate covers superscripted with "Technical bid for Tender for **Annual Maintenance Contract of Computer & peripherals and LCD Projector of Assam University, Silchar** " and "Financial Bid for Tender for **Annual Maintenance Contract of Computer & peripherals and LCD Projector of Assam University, Silchar** ". Both Sealed Envelopes should be kept in a main/ bigger envelope superscripted as "Tender for **Annual Maintenance Contract of Computer & peripherals and LCD Projector of Assam University, Silchar**".
6. **Technical and Financial Competence:** A tenderer must possess the technical competence i.e., having service engineer and/ or associated technical manpower with minimum technical qualification preferably a Diploma in Computer Engg/Electronics Engineering. The bidder should have minimum annual business transaction of at least Rs 10, 000, 00.00 during last financial year (2015-16).

TERMS & CONDITIONS FOR SUBMISSION OF TENDER FOR ANNUAL MAINTENANCE OF COMPUTER & PERIPHERALS AND LCD PROJECTOR

1. The firm must have experience in undertaking such maintenance of Computer & peripherals and LCD Projector in large Govt./Semi Govt.PSU or such other organization/Educational institution in last five years. Photocopy of the self attested certificate in this regard from a responsible officer of that organization with contact numbers, e-mail address is to be submitted together with the tender.
2. Tender paper submitted should be accompanied with an Earnest Money Deposit of Rs.1,00,000.00 pledged in favour of Finance Officer, Assam University. EMD should be submitted either in the form of Bank Draft/Pay Order/Banker's cheque of any nationalized bank.EMD of successful / unsuccessful bidder shall be released only after issue of work order to selected bidder.
3. The tenderer shall have to submit self attested copies of income tax returns of last three financial years along with technical bid.
4. This being an item rate tender, the tenderer shall state at what rate he will be willing to undertake work for each items as specified in Annexure-B/B-4.Special care should be taken to write the rates in figures as well as in words in such a way that no interpolation is possible. The rates will be inclusive of all charges with spares and submitted in sealed cover envelop with heading **"Financial bid for AMC of Computer & peripherals and LCD Projector"**.
5. The tenderer may visit with prior permission of the in-charge of the branch/deptt each branch/deptt where machines are installed. Only successful tenderer shall be allowed to inspect physically all the machines before signing of the maintenance contract. During the contract period nos. of Computer & peripherals and LCD Projector may be increased/added or decreased and maintenance cost for the same shall be calculated from the date of inclusion/exclusion to expiry date of contract as per rate approved.
6. **Performance Security:** (i) The selected bidder on receipt of work order shall have to deposit an amount equal to 10% of value of contract in the form of Fixed Deposit Receipt drawn in any nationalized bank in favour of Assam University, Silchar as performance security deposit. (ii) Performance security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations. (iii) The Bid security (known as Earnest Money deposit) shall be refunded to the successful bidder on receipt of Performance security.
7. A committee constituted by the University authority will check each tender to prepare a list of successful bidder. On their recommendation and subsequent approval of competent authority work order shall be issued.
8. University may place whole of the order with single bidder/vendor even if the bidder/vendor has not quoted the lowest price for each item. Merely quoting the lowest price does not entitle a vendor to receive the order. If required, University may place AMC order to two bidders by splitting the work into two zones.
9. The bidder shall be required to have an authorized service centre of companies (at least one) or valid tie up or accredited service centre of original equipment manufacturer at Silchar town. In case the Bidder doesn't have an office in Silchar, the bidder will have to open a Service Centre (with dedicated Technical Experts) within one month of the issue of the LOI. The bidder must provide the details of Complain Redressal system with a 4-level escalation matrix, including a level-3 authorized person available locally or at least at Regional level.
10. The tenderer must have capability to provide immediate replacement of defective computer & peripherals, maximum 24 hours time will be allowed. The tenderer shall provide at least three regular service personnel competent enough to repair and run computer support systems already exist in different locations of the campus. They must be available for services in all working days during office working hours- 9.30 am to 5.30 pm. The bidder shall have to ensure that personnel deputed for the purpose of attending complaint/call must possess two wheeler to attend all calls within the vicinity of the widen University campus.

11. The Accepted bidder shall have to enter into an agreement with Assam University in a non judicial stamp paper of Rs.100/-(cost of the same shall have to borne by the bidder)
12. All breakdown calls are to be attended within 24 hours and if the vendor fails to attend the same, whole or part of the security deposit shall be forfeited.
13. Canvassing whether directly or indirectly in connection with tender is strictly prohibited and anyone who resorts to canvassing will be summarily rejected.
14. The Assam University is not bound to accept the lowest bidder and may accept any tender/reject any/all tender, if situation warrant. The decision of the University authority in this regard will be final.
15. Transfer of Tender document between the tenderer is not permitted.
- 16.(i) The bidder should be in existence for over 5 years in the trade with the AMC (Computer/Peripherals) and business, at least 3 AMC (Computer/Peripherals) Project of Rs. 15 Lakhs minimum values with any State Government/ Central Government/PSU's in India. Work orders with valid experience certificates of the projects are to be furnished.

(ii) Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 years FY13-14, FY 14-15, FY 15-16 Certificate duly signed by Statutory auditor should be submitted along with bid.
17. Details of **Computer & peripherals** given in the annexure B/B-4 may be seen. All machines are in working condition.
18. The agreement shall be for one calendar year from the date of signing the agreement. The agreement can be extended on satisfactory service as per terms and conditions laid down by the University for further one year.
19. The total contract amount shall be disbursed in four installments. The first installment, i.e. 25% of the total amount shall be disbursed after satisfactory completion of three months from the date of signing of the agreement. And for subsequent payments the firm may submit their bill on quarterly basis on satisfactory completion of work.
20. A quarterly satisfactory service report signed by the Head of each department/ branch/ section/ centre in prescribed Performa with all the call log report containing the user name and designation affixed office seal are to be submitted together with quarterly maintenance bill.
21. The annual maintenance contract executed shall be with all spares including keyboard, mouse, UPS battery (offline) etc.
22. The complaints shall be made by the customer (University) over telephone mainly. The firm shall make themselves aware of receiving complains any time during working hours. The complaint made against any breakdown, non-functioning of systems within the period of the AMC shall have to be attended within 24 hours from the time of the complain made(working hours shall be from 9.00 am to 5.30 pm. on all working days). In case of any holiday the next working day shall be counted.
23. Apart from all breakdown calls, the firm representative/engineer will visit once in every week to check the machines and shall also pay 12 visits in a year (i.e. throughout the AMC period) for preventive maintenance. Also the service engineer will visit once in a fortnight and take the call log report for analysis of complaints and remedial measure.
24. The firm will send knowledgeable persons only when called for or in case of other visits as stated in Sl.23 with the proper identity in each visit. The firm shall be required to maintain service centre at its own cost within the university campus with necessary infrastructure for undertaking minor/ major repairs.

25. All the components covered under AMC are to be replaced / repaired free of cost within the period of AMC. Battery of online UPS, software and consumables like ink cartridge, ribbons, inks of any type of Dot Matrix printers or Laser/ Inkjet/ DeskJet printers not covered under AMC.
26. The firm shall have to attend the complaints made by the customer (University) within 24 hours positively otherwise, the customer shall have the right to get the problem rectified from the amount of the annual maintenance charge. However, the contract responsibility of the firm for all the machines will remain as throughout AMC period.
27. The firm will check / repair the machines in the place where it is installed, except under special circumstances with proper justification.
28. In case of non-availability of spares / components, the firm will have the right to change the system (s) with the same or higher specification with the consent of the user and the Estate section of the university. However, this type of any change in the systems specification should not affect the normal functioning of the machine(s) and the operator should not face any problem while operating.
29. The Security deposit will be released after completion of the contract period and shall be liable to be forfeited in case of unsatisfactory service.
30. During the contract period nos. of computers & peripherals and LCD projector may increase/ added as per approved rate and maintenance cost for the same shall be calculated from the date of inclusion to the expiry of contract.
31. **Preventive Maintenance: *Preventive Maintenance (PM) will include inspection of each system, scanning hard disk for any defects/problems therein and obtain a satisfactory working certificate from the user after cleaning of the system i.e. PC/ Monitor/ Printer/ Key Board /CD ROM Drive/ FDD and other accessories with a blower/ vacuum cleaner as per requirement and wiping the surface of the systems with a good quality cleaning liquid, cloth and brush etc. and checking of connections. The PM should be carried out in each Dept/Section/Centre etc at least once in a quarter or as and when required by the user and should submit the satisfactory working certificate for regulating payment.***
32. In case of non-adherence to preventive maintenance schedule, a penalty of 10% of the total of AMC charges for the Quarter for every such failure in a quarterly schedule will be recovered. In case of fault where no STAND BY is provided and fault persists beyond 24 hours or faulty equipment is taken by vendor for repair and not returned within ONE WEEK after repair, AUS shall be at liberty to get the same repaired from outside source and recover the cost from AMC Vendor from the pending AMC bill or from security deposit. The purchaser is not bound to issue any notice to the AMC vendor for the repair of such items.
33. A monthly computerized call reports to be maintained serially for the number of complaints attended on call basis and a report for carrying out monthly routine cleaning of Computer Systems/ Accessories and report of quarterly preventive maintenance shall be furnished to the respective AUS in-charge of maintenance by the 7th of the following month both in the form of hard copy and soft copy. The quarterly bills/ claims shall not be entertained in case this is not followed strictly.
34. Details of all/any equipment taken out for repairs outside the AUS Campus has to be recorded in the Estate Section before departure and the return of the same is again to be entered in the records of the Estate section along with a copy of the receipt of the same at the concerned office.
35. Validity: The bids should be valid for a maximum period of 90 days from the date of opening of tender and the prices should remain valid till execution of AMC agreement.

36. The registration number of the firm along with the CST/VAT No. allotted by the sale tax / trade tax authorities, service tax registration, trade license and I.T. registration number (P.A.N) along with the place of registration should invariably be given along with the technical bid.
37. Certificate of dealership / authorised service centre is required to be submitted.
38. The documents containing bids shall be free from cutting or erasing and overwriting or typing. However, alterations if any in the tender should be attested properly by the bidder, failing which the tender is liable to be rejected.
39. All the documents required should be submitted along with the technical bid which should be complete in all respect and compliance stated.
40. The bidder should enclose latest sales tax / VAT /Service tax clearance certificates/Income tax returns and PAN number along with the technical bid.
41. The tender not conforming to any or all the above terms and conditions will be rejected.
42. Incomplete tenders are liable to be rejected.
- 43. Breach of Terms and Conditions:** In case of breach of any terms and conditions as mentioned above, the Competent Authority, will have the right to cancel the work order/ job without assigning any reason thereof and nothing will be payable by Assam University, Silchar in that event the security deposit shall also stands forfeited.
- 44. Insolvency etc.:** In the event of the firm being adjudged insolvent or having a receiver appointed for it by a court or any other order under the Insolvency Act made against them or in the case of a company the passing any resolution or making of any order for winding up, whether voluntary or otherwise, or in the event of the firm failing to comply with any of the conditions herein specified Assam University, Silchar shall have the power to terminate the contract without any prior notice.
- 45. Force Majeure:** If, at any time during the subsistence of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, act of public enemy, civil commotion, sabotage, fire, floods, explosion, epidemics, quarantine restriction, strikers lockout or act of God (hereinafter referred to as events) provided notice of happening of any such eventuality is given by party to other within 21 days from the date of occurrence thereof, neither party shall be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and deliveries have been so resumed or not shall be final and conclusive.
46. Further, that if the performance in whole or in part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, either party may, at least option to terminate the contract.
47. Bidder shall submit a copy of the tender document and addenda thereto, if any, with each page of this document should be signed and stamped to confirm the acceptance of the entire terms & conditions as mentioned in the tender enquiry document.
48. Conditional bid will be treated as unresponsive and it may be rejected.
49. The University shall not be liable for any postal delay and delay or late submission of tender beyond last date /time of submission.
50. All disputes are subject to Silchar Jurisdiction.

Those bidder who accept the above terms and condition, may submit their tender in the prescribed format at annexure along with all relevant document to this office on or before the stipulated date. The bidder must also submit certificate in their official letter head stating that all above terms and conditions are acceptable to them.

Sd/-

Registrar

APPENDIX 'B/A'

TECHNICAL BID FORM

To,
The Registrar
Assam University, Silchar-788011, Assam

Date:

Ref: - Your tender notice No. **No. AUES/COMP-20/2016** dated. 14/02/2017

I hereby offer to execute annual maintenance of computer and peripherals and LCD projector given in schedule and agree to hold offer open till last date of tender. I shall be bound by a communication of acceptance within the prescribed time. I have understood the terms and conditions and it certify that I will be fully abided by terms and conditions. If I/We fail to comply with any of the terms and conditions Earnest Money Deposit (EMD)/ Security money already deposited may be forfeited.

An amount of Rs. _____ /-(Rupees.....) only
as EMD/Security enclosed herewith in form of Bank Draft/Pay Order/Banker's Cheque
No.....dated..... issued by Bank.....
Photo copy of valid VAT/Sale tax/Service tax clearance/Income tax return and past
experience certificate of such work enclosed.

Certified that I/we have no pre-conditions attached with tender/ specifications.

Encl: Annexure- B/A-1, B/A-2, B/A-3

Yours faithfully.

Signature.....

Full Name of tenderer.....

Address with seal.....

PROFORMA “B/A-1”

DETAILS OF AGENCY / FIRM / DEALER/MANUFACTURER REGISTRATION

1. Name of Agency/Firm / Distributor /Dealer/Manufacturer with address:

2. Details of authorised service centre (as per clause 10 of terms and condition of tender):
 - i)
 - ii)

2. Authorised service centre contact number and e mail id:

4. Validity period of service centre: With effect from_____ to_____

4. Technical Person (s) Name and Contact detail:

Copy of proof of authorisation/accreditation certificate of service centre to be enclosed

Signature of Agency/ Firm

Seal

PROFORMA “B/A-2”

List of similar nature of works with regard to execution of Annual Maintenance of Computer & Peripherals & LCD projector to University / Educational or Research Institute / Government Departments etc.

Sl No	Name of work with brief particular there of	Quantity of Computer & Peripherals & LCD projector under AMC	Contract Amount	Name of the Client with his complete postal address, phone numbers

Add extra sheet if required

Sign of the Agency / Firm /Manufacturer

Seal

Date:

PROFORMA “B/A-3”

List Ongoing work

Sl No	Name of work with brief particular there of	Quantity of Computer & Peripherals & LCD projector under AMC	Contract Amount	Name of the Client with his complete postal address, phone numbers

Add extra sheet if required

Sign of the Agency / Firm /Manufacturer
Seal

Date:

Declaration

1. I/ We have read all the terms and conditions of the NIT carefully and these are acceptable to me/ us.
2. I/ We hereby declare that our firm/ company/ concern are registered for the above work. We are in the business of above work for few years, which can be verified from your end. We have all the logistics, infrastructure and technical staff required for carrying out the work, as per terms and conditions, specification and delivery schedule etc. mentioned in the NIT. We have not been blacklisted by any Government (Central and State)/ Board/ University/ Public undertakings/ Banks/ RBI etc till date.
3. The decision of the University authority will be accepted by me/us during and after the bid evaluation process.

Name of the bidder_____

Address_____

Telephone no-

Mobile No-

Email id-

Signature of the Bidder

With Seal & Date

APPENDIX 'B/B'

FINANCIAL BID FORM

To,
The Registrar
Assam University, Silchar-788011, Assam

Date:

Ref: - Your tender notice No. No. AUES/COMP-20/2016 dated. 14/02/2017

Sir,

I/We hereby quote the following rates for “Annual Maintenance of Computer & Peripherals & LCD projector to University” as per specification shown in Annexure “B/B-4”. Description of store with specification Rate for each item is also given in the Annexure “B/B-4”.

- (i) VAT/CST @.....
- (ii) Service Tax @.....

Certified that I/we have no pre-conditions attached with tender/specification.

Yours faithfully.

Encl.:- Annexure “B/B-4”

(Signature of Tenderer)

Address with seal.....

ANNEXURE "B/B-4"**RATES FOR ANNUAL MAINTENANCE CONTRACT OF COMPUTER & PERIPHERALS AND LCD PROJECTOR**

No. TENDER NO.AUES/COMP-20/2016

Date: 14/02/2017

SL.NO.	NAME OF THE ITEMS	APPROX. QTY.	RATE WITH SPARES(INCLUSIVE OF ALL TAXES) Rs.in figure(each)	RATE WITH SPARES (INCLUSIVE OF ALL TAXES) Rs. In words
1.	Server with Monitor & related accessories	07		
2.	Desktop Computer with Monitor & related accessories	820		
3.	UPS 600VA	450		
4.	UPS 800VA	20		
5.	Online UPS 2KVA/3KVA	04		
6.	Online UPS 5KVA	08		
7.	Online UPS 10KVA	08		
8.	HP DeskJet printer	20		
9.	HP DeskJet printer (print/Scan/Copy)	10		
10.	HP LaserJet printerP1007/P1008/1020 plus	240		
11.	HP LaserJet Printer (print/Scan/Copy)	60		
12.	HP LaserJet printer Heavy Duty	35		
13.	Line Printer Dot Matrix	02		
14.	HP Flatbed Scanner	48		
15.	LCD Projector	50		
16.	Commercial Desktop Computer with Monitor & related accessories	110		
17.	Apple Desktop Computer with Monitor & related accessories	28		
18.	Online UPS 20KVA	05		

Signature with Seal _____

Name _____

Address _____

Mobile No. _____

Email.ID _____