



Build Green, Live Green!
CIN:U45200BR2008SGC013513

BIHAR STATE BUILDING CONSTRUCTION CORPORATION LTD.

An ISO 9001:2008, 14001:2004&OHSAS 18001:2007 Certified Company

A Government of Bihar Undertaking

Website: www.bsbcccl.bih.nic.in

Ref. No.-

Date:

NOTICE INVITING TENDER FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR COMPUTER AND OTHER PERIPHERAL DEVICES

Bihar state Building Construction Corporation Ltd, Patna invites Sealed tender under two bid systems from reputed and registered firms/agencies for Annual Maintenance Contract (AMC) of servers, Desktop, laptop, Lan Networking, CCTV Camera & its network, Intercom point, Scanners, UPS etc. for the period of Two year in HQ office situated at Patna. Interested firms/agencies may participate in the bidding process by sending his tender in a single big size envelope containing two envelope one "Technical Bid" and second for "Financial Bid" duly sealed and superscribed as "**Tender for Annual Maintenance Contract (AMC) Computer and other Peripheral devices** addressed to **The Chief General Manager, Bihar State Building Construction Corporation Limited, Hospital road, ShastriNagar, Patna- 800023**. The sealed tender should reach the office on or before 22/07/2020 by 03:00 p.m. through Courier/Registered Post/Speed Post/hand to hand only. Conditional tender/incomplete tender or tenders received after the due time and date shall not be entertained in any circumstances. The tender(s) (technical part) will be opened on the same day i.e 22/07/2020 at 04:00 p.m. by the competent authority in the presence of bidders or their authorized representative those who wish to participate. Other relevant details regarding this tender are available on our website www.bsbcccl.bih.nic.in. Any corrigendum related to this NIT will publish through official website only.

मुख्य महाप्रबंधक,
बिहार राज्य भवन निर्माण निगम लि०, पटना।

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Terms & Conditions

1. Quotation are invited in two bid system (i) Technical Bid & (ii) Financial Bid. The 'Technical Bid' will be duly filled and put in the first envelope containing the title 'Technical Bid for Tender for Annual Maintenance Contract (AMC) of Computer and other Peripheral devices'. It should contain full information as required in Annexure I. The 'Financial Bid' will be made and put in the second envelope containing the title 'Financial Bid'. It shall include full information as required in Annexure II. Both bids should be put in the third envelope which should be prominently super-scribed as "Tender for Annual Maintenance Contract (AMC) of Computer and other Peripheral devices" and addressed to "Chief General Manager, Bihar State Building Construction Corporation Ltd., Patna" and should reach on or before 22/07/2020 till 3.00 PM.
2. Quotation received after due date and time mentioned above, as well as those received without separate sealed envelopes as specified above will not be accepted.
3. BSBCCL reserves the rights to reject any bid(s) without assigning any reason.
4. Terms & Conditions as set out in this tender Document shall adhere by the bidder. Offers not complying with such terms & conditions shall be ignored /rejected at the discretion of this office.
5. LATE/DELAYED tender's enquiry: Bid(s) received after closing date and time prescribed in this NIT shall NOT be accepted under any circumstances.
6. While submitting the bid for this work, the bidder(s) will be deemed to have read, understood and accepted all the terms & conditions stated in the Quotation document. Any doubts or clarifications with regard to the interpretation of the Terms & Conditions, specification of items stipulated in this tender Enquiry, may be got clarified from IT Support Cell, O/o the Bihar State Building Construction Corporation Ltd., 3rd floor, Patna, at the stipulated date and time mentioned in NIT. Requests for postponing the tender opening date for the same shall not be accepted.
7. Bidder(s) are at liberty to be present or authorize a representative to be present at the opening of the tender at the time and date as specified in the NIT. The representative so deputed should also bring with him a letter of authority from the firm for having been authorized to be present at the time of opening of tender. The name and address of permanent representative of the firm, if any, should also be indicated in the letter. Representatives of firms who have not submitted the Quotation or representatives not possessing authority letter from the bidder or outsiders shall not be allowed to attend the tender opening.
8. The bidder is required to examine all instructions, forms, terms and specifications

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in the Bid documents. Failure to furnish all or any of the information required as per Bid document or submission of the bids not substantially responsive to the Bid documents in every respect will be at the bidder's risk and may result in rejection of the bid.

9. Document required for submission of tender must be serial numbered and strictly as per prescribed format.
10. The approximate quantity of the Hardware to be given under AMC have been mentioned at Annexure -I.
11. This contract will cover Preventive and break down Maintenance of computers, Printers and other peripherals as mentioned above and satisfactory working of LAN including server and other items. The contract shall also include shifting/reinstallation of computers.
12. The Firm should also submit a list of their clients/ Customers (with complete name and address of the organization along with technical bid)
13. The bidder shall quote the price on per unit basis (Including taxes if applicable)
14. Canvassing in any form will be viewed seriously and if any Quotation is found to be resorting to such practice the Quotation of such Firm will be rejected.
15. Bids shall remain valid for the minimum period of 180 days after the date of opening bid prescribed by the Chief General Manager Bihar State Building Construction Corporation Ltd, Patna.
16. During the period of AMC, the agency shall carryout preventive check on monthly basis as well as on requirement basis.
17. The fault reported by the office during the period of AMC shall normally be rectified within a working day from the date of receipt of fault report. However in exceptional Circumstances, the delay in rectification for reasons beyond the control of the agency shall be condoned by the office.
18. In case of major repair/breakdown of any systems, the supplier should have facility for providing a standby system within 24 hours.
19. The rates quoted will remain in force for the full period of AMC. No demand for revision of rates on any account shall be entertained during the contract period.
20. The firm shall maintain the equipment as per manufacturers' guidelines and shall use standard components for replacement. In case of an instance of sub-standard repair/replacement of parts by the firm, it may lead to cancellation of the contract and any other legal action may be taken against the firm.
21. It shall be the responsibility of the selected firm that not only to make the items under AMC work satisfactorily throughout the contract period but also to handover the term under AMC to the Organization in working condition on expiry of the contract.
22. Payment will be made on completion of each quarter against submission of invoice .

23. Measurements of defective/unsatisfactory work during service period, any kind of delay in service, delay and / or absence of service or residential engineer, failure to do preventive maintenance or breakdown calls, any other type of failure which may feel so by this office be treated as unsatisfactory performance and a penalty of Rs 500/- will be levied for each such incident and repeated failure may lead to termination .

24. Emergency Service Support

For special cases, emergency service is required in holidays/bandh and even after office hours, no additional payment will be made for the type of service.

25. Replacement of defective spare Parts

Defective spare/equipment should be replaced by original/genuine spare/equipment of the manufacturer within seven days.

26. Stand by

All breakdown calls should resolved within next working day after customer has informed about a breakdown/problem beyond which standby equipment/s should be installed immediately, till such time the original equipment/spares are rectified/replaced by original parts, failing which the vendor may hire/arrange the equipment for standby & the total charges incurred for hire/arrange will be levied for each such incident as penalty and also this type of failure will be treated as unsatisfactory performance and penalize as per condition. Hire/Arranged equipment will remain in possession of this office till the original equipment be rectified.

27. Prior Permission

Any changes in Hardware/software/parts/etc. shifting of any equipment's, change of places of the equipment/s in the same office, etc done by the deputed engineer of the vendor should take prior permission from the authorised officer of BSBCCL.

28. Resolution of Disputes

The Customer and the Bidder shall make every effort to resolve disagreement or dispute arising between them or in connection with the Contract amicably by direct informal negotiation during service period. In case of any disputes arising out of interpretation of any of the provisions of this contract, will be settled under the jurisdiction of Chief General Manager, Bihar State Building Construction

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Corporation Ltd. Patna -23 The decision taken by him/her shall be binding over both parties.

29. Preventive Maintenance

Preventive Maintenance for the whole computer system shall be done on Monthly basis which shall include external/internal cleaning of the system, running the diagnostics /utilities to determine the existing or likelihood faults and their removal. Detailed test to be carried during Preventive Maintenance shall be worked out between this office and Vendor. Maintenance includes Routine Corrective and Preventive Maintenance of the computer system and its Peripherals as specified in the inventory of equipment (Annexure III) to be covered under AMC. AMC shall cover Labour charges, required spares and consumables except CDs, Tapes and Ribbons/Cartridges/Toners/Fuser and Imaging Units for LaserJet Printer & Stationery. Maintenance also includes Software Installation, un-installation, and Virus Removal and Integrity maintenance to make the system/equipment/network functional.

30. Official Computers Hard Disk datas will not be carried in any circumstances.

31. The taxes may be deducted at source as per prevailing laws.

Technical Eligibility Criteria

1. The firm should be 'registered' firm and should be in existence for at least 3 years in the field of maintenance of Servers, Desktops, Workstations, Laptops, CCTV, Printers, Scanners etc., and should be having a turnover of at least 25 lakhs per annum..
2. The firm must have previous experience in maintaining hardware & software and network systems in offices and organizations of the public sector undertakings of the Government of India/State Government and Autonomous Bodies (certificates from at least five such offices/organizations – where the firm is presently holding AMC – indication satisfactory performance/service providing by the firm have to be furnished along with proof of holding AMC in those office/organizations as on date. The certificate should indicate the brands of equipment's (name of manufacturer or equipment's) maintained by the firm holding AMC in that organization. This office would be free to verify such certificates from the concerned office/organization, if felt necessary.

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3. The firm must have expertise for past 5 years minimum in preventive on-site maintenance and repair of servers, standalone computers, laser and inkjet printers, scanners, laptops, projectors, associated peripherals, network components and other hardware parts and accessories. The firm also must have expertise in LAN trouble shooting.
 4. The Bidder shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies. In his regard bidder shall have to enclose a notarised affidavit.
 5. Copies of the following documents should be submitted along with Technical bid.
 - a) Audited Profit & Loss Account of last three years i.e. 2016-17, 2017-18 and 2018-19.
 - b) GST Number.
 - c) PAN Number
 - d) Income Tax Return for last three years i.e. 2016-17, 2017-18 and 2018-19.
 - e) Experience Certificate of AMC providing services in Central Government / State Government / Public sector undertakings / Autonomous Bodies.
 - f) Notarised affidavit in context to Sr. No.-4.

Period of Contract

The period of Contract shall be for two year form the date of commencement of the contract However, the contract can be terminated at any time during the period of contract after giving notice of 15 days/immediate effect, if the firm did not render the services satisfactorily or parts/spares provided by the firm are found sub-standard or any other reasons as the office may deem proper.

Extension of Contract

If the service of the vendor is found satisfactory during the period of contract and if the vendor is willing to continue this contract at the rate quoted and finalized during one year, this office may extend the period of contract for one more year.

Chief General Manager
Bihar State Building Construction Corporation Ltd.

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Annexure-I

List of Hardware Items

Sl.no	Item Name	Breif Specification / Model	Quantity
1	Desktop	Core i3(DELL/HCL/HP/Lenovo)	15
2	Desktop	Core i5(HCL/HP/Lenovo)	14
3	Desktop	Core i7(HCL/HP/Lenovo)	5
4	Laptop	Core i3(HCL/HP/Lenovo)	5
5	Laptop	Core i7(DELL/Lenovo)	2
6	Work Station	IBM X3100	1
7	UPS 600 VA	Numeric / Other OEM	46
8	UPS 1100 VA	APC	3
9	Printer Mono laserjet	HP 436n	1
10	Printer Mono laserjet	Canon imageRunner c3020	1
11	Printer Mono laserjet	Canon imageclass mf3010	5
12	Printer Mono laserjet	HP 1536/HP 226dn	2
13	Printer Mono laserjet	Canon 2900LB	1
14	Printer Mono laserjet	HP 1020	1
15	Printer Mono laserjet	HP M126	2
16	Printer Mono laserjet	HP MFP 1005	16
17	Printer Color Laserjet	HP 400	1
18	Printer Color Deskjet	HP 1515/HP gt 5820	2
19	Fax Machine	Panasonic KX - FP 701CX	1
20	UTM	Fortinet 70 D	1
21	LAN	With all Related Hardware (5nos of 10/100 24 port Switch)D Link/Netgear	60
22	InterCom	Intercom connection and cabling	32
23	Xerox Machine	A3 and A4	1
24	Scanner	HP(A4)G4010	1
25	Scanner	Epson(A3)DS60000	1
26	Wifi Access Point	Tp-Link/zyxel	6
27	CCTV Camera and cabling	Honeywell/Hikvision	24
28	NVR	Honeywell/Hikvision	3
29	Poe switch	D Link/Netgear	2
		Total	255

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Annexure-II (Financial Bid)

List of Hardware Items

Sl.no	Item Name	Breif Specification / Model	Quantity	Charges Per Unit Per Annum (Inclusive All Tax)	Total
1	Desktop	Core i3(DELL/HCL/HP/Lenovo)	15		
2	Desktop	Core i5(HCL/HP/Lenovo)	14		
3	Desktop	Core i7(HCL/HP/Lenovo)	5		
4	Laptop	Core i3(HCL/HP/Lenovo)	5		
5	Laptop	Core i7(DELL/Lenovo)	2		
6	Work Station	IBM X3100	1		
7	UPS 600 VA	Numeric / Other OEM	46		
8	UPS 1100 VA	APC	3		
9	Printer Mono laserjet	HP 436n	1		
10	Printer Mono laserjet	Canon imageRunner c3020	1		
11	Printer Mono laserjet	Canon imageclass mf3010	5		
12	Printer Mono laserjet	HP 1536/HP 226dn	2		
13	Printer Mono laserjet	Canon 2900LB	1		
14	Printer Mono laserjet	HP 1020	1		
15	Printer Mono laserjet	HP M126	2		
16	Printer Mono laserjet	HP MFP 1005	16		
17	Printer Color Laserjet	HP 400	1		
18	Printer Color Deskjet	HP 1515/HP gt 5820	2		
19	Fax Machine	Panasonic KX - FP 701CX	1		
20	UTM	Fortinet 70 D	1		
21	LAN	With all Related Hardware (5nos of 10/100 24 port Switch)D Link/Netgear	60		
22	InterCom	Intercom connection and cabling	32		
23	Xerox Machine	A3 and A4	1		
24	Scaner	HP(A4)G4010	1		

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25	Scanner	Epson(A3)DS60000	1		
26	Wifi Access Point	Tp-Link/zyxel	6		
27	CCTV Camera and cabling	Honeywell/Hikvision	24		
28	NVR	Honeywell/Hikvision	3		
29	Poe switch	D Link/Netgear	2		
		Total	255		