



**ASSAM PETRO-CHEMICALS LTD, NAMRUP  
P.O. PARBATPUR – 786 623  
DIST. – DIBRUGARH**

No. APL/EDP/AMC/2018-19

Dated : 06<sup>th</sup> Feb 2019

Due Date & Time : 22/02/19 at 2.00 P.M.

Opening of Bids & Time : 22/02/19 at 2.30 P.M.

General Instructions to the Bidder:

1. Assam Petro-chemicals Limited(APL) invites sealed quotations from approved short-listed contractors in two parts, Part-I (Technical Bid) & Part-II (Commercial Bid) restricted tender system for execution of the under mentioned job.

Name of work	Earnest Money
<b>Comprehensive Annual Maintenance contract of Computer/Printer/UPS,LAN etc at APL Namrup for 2+1 years</b>	Rs.10000/-

2. Completed Bid Documents should be placed under a two seal cover and submitted at the office of the Deputy General Manager(F&A),APL,Namrup,P.O.Parbatpur-786623,Dist.Dibrugarh,Assam along with the requisite Earnest Money Deposit(EMD) in the form of Demand Draft/Bankers Cheque in favour of Assam Petro-chemicals Limited payable at Namrup. The Demand Draft/Bankers Cheque in respect of EMD should be placed inside the envelope containing the Technical Bid Document. Name of the work and Technical/Price Bid should be super-scribed on top of the envelope as “**Technical Bid for Comprehensive Annual Maintenance contract of computer/Printer/UPS, Lan etc at APL Namrup**” and “**Commercial Bid for Comprehensive Annual Maintenance contract of computer/Printer/UPS, Lan etc at APL Namrup**”.

3. Bids are to be submitted latest by 2.00 PM on 22/02/19. Bids shall be opened on the same day i.e. on 22/02/19 at 2.30 PM at the office chamber of DGM(F&A).

## NOTICE INVITING TENDER

**Subject: Comprehensive Annual Maintenance Contract (CAMC) of computer/printers/UPS,LAN etc at APL for 2+1 Years .**

Separate Sealed quotations of Technical and Commercial Bids are invited for the Comprehensive Annual Maintenance Contract for computer/Server/printer/ups and networking hardware's and accessories installed in Assam Petro-Chemicals Limited ,Namrup .

**Nature of Work:** Onsite Annual Maintenance Contract (AMC) of Computer Hardware of heterogeneous makes/models, Servers, Computer systems, Laptops, Printers, Scanners, Active Lan Component etc. and Computer Operating Systems & Software.

**Place of Work:** The place of work will be at Assam Petro-Chemicals Limited ,Namrup .

**Bid Security:** An Earnest Money Deposit (EMD) of Rs. 10000/- (Rupees Ten thousand only) through a Banker Cheque/Demand Draft on any scheduled bank in Namrup drawn in favour of DGM(F & A), Assam Petro-Chemicals Limited, Namrup must accompany the quotation letter. Quotation received without EMD will not be considered. Earnest money received from other unsuccessful tenders will be returned without interest on demand. The security deposit will be refundable after successful completion of the contract to the adjustment of dues against the contractors.

**Time Allowed: Two years contract** from award of contract , extendable for another one year on receipt of yearly satisfactory performance report duly certified by the IT Section, Namrup.

The general scope of work includes.

- a) The contract would be comprehensive i.e including replacement of parts of Original Equipments Manufacturer (OEM) except replacement of exhausted battery of UPS and cartridges for printers.
- b) Upkeep and maintenance of the hardware installed.
- c) To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
- d) Repair to be carried out at the location of the equipment.
- e) Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
- f) Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.
- g) Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
- h) Any other maintenance work to be undertaken related to the computer/peripherals.
- i) The vendor should have an office in Dibrugarh / Tinsukia preferable in Namrup.
- j) The bidder should have adequate technical staff in nearby APL Office with expertise, certifications for dealing in Windows server (2000 and above) operating systems, Linux/UNIX Servers operating systems, Windows desktop operating systems (Windows 98, XP, Vista, Win7, Win 8 etc.).
- k) The bidder should have Repair Centre at nearby Namrup or in Assam duly equipped with adequate technical staff and equipment for repair work so as to ensure at least 99% uptime for servers and 98% uptime for PCs & peripherals. One Engineer of Repairing centre is also be suppose to be visit quarterly basis for smooth repairing of spare parts.

2. Interested firms are hereby requested to furnish their proposals/rates through two bid systems i.e Technical Bid (Annexure-A) and Financial Bid (Annexure-B)
3. The list of computers, printers, UPSs, networking hardwares etc. is attached as Annexure-B. The estimated quantity shall be subject to variation. However irrespective of any variation in quantity of individual items , the rate shall remain unaltered. New equipments purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/ maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for these new equipments. APL reserves the rights to add/remove any item from AMC during the contract period.
4. The Technical and financial terms and conditions of AMC shall be as follows:
  - (i) The firm/company must be registered as a firm or as a company with the Registrar of Firms or Registrar of Companies. Last Three year ITR of company is required.
  - (ii) The firm/company should be in existence for over 5 years in the trade as on 31.3.2018 and average annual financial turnover from similar job during the last 3 years, ending 31<sup>st</sup> March of the previous financial year, should be at least 30% of the estimate cost.
  - (iii) The firm/company should have a previous experience in maintenance of such equipments with Government Department/Public Sector Undertaking in Assam of maintaining not less than 50 computers per year in each Department/PSU. Necessary papers must accompany the technical bid. The company should furnish its Downtime Statement of previous maintenance work in a Govt. office in Assam for the last three years.
  - (iv) The firm/company must have expertise in on-site maintenance and repair of computers, laser jet printers, network components, peripherals and other hardware parts and accessories.
  - (v) The firm/company also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily Annual Maintenance of 50 or more computers connected in LAN under RHEL/Window environment for two years. A performance Certificate to this effect from at least on Govt. Deptt/Public Sector Undertaking shall be furnished.
  - (vi) The firm/company applying for this tender would produce certificate for the previous financial year from the concerned authorities about the payment of GST, income tax and any other tax applicable.
  - (vii) The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine part of same specification and warranty.
  - (viii) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written order of the Registrar, APL are conveyed, the original specification/characteristics/features shall not be changed.
  - (ix) The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN Number, GST number, etc.
  - (x) The firm/company The Bidder should not have been black listed / debarred at the time of submission of Tender by Government of India or Central PSU / PSE.
  - (xi) The bidder is advised to visit the site before for preparing the bid and entering into a contract for construction of the Works at own cost.
  - (xii) The bid shall remain valid for 120 days from the last date of submission of bids. If any bidder withdraws his tender before the said period shall, without prejudice to any other right or remedy, will forfeit the Bid Security absolutely
5. The other terms and conditions for awarding the AMC shall be as under:
  - (i) The vendor will provide two qualified (at least two Diploma Engineer in Computer Science and Engg ) with experience of at least three years in windows software and linux software and maintaining computer equipments in Govt/PSU Sector, service engineer on all the working days from 8.00 AM to 4.30 PM for attending and redress of

complaints .The engineer shall also be available on holidays as per requirement of APL if needed. The engineer shall be equipped with mobile phones to ensure their availability. An amount of Rs. 200/- will be deducted if any Service Engineer remains absent/leave without providing substitute.

- (ii) The vendor will provide insurance cover to its service engineers . The service engineer or their legal heirs shall not claim any insurance/job benefit from the APL in case service engineer suffer any loss or damage to their life or person or property while working in the APL premises.
- (iii) The vendor should be pay minimum wage (Central / State wages act) of as per labor law and their PF & ESI/ Medi claim no. has to be provided to its Service engineers.
- (iv) Penalty shall also be levied for the absence of resident engineer/leave without providing suitable substitute at the rate of Rs.500 per day per Engineer.
- (v) The initial period of contract will be for two year from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by the APL, based on the performance of the service provider.
- (vi) The firm/company will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, printer, keyboard, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A Preventive Maintenance Report from the user would be submitted to computer section failing which an amount of Rs. 200 per item as a penalty would be imposed.
- (vii) The service engineers would take up any reported fault with one hour. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same.
- (viii) If the firm fails to carry out repairs within 24 hours, to the satisfaction of the user, a penalty of Rs. 200/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the one day till such time the PC/accessories are repaired. A call sheet duly signed by user and should be submitted to the computer section after successfully attending the call.
- (ix) The successful bidder shall provide necessary support for maintaining virus free computer environment in the APL and help in upgrading the Software's/Virus Detection mechanism.
- (x) Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the equipment work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract. In case any damage on the systems of the department is found, compensation which would be determined by the Competent Authority will have to be paid by the firm.
- (xi) An Earnest Money Deposit (EMD) of Rs. 10000/-(Rupees Ten thousand only) through a Banker Cheque/Demand Draft on any scheduled bank in Namrup drawn in favour of DGM(F & A), Assam Petro-chemicals Limited , Namrup must accompany the quotation letter. Quotation received without EMD will not be considered. Earnest money received from other unsuccessful tenders will be returned without interest on demand. The successful tenderer shall submit a performance bank guarantee(S.D.) equivalent to

10% of contract value while awarding the contract for the fulfillment of performance of the terms and condition of the contract. The security deposit will be refundable after successful completion of the contract to the adjustment of dues against the contractors.

- (xii) It may also be noted that in case of contractor backing out in mid terms without any explicit consent of APL, the firm/company will be liable to recovery at higher rate vis-à-vis, those contracted with it, which may have to be incurred by APL on maintenance of machines for the balance period of contract through alternative means.
  - (xiii) The above act of backing out would be automatically debar the firm from any further dealing with APL and EMD/performance guarantee amount would also be forfeited.
  - (xiv) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.
  - (xv) Site facilities to the contractor and the charges are deductible .
  - (xvi) Any loss of APL property or articles and or materials supplied by the APL (if any) to the contractor shall be recovered at the replacement price of the materials/goods from the contractors bills.
  - (xvii) The vendor will arrange to provide additional senior engineer for resolving any critical and pending issues ,if required.
  - (xviii) The successful bidder has to submit a cost justification in favor of its quote for providing satisfactory services to the committee.
6. The interested firm may submit sealed envelopes for "Technical Bid" and "Financial Bid" in a sealed cover super scribed "Quotation for AMC of computer, printer, ups and networking hardwars and related accessories" addressed to FA(F&A), Assam Petrochemicals Limited ,Namrup latest by 2.00 PM on 22/02/2019.
  7. The bidder may at its own discretion can examine the site of works and its surrounding and obtain for itself on its own responsibility all information that may be necessary for preparing the bid and entering into the contract. Claims of any kind due to variation or ignorance of site conditions and environmental conditions will not be eligible in any circumstances.
  8. Late submission of tenders will not be accepted. Tenders by "Telex/Telegram/Fax/E-mail" will not be accepted. Tenders may be submitted by Registered Post, by hand in person or by courier. However, any delay on this account shall not be accepted as reason for exception.
  9. Quotation received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted. APL reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.
  10. The rates quoted should be Net off (exclusive GST) and no discount or free services/offers quoted will be considered. The rate should be quoted per piece of each item of hardware and LAN separately. This is to facilitate addition or removal of equipments from the list covered under the contract. For comparing quotation of different parties the total of annual value will be considered for a fixed number of equipment and LAN taken together.
  11. The tender is not transferable.
  12. APL reserves the right to accept or reject any or all tenders without assigning any reasons.
  13. APL reserves the right not to execute the work at all or to split the work between two or more bidder, if necessary. Such a step not constitute a breach of the contract.

14. It will not be open for the contractor to refuse maintenance of any equipment which on the date of entering in contract is in working condition and is not more than six years old. Equipment which are more than six years old may be brought under contract by mutual agreement.
15. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on comprehensive basis inclusive repairs and replacement of spare parts without extra payment. So contractor is to maintain ready stock of minimum 10% spare parts.
16. In case of any dispute, the settlement will be made in the Courts of Dibrugarh.
17. The quotations of Technical and Commercial Bids are to be in duly sealed covers and super-scribed as "Quotation for AMC of Computer Hardware, Software and Peripherals – Technical Bid " and "Quotation for AMC of Computer Hardware, Software and Peripherals –Commercial Bid " respectively.
18. All the pages of the tender document should be **sealed and signed by the bidder/tendered as a token of acceptance of all the terms and the conditions.**
19. The bidder shall indicate the total quoted price both in figures as well as in words in the format for submitting the prices. Where there is a discrepancy between rates quoted in figures and in words, the rates quoted in words shall prevail. Where there is a discrepancy between the unit rates and the amount entered , the unit rate shall govern for evaluating the correct amount. Rates and prices shall be written only in the schedule of Quantities and Rates and not given in any other format will be rejected and Bidder will be disqualify.
20. Bids will be evaluated based on Technically and then lowest value satisfying all eligibility criteria.
21. The selected bidder will be required to sign an AMC agreement and the applicable stamp duty will be borne by the vendor given in ANNEXURE-C. The AMC agreement will have to be signed within a week from the date of issue of order by the APL.
22. For clarification Relating to Bid/Site visit the bidder may contact following person.

Hemonta Dutta, AM ( F & A)  
e-mail : admin\_apl@[assampetrochemicals.co.in](mailto:admin_apl@assampetrochemicals.co.in)  
Phone: 0374-2500246 extn. 579  
: 09954420079 (Mob)

Sd/-  
DGM(F&A)

**TECHNICAL BID****ANNEXURE-A**

1	Name of firm		
2	Address of Firm		
3	Registration No.		
4	Year of Incorporation (Photocopy of Certificate of Incorporation must be attached)		
5	Legal Status	Public Ltd. Co/Private Ltd. Co./ Partnership firm etc	
6	Name of the authorized signatory		
7	Specimen Signature of the Authrized signatory.		
8	Telephone Number of the authorized signatory and other Telephone Number of the firm.		
9	Whether the firm had enclosed EMD. If "Yes: then DD/Pay order no.		
10	Details of the Government Ministries/Department/Organization/PSUs etc. in which the firm is engaged in computer AMC activities from the F.Y 2015-16, 2016-17, 2017-18. Copies of work orders in which they have been given AMC of at least 100 computers in one single order in any Govt/Min./Deptt./Org. is to be enclosed.	Year	
		2017-18	
		2016-17	
		2015-16	
11	Annual Turnover F.Y 2015-16, 2016-17, 2017-18.	2017-18	
		2016-17	
		2015-16	
12	Whether proof/copies of work order on items at S. No. 8 enclose (Yes/No)		
13	List of copies of documents enclosed.		

SEAL OF TENDERERSIGNATURE OF TENDERER

**Note: Enclose copies of balance sheet and profit & loss a/c for the last three financial years, certificates of registration with Service Tax, VAT & Income Tax authorities, I/Tax returns for the last three financial years and Authorized dealership certificate of the brand, Product Catalogue, price list, NOC from Manufacturer / dealer / distributor for participating in the bid.**



**Details of Service Engineers****ANNEXURE-A**

Sl No	Name	Technical Qualification	Area of Specialization	Experience in Computer Maintenance	Date of Joining in the firm
1					
2					
3					

SEAL OF TENDERERSIGNATURE OF TENDERER

FINANCIAL BID

ANNEXURE-B

Assam Petro-chemicals Limited

Work:- **Comprehensive Annual Maintenance contract of Computer/Printer/UPS/ Lan etc at APL  
Namrup for 2+1 years**

**Bill of Quantity(Inclusive spare parts)**

Item	Description of the item	No	Unit Rate	Amount
Desktop Computer	P-IV & Above Make Dell, HP	76		
Printer	DMP Web LQ 5235	34		
	HP Inkjet 1515/2515	11		
	HP Laser Jet	5		
	Ink Tank Printer(Make: Epson)	10		
UPS	0.6 KVA All Comprehensive, (Excluding battery)	70		
	1 KVA All Comprehensive, (Excluding battery)	2		
Switch	D-Link DES-3526 24	4		
Support Engg.	As mentioned in NIT	2		
Fiber Optic Splicing	Rate to be quoted per joint including Materials	1		
Total				
GST & Duties applicable				

**Bill of Quantity(Exclusive spare parts )**

Item	Description of the item	No	Unit Rate	Amount
Desktop Computer	P-IV & Above Make Dell, HP	76		
Printer	DMP Web LQ 5235	34		
	HP Inkjet 1515/2515	11		
	HP Laser Jet	5		
	Ink Tank Printer(Make: Epson)	10		
UPS	0.6 KVA All Comprehensive, (Excluding battery)	70		
	1 KVA All Comprehensive, (Excluding battery)	2		
Switch	D-Link DES-3526 24	4		
Support Engg.	As mentioned in NIT	2		
Fiber Optic Splicing	Rate to be quoted per joint excluding Materials	1		
Total				
GST & Duties applicable				

**ANNEXURE-C**

(To be submitted on the letterhead of the Company)

The DGM(F &A)  
Assam Petro-chemicals Ltd  
Namrup, Assam  
786623

Dear Sir,  
Annual Maintenance Contract for Computer Hardware, Software and Peripherals of the  
Assam Petrochemicals Ltd , Namrup.

In response to your captioned tender dated -0 -2019, we hereby certify having fulfilled all the eligibility criteria stipulated in it and

1. We accept all the terms and conditions for submitting quotation as mentioned in the said tender and we have no deviation.
2. We warrant that the repair and maintenance service/products to be sold do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. We agree that we shall indemnify the APL from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of this warranty.
3. We shall adhere to Policy guidelines of the APL.

Yours faithfully,

Signature

Name :

Designation :

Place :

Date