

No. 643 / 15-C – Computer

Dated 16/07/2019

NOTICE INVITING TENDER

On behalf of the President of India, Chairman, CPB/ Director, TMMz GDC, Survey of India, Silchar -03 invites online bid for procurement of CAMC for computer & its peripherals kept in TMMz GDC, Survey of India, 5th Floor, Kendriya Sadan, Chirukandi Road, Silchar-788003, Cachar, Assam.

The details of e-Tender with complete terms and conditions are available on the CPP portal i.e. <https://eprocure.gov.in/eprocure/app> as well as on Survey of India's website: www.surveyofindia.gov.in (for reference only). **Bids received by offline mode are not acceptable.**

S.B. Sharma
Director,
TMMz GDC,
Survey of India, Silchar-788003

भारतीय सर्वेक्षण विभाग

SURVEY OF INDIA



**TENDER DOCUMENT
FOR COMPREHENSIVE
AMC OF COMPUTER & ITS PERIPHERALS FOR
TMMz GDC, SURVEY OF INDIA, SILCHAR-03**

**(MINISTRY OF SCIENCE AND TECHNOLOGY)
(GOVERNMENT OF INDIA)**

TENDER NO. 645/15-C-Computer dated 16/07/ 2019

Tender Document can only be downloaded from Survey of India website:

www.surveyofindia.gov.in and CPP Portal

**SURVEY OF INDIA
(MINISTRY OF SCIENCE AND TECHNOLOGY)
Tripura, Manipur & Mizoram Geo-Spatial Data Centre
Survey of India, 5th floor , Kendriya Sadan , Chirukandi Road
Silchar- 788003(Assam)**

**TENDER DOCUMENTS FOR INVITING TENDERS FOR THE ON-SITE
COMPREHENSIVE AMC OF COMPUTER & ITS PERIPHERALS**

On behalf of the President Of India, the Chairman CPB/Director, TMMz GDC, Survey of India, Silchar-03 invites online tender for the on-site Comprehensive AMC of Computer & its Peripherals for Survey of India office located at Silchar as per the following terms and conditions.

1.PARTICULARS OF THE TENDER

(a) Designation & address of the authority inviting tender

The Chairman, CPB/Director,
TMMz GDC, 5th Floor
Kendriya Sadan, Chirukandi Road,
Survey of India, Silchar-788003(Assam)

(b)Tender No.

No. 645 /15-C-Computer dated 16/07/2019

(c) Critical Dates

Published Date	17.07.2019 (16:15 hrs)
Document Download Start Date	17.07.2019 (16:15 hrs)
Document Download End date	06.08.2019 (15:00 hrs)
Bid Submission Start Date	17.07.2019 (16:20 hrs)
Clarification Start Date	17.07.2019 (16:20 hrs)
Clarification End Date	06.08.2019 (14:00 hrs)
Bid Submission End Date	06.08.2019 (15:00 hrs)
Bid opening Date	08.08.2019 (10:00 hrs)

2. ELIGIBILITY CRITERIA

(i) The bidding firm should be authorized by concerned OEM for repairing & maintenance of Computer & its Peripherals Copy of '**Certificate of Authorization**' must be enclosed with the tender.

(ii) The bidding firm should be registered with the appropriate government authorities. The copy of the **Registration certificate** must be enclosed with the tender.

(iii) The bidding firm must enclose the **registration certificate of GST** from the appropriate authorities as prevalent in the state of Assam.

(iv) The tenderer must provide the **PAN/TAN** number of the firm. Copies of income tax returns filed by the firm for **last 3 yrs** should be enclosed with the tender.

(v) The bidding firm should have **atleast 3years** experience of executing the similar work in Govt./PSU or any other academic institution. Supportive documents i.e, 'Satisfactory performance certificate' from the office, where such services was provided, must be attached with the bid. **The bids received without the above mentioned certificates/documents will be rejected.**

3. TENDERING/BIDDING PROCESS:

The tenders / bids are to be submitted in three Covers, i.e. Cover-1, Cover-2 & Cover -3.

(a) **Cover – I**, titled as '**FEE**' shall contain: Scanned copy of Earnest Money Deposit (EMD)

(b) **Cover – II**, titled as '**PRE QUAL / TECHNICAL BID**' shall contain the complete technical qualifications and Commercial terms and conditions of supply etc. & Documents.

(c) **Cover – III**, titled as '**FINANCIAL BID**' shall contain: Rate Schedule duly filled in strictly according to the prescribed proforma specified in Annexure A

(d) The 'FEE', 'PRE QUAL/TECHNICAL' and 'FINANCIAL' bids shall be filled online in e-procurement portal <https://eprocure.gov.in/eprocure/app> on or before the scheduled date.

4.TERMS AND CONDITIONS

(i) Response to the tender in sealed envelope should be addressed to the Chairman, CPB ,Survey of India,Silchar-03.**The rates should be quoted in format as given in Annexure 'A'**. The tenderer may add columns/rows in the table given in Annexure 'A', if so required.

(ii) The Rate quoted should be mentioned by the agency both in figure and words. There should not be any erasing or overwriting whatsoever to avoid rejection of bid. The rate quoted should remain valid for a period of 90 days from the date of opening of the bids.

(iii) Bidders are required to furnish i.e. EMD along with the Tender offer. The EMD should in the form of a Demand Draft from a Nationalized bank for Rs. 10,000/- (Rupees Ten Thousand only) drawn in favour of "**Drawing & Disbursing Officer, TMMz GDC, Survey of India** " payable at **Silchar, Assam. Without EMD, the tender will not be entertained.** Unsuccessful Bidders money will be refunded within 45 days after the opening of the tender. EMD will be refunded to the successful bidder after signing of the Contract Agreement on the terms and conditions as stipulated in this Tender Document and after obtaining Performance Security from

him. No interest will be paid for the **EMD AMOUNT, for any delay in refund. EMD Should be valid for a period of 45 days after bid opening date.**

If the successful tenderer fails to furnish the Contract Agreement and Performance Security, the Earnest Money Deposit will be forfeited.

(iv) The tenderer can inspect the Computer & its Peripherals before 24/05/2019 (11:00 hrs) if he/she desires so, in consultation with the Chairman, CPB/ Director, TMMz GDC, Survey of India, Silchar.

(v) Bids received after stipulated date and time due to any reason whatsoever including postal delay shall not be considered.

(vi) The Chairman, CPB/Director, TMMz GDC, Survey of India, reserve the right to accept or reject any/all bids without assigning any whatsoever.

(vii) **The Tender documents should be signed by the tenderer in all pages.** Incomplete and unsigned quotations are liable to be rejected.

(viii) Bids with overwriting conditions will be summarily rejected.

(ix) If details of taxes etc. are not mentioned in the bid, the bid will be considered to be inclusive of all taxes and if not so then no extra tax will be paid in any case.

(x) The successful tenderer will have to deposit Performance Security equal to 10% of the total bid value in the shape of FDR/Bank Guarantee from any nationalized bank drawn in favour of “ **DDO, TMMz GDC, Survey of India, Silchar**” at the time of awarding the work order. Performance security deposit should remain valid for the entire period of contract plus for a further period of 30 days after the completion of contract.

(xi) The successful tenderer will have to furnish an agreement will be provided by the authority inviting tender.

(xii) The period of Comprehensive AMC will be for 1 year from the date of signing the contract agreement and can be extended for further 1 year by mutual consent of both the parties.

(xiii) The payment to the contractor under the contract will be on **quarterly** basis i.e., the payment for the Comprehensive AMC will be made in four equal instalments, each equal to one fourth of the approved amount of Comprehensive AMC. 1st instalment will be paid after the completion of 3 months from date of award of contract.

(xiv) Tenderer shall specify the list of items which are not covered in Comprehensive AMC. See Annexure 'A'.

(xv) Any variation or additional taxes/duties and not statutory levies, if any imposed by the regulatory bodies during the period of his contract/service, will be payable by the maintenance agency over and above the quoted Comprehensive AMC service charges.

(xvi) The successful tenderer will be entirely responsible for execution of the job in accordance with the terms and condition of this document and the job will not be assigned or subletted to any other firm/agency.

(xvii) In case of the any dispute relating to the execution of the job between the parties, the matter will be referred to the Arbitration Authority i.e, the Surveyor General of India and his decision shall be final and binding on both the parties.

(xviii) Any of the tenderer, who may so desire, may be present at the time of opening of the bids but with authority letter from the firm.

(xix) The responsive bids will be evaluated for the total cost of comprehensive AMC charges per unit.

4. SCOPE OF WORK

a) Upkeep and maintenance of the Computer & its Peripherals. **The bidder must ensure the availability of spare parts for CAMC before the bidder quotes the rate for CAMC.**

b) Attending to complaints raised by TMMz GDC, Survey of India, Silchar on regular basis.

c) The contract would be on-site comprehensive i.e., including replacement of parts of original make and in case of non-availability it should be of appropriate standard as decided by the concerned Director TMMz GDC, Survey of India, Silchar

d) Standby arrangement also to be made by the tenderer, in case the Computer & its Peripherals is to be taken to the workshop for repairs.

e) Repair to be carried out at the location of the equipment. However, if necessary to carry any damaged items to the workshop for repair purpose, agency will bear transportation and other incidental charges and will take due permission from the O/o the Director, TMMz GDC, Survey of India, Silchar.

f) The successful tenderer is liable to handover all the hardware under its CAMC to the successor in working condition, failure to which leads to deduction of actual expenditure to repair these hardware.

g) The parts/components/ sub-assemblies used for repair/ replacement by the contactor will be of the same/ equivalent or higher make and functional capability as originally available in the system. All damaged/ replaced storage will be property of Survey of India.

h) A preventive quarterly maintenance report from the firm would be submitted without fail to the Assistant Store Officer (ASO) of this GDC.

i) Immediately on award of the contract, the contractor would give a report regarding taking over of the Computer & its Peripherals. It shall be the responsibility of the firm/ company to make the Computer & its Peripherals work satisfactorily throughout the contract period and also to handover the Computer & its Peripherals is found, the compensation which would be determined by the competent authority will have to be

paid by the firm or otherwise its performance security would be retained till clearance of dues or forfeited.

j) All break-down complaints must be attended within 24 hours on receipt of call from this office.

k) Majority of faults should be rectified in the first response itself. However, maximum period allowed for defect rectification shall be 72 hours. If it is beyond 72 hours, down time cost i.e. Rs. 200/- per day for the down period, shall be recovered from the CAMC charges. However this deduction will be on discretion of the Director, TMMz GDC, Survey of India, Silchar.

l) Fresh part only should be replaced if any hardware required to be changed without cannibalization from other machine in nearby vicinity which is defected or working condition.

m) In case, the contractor fails to rectify the defects within 72 hours, the amount of CAMC for the period, beyond 72 hours will be detected.

n) The contractor shall be responsible for any loss or damage caused to the Computer & its Peripherals owing to negligence on his part. The contract will be on comprehensive basis inclusive of repairs and replacement of spare parts without extra payment.

o) In the matter of interpreting the terms and conditions of the CAMC as well as dispute, if any, arising due to the CAMC of the Computer & its Peripherals, the decision of the Chairman, CPB shall be final and binding on the successful tenderer. No representation against such shall be made by the agency.

p) The service providing company shall have their office or branch in Silchar or in Shillong or in Guwahati with qualified staff for rendering service. If the service providing company does not have office or branch in Silchar or in Shillong or in Guwahati for rendering services, their tender will be outrightly rejected.

q) The Director TMMz GDC Survey of India, Silchar reserves the right to terminate the contract by giving two weeks notice, if the agency is incapable of carrying out the maintenance as per the terms and conditions or in the event of unsatisfactory performance by the firm.

r)The Chairman CPB, reserves the right to reject any/all the tenderers without assigning any reason.

5. Service warranty:

a) The tenderer should cover services provided including the quality of workmanship under warranty.

b) The successful Tenderer will not be allowed to frequently change the hardware engineer.

Annexure 'A'

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF
COMPUTER & ITS PERIPHERALS**

Rates towards On-site Comprehensive Annual Maintenance contract of Computer & its Peripherals is given below:-

Sl No.	Nomenclature of the Computer & its Peripherals	Qty.	Comprehensive AMC charges per unit	GST on Col. No. 4	Any other charges	Total Bid Value (4+5+6)
1	2	3	4	5	6	7
1	Desktop					
	HP Monitor	12				
	Benq Monitor	03				
	CPU	03				
	Dell	12				
	HP					
	UPS					
	Frontech					
	APC	12				
	Online	02 01				
2	Printer					
	Canon	01				
	HP Deskjet	03				
	Epson M 100	02				

List of items not covered:-

- 1.
- 2.
- 3.

It is certified that all the terms and conditions of the tender document No. /15-C-Computer dated / /2019 have been understood by me/us and I am/ we are ready to accept the same without any variation.

Name of Firm _____

Address _____

Mobile No. _____ Phone No. _____

Fax No. _____

Name of Bank _____

Bank's Account No. _____

IFSC Code _____

MICR No. _____

PAN Registration No. _____

GST Registration No. _____

Signature of Authorized Signatory

Stamp of Firm

INSTRUCTIONS FOR ONLINE BID SUBMISSION

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION :

- i) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal: <https://eprocure.gov.in/eprocure/app> by clicking on the link “**Click here to Enroll**” on the CPP Portal is free of charge. ii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- iii) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- iv) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate(Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / NIC/ (n)Code / eMudhra / Capricon etc.), with their profile.
- v) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC"s to others which may lead to misuse.
- vi) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS:

- i) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- ii) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective “My Tenders” folder.

This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

- iii) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS:

- i) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- ii) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the

number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

iii) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR formats. Bid documents may be scanned with 100 dpi.

iv) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents as per SI.10 (a) of Tender document. Bidders can use "My Space" are available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS:

i) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

ii) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

iii) Bidder has to select the payment option as "offline" to pay the EMD as applicable.

iv) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to Tender Inviting Office i.e. **The Director, Tripura, Manipur & Mizoram Geo-Spatial Data Centre, 5th Floor, Kendriya Sadan, Chirukandi Road, Survey of India, Silchar-788003** latest by the last date of bid submission. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

v) Financial Bid provided with tender document format to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids online in the format provided with this tender and no other format is acceptable.

vi) Bidders are required to download the Financial bid format provided with tender document file, fill with their respective financial quotes and other details (such as name of the bidder). Once the details have been completed, the bidder should sign it and submit it online, without changing the filename in the respective cover. If financial bid format provided with tender document file is found to be modified by the bidder, the bid will be rejected.

vii) The serve time (which is displayed on the bidders" dashboard) will be considered

as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

viii) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.

ix) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

x) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

xi) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS:

- i) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- ii) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is **Number 0120-4001002, 0120-4001005.**