

Government of Bihar
Bihar Vikas Mission
Bihar State Building Construction Corporation Campus
Hospital Road, Rajvanshi Nagar, Patna - 800023

Tender Notice

Tender No. – BVM(Pro)/AMC-01/2021

NOTICE INVITING TENDER FOR EMPANELMENT OF AMC SERVICE PROVIDER AGENCIES AND SELECTION OF AGENCY FOR AMC OF COMPUTERS, LAPTOPS, PRINTERS, UPS, PHOTOCOPIER AND OTHER ELECTRONIC & ELECTRICAL ITEMS INSTALLED IN DIFFERENT OFFICES OF BIHAR VIKAS MISSION LOCATED IN PATNA

1. Tenders are invited under two bid system (both technical & financial) from reputed parties / firms / agencies for AMC of computers, laptops, printers, UPS, photocopier & other electronic and electrical items installed in different offices of Bihar Vikas Mission located in Patna.
2. The complete tender document containing general terms & conditions are available on Bihar Vikas Mission website <https://www.bvm.bihar.gov.in> and website of Cabinet Secretariat Department <https://state.bihar.gov.in/csd> for reference and can be downloaded free of cost.

3. Critical date Sheet:-

Tender publication Date	18 th March 2021
Pre-Bid Meeting	26 th March 2021, 11:30 AM
Bid submission End Date & Time	16 th April 2021, 3:00 PM
Bid opening Date & Time	16 th April 2021, 4:00 PM

For detailed schedule of events, please refer the tender document.

4. Bid shall be submitted to this office by means of Registered Post / Speed Post or by hand to designate officials during office hours on working days through Bidders / Representative of Bidder only. No separate documents from Fax / E-mail / Post shall be sent to this office in respect of this tender and same will be not entertained.
5. The financial bid should be filled only in the prescribed format enclosed with tender document.
6. All pages of the tender document being submitted shall be duly signed and stamped by the bidder.


General Manager

HR (Recruitment), Procurement and Legal
Bihar Vikas Mission
Government of Bihar

Bihar Vikas Mission

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Bihar Vikas Mission, Patna invites sealed tenders for Empanelment of AMC service provider agencies and Selection of an agency for AMC (Annual Maintenance Contract) of Computer Systems, Laptops and related hardware items and other electronic & electrical hardware items installed at different offices of Bihar Vikas Mission located in Patna.

A. Schedule of Events

Tender publication Date	18 th March 2021
Last date of submission of pre-bid queries through email	24 th March 2021, 06:00 PM
Pre-Bid Meeting	26 th March 2021, 11:30 AM
Publication of Minutes of the pre-bid meeting and response of pre-bid queries	1 st April 2021
Bid submission End Date & Time	16 th April 2021, 3:00 PM
Bid opening Date & Time	16 th April 2021, 4:00 PM

In case of any of the above mentioned dates is declared a public holiday or non-working day, the event will be held on next working day. Any changes made in the above mentioned schedule will be published on BVM website.

B. Scope of work

1. The L1 bidder upon award of work (herein after referred as the Agency) shall provide comprehensive Annual Maintenance Services (AMC) for computer systems and peripherals and other electronics & electrical hardware items installed at different offices of Bihar Vikas Mission located in Patna. The offices of Bihar Vikas Mission are situated at the following locations:

- Bihar Vikas Mission
Bihar State Building Construction Corporation Campus
Hospital Road, Rajvanshi Nagar, Patna – 800023
- Bihar Vikas Mission
6A, Circular Road
Patna – 800023

2. Details of the items to be covered under AMC are listed below.

Sl. No.	Name of the Items	Quantity
1	Bajaj Blower	15
2	USHA Oil Radiator Heater 9,11 & 13 Fins	13
3	HP Scanner	1
4	Online UPS (Numeric, Luminous)	2
5	UPS (Power One, Zebronics, Numeric, Luminous)	63
6	LED TV (Sony & LG)	2
7	Coffee Vending Machine	3
8	Projector (Sony)	3
9	One plus one Phone	2
10	Stabilizer	4
11	Water Purifier	3
12	Desktop Dell	22
13	Laptop Lenovo	2
14	Desktop Lenovo	5
15	All in one Lenovo	1
16	Desktop Acer	20
17	Desktop HP	11
18	Laptop HP	09
19	Ricoh MP5054 photocopier	2
20	Ricoh MPC2003 photocopier	1
21	Ricoh SP212snw Printer	24
22	Canon IR4245 Photocopier	1
23	Canon Printer (MF 4750, 251 DW)	2
24	Lexmark Printer (MS 312 DN)	7
25	HP Printer (3015, 278A, 1020, 1005, MF 227 FDN, M 154NW)	24

3. Service of the agency shall initially be required for a period of one year from the date of issue of work order. **Upon Satisfactory performance, it may further be extended for a period of one year at the same rate (maximum extension upto two years) after obtaining approval from competent authority.**
4. Maintenance of the computer, printer, UPS and other items mentioned in the list above shall include all charges such as service charges, labour charges, supply and replacement of parts free of cost, except consumable items.
5. Shifting and reinstallation of equipments, if necessary, shall be executed by the agency without any additional cost.
6. A health card should be maintained with BVM by the agency for all equipments under AMC for each incident of malfunctioning, complain lodging and solving.
7. No changes in the rates submitted in the financial bid shall be allowed during the period of the contract.

8. The equipment parts must be replaced with new OEM / original parts wherever available. In the event of obsolete (unavailability of new OEM / original parts) and beyond repairable condition, items will be replaced by equivalent capacity at no extra cost.
9. Terms and Conditions: Other Terms and Conditions applicable for the Annual Maintenance Contract (AMC) are listed under Annexure - I to this tender.

C. Empanelment of AMC Service Providers

1. All the bidders who meet the Technical Bid Requirements shall be empanelled with Bihar Vikas Mission for providing comprehensive AMC Services for computer systems and peripherals and other electronics & electrical hardware items installed at different offices of Bihar Vikas Mission located in Patna.
2. The empanelment shall be valid for a period of 1 year and may further be extended for a period of one year (maximum extension upto two years) after obtaining approval from competent authority.
3. Upon further requirement (in addition to items listed above under clause 2), BVM shall seek financial bids from all empanelled agencies for providing comprehensive AMC Services.

D. Submission of Bid Document

1. Bidders are advised to study the tender document carefully before submitting their bids. Submission of bids in response to this tender will be deemed to have been done after careful study. The bidders / Service providers are required to submit complete rates / quotations only after satisfying each and every condition laid down in the tender.
2. Interested bidders / firms willing to comply with the terms & conditions may submit their bids within the last date and time for submission of bids.
3. All pages of the bid proposal (both technical and financial bid) must be sequentially numbered, sealed and signed by the bidder.
4. The bids should be submitted in a sealed outer envelope, clearly marked as:
Bid No. BVM(Pro)/AMC-01/2021
Proposal for Empanelment of AMC Service Provider Agency
and
Selection of Agency for AMC of computers, laptops, printers, UPS, photocopier and other electronic & electrical items.
5. The outer envelope should contain **two separate sealed envelopes** - one containing **technical bid** and other containing **financial bid**.

6. Tender Number, Name and Address of the bidder should be clearly mentioned on all three envelopes.
7. The Technical Bid proposal should be submitted in a sealed envelope clearly marked as “Technical Bid for Tender No. BVM/(Pro)/AMC-01/2021”. It should be placed inside the outer envelope.
8. Financial Bid should be submitted in a sealed envelope clearly marked “Financial Bid for Tender No. BVM/(Pro)/AMC-01/2021”. It should be placed inside the outer envelope.
9. The outer envelope containing the bid documents shall be addressed to:
The Chief General Manager,
Bihar Vikas Mission,
Bihar State Building Construction Corporation Campus,
Hospital Road, Rajvanshi Nagar, Patna - 800023, Bihar
10. The bid proposal should be submitted either by Registered / Speed Post or should be submitted to the following persons at BVM office, Rajvanshi Nagar, Patna during office hours on any working day till the last date and time for submission of bids.
 - i. Shri Pravin Kumar
Assistant, Procurement Section
Bihar Vikas Mission
 - ii. Shri Sonu Kumar
Housekeeping Officer
Bihar Vikas Mission
11. The bids submitted by e-mail shall not be considered and in this regard no offline or online correspondence will be entertained.
12. Late bids i.e. received after the time and date for Submission of Bid will not be considered.
- 13. Submission of Pre-Bid Query:**
 - i. For any query regarding the tender, bidders may send their queries through email to osd1.bvm@gmail.com with subject – “Pre-bid query for the tender no. - BVM (Pro) / AMC – 01/2021” within due date for submission of pre-bid queries as detailed in the schedule of events.
 - ii. Relevant section and page number of this tender document should be quoted along with each query.
 - iii. Similar queries received from different bidders may be answered collectively by BVM.
 - iv. BVM will not be liable to answer any query received after the timeline.
 - v. Response to pre-bid queries and proceedings of the pre-bid meeting shall be published only on BVM website. Separate or individual responses shall not be provided by BVM.

E. Technical Bid

1. The Technical Bid proposal should be submitted in a sealed envelope clearly marked as **"Technical Bid for Tender No. BVM/(Pro)/AMC-01/2021"**.
2. The Technical Bid part of the bid proposal should not contain any price / rate / quote information.
3. Following documents are required to be submitted as part of the technical bid proposal.

Sl. No.	Technical Bid Requirement	Documents required
1	The bidder should be registered with relevant authorities required for its conduct of business.	<ul style="list-style-type: none">• PAN of the firm• GST Registration of the firm
2	Earnest Money Deposit (Except those who are registered with MSME. Copy of valid certificate must be furnished)	EMD of Rs 25000/- (Rupees Twenty Five thousand Only) in the form of DD pledged in the name of the Bihar Vikas Mission.
3	The bidder should be operational in last financial year	Income Tax return of the firm for previous financial year i.e. FY 2019-20
4	Financial Capability of the bidder - Annual turnover should be more than Rs 10 lakhs.	Copy of Income Tax return / Audit Report Certified from the Auditor / Annual GST return
5	Minimum 1 years Experience in similar work - The bidder should possess experience of providing AMC services to government offices / departments / Banks / corporate offices / commercial institutions etc. in India.	Copy of Payment order / Work Completion certificate / Agreement/Work Order
6	Agency's acceptance of terms and conditions of the tender	Tender document duly signed and stamped by the bidder
7	Declaration regarding correctness of submission and not black listed by any authority	Self-declaration in prescribed format (Annexure - III)

4. The bidders should meet all requirements of the technical bid to qualify for financial bid.
5. All bidders who meet the requirements of the technical bid shall be empanelled with BVM.

F. Financial Bid

1. Financial bids shall be opened only for those bidders who will completely meet all the requirements of Technical bid.
2. Financial Bid should be submitted in a sealed envelope clearly marked **“Financial Bid for Tender No. BVM/(Pro)/AMC-01/2021”**, in prescribed format only (Refer Annexure - II) duly signed and stamped by the bidder and should contain rates filled in the requisite format,
3. The rates (per year) must be written both in figures and in words. In case of discrepancy between the words and figures, the rates indicated in figures shall prevail. All overwriting / cutting, insertions shall be authenticated and attested.
4. Rates / Quotations should be submitted and signed by the firm with its current business address.
5. The rates quoted in the financial bid by the bidder shall be inclusive of cost of all spare items and labour charge and other terms and conditions mentioned under A (scope of work) and Annexure-II of this tender document.
6. The rates quoted should specifically mention the GST component. No Tax will be paid if the operator fails to provide proof of valid GST Registration. No extra charges will be paid except GST if applicable. Bills submitted shall be processed only upon submission of GST Return for the past periods.

G. Award of Work

1. **Work Order will be awarded item-wise to the L1 bidder who has quoted the lowest amount for that particular item**, subject to fulfillment of all the terms and conditions of the tender.
2. EMD shall be returned to all the bidders after completion of the bid process, without any interest.
3. The bidders who are successful in meeting the technical bid requirement shall be empanelled with BVM as AMC service providers.
4. The L1 agency i.e. the bidder who is successful in the financial bid, shall furnish a Performance Guarantee equivalent to 10% of the work order amount (sum total of annual rate for items for which the bidder is L1) before award of work order. Performance Guarantee shall be submitted through Demand Draft only.

H. General terms and Conditions

1. Bidder shall be required to submit an affidavit (Annexure - III) to the effect that no criminal case is pending against them in any court of law, they have not been declared insolvent or penalized under the prevailing laws by any court of law and they have not been blacklisted by any Government department / offices / institution etc.
2. Bihar Vikas Mission, Patna reserves the right to postpone and / or extend the date of receipt / opening of rates / Quotation or to withdraw the same, without assigning any reason thereof.
3. The agency should satisfy themselves before submitting of the rate/quotations that they should meet the qualifying criteria as laid down in this tender document.
4. The Agency must comply with Rates / Quotations, Specifications and all the terms and conditions of the tender. No deviation in the term & conditions of the tender shall be entertained.
5. Notwithstanding anything contained therein, this office reserves the right to terminate the contract by giving a 15 days notice in writing, without assigning any reason and without incurring any financial liability, whatsoever, to the Agency / Service Provider.
6. Insurance cover protecting the agency against all claims applicable under workmen's Compensation Act, 1948, shall be taken by the agency. The Agency shall arrange necessary Insurance coverage for any persons deployed by him/her even for a short duration. The office shall not entertain any claim arising out of mishap, if any, that may take place. In the event of any liability/ claim falling on this office, the same shall be reimbursed / indemnified by the agency.
7. No other person except Agency's authorized representative shall be allowed to enter this office.
8. Within the premises of this office, the Agency's personnel shall not do any private work except their normal duties.
9. The Agency shall be directly responsible for any / all disputes arising between him/her and his/her personnel and keep this office indemnified against all actions, losses, damages, expenses and claims whatsoever arising thereof.
10. The Agency shall be solely responsible for payment of wages/salaries other benefits and allowances to his personnel that might become applicable under any act or order of the Government including the Minimum Wages Act. This office shall have no liability whatsoever in this regard and the contractor shall indemnify this office against any /all claims which may arise under the provisions of various Acts and Govt. Orders etc.
11. The Agency shall follow all relevant rules & regulations while performing this contract and shall be solely responsible of any lapse/violation of rules and regulations.

12. The Agency shall be fully responsible for theft, Burglary, fire or any mischievous deeds by his/her staff.

13. It is made clear that the engagement of the Agency/ Service Provider does not in any way confer any right to the service provider or the persons that may be deployed by him/her in this office for claiming any regular or part time employment in this office or any other government office.

Annexure - I

TERMS AND CONDITIONS FOR ANNUAL MAINTENANCE CONTRACT

A. General Terms and Conditions

1. The Agency shall designate a contact person, who shall be based at Patna. BVM shall maintain all official communication with the designated contact person. The contact person shall be responsible for remaining in touch with BVM office and shall visit the office to attend all complain raised by BVM.

The agency shall inform and take prior approval from BVM before replacing the contact person.

2. Manpower required for execution of the entire work including transport shall be arranged by the Agency. In case, a particular workman/woman remains absent due to one reason or other, it would be responsibility of the Agency/ Service Provider to provide another workman in his / her place.

3. The services provided by the Agency / Service Provider shall be up to the satisfaction of this office.

4. The contract rate shall include cost for all the essential and contingent works, which although not specially mentioned in this contract, are necessary for completion of the work to the satisfaction of this office.

5. The Agency shall have no claim against this office in respect of any work which may be withdrawn.

6. The personnel will render services everyday including Holidays except on National Holidays i.e 26 January, 15 August, 2nd October and any other holidays/ public holidays. (Which are mandatory under labour laws). No extra charges will be given by office if workforce is to be provided on Sundays/ Gazetted Holidays.

7. The Agency / Service Provider would ensure that all its personnel deployed with this office behave courteously and decently with the employees/ officers of this office.

B. Terms of Payment

1. The Agency will submit the quarterly bill for reimbursement in duplicate and same shall be paid thereof after making recovery, if any.

2. The Agency shall make regular and full payment of labor charges, salaries and other payments as due, as per the applicable Labour Laws and Minimum Wages Act, to its personnel deputed under service contract and furnish necessary proof in this regard as and when required.

3. The Agency shall keep records pertaining to the payments made towards applicable provident fund / E.S.I. & E.D.L.I for the respective month and the Agency will be solely responsible for

any lapse & face the legal consequences, if any initiated by the respective statutory bodies for non-fulfillment of the respective Act/Rules.

4. This office shall release due amount after making recoveries, if any, through crossed A/c Payee cheque / NEFT / RTGS etc in favor of the agency.

5. In case of any complaints regarding non-payment of wages or any other matter pertaining to the personnel deployed, the Agency has to solve the problem with his/hers employees.

6. Bill chargeable to this office shall be paid after every quarter of services rendered, if found in order. In case of any complaint of non-fulfillment of any obligation under the contract, this office reserves the right to deduct the amount, due from the Agency / Service Provider from quarterly bill.

C. Penalty Clauses:

1. The Agency will attract a penalty of an amount of Rs. 200/- (Rupees Two Hundred Only) per day for each day of delay in attending the complain in case the agency fails to attend the complain communicated by BVM to the agency within 24 hours, subject to a maximum of Rs 1000/- (Rupees One Thousand Only).

2. If the agency fails in maintaining or repairing the malfunctioning article(s) in totality within 7 days of attending the complain without providing any justified reason for delay
or

If the agency has failed to attend the malfunctioning article(s) for 7 days after lodging of the complain,

In such cases BVM may opt for services of outside vendors and the charges incurred for the same will be deducted from the quarterly bill of the Agency.

3. For the purpose of imposing penalties, the decision of the Bihar Vikas Mission will be final and binding on the Agency and shall not be subject to dispute or arbitration.

Annexure - II

Financial Bid Submission Format

Name of Firm:

GST Registration No.:

Address:

AMC Rate Quotation for Tender No. BVM / AMC-01 / 2021

Sl. No.	Name of the Items	Quantity	AMC rate per Unit per Year	Total Amount (Per Year)
1	Bajaj Blower	15		
2	USHA Oil Radiator Heater 9,11 & 13 Fins	13		
3	HP Scanner	1		
4	Online UPS (Numeric, Luminous)	2		
5	UPS (Power One, Zebronic, Numeric, Luminous)	63		
6	LED TV (Sony & LG)	2		
7	Coffee Vending Machine	3		
8	Projector (Sony)	3		
9	One plus one Phone	2		
10	Stabilizer	4		
11	Water Purifier	3		
12	Desktop Dell	22		
13	Laptop Lenovo	2		
14	Desktop Lenovo	5		
15	All in one Lenovo	1		
16	Desktop Acer	20		
17	Desktop HP	11		
18	Laptop HP	09		
19	Ricoh MP5054 photocopier	2		
20	Ricoh MPC2003 photocopier	1		
21	Ricoh SP212snw Printer	24		
22	Canon IR4245 Photocopier	1		
23	Canon Printer (MF 4750, 251 DW)	2		
24	Lexmark Printer (MS 312 DN)	7		
25	HP Printer (3015, 278A, 1020, 1005, MF 227 FDN, M 154NW)	24		

Authorized Signatory
SEAL AND SIGNATURE OF THE BIDDER

Annexure - III

Format for self-declaration to be submitted by bidder along with the bid documents

Name of Firm:	
GST Registration No.:	
Address of Firm:	
Local Office Address:	
Name of Authorized Signatory:	
Designation:	
Contact Number:	
Email Id:	

I / We as the authorized signatory of the M/s (hereinafter called the Bidder) for the purpose of the tender documents as per tender no. **BVM(Pro)/AMC-01/2021** of Bihar Vikas Mission, do hereby solemnly affirm and state on the behalf of the Bidder including its constituents as under.

1. I/we the bidder (s) am/are signing this document after carefully reading the contents and accept all the terms and conditions of the tender.
2. I/we declare and certify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
3. I/we also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.
4. I/we declare that the information and documents submitted along with the tender by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.
5. I/we understand that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during process for evaluation of Bid, it shall lead to forfeiture of the bid EMD and my/our offer shall be summarily rejected.
6. I/we also understand that if the certificates submitted by us are found to be false/forged or incorrect at any time after the award of the contract, it will lead to termination of the contract, along with forfeiture of Performance guarantee.
7. I/We are not involved in any criminal litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.
8. I/We are not blacklisted / debarred by any Central / State / Government / Agency of Central / State Government of India or Public Sector Undertaking / any Regulatory Authorities in India for any kind of fraudulent activities.

Authorized Signatory
SEAL AND SIGNATURE OF THE BIDDER

