

PITHAMPUR AUTO CLUSTER

(A GOVT. OF MADHYA PRADESH UNDERTAKING- SUBSIDIARY OF MPAKVN, INDORE)

Reg. Office: 126, Kanchan Bagh, Opp. Hotel Crown Palace, Indore 452 001



TENDER DOCUMENT

FOR

ANNUAL MAINTENANCE CONTRACT FOR

COMPUTERS AND ITS ACCESSORIES

Reg. Office: 126, Kanchanbagh, Near GitabhawanChauraha, OppHotel Crown Palace, INDORE-452001 (M.P.)
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Our Ref: PAC/IND/2018/74

DATE- 23/05/2018

Subject: Tender for annual maintenance contract for Computers and its accessories installed in the head office of PAC and its training centre located at village Harniakhedi, Tehsil Mhow.

Sealed tenders in two bid system for the subject work, are invited from eligible bidders, by Managing Director, Pithampur Auto cluster, Indore on or before 13th June 2018 at 3.00 PM. The tender document is to be submitted in two separate envelopes each sealed and clearly identified and addressed to “Managing Director, Pithampur Auto cluster, Indore”. Both the envelopes along with the requisite Tender Fees & EMD, shall be contained in a large envelope super scribed

“Tender for annual maintenance contract for Computers and its accessories.”

The tender document may be downloaded from the website www.pithampurautocluster.com

Thanking you,

Yours faithfully,

Managing Director ,
PAC, Indore



**TENDER DOCUMENT FOR ANNUAL MAINTENANCE CONTRACT
OF COMPUTERS AND ITS ACCESSORIES**

1. INVITATION TO BID

1.1 Sealed quotations are invited for maintenance contract for Computers and Its accessories installed in the head office of PAC and its training centre located at village Harniakhedhi, Tehsil Mhow.

1.2 Details of the systems are as given in **Annexure 1**. The actual number may either increase or decrease during the period of contract.

1.3 Any of the above systems may be withdrawn at any time during the period of contract and maintenance charges for such equipment will be paid on pro-rata basis. Similarly, equipment can be added during the period of contract and maintenance charges will be paid on pro-rata basis.

2. PROCEDURE OF SUBMITTING THE TENDER

2.1 **Eligibility Criteria** : The bidder must be a company/firm incorporated/registered in India having an average annual turnover of at least Rs. 50 (Fifty Lakhs) in the previous 3 financial years ending 31/03/2017, 31/03/2016 and 31/03/2015 and providing AMC services for minimum 50 computers to at least 2 clients.

2.2 **Two bid system** i.e. Technical Bid and Financial Bid would be adopted. The Technical Bid shall consist information pertaining to the qualifications of the agency, which would be opened first for assessment of competence of the agency.

2.3 **Financial Bid** shall be opened of only those bidders who have submitted the Demand Drafts of Tender Fees & EMD are found successful in the process of technical assessment by this office.

2.4 The bidder is required to submit the technical and financial bids in two separate sealed envelopes super scribed "**Technical Bid**" and "**Financial Bid**". Both the envelopes shall be contained in a large envelope which may also be sealed and super scribed "**Tender for annual maintenance contract of Computers and its accessories**", and should reach in the office of The Managing Director, PAC, Indore latest by 13th June 2018 up to 15.00 pm.

2.5 The date of opening of the quotations shall be on 14/06/2018 at 11.00 am and shall be opened in the presence of such bidders or their duly authorized representatives as may be present.

2.6 The bidder is required to sign all pages of this document and return the same along with their bid as a token of acceptance of all the terms and conditions mentioned in this document. Unsigned document will be rejected. Price bid of those bidders will be opened who fulfill all the requirements of the technical bid.



3. DOCUMENTS TO BE SUBMITTED WITH TECHNICAL BID

The Technical Bid (**Annexure - 2**) shall contain following information in a sealed cover.

- a) Name, address, set up and status of the organization.
- b) GST Registration
- c) Copies of balance sheet of previous three financial years ending 31.3.2017.
- e) Demand Draft for Rs 10,000.00 towards Earnest Money Deposit, payable in favors of "PITHAMPUR AUTO CLUSTER, INDORE".
- f) Demand Draft for Rs 1180/- towards cost of tender, payable in favors of "PITHAMPUR AUTO CLUSTER, INDORE".
- g) Performa pertaining to yes/no for the required information at **Annexure 2** may be completed and submitted.
- h) List of clients with name, complete address and contact number where the company is currently maintaining more than 50 PCs and its accessories in a single location as per **Annexure 3** to be enclosed. Copies of two such work order or any other documentary evidence from Govt. Deptt./Public Sector Undertaking clearly showing that more than 50 PCs and Its accessories are being maintained at a single location should be attached.

4. DOCUMENTS TO BE SUBMITTED WITH FINANCIAL BID

4.1 Performa at **Annexure 1** may be completed for submitting the financial bid and submitted in a separate sealed envelope. No escalation of prices would be permitted on any ground.

5. TERMS AND CONDITIONS

- 5.1 The agency shall depute fully trained and disciplined personnel.
- 5.2 The Contract shall be initially for a period of one year from the date of signing this Contract. However, the contract may be extended for further two years with 10% in service charges subject to the satisfactory performance of the contractor and on the mutual consent of both the parties.
- 5.3 TDS as per rules shall be deducted from the bill of the agency.



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- 5.4 The agency shall be held responsible for any loss of Pithampur Auto Cluster, Indore property, if it takes place, due to any lapse of the personnel deployed by them. PAC, Indore shall have the right to deduct appropriate amount from the bill of the agency to make good the loss so incurred.
- 5.5 PAC, Indore reserves the right to cancel the contract if the instructions are not properly followed.
- 5.6 Tenders not properly sealed and incomplete tenders are liable to be rejected.
- 5.7 PAC, Indore reserve the right to accept or reject any/all tenders(s) in whole or in part Without assigning any reason.
- 5.8 PAC, Indore reserve the right to increase or decrease of quantities of any item of work and the agency shall maintain the same at the rate quoted for similar item.
- 5.9 PAC, Indore takes no responsibility for delay, loss or non-receipt of a quotation after dispatch.
- 5.10 The maximum response time for repairing the system shall not be more than 24 hours and the agency shall provide equivalent standby equipment within the response time.
- 5.11 In the event of dispute, the decision of Managing Director, PAC, Indore shall be final and binding.
- 5.12 No transportation charges will be paid by PAC for any type of services.
- 5.13 In the event of dispute, if any, the courts of Indore will have the jurisdiction.

6. NATURE OF WORK

- 6.1 The agency shall provide onsite preventive and corrective maintenance of Computers and Its accessories.
- 6.2 The maintenance also includes removal of virus, software patch updation, software support/trouble shooting to keep the system fully operational and internet support. The agency will be responsible for providing virus free computer environment.
- 6.3 The maintenance will include necessary repairs to the installed systems and replacement of defective/damaged parts, components and other accessories free of cost. The parts/components/sub-assemblies used for repair/replacement by the agency will be new and of the same/equivalent or higher make and functional capability as originally available in the systems. Except consumables like ribbons, laser printer cartridges and toners, floppies and



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cables, the agency will supply all other parts/ components/sub-assemblies including Fuser Assembly of laser printers free of cost.

6.4 The system that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/components/assemblies will be withdrawn from the maintenance contract. The decision of PAC regarding non-availability and obsolescence of technology will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency.

6.5 The agency shall also carryout periodic preventive maintenance including external cleaning of equipments once every month, on the days and time convenient to the users.

6.6 The maintenance services will be provided from 0900 h to 1730h (all working days) normally. However, in case of exigencies services are to be provided on Saturday and holidays also.

6.7 The agency shall provide maintenance services through a qualified, experienced and competent service engineer. The service engineer will be responsible for hardware maintenance and network trouble shooting, user software support including virus cleaning/patch installation and software installation. The engineer responsible for should have expertise to cover all items of PCs and network components.

6.8 All Computers and Its accessories and their parts as mentioned in Annexure-1 will be covered under the maintenance.

7. SERVICE ENGINEER

7.1 The Service Engineer deputed by the agency should have necessary technical knowledge and experience.

7.2 The agency and service engineer shall follow the system of monitoring the work and attendance of the service engineer as stipulated by PAC, Indore .

8. EARNEST MONEY

8.1 Earnest Money deposit of Rs 10,000.00 (Rupees Ten thousand only) in the form of Demand Draft in favour of "PITHAMPUR AUTO CLUSTER, INDORE" must be submitted along with the Technical Bid, otherwise, the tender would be liable to be rejected. The Earnest Money will remain with PAC up to the final award of contract. No interest shall be payable on Earnest Money. The Earnest Money of the successful bidder shall be adjusted against the Security Deposit. The Earnest Money of the unsuccessful bidders shall be refunded to them after the finalization and award of contract.



9. SECURITY DEPOSIT

9.1 The **successful bidder shall be required to deposit a sum equivalent to 10% of the total annual work order** at the time of signing the contract towards Security Deposit by Demand Draft in favour of "PITHAMPUR AUTO CLUSTER, INDORE". No interest shall be payable on the Security Deposit. Performance Security will remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the contractor. The EMD amount may be adjusted against the Performance Security amount.

10. PAYMENTS

10.1 The payment to the agency shall be made, on monthly basis within 7 days from submission of bills with PAN number and GST Number. TDS as applicable, will be deducted before making the payment

11. PENALTY

11.1 If the services provided by the agency under this maintenance contract are not to the full satisfaction of PAC, the maintenance contract may be terminated by PAC and the charges shall be payable only up to the period, till which the agency has rendered satisfactory services. The decision of Managing Director, PAC in this regard shall be final and binding on the agency.

11.2 In case of non-compliance with the contract, PAC, Indore shall reserve the right to cancel/rescind/ revoke the contract and impose suitable penalty in proportion to damages.

11.3 The maximum response time for repairing the system shall not be more than 24 hours and penalty for failure of the agency to repair the system/providing equivalent standby equipment within the response time will be Rs 100.00 per day.

12. For clarifications, if any, please contact PAC, Indore on any normal working day between 1100 hrs to 1700 hrs.

13. The financial Bid shall be exclusive of applicable taxes. The taxes as may be levied by the Government from time to time shall be charged by the contractor in addition to the rates quoted in the bid by the contractor



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ANNEXURE 1 FINANCIAL BID

S. NO	EQUIPMENT	QTY. In Numbers (Approx)	RATE PER MONTH PER EQUIPMENT (Exclusive of applicable taxes)	TOTAL* AMOUNT (Exclusive of applicable taxes)
1	Computers and its accessories	50		

*The rate quoted shall be fixed for the 1st year which shall be increased by 10% for next two years if the awarded AMC is further extended.



ANNEXURE-2
PROFARMA OF COMPLIANCE FOR THE REQUIREMENT OF TENDER (TECHNICAL BID)

S.NO.	DESCRIPTION OF RQUIREMENT	YES	NO
1.	Name, address and status of Organization		
2.	Registration Certification of GST- enclosed		
3.	Copies of balance sheet of previous three financial years ending 31.03.2017- enclosed		
4.	List of clients with name, complete address and contact number where the company is currently maintaining more than 50 PCs in a single location in Indore & copies of two such work order- enclosed.		
5.	Details of arbitration cases, if any- enclosed		
6.	Demand draft for Rs. 10,000.00 as Earnest Money- enclosed		
7.	Demand draft for Rs.1180.00 towards cost of tender- enclosed		
8.	Financial Bid sealed in a separate envelop in Annexure-1 enclosed		

Signature with number stamp



ANNEXURE-3

List of clients where the company is currently maintaining more than 50 PCs in a single location in Indore (Details of at least two clients)

Sl. No.	Name of the Organization with complete address and contact number	Details of Equipment and Nos	Period of contract	Contract Value

Signature with rubber stamp

