

Punjab Mandi Board

Punjab Mandi Bhawan, Sector 65-A,
S.A.S.Nagar Mohali.



Detailed Notice Inviting Tenders

for

Annual Maintenance Contract for

Computers, Printers, UPS & LAN

Last date : 22-3-2018

upto 12.00 P.M.

Price : Rs.1000/-



All the Tenderers must carefully observe the following instructions. Tenders not strictly in accordance with these instructions are liable to be rejected.

1. SCOPE

The Vendor will be responsible for the comprehensive maintenance during the maintenance period agreed upon. Comprehensive maintenance includes installation of system software after cleaning from all viruses, all hardware spares, printer head, fuser & fuser sleeve and wear & tear items. However, consumables like ribbon, toner, UPS Batteries etc. will not be covered in the AMC.

2. EARNEST MONEY

Earnest money for AMC is Rs. 30,000/- (Rupees Thirty Thousand only). Draft should be enclosed in favour of “Mandi Development Fund”, payable at Mohali, which will be kept for one year. No interest in any shape will be given on the deposit.

3. PROCESS

- (1) *Technical bid + Earnest money and (2) Financial bid, in separate envelopes*, should be deposited in the office of Additional Director (Admn), Punjab Mandi Board, Ist Floor, Punjab Mandi Bhawan, Sector 65-A, S.A.S.Nagar Mohali as per date/time mentioned. Financial proposals of Technically disqualified companies will not be opened. Companies without requisite documents or EMD will be out rightly rejected.



4. PRE-QUALIFICATION

- 4.1 Tenderer should have minimum **Rs. 10 Lac P.A. (Rs. Ten Lac only)** annual turnover from AMC's **in each year during last** three years.
- 4.2 The Tenderer having long and stable standing of at least **five** years in the relevant field, in Chandigarh, Mohali or Panchkula are eligible. The firm must have Service Tax No. of last Five years.
- 4.3 Tenderers must have **at least three** Annual Maintenance Contracts (AMC)'s of Government or PSU's, in hand, having **not less than 50 computers** each, **in each year from last five years (3 AMC per year minimum)**. For the purpose, **tenderer should also attach copies of AMC letters**.
- 4.4 Company should have at least 10 technical man powers on rolls.
- 4.5 Company will provide two resident engineers, who will attend calls between 9.00 A.M. to 5.00 P.M. and One Computer with TFT, Printer and UPS as stand by. He may also be called in emergencies or on holidays also. The Engineer will also visit Kisan Bhawan, Mandi Branch and the camp offices of officers (Chandigarh & Mohali) by his or company's own conveyance, whenever required. For the purpose, no extra charges will be paid. Company will provide substitute in case of absence/leave of the Engineer.

5. TERMS & CONDITIONS OF THE TENDER

- 5.1 Conditional tenders are liable to be rejected without giving any reason.
- 5.2 False statements later found may lead to forfeiture of Earnest money and rejection of Tender Order.
- 5.3 All Pages of this tender document should be duly signed and stamped by the authorized signatory.



- 5.4 Tenders will be out rightly rejected if the required information at Sr. No. 11 is not enclosed.
- 5.5 In the event of Tenderer fails to provide the service as per terms and conditions, Secretary, Punjab Mandi Board reserves the right to cancel the Annual Maintenance Contract and forfeit the earnest money, without giving any reason.
- 5.6 Decision regarding satisfactory performance/ genuineness of spare parts supplied shall rest solely with Secretary Punjab Mandi Board/Chief General Manager (F&A) Punjab Mandi Board.
- 5.7 The Vendor will also maintain the equipment for efficient running at all times. However, average uptime during a quarter should not be less than 95%. Even if a peripheral or part of the system is not working, the system will be considered as down. For the purpose complaint log book will be maintained by Punjab Mandi Board.
- 5.8 The response time for rectifying the faults should be two hours after which they are reported to the vendor. Vendor must rectify the faults within 2 hours failing which, he must arrange temporary replacement of the equipment. The services shall be provided from Mondays to Friday 9.00 A.M. to 5.00 P.M. and on holidays – if and when required.
- 5.9 The vendor will do preventive maintenance once a quarter for upkeep of the systems. This schedule has to be adhered to strictly by the vendor. Preventive Maintenance should generally be done on Non-working days/beyond general shift Hours.
- 5.10 Duration of AMC will be one year.
- 5.11 Total amount of the AMC (Serial No. 6, Part A (i) and (ii) will be the success criteria. The lowest amount quoted will be awarded the contract if the given terms and conditions are also fulfilled. Serial No.6, Part A(iii) are only indicative and can or cannot be accepted, if market rates are lower or are higher from the previous approved rates.
- 5.12 The bidder should not have been blacklisted from any Government or PSU in the last 10 years along with a



declaration that the bidder have completed all assigned agreements successfully and no contract have been breached. The bidder will submit a self declaration certificate in this regard failing the tender submitted will be out rightly rejected.

5.13 Terms and conditions can be fine tuned at any time with the permission of Secretary, Punjab Mandi Board, if required.

5.14 The Secretary, Punjab Mandi Board, Mohali reserves the right to accept or reject the tender or all the tenders or add/delete/relax any of the condition, without assigning any reason.

6 MACHINES TO BE COVERED IN AMC

Part-A

(i)

<u>Components</u>	Description	Rate Per Item	Total
a) Server	Server (HCL) Infinite Global Line 2700 HN	1	
b) Desktop	Desktop Computers HP Compaq 6120/2280/6200 Pro with TFT Monitor	199	
c) Laptop	HP Laptop (HP 6710b/HP tx2 1005AV/4420s/8230)	16	
Total		216	
Printers	HP LaserJet 1005/1006	22	
	EPSON LX310	2	
	HP Laserjet 1015/1010	7	
	HP 3015/3050/1319/1136nf Printer	22	
	HP 1020/1022	29	
	HP P1007	8	
	HP P1505	13	
	HP 2600N	1	
	HP 5200N	2	



	P7 Line Matrix Printer (Printronix)	1		
	HP P1108	44		
	HP B209A	1		
	HP Photosmart B110	1		
	Brother 2250DN	25		
	Brother 1204 HN	4		
	HP Deskjet AFO 5550	1		
	Ricoh Printer	2		
	HP LJ ProM1136	1		
	Brother DCP1616NW MFP	3		
Total		189		
c) UPS	Luminous APC/BPE/Pioneer 600/625VA 7 No. at Kisan Bhawan 3 No. at Head Office	10		
d) Projector	Sharp PG-D 3010X, Mitsubhishi EW 330U, Mitsubhishi WX 6A	6		
e) Scanner	Canon lide 110,20/HP 2410	34		
	HP Flowjet 7500	1		

(ii) **Software Maintenance for Computers which are in warranty of Hardware only**

			Rate Per Item	Total
a) Formating & reloading (Including Internet Settings)				
	Computers	13		

(iii) **Networking**

a) Annual Maintenance of Local Area Networking	i) Punjab Mandi Bhawan, Sector 65-A, S.A.S.Nagar Mohali ii) Kisan Bhawan, Sec-35, Chd.		
b) UTP Cable Cat6 (D-Link)	Rate per meter		
c) IO Box (D-Link) with SMB	1 No.		
d) Switch 24 Port (DLINK managed)	1 No.		



e) Patch Cable	1 mtr. / 3 mtr. / 5 mtr.		
f) PVC Round Pipe 1"	Rate per meter		
g) Labour Charges	Per Meter		

7. RATES

Rates should be quoted inclusive of all Taxes, duties & levies and in the prescribed format.

8. TERMS OF PAYMENTS

After every quarter and on the satisfactory performance.

9. TIME SCHEDULE

9.1 The Tenderer shall comply with the agreed schedule. The last date of submission of sealed Tender is 22-3-2018 upto 12.00 P.M. No Tender will be entertained after the due date due to any reason. Tenders should be addressed to Secretary, Punjab Mandi Board, Punjab Mandi Bhawan, Sector 65-A, S.A.S.Nagar Mohali.

9.2 Tenders will be opened on the 23-3-2018 at 12.30P.M. in the presence of the tenderers, who may wish to be present, in the office of Additional Director (Admn.), Punjab Mandi Board, Ist Floor, Punjab Mandi Bhawan, Sector 65-A, S.A.S.Nagar Mohali.

9.3 Financial bids will be opened on 23-3-2018 at 3.30P.M. in the office of Additional Director (Admn) of Technically qualified tenders.



9.4 In case of holiday on the date of opening of the Tender, SAME will be opened on the next working day at the same time and venue.

10. PENALTY CHARGES

If a complaint is not resolved within 8 working hours, penalty of Rs.500/- per day per complaint will be deducted from the payment.

11. DOCUMENTS REQUIRED

11.1 Financial Statements of Last five Years.

11.2 Copies of ongoing AMC's of at least three Government/PSU's.

11.3 Copy of Service Tax Number/Pan Number.

11.4 Satisfactory Performance Certificate of ongoing at least three AMC's.

11.5 The supplier will also furnish documentary proof evidencing that the signatory is an authorized representative of the firm.

11.6 Self declaration regarding non-blacklisting and no breach of contract.

12. JURISDICTION OF COURT

In case of any dispute between the parties, the Courts at Mohali only shall have the jurisdiction to settle/decide and adjudicate upon such matters.



13. DECLARATION

The terms and conditions of the agreement have been explained to me/us and I/We certify that I/We clearly understand and agree with all.

Signature of the Tenderer
With seal