



# INFRASTRUCTURE DEVELOPEMENT AUTHORITY

1st Floor, Udyog Bhawan, East Gandhi Maidan, Patna - 800004

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## **N.I.T. FOR Comprehensive Annual Maintenance Contract (AMC) for Computers, Laptops, UPS, Printers & other peripherals and Trouble shooting of LAN .**

**TENDER NOTICE No.- 02/TEN/IDA/16**

Sealed tenders are invited from reputed registered agencies under "Two-bid" system- i.e. Technical Bid and Financial Bid to provide Comprehensive Annual Maintenance Services for Computers, Laptops, UPS, Printers & other peripherals and Trouble Shooting of LAN of the Infrastructure Development Authority hereinafter called IDA.

Detailed information of the Tender Document can be seen & downloaded from the IDA website [www.idabihar.com](http://www.idabihar.com). The bidder has to submit non-refundable tender processing fee of 1000/- (Rupees One Thousand only) through a demand draft in favour of Infrastructure Development Authority payable at Patna along with the Technical Bid. Tender Document complete in all respects in a sealed envelope should be dropped in Tender Box by **3:00 p.m. on 10-02-2016**. Technical bid will be opened on **10-02-2016 at 4:00 p.m.** at Conference Hall, IDA, Patna. The tenders received late or tenders without Processing Fee/Conditional tenders/Incomplete Tenders in any respect would be rejected. The IDA reserves the right to accept or reject any or all tenders without assigning any reason. The finalized bidder will have to enter into a legal contract/agreement with the IDA before rendering its services.

### **I. Technical bid envelop should contain the following:-**

1. The Bidder must be a legally constituted Proprietary firm/Partnership firm/ Limited Company/Corporate Body, who possess the required licenses, authorization, registrations etc., as per law valid at least for 12 months from the date of the opening of tender for providing Comprehensive Annual Maintenance Services for Computers, Laptops, UPS, Printers & other peripherals and Trouble Shooting of LAN
2. The Bidder must be an authorized service provider of the similar services
3. The Bidder should have an experience of similar field for two years supported by document justifying such experience.
4. Financial Turnover during the last 2 years ending 31st March 2015 should be at least 10 Lakhs in any one year.
5. There should be no case pending with the police/court against the Proprietor/Firm/Partner or the Company (Bidder). Self undertaking in this regards to be provided
6. The Bidder shall have the following Registrations and details of the same be provided in the Technical Bid:
  - (i) Status Registration (as required)
  - (ii) Service Tax Registration
  - (iii) PAN
7. Income tax return for the last 2 years
8. Self undertaking to be provided regarding information submitted in the bid is correct and if found false in future also, contract may be terminated
9. The bidder should have its office / shops within Patna municipal Area
10. **Note: Proof in support must be enclosed for above eligibility criteria.**

## II. PROCEDURE

1. Tender Bids should be placed in a properly sealed envelope addressed to **The Director (Administration), Infrastructure Development Authority, 1<sup>st</sup> Floor, Udyog Bhawan, East Gandhi Maidan, Patna-800004.**

Technical bid along with Tender processing Fee be **put up in a separate envelop** and the Financial Bid should be **put in separate sealed another envelope**, clearly indicating "TECHNICAL BID" and "FINANCIAL BID" with the details of the Bidder. Both sealed Technical & Financial Bid's envelops should be **put in one envelope and must be super scribed "Tender for Comprehensive maintenance Service for Computers, Laptops, UPS, Printers & other peripherals and Trouble Shooting of LAN"** with the name, address & phone nos. of the Bidder. The tender must be dropped in Tender Box of IDA on the date & up to the time mentioned in the tender notice and the technical bid will be opened in Conference Hall, IDA on the day and time specified for the same in the presence of Bidders or their authorized representatives.

2. The Bidder shall acquaint himself duly with Computers,Laptops,UPS, Printers & other peripherals and Trouble Shooting of LAN in Infrastructure Development Authority, before quoting the rates. No compensation on account of any difficulties will be entertained at a later date after award of works.
3. That the technical bid shall be opened first and only the eligible bidders selected by Tender Committee shall participate in the financial bid which shall be opened on the date further fixed by the Tender Committee.
4. In case the Bid being submitted by a firm, it must be signed separately by each partner thereof or in the event of the absence of any partner, it must be signed on his behalf by a person holding a power of attorney authorizing him to do so or in the case of a company, the tender be signed in the manner laid down in the said Company's Article of the Association. The signatures on the tenders will be deemed to be the authorized signatures.
5. **An Index page showing contents/annexure & page no. should be annexed first followed by relevant documents with proper page numbering & signed by the owner of the firm or his Authorized Signatory** as token of acceptance of Terms & Conditions. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/ authorization may be enclosed along with tender.
6. The bidder must ensure that the conditions laid down for submissions of offers are complete and correctly filled. The rates and units shall not be overwritten and shall be in both i.e. figures and words.
7. In case two or more agencies are found to have quoted the same rates, the Tender Committee shall recommend about the Bidder to which the offer shall be granted based on the basis of lottery. The decision of the Managing Director IDA shall be final.
8. Any changes with respect to this tender will be notified through website [www.idabihar.com](http://www.idabihar.com) only.
9. IDA reserves the right to accept or reject any or all the tenders without assigning any reason.
10. It shall be ensured that every page of Tender document is dully numbered and signed with seal of the bidder without any cutting and over writing.

### III. Scope of Work

1. Upkeep and maintenance of the hardware and installed software.
2. Repair to be carried out at the location of the equipments.
3. The software maintenance includes loading/reformatting of operating system/application software with Windows 7 (Professional/Home), Windows XP (Professional/Home), Microsoft Office software, Internet Explorer, Outlook Express, Anti-virus software, Data retrieval from corrupt Hard Disks whenever necessary and installation of any other software. It also includes removal of virus and reinstallation of software, if corrupted. Support for users and troubleshooting of commercial software packages mentioned above.
4. The Comprehensive Annual Maintenance Contract (AMC) shall cover maintenance of computer/laptop etc and reloading of operating systems, application softwares, data retrieval, data back-up, virus cleaning and repair/replacement of hardware, if necessary of all parts and accessories installed in the CPU, Monitor, Printer and UPS, including Motherboard, Processor, PCB, SMPS, HDD, FDD, Optical Disk Drive, RAM, USB Drives, Keyboard, Optical Mouse, Online APC UPS(6KVA), All parts and software must be repaired/ replaced by the firm/agency within the cost of AMC. If the part/s is/are beyond the repairable conditions, the part/s will be provided by the firm/agency.
5. To attend any problem related to Computer, Laptops, UPS, Printers, Scanner and Peripherals.
6. Under the provision of contract firm/agency has to provide Daily routine visit and breakdown visit as and when required during the working hours (09.30 AM to 6.00 PM) in working days of IDA for day to day complaints and breakdown. Breakdown of the machine must be attended by firm's/agency's service engineer immediately after receiving the complaint from authorized official of the IDA. In the event of service required after above hours or on holidays, the agency should be prepared to provide services with no extra charges.
7. Maintenance on comprehensive basis of PC's and PC peripherals including trouble shooting.
8. The agency has to ensure uninterrupted connectivity of LAN in all components till end users. It includes installation of Ethernet card drivers, monitoring of cables from time to time to check proper connectivity, crimping of connectors, configuring and assigning of IP addresses of all nodes. The agency will also undertake cable laying activities as and when required by different components to extend network connectivity. The agency will further ensure that all users are directly connected with the network and are able to browse the internet and are able to share files through networking.
9. Computer and Network virus Removal.
10. To check the port readiness of network switches and Hubs with the help of LAN Tester.
11. To check the connectivity of the cable with the help of LAN Tester.
12. To re-crimp a LAN node for any PC as and when required and able to identify LAN and internet faults.

13. To replace and re-install any corrupt networking system files. The all parts must be repaired/ replaced by the firm/agency within the cost of AMC.
14. Setting Network configuration across different version of Windows OS like Window XP/2007.
15. Trouble shooting network with respect to accessing network Laser Printer or any other sharable resources.
16. To attend any problem relating to network.
17. Under the provision of contract firm/agency has to provide daily routine visit and breakdown visit as and when required during the working hours (09.30 am to 6.00 pm) in working days of IDA for day to day complaints and breakdown. Breakdown of the machine must be attended by firm's/agency's service engineer immediately after receiving the complaint from Officers/ Employees of IDA. In the event of service required after above hours or on holidays, the agency should be prepared to provide services with no extra charges.

#### **IV. TERMS AND CONDITIONS**

1. The bidder must provide information about his Agency as per **Annexure-I** i.e., Technical Bid and as per **Annexure -II** -i.e., Financial Bid
2. On acceptance of the tender, the Bidder shall deposit Performance Security in the form of Demand Draft of Rs. 30,000/- (Thirty Thousand) only in favour of Infrastructure Development Authority , Patna within 07 days of the award of the contract which will be refundable without interest after completion of the contract.
3. The performance security amount shall be released without interest after two month of completion of contract period only after being satisfied of the successful completion of the contract. In case any complain, the security deposit shall be discharged only after adjusting all dues.
4. If the successful bidder fails to perform the commencement of the contract within the specified time period, the security amount deposited by the bidder will be forfeited
5. If the IDA procures any additional Hardware, the selected bidder shall support configuration and integration of the same, according to the requirement
6. Amount of AMC will be paid in four instalments of three months each as per satisfactory work provided.
7. The agency shall assign the job of servicing and maintenance work by qualified and expert persons and also assume full responsibility for the safety and security of man and machine. IDA have no direct or indirect liability arising out of any negligence/ Accident which is punishable under IPC and any loss caused to the property of IDA have to be suitably compensated by the agency.
8. In the event of break down / not working of any unit due to any reason, if not repaired by the concern agency without stipulated time IDA is free to do the repair job by any other source / agency and amount of repairing will be deducted from the agency bill/ performance security amount. If required to replace any part agency should do it immediately and no extra payment will be made.
9. Agency will remain in constant touch with concerned officer of IDA for better understanding and effective work.

10. **In the event of break down or not working of any unit due to any reason , Urgent requisition may be made on telephone which shall have to be complied by the agency immediately otherwise penalty should be imposed as per para VI**
11. Agency is bound to provide Comprehensive Maintenance services throughout the year .
12. Under no Circumstances agency is entitle to claim any charges over and above the charges prescribed in the terms of this contract.
13. On each working day, agency will inspect the all unit and its working
14. TDS and other taxes as applicable will be deducted from agency bill as per government instruction from time to time
15. The period of agreement will be initial for one year from the date of agreement and it may be extended for another one year depending upon satisfactory performance. During the period of agreement quoted rate will not be changed.
16. The decision of Managing Director, IDA in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
17. An agreement shall be signed with the designated/authorised person of the successful agency.
18. The Managing Director, IDA shall be the sole authority to decide and judge the quality of the service rendered by the Agency and all other matters and his decision shall be final and binding.

**V. Termination:** The Contract may be terminated by giving one month prior notice, in case the agency:

- a. Assigns or sub-contracts any of this service.
- b. Violation/contravention of any of the terms and conditions mentioned herein.
- c. Does not improve the performance of the services in spite of instructions.
- d. Any violation of instruction/agreement or suppression of facts.
- e. Contractor being declared insolvent by competent court of law.

If agency willing to rescind this contract, a two months notice in advance should be produced by the agency. During the notice period for termination of the contract in the situation contemplated above, the agency shall keep on discharging his duties till the expiry of notice period.

## **VI. Penalty**

- a. In case of pre mature termination of the contract due to any of the clauses of Termination the security amount shall be forfeited.
- b. For delayed in breakdown call - 1/2 % of the value of the contract per week or part thereof after expiry of the delivery period subject to maximum 10%. If the agency fails to attend or rectify any complaint of LAN as well as equipment/s, IDA may forfeit the Performance Security Amount, blacklist the agency and the required work will be done from the other sources at the contractor's risk and cost.

In this regard decision of the Managing Director of the IDA will be final

**VII. Arbitration:** That in case of any dispute arising between the parties with respect to the contract, interpretation of the terms or any claim whatsoever, the Managing Director, IDA or any person appointed by him shall be the sole Arbitrator to decide the matter and the provisions of Arbitration and Conciliation Act 1996 shall be applicable. The Agency shall have no objection to the designated arbitrator or other appointed person as arbitrator by him. The place of arbitration proceedings shall be at Patna.

**VIII. Jurisdiction:** In case of any dispute, the jurisdiction shall be the Court at Patna only.

Read and accepted  
(Full Name, Signature & Stamp of the Bidder)

Director (Admn.)  
I.D.A.

ANNEXURE-I

**TECHNICAL BID**

**PERFORMA FOR Comprehensive Annual Maintenance Contract (AMC) for Computers, Laptops, UPS, Printers & other peripherals and Trouble Shooting of LAN IDA, Patna**

Technical Bid should indicate following information along with the self Attested photocopies of supporting documents:

1. Name of Firm/Agency: \_\_\_\_\_
2. Permanent Address: \_\_\_\_\_  
\_\_\_\_\_
3. Local Address: \_\_\_\_\_  
\_\_\_\_\_
4. Phone/Fax No./Mob. No. \_\_\_\_\_
5. Email Address: \_\_\_\_\_
6. Type of Organization: \_\_\_\_\_  
(Whether sole proprietorship/partnership/society/  
Private Limited for Cooperative body etc. attach proof)
7. Name of Proprietor/Partners/ \_\_\_\_\_

<u>Details of Processing Fee</u>	
DD No.	_____
Date	_____
Amount	_____
Bank	_____

Sl. No.	Documentary Proof of	Registration No. with Date & validity up to	Proof Attached (If Yes then Page no.)
1	Proof of incorporation/Proof of registration		
2	Proof of Authorized service provider		
3	Work experience certificate of 2 years		
4	Financial turnover (last 2 years)		
5	Self undertaking that no case pending with police / court		
6	Service tax registration		
7	PAN Number		
8	Income tax return for the last two years		
9	Self undertaking attached regarding information submitted is correct		
10	Any other relevant information		

Name and signature of the bidder along with seal

## ANNEXURE-II

## FINANCIAL BID

**Performa for Rate FOR Comprehensive Annual Maintenance Contract (AMC) for  
Computers, Laptops, UPS, Printers & other peripherals and Trouble Shooting of LAN  
IDA, Patna**

Sl. No.	Brief Description of the work	Items for Comprehensive Annual Maintenance Contract	No. of Units	Quoted Unit Rate for AMC in Rupees (Inclusive of all Taxes)
1.	Maintenance of Computer Systems ( Desktops, Laptop, Printers, Scanner, Online UPS, Networking & Antivirus) Installed at IDA, Patna.	1. Dell Optiplex390MT, 2nd Generation Intel Core i3-2120 Processor(3.3GHz),Intel 6 series H61 Chipset higher, 2GB 1066MHz or 1333 MHz Dual XChannel DDR3 SDRAM, 500GB or higher SATA II HDD 7200 RPM, 18.5" TFT (16:9 aspect ratio)LCD Flat Monitor, Window 7 Professional, all connected by LAN .	30	
		2. HP LaserJet P1106 Printer.	20	
		3. HP Desk Jet-Ink Advantage-1515	01	
		4. HP Deskjet 1000 Printer	01	
		5. HP Laserjet M1213 nf MFP Printer & Scanner	01	
		6. HP Photosmartc 4488 All in One Printer	01	
		7. APC ON-Line UPS Singal Phase 6 KVA Back-up 30 minutes. Input range – 160v to 280v. Microprocesser based. Including Battery with 30 minute Backup	03	
		8. LAN Switches Broadband Modems.	02 01	
		9. Antivirus for 30 computers	30	
		10. Laptop	02	
2.	A. Redressing of LAN as per the scope of the work mentioned in the bid documents.			
	B. Unit Rate in per meter for Cable including cable lying as well as labour charge.			
	C. RJ-45 Per piece			

We agree to provide the comprehensive annual maintenance and supply of goods as per terms & conditions given in the bid document in accordance with the specifications after physical verification done by us. Total contract price per annum is Rs. .... (Amount in figures) (Rupees .....)  
(Amount in words).

*Name and Signature of the Bidder along with seal*



(On 1000/- Non-Judicial Stamp Paper to be signed by the finalized bidder, before rendering services to the IDA)

### **CONTRACT AGREEMENT**

This agreement is made on ..... between Infrastructure Development Authority, Patna (Hereinafter called IDA which expression shall unless excluded by repugnant to context, include his successors and assignees) and ..... (Hereinafter called the Agency which expression shall unless excluded by or repugnant to context, include his successors and assignees) on the other part. The agreement shall remain valid from..... to.....

1. Whereas IDA has invited tender providing for Comprehensive Annual Maintenance Contract (AMC) of Computers, Laptops, UPS, Printers and Trouble Shooting of Local Area Network (LAN)/Internet at IDA, Patna.
2. The contract period shall be initially for a period of..... with effect from.....to..... which can be extended on satisfactory performance and mutual consent of both the parties for the additional period.
3. It shall be the sole responsibility of the Agency to ensure effective services and if there is any loss/damage during the duties, the same shall be recovered from the agency.
4. The Agency will take all steps as required under law in case of any loss or other contingency in consultation with the IDA.
5. The Agency has to furnish a Performance Security of..... (Rupees.....only) in shape of DD No. .... in favour of Infrastructure Development Authority, payable Patna which shall carry no interest.
6. The Agency will not sub-let this contract of these services to any other agency or individual(s).
7. The Contract amount of this work is as per the rate approved.
8. The Agency will be responsible for compliance of various statutory obligations as per Law.
9. The Agency shall maintain absolute security with regard to all the matter that comes to his knowledge by virtue of this contract.
10. The responsibility for implementing the instructions/ guidelines for working on National holidays and Sundays would be of the Agency.
11. It is clearly understood by both the parties that this agreement is a commercial agreement and not one is creating any employment.
12. Any loss due to negligence, if proved will be compensated by the Agency.
13. The Terms & Condition & Rates will be as per Tender Document and Contractor hereby agree to commence the work as per Tender Number - 02/TEN/IDA/16.
14. The agency shall assign the job of Servicing and Maintenance of each unit to qualified an expert persons and also assume full responsibility for the safety and security of man and machine.IDA have no direct or indirect liability arising out of any negligence/ Accident which is also an offence under any section of IPC and any loss caused to the property of IDA have to be suitably compensated by the agency.

15. Decision of IDA in regard to interpretation of the Terms and Conditions and the Contract Agreement shall be final and binding on the Agency.
16. That in case of any loss being suffered by IDA or the violation of the terms and conditions of contract; the IDA shall have right to deduct all claims against Agency and IDA shall have right to forfeit and deduct the claim amount from the security amount partly or entirely as per the claim.
17. That in case if the Agency withdraws from the contract within the period of contract, the IDA shall forfeit the security amount without any refund.
18. **Termination:** The Contract may be terminated by giving one months notice, in case the agency:
  - a. Assigns or sub-contracts any of this service.
  - b. Violation/contravention of any of the terms and conditions mentioned herein.
  - c. Does not improve the performance of the services in spite of instructions.
  - d. Any violation of instruction/agreement or suppression of facts.
  - e. Agency being declared insolvent by competent court of law.

If agency willing to exit this contract, a two months notice in advance should be produced by the agency.

**19. Penalty:**

- a. In case of pre mature termination of the contract due to any of the clauses of the security amount shall be forfeited.
- b. For delayed in breakdown call - 1/2 % of the value of the contract per week or part thereof after expiry of the delivery period subject to maximum 10%. If the agency fails to attend or rectify any complaint of LAN as well as equipment/s, IDA may forfeit the Performance Security Amount, blacklist the agency and the required work will be done from the other sources at the contractor's risk and cost. In this regard decision of the Managing Director of the IDA will be final

**20. Arbitration:** That in case of any dispute arising between the parties with respect to the contract, interpretation of the terms or any claim whatsoever, the Managing Director, IDA or any person appointed by him shall be the sole Arbitrator to decide the matter and the provisions of Arbitration and Conciliation Act 1996 shall be applicable. The Agency shall have no objection to the designated arbitrator or other appointed person as arbitrator by him. The place of arbitration proceedings shall be at Patna.

**21. Jurisdiction:** In case of any dispute, the jurisdiction shall be the Court at Patna only.

THIS WITNESS WHEREOF both the parties have subscribed their respective hands with their seal in PATNA in the presence of the witness:

**For IDA, Patna**

**For( Agency)**

Witness:

Witness:

1.

1.

2.

2.