तंबाकू बोर्ड,/TOBACCO BOARD

)भारत सरकार, वाणिज्‍य एवं उधेग मंत्रालय, वाणिज्‍य विभाग(

(GOVT.OF INDIA, MIN. OF COMMERCE)

नीलाम निदेशालय/DIRECTORATE OF AUCTIONS

1/9 III Cross, CSI Compound,4th Floor,

Unity Building Annexe, Mission Road,

बेंगलूरू/BENGALURU-560027

(अंप्रसं से प्रमाणित संस्‍थान/An ISO Certified Organization)

Phone: 22236599/22233304 Fax:22225075

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Ref.No:TB/DoA/Computer Maint/Gad/2020 Date: 17/09/2020

Short Tender Documents for

“Comprehensive Annual Maintenance Contract for Desktop Computers, Laptops and Printers”

**September, 2020**

**Important Dates**

|  |  |
| --- | --- |
| Last Date & time for receipt of tender documents | 11:00 a.m. on 07.10.2020 (Wednesday) |
| Date & Time for opening of tenders | 11:30 p.m. on 07.10.2020 (Wednesday) |

Sealed tenders are invited from reputed and experienced service providers for providing annual maintenance services to Desktop Computers, Laptops & printers. The annual maintenance includes maintenance on quarterly basis for desktop computers, Laptops and laser printers.

**ELIGIBILITY TO PARTICIPATE IN TENDER**

1. The firm should be registered with Registrar of Companies and having PAN allotted by Income Tax Department and also registered for GST.
2. The firm should be in existence for over 5 years in Karnataka and annual turnover should be more than **Rs.30 lakhs** consequently for the last 3 years in computer hardware related **maintenance services**.
3. The firm should have Certification as Authorized Service Provider **(ASP) for HP/other Brand** for computers, laptops, and Deskejt/laserjet printers.

If the tenderer is not having any one of the above eligibility, the tender will be rejected in total.

**DOCUMENTS TO BE SUBMITTED**

1. Memorandum of Association and Articles of Association of the company.
2. Valid registration with Registrar of Companies.
3. Balance sheet for the last three years including turnover of the firm in respect of hardware maintenance services.
4. Valid work contract tax registration.
5. Permanent Account Number (PAN) issued by Income Tax Department.
6. Latest copies of ASP Certification.
7. Certificate of ISO 9001:2015 or its equivalent
8. List of Government organizations and other offices where the tenderer has executed orders for AMC for computers, printers during last five years shall be furnished. Performance certificate from at least two government organizations / public sector undertakings shall be furnished.
9. A list of organizations where the tenderer is currently executing the AMC services.
10. Details of branch offices, service centers, and resident service engineers shall also be furnished.

**EARNEST MONEY DEPOSIT (EMD)**

Earnest Money Deposit (EMD) amounting to **Rs. 30,000**/- must be enclosed along with the tender document. EMD should be in the form of **Demand Draft** drawn in favour of the “**Tobacco Board”, Bangalore**. EMD amount of un-successful tenderers will be refunded after finalization of tender and award of work order to the successful tenderer. EMD amount of successful tenderer will be refunded after award of work order and against submission of Performance Bank Guarantee for the value of 10% of work order and validity period of one year.

**INSTRUCTIONS TO THE TENDERERS**

1. The tender document can be downloaded from our website [www.tobaccoboard.com/tenders.php](http://www.tobaccoboard.com/tenders.php)
2. The cost of tender document **is Rs.1180/-** (including GST) and it should be payable by crossed demand draft in favour of “Tobacco Board” payable at Bengaluru. The tender document is downloadable at free of cost from the Board’s website [www.tobaccoboard.com](http://www.tobaccoboard.com). The demand draft shall be submitted along with tender. The tender will be rejected in case the tender document cost is not enclosed.
3. The tender documents are non-transferable i.e., only those firms can submit the tender who purchase the tender documents in their own name.
4. The sealed tenders along with supporting documents and EMD amount must be submitted to “**Director (Auctions), Tobacco Board, Bengaluru**” to reach on or before 11.00 a.m. on **07.10.2020 (Wednesday)** in an envelope super-scribed **“Tender for AMC for Computers & Printers”**. The tenders will be opened on the same day i.e., 11.30 p.m. on 07.10.2020. The tenderer or his authorized representative may attend the tender opening.
5. The tender shall be valid for a period of at least 120 (one hundred & twenty) days from the date of opening.
6. The tenderer shall quote the item-wise unit charges per annum irrespective of make and brand for the maintenance of the equipments. The rates should be quoted both in figures and words. The rates quoted shall be firm and no change of rates shall be allowed during the contract period.
7. The contract will be awarded to the qualified and technically suitable tenderer offering the lowest evaluated tender in conformity with the requirements of specifications. Acceptance of the tender by the Tobacco Board shall be communicated to the successful tenderer by a formal letter of acceptance (LOA).

**SCOPE OF SERVICES**

1. The contract will be for a period of one year from the date of signing the agreement/date of award letter on comprehensive basis for providing all services on site including all spares and replacement of defective parts. **(It excludes all physical mishandling by user or damages due to power fluctuation such PCs/Laptops/Printers can’t be repaired should be certified by the concerned officers shall be excluded from AMC by giving in writing to DoA, Bengaluru and shall not claim any amount)**. The contractor should always be in a position to replace defective parts of all brands of PCs, and Printers without any delay.
2. As far as possible, the repairs would be carried out onsite itself. The contractor will have to provide stand by machine of the same configuration or higher, if it is absolutely necessary to take the defective machine for repair to its service center**.**
3. The department will provide consumable items such as printer toners / image transfer kit / image drum for laser-jet printers, inkjet cartridges. All other spares shall be replaced free of cost as and when necessary by the AMC contractor.
4. All computer/printer components will come under the purview of the contract. This will include:
   1. Processor (CPU)
   2. Motherboards & SMPS Units
   3. Main memory (RAM)
   4. Storage devices, i.e. Hard Disk Drives, DVD/CD-ROM/RW Drives.
   5. Keyboards & Mouse
   6. LED Monitors.
   7. All parts of printers.
5. The firm shall prepare a separate **log book for each of the machines** to be taken under the AMC. Preventive maintenance from outside and inside will be carried out on **quarterly basis**. The preventive maintenance would include quarterly servicing of the equipment irrespective of whether the equipment has suffered a breakdown or not and it would include checking of all the peripherals installed with PC for proper operation, servicing and cleaning of machines and printers and cleaning of floppy drivers and checking of head alignment. A preventive maintenance report signed by the user would be submitted in the prescribed format by the vendor to the Director (Auctions), Tobacco Board, Bengaluru by 15th of the month following end of each quarter.
6. The system down time should not exceed 48 hours from the time at which the complaint was made. If the down time is more than 48 hours, the contractor will provide a standby system. In case the system is not repaired or an alternative system not supplied within the period of 48 hours from the time of failure report, then the Board may choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the second party.

**TERMS & CONDITIONS OF THE CONTRACT**

1. No advance payment in any case would be made. Payment will be made on **quarterly basis** only after completion of service for the quarter and after successful completion of preventive maintenance.
2. It may also be noted that in case of contractor backing out during the contract period without any explicit consent of the department, he will be liable to forfeiture of PSD amount.
3. The Contractor shall not enter into a sub-contract with any other person(s)/firms(s) or to transfer the contract or any benefit there under to any person(s) or firm(s).
4. The Contractor shall get the maintenance of the equipments, including the cleaning thereof, done by his maintenance staff solely at his own risk. The Board shall not, in any way, be liable to make any payment, incur any expenditure or face any law suit in any court of law for any injury or death suffered by the contractor’s maintenance staff during the course of maintenance under the AMC.
5. The Contractor shall be required to hand over all the equipments in working condition at the time of termination of the contract, otherwise the equipment, found faulty, shall be rectified from any external agencies and whole replacement/repair cost will be borne by the contractor only.
6. Except GST, no claim on account of VAT/sales tax or any other taxes and duties for the material used for execution of the work, will be entertained by the department and all such taxes and duties shall be borne by the contractor himself. The GST as per the Government rates will be paid on AMC charges.
7. The department reserves the right to add any equipment (Computer system, and/or associated peripheral) for AMC during the period of contract at the same terms and conditions of the contract. Similarly, any of the equipment included in the contract can be withdrawn from AMC. Payment of bills will be made after adjusting for addition/withdrawal of such equipment on pro-rata basis.
8. Tobacco Board reserves the right to cancel the tender either partially or fully without assigning any reasons. The Annual Maintenance Contract (AMC) contract may be terminated at any time by giving one-month notice, if the services are not satisfactory and EMD will be forfeited.
9. The department reserves the right to cancel the contract in case of breach of security regulations required to be observed by the contractor. The contractor shall observe all security measures as are applicable to the department, which is under the security cover of the Ministry of Home Affairs. Any special precautions required to be observed by the contractor shall be made known to him by the department from time to time.
10. The contract will be initially for a period of one year. The department, however, reserves the right to extend the term of the contract for **further period (maximum two years) on the same terms and conditions with mutual consent**.
11. At the time of expiry of contract all the equipments under maintenance shall be handed over in working condition so that handing over of AMC to next contractor takes place in a smoother manner.
12. The firm shall provide services for 15 working days from the date of expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost. In this connection, any equipment which is noted as in non-working condition till the last hour of the AMC contract period should be rectified by the outgoing AMC Contractor without any extra cost to the department.

**TENDER FORM**

**AMC for Computer Systems & Printers for the year 2020-2021**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. | Name of the Firm: |  | | |
| 2 | Registered Office Address: |  | | |
| Fax No. |  | | |
| Telephone Nos. |  | | |
| e-mail address |  | | |
| 3 | Service Centers Details | Location-1 | Location-2 | Location-3 |
| Postal address |  |  |  |
| Fax No. |  |  |  |
| Telephone Nos. |  |  |  |
| e-mail |  |  |  |
| 4 | Year of Establishment& Registration No. |  | | |
| 5 | GST No. |  | | |
| 6 | Permanent Account No. (PAN) |  | | |
| 7 | Turnover Details for the last three details in respect of maintenance Services. | 2017-18 – Rs.  2018-19 – Rs.  2019-20– Rs. | | |
| 8 | **Authorized Service Provider** Certification details | Brand \_\_\_\_\_\_\_\_\_\_\_ Valid from \_\_\_\_\_\_\_\_ to \_\_\_\_\_\_\_\_\_\_\_ | | |
| 9 | Quality Certification for Services like ISO 9001:2015 | Certificate No.  Issued on :  Valid upto : | | |
| 10 | Name, Designation & address of the authorized person in respect of this tender |  | | |
| 11 | Total staff strength of the company on its payroll regular for last 2 years | Engineers\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Other Staff \_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| 12 | Details of EMD Amount | Amount Rs.  Demand Draft No.  Name of the Bank | | |
| 13 | Validity of the Tender |  | | |
| 14 | Any other information |  | | |

**PRICE BID**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **S.No.** | **Description of Items** | **No. of Systems** | **Price (Rs)** | **Value (Rs.)** | **Rupees in Words** |
| **I.Desktop Computers** | | | | |  |
| 1 | HP i5 2400 Win XP | 48 |  |  |  |
| 2 | HP Intel core i3 | 12 |  |  |  |
| 3 | HP Core 2 Duo Win7 | 3 |  |  |  |
| 4 | Wipro i3 550 Win7 | 2 |  |  |  |
| 5 | HP Core 2 Duo Win XP | 3 |  |  |  |
| 6 | HP i3 6100T Win8 | 1 |  |  |  |
| 7 | HP i3 4130 Win8 | 7 |  |  |  |
| **II.Laptops** | |  |  |  |  |
| 1 | HP ProBook 440-G1 Laptop | 13 |  |  |  |
| 2 | HP 240 G4 Notebook | 1 |  |  |  |
| **III.Laser Jet / Desk Jet** | |  |  |  |  |
| 1 | HP Laser jet P1606dn | 16 |  |  |  |
| 2 | HP Laser jet Pro M203d | 14 |  |  |  |
| 3 | HP DeskJet 5235 | 2 |  |  |  |
| 4 | HP DeskJet 2135 | 1 |  |  |  |
| 5 | HP Laser jet P1007 | 1 |  |  |  |
| 6 | HP Laser jet P1007 | 2 |  |  |  |
| 7 | HP Laser jet P1007 | 2 |  |  |  |
| 8 | HP Laser jet 1020 Plus | 2 |  |  |  |
| 9 | CANNON LBP2900B | 1 |  |  |  |
| 10 | CANNON LBP2900B | 1 |  |  |  |
| 11 | HP DeskJet 4645 | 1 |  |  |  |
| Total | | | |  |  |

Date: Signature of the Authorized Person

Place: Name & Designation

Office seal.

**List of Systems proposed for AMC for the year 2020-21**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S.No.** | **Description of Items** | **No. of Systems** | **Location** | **Make** |
| **Desktop Computers** | | | | |
| 1 | HP i5 2400 Win XP | 48 | DoA Bengaluru - (6), RM-Mys-(1),  APFs:1,2,3,61,62,4,5,6,7,63 = 41 No’s) | 2012 |
| 2 | HP Intel core i3 | 12 | APFs:1,2,3,64,61,62,4,5,6,7,63 = 12 No’s) | 2016 |
| 3 | HP Core 2 Duo Win7 | 3 | RM-Mys(1), APF:64 (2) | 2009 |
| 4 | Wipro i3 550 Win7 | 2 | RM:PPT | 2011 |
| 5 | HP Core 2 Duo Win XP | 3 | APF:7 | 2010 |
| 6 | HP i3 6100T Win8 | 1 | RM-Mys | 2017 |
| 7 | HP i3 4130 Win8 | 7 | DoA Bengaluru | 2015 |
| **Laptops Computers** | | | | |
| 1 | HP ProBook 440-G1 Laptop | 13 | DoA Bengaluru, RM-Mys, RM-PPT,  APFs:2,3,64,61,62,4,5,6,7,63 | 2014 |
| 2 | HP 240 G4 Notebook | 1 | APF-1 | 2016 |
| **Laser Jet / Ink Jet** | | | | |
| 1 | HP Laser jet P1606dn | 16 | DoA Bengaluru - (6),  APFs:1,2,3,61,62,4,5,6,7,63 = 10 No’s) | 2012 |
| 2 | HP Laser jet Pro M203d | 14 | DoA Bengaluru - (1), RM-Mys (1), RM-PPT(1),  APFs:1,2,3,64,62,4,5,6,7,63 = 11 No’s) | 2019 |
| 3 | HP DeskJet 5235 | 2 | APF:1 | 2014 |
| 4 | HP DeskJet 2135 | 1 | DoA Bengaluru | 2016 |
| 5 | HP Laser jet P1007 | 1 | APF: 64 | 2009 |
| 6 | HP Laser jet P1007 | 2 | DoA Bengaluru | 2010 |
| 7 | HP Laser jet P1007 | 2 | DoA Bengaluru | 2011 |
| 8 | HP Laser jet 1020 Plus | 2 | APFs:61 & 63 | 2018 |
| 9 | CANNON LBP2900B | 1 | RM-Mys | 2009 |
| 10 | CANNON LBP2900B | 1 | RM-Mys | 2016 |
| 11 | HP DeskJet 4645 | 1 | DoA Bengaluru | 2014 |

Date: Signature of the Authorized Person

Place: Name & Designation

Office seal.

**Enclosure-1**

**Details of Annual Maintenance Contracts Executed in Past Five years**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| S.No. | Name of the Organization | Contract Period | | Value of AMC | Number of resident technical personnel |
| From | To |
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\* In case no. of contracts are more than 10, please indicate the details of only top ten contracts on the basis of annual contract value.

\*\*Performance certificate from at least two Govt. organizations/PSU (only top ten) to be enclosed.

**Details of Authorized Service Provider (Computers)**

|  |  |  |  |
| --- | --- | --- | --- |
| S.NO. | Name of the brand for which authorized | Year in which it became authorized and validity (authorization certificate may be enclosed) | Copy of Certificates enclosed  (Yes / No) |
|  |  |  |  |
|  |  |  |  |

Date: Signature of the Authorized Person

Place: Name & Designation

Official Seal

**Enclosure-2**

**Details of Annual Maintenance Contracts presently under execution**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| S.No. | Name of the Organization | Contract start time | Value of AMC | Number of Resident Technical Personnel available |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
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Date: Signature of the Authorized Person

Place: Name & Designation

Official Seal

**Annexure-A**

**Location & addresses of the Board’s offices, where systems are available:**

| **Location** | **Address** | **Location** | **Address** |
| --- | --- | --- | --- |
| Directorate of Auctions | Directorate of Auctions, Tobacco Board, 1/9 III Cross, CSI Compound, 4th Floor, Unity Building Annexe, Mission Road, Bengaluru – 560027.  M.No.9448280150, 080 - 22236599 | Periyapatna-4 | Office of the Auction Superintendent, Tobacco Board, Platform No.4, Kaggundi Village, H.H.Bagilu Post, Periyapatna-571107,Mysore Dist.  M.No.9448495508, 08223-274143 |
| Regional Manager Office, Mysuru | Regional Manager, Tobacco Board, H.No:CA-5673/C,14th main,2ndStage, Near Yoganarasimha Swamy Temple, Vijayanagara, Mysore-570017  M.No.9448495502, 0821-2543357 | Periyapatna-5 | Office of the Auction Superintendent, Tobacco Board, Platform No.5, Kaggundi Village, H.H.Bagilu Post, Periyapatna-571107,Mysore Dist.  M.No.9448495509, 08223-274149 |
| Regional Manager Office, Periyapatna | Regional Manager, Tobacco Board, No.4, Housing Board, Gonikoppa Road, PERIYAPATNA-571107  M.No.9448280151, 08223-273089 | Periyapatna-6 | Office of the Auction Superintendent, Tobacco Board, Platform No.6, Kaggundi Village, H.H.Bagilu Post, Periyapatna-571107,Mysore Dist.  M.No.9448495510, 08223-274951 |
| H.D.Kote-1 | Office of the Auction Superintendent, Tobacco Board, Platform No.1, H.D.Kote-571114, Mysore Dist.  M.No.9448495505, 08228-255361 | Kampalapura-61 | Tobacco Board, Auction Platform No. 61 C/o. Indian Tobacco Traders,  Kampalapura (PO) - 571136 Periyapatna Taluk, Mysore (Dt) M.No.9448495511, 08223-210403 |
| Hunsur-2 | Office of the Auction Superintendent, Tobacco Board, Platform No.2, MTC Complex, Kattemalavadi Post, Hunsur-571134, Mysore Dist.  M.No.9448495506, 08222-297080 | Chilkunda-62 | Office of the Auction Superintendent, Tobacco Board, Platform No.62, Near Javanikuppe Gate, CHILKUNDA Village & Post-571105, Mysore Dist.  M.No.9448495512, 08222-241044 |
| Hunsur-3 | Office of the Auction Superintendent, Tobacco Board, Platform No.3, MTC Complex, Kattemalavadi Post, Hunsur-571134, Mysore Dist.  M.No.9448495515, 08222-297019 | Ramanathpura-7 | Office of the Auction Superintendent, Tobacco Board, Platform No.07, Ramanathpura Village & Post, ArkalgudTq, Hassan Dist-571133.  M.No.9448495513, 08175-225536 |
| Hunsur-64 | Office of the Auction Superintendent, Tobacco Board, Platform No.64, MTC Complex, Kattemalavadi Post, Hunsur-571134, Mysore Dist.  M.No.9448495658, 08222-297308 | Ramanathpura-63 | Office of the Auction Superintendent, Tobacco Board, Platform No.63, Ramanathpura Village & Post, ArkalgudTq, Hassan Dist-571133.  M.No.9448495514, 08175-225022 |