

OFFICE OF THE REGISTRAR : BODOLAND UNIVERSITY

Debargaon, P.O. Rangalikhata
Kokrajhar – 783370, BTC, Assam.
bodolanduniv@gmail.com



Tel.No. 03661-277183 (O)

Ref. No. BU/SystAdmin/AMC/2023/ 2083-A

Date –29/12/2023

Expression of Interest/Tender Notice

EOI/Tender Document for Comprehensive Annual Maintenance Contract for Desktop, Printer, Scanner, UPS, Server and networking hardware of Bodoland University.

Bodoland University invites sealed tenders/EOI under TWO BID systems Comprehensive Annual Maintenance Contract for Desktop, Printer, Scanner, UPS and networking hardware, Bodoland University subject to the terms and conditions from reputed, experienced / Firms / Tenderers/Vendors. They should submit their TENDER BIDS viz. Technical Bid and Financial Bid in two separate Sealed Envelops super scribing “ **Technical Bid for Comprehensive Annual Maintenance Contract for Desktop, Printer, Scanner, UPS, Server and networking hardware of Bodoland University**” and placing both sealed envelopes .Tender form and address it to the Registrar, Bodoland University, Kokrajhar.

Tender documents would be available at Bodoland University website www.buniv.edu.in .The requisite tender fee / cost is Rs. 2,000/- (Non-Refundable) should be deposited in Bodoland University Account No.31607155480, IFSC code-SBIN0007379 by online mode as tender fee. Self-attested photocopy of valid Registration Certificates issued by competent authority must be enclosed with the tender documents.

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|--|--|
| Scope of Work | Comprehensive Annual Maintenance Contract for Desktop, Printer, Scanner, UPS and networking hardware of Bodoland University |
| Last date & time for receipt of Tenders | 10/01/2024 |
| Date & Time for opening of Tenders | 11/01/2024 |
| Cost of EOI | Rs. 2000.00(Two Thousand only) |

The Bidder is expected to read all the instructions, forms, specifications, terms and conditions in the Bid Document. Failure to furnish all information and documents required as per the Bid Documents or submission of bids not substantially responsive to the Bid documents in every respect will be at the Bidder’s risk and shall result in rejection of the bid.

The competent authority of Bodoland University, Kokrajhar, reserves the right to cancel any or all bids without assigning any reason whatsoever and terminate the awarded work any stage, if found any negligence/guilty from the Firm, without assigning any reason whatsoever.

Copy to:

Registrar

1. The P.S to the Vice-chancellor for kind appraisal to him.
2. The P.S to the Registrar, Bodoland University.
3. The Finance Officer, i/c, for information.
4. The System Administrator to upload in the university website.
5. Office Copy.

Registrar

Bodoland University

General Terms and Condition:

- 1. The contract would be comprehensive.**
2. Upkeep and maintenance of the hardware installed.
3. To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
4. Repair to be carried out at the location of the equipment.
5. Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
6. Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.
7. Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
8. Any other maintenance work to be undertaken related to the computer/peripherals.
9. 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**)
- 10.** The list of computers, printers, UPSs, scanners, servers and networking hardware etc. is attached as **Annexure-B**. However, 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. **Bodoland University, Kokrajhar, BTR, Assam** reserves the rights to add/remove the number of any items offer for maintenance contract during the contract period
- 11.** The Technical and financial terms and conditions of AMC shall be as follows:
 - a. The firm/company must be registered as a firm or as a company with the Registrar of Firms or Registrar of Companies.
 - b. The firm/company must be registered as a firm or as a company and should have their registered office at anywhere in Assam.
 - c. The firm/company should be in existence for over 3 years in the trade as on 29.12.2023 with maintenance turnover of more than Rs. 200 Lakhs per annum during the last 3 years ending 31st March 2023.
 - d. 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 100 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.
 - e. The firm/company must have expertise in on-site maintenance and repair of computers, laser jet printers, Multifunction Printer, UPS (Online & Offline), network components, peripherals and other hardware parts and accessories.

- f. The firm/company also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily Annual Maintenance of 100 or more computers connected in LAN under Novel/Window environment for two years. **A performance Certificate to this effect from at least on Govt. Deptt./Public Sector Undertaking** shall be furnished.
 - g. The firm/company applying for this tender would produce certificate for the previous financial year from the concerned authorities about the payment of service tax, income tax, works contract tax and any other tax applicable.
 - h. 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.
 - i. 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 is conveyed, the original specification/characteristics/features shall not be changed.
 - j. The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN Number, Service Tax number, etc.
- 12.** The other terms and conditions for awarding the AMC shall be as under:
- (i) The vendor will provide qualified with experience of at least three years in windows software and Linux software and maintaining computer equipment's in Govt./PSU Sector, service engineers on all the working days from 9.30 AM to 6.30 PM for attending and redress of complaints and at least one engineer should be available from 12.00 to 6.30PM on all working days . The engineer shall also be available on holidays as per requirement of **Bodoland University, Kokrajhar, BTR, / 1st Party** if needed. The engineers shall be equipped with mobile phones to ensure their availability. An amount of **Rs. 500/-** will be deducted if any Service Engineer remains absent/leave without providing substitute.
 - (ii) The initial period of contract will be for **one 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 **Bodoland University, Kokrajhar, BTR, / 1st Party**, based on the performance of the service provider with an annual increment of 10%.
 - (iii) 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 System Administrator Office failing which **an amount of Rs. 500 as a penalty would be imposed.**
 - (iv) The service engineers would take up any reported fault within 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.
 - (v) If the firm fails to carry out repairs within 24 hours, to the satisfaction of the user, a penalty of Rs. 500/- (Rupees Five 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 should be submitted to the System Administrator Office after successfully attending the call.

- (vi) The penalty shall be deducted from the running payments.
 - (vii) The successful bidder shall provide necessary support for maintaining virus free computer environment in the **Bodoland University, Kokrajhar, BTR, Assam** and help in upgrading the Software's/Virus Detection mechanism.
 - (viii) Immediately on award of the contract, the Firm/Company 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.
 - (ix) An Earnest Money Deposit (EMD) of 2% of quoted Value through a Demand Draft on any nationalized bank drawn in favour of **Registrar, Bodoland University, Kokrajhar** must accompany the quotation letter. Quotation received without EMD will not be considered. Earnest money received from other unsuccessful tenderers will be returned without interest on demand. The successful tenderer shall submit a **performance guarantee** as determined by the Department 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 after adjustment of dues against the contractors
 - (x) It may also be noted that in case of contractor backing out in mid terms without any explicit consent of Bodoland University Authority, 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 Bodoland University, on maintenance of machines for the balance period of contract through alternative means.
 - (xi) The above act of backing out would be automatically debar the firm from any further dealing with Bodoland University, and EMD/performance guarantee amount would also be forfeited.
 - (xii) The company will not have any legal right to proceed against the Bodoland University in the event of late payment due to unforeseen reason.
 - (xiii) Advance payment in any case would be made only after Submitting Security Deposits in the mode of bank guarantee/fixed deposits. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.
13. 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, scanner ,server, ups and networking hardware and related accessories" addressed to office of the Registrar, Bodoland University, Kokrajhar, BTR, Assam-783370.
14. 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.
15. Quotation received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted. Bodoland University, Kokrajhar, BTR, reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.

16. The rates quoted should be NET (exclusive taxes) 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.**
17. The tender is not transferable.
18. Bodoland University, Kokrajhar, BTR, reserves the right to accept or reject any or all tenders without assigning any reasons.
19. **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 is more than six years old may be brought under contract by mutual agreement.**
20. 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.**
21. In case of any dispute, the settlement will be made in the Courts of Kokrajhar, Assam.

Sd/-

Registrar

Bodoland University

TECHNICAL BID

ANNEXURE A

| | | | |
|----|---|---------|--|
| 1 | Name of firm | | |
| 2 | Address of Firm | | |
| 3 | Registration No. | | |
| 4 | Name of the authorized signatory | | |
| 5 | Specimen Signature of the Authorized signatory | | |
| 6 | Telephone Number of the authorized signatory and other Telephone Number of the firm. | | |
| 7 | Whether the firm had enclosed EMD. If “Yes: then DD/Pay order no | | |
| 8 | Details of the Government Year Ministries/Department/Organization/PSUs etc. in which the firm is engaged in computer AMC activities from the F.Y 2020-21, 2021-22, 2022-23. 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. may be enclosed. | 2020-21 | |
| | | 2021-22 | |
| | | 2022-23 | |
| 9 | Details of the Government Year Ministries/Department/Organization/PSUs etc.. in which the firm is engaged in maintenance of LAN from the F.Y2020-21, 2021-22, 2022-23. 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. may be enclosed. | 2020-21 | |
| | | 2021-22 | |
| | | 2022-23 | |
| 10 | Whether proof/copies of work order on items at S.No. 8 & 9 enclose (Yes/No) | | |
| 11 | List of copies of documents enclosed. | | |

FINANCIAL BID**ANNEXURE-B**

| | | |
|---|--|--|
| 1 | Name of firm | |
| 2 | Address firm | |
| 3 | Name of authorized Signatory | |
| 4 | Specimen Signature of the Authorized signatory | |
| 5 | Telephone Number of the authorized signatory and other Telephone Numbers of the firm | |

Price for Desktop Computer, Printer, Scanner, UPS, Networking hardware and Server.

| Sl.No | Items | | | Number of Units | Charge per unit | Total Price |
|----------------------------|----------------------------|-------------------|--------------|-----------------|-----------------|-------------|
| Desktop Computers | | | | | | |
| 1 | Desktop Set | | | 304 | | |
| Printer | | | | | | |
| 2 | LaserJet/MFP | | | 100 | | |
| Online UPS | | | | | | |
| | 10KV A | 15KV A | 20/30 KVA | | | |
| 3 | 7 | 1 | 08 | 16 | | |
| Scanner | | | | | | |
| 4 | Scanner Mono | | | 4 | | |
| Networking hardware | | | | | | |
| | 24 Port Switch | 48 Port Switch | | | | |
| 5 | 24 | 5 | | 29 | | |
| Server | | | | | | |
| 6 | Rack Server & Tower Server | | | 5 | | |
| | | | | | GST 18 % | |
| | | | | | Grand Total | |

Rupees in Words:-

Seal & Signature of the Bidder