

Cost of Application Form: Rs. 1000/-
Sr. No.: _____
Date of Sale : _____

Office of the Deputy Commissioner-Cum-Chairman, DITS Panipat.

SHORT TENDER NOTICE

Sealed tenders on behalf of the Deputy Commissioner-Cum-Chairman, DITS, Panipat are invited under two bid system i.e. “Technical Bid” and “Financial Bid” from registered, reputed and financially sound firms having minimum annual turnover of Twenty Five Lakhs (Rs. 25,00,000) in last year for work of Maintenance of Hardware (Computer, Desktop, Printer) on AMC basis as detail given in Annexure “A”. Term & condition can be downloaded from the official website panipat.gov.in.

The interested agencies should send their offers in tender documents which is to be obtained from the office of the District Information Technology Society Panipat, with a non-refundable cost of **Rs. 1000/-** D.D or may be downloaded from website **panipat.gov.in** (DD worth **Rs. 1000** to be deposited as fee) and deposit it along with **Earnest Money of Rs. 10,000 /-** in the shape of **Demand Draft in favour of the District Information Technology Society, Panipat** payable at, Panipat so as to reach in Room No. 112, 1st Floor, Mini Sectt. Panipat latest by **23.02.2021** upto **11:30 A.M.** duly described on envelope “**Technical Bid**” and “**Financial Bid**” separately. The Technical Bids will be opened on the same day at **12:00 Noon** in the presence of bidders who may like to be present and Financial Bid also open on **23.02.2021 at 03:00 PM** in the office of District Information Technology, Panipat in the presence of bidders who may like to be present.

The Deputy Commissioner-Cum-Chairman, DITS, Panipat has the right to accept or reject any / all tender (s) without assigning any reason.

Deputy Commissioner-Cum-Chairman,
DITS, Panipat

DETAILED NOTICE INVITING TENDER

NAME OF WORK	AMC of Hardware Computer, Printer etc
Place of Work	Distt. Panipat (Sub Division Panipat & Samalkha including Tehsil office Panipat, Samalkha, Israna, Matlauda, Bapoli)
Earnest Money	Rs 10,000/- (Rs Ten Thousand only)
Last Date of Sale of Tender	On or before 22.02.2021 up to 05:00 PM
Last Date of Receipt of Tender	On or before 23.02.2021 up to 11:30 AM
Date of Opening of Tender (Technical Bid)	On 23.02.2021 (12:00 Noon)
Date of Opening of Tender (Financial Bid)	On 23.02.2021 (03:00 PM)
Place of Opening the Tenders	Room No. 112 1 st Floor
Rate to be kept valid for acceptance	One Year from the Date of Signing of contract.

Annual Maintenance of Computer, Printer etc.

Sealed Tenders are invited from Authorized Agency/Reputed Firm for the work of maintenance of computers/Printers/UPS

General Terms and conditions

1. Firm should specially write on the envelop the Item for applied. For Example, **Tender for AMC of Hardware (Computer, Printer etc.)**
2. The AMC shall be for the period of twelve calendar months commencing from the date of signing the contract which will be mutually extendable for a period to be decided later at the same terms and conditions, In case, the services of vendors are not rated satisfactory then the contract can be terminated in between by the department. The services of the vendor will be reviewed by Head of the Indenting Department/Organization or senior nominated by him on quarterly basis/half yearly basis as convenient to them.
3. Agency/Vender/Firm shall be provided 3 completion certificates of AMC of Hardware (Laptop/Printer/UPS etc.) in Government/Semi. Govt./Board corporation/ in last 5 years.
4. Conditional or telegraphic tender will not be accepted.
5. The tender received without earnest money will be out-rightly rejected.
6. Earnest Money of Rs. 10000/- (Rs. Ten thousand only) in shape of Bank Draft drawn in favour Deputy Commissioner-cum- Chairman, DITS, Panipat should accompany the tender.
7. Only those firms (Pvt. Ltd. or Ltd.) or proprietorship firm can participate who have valid GST Registration certificate Tax Identification No. (TIN) issued from the competent Authority. Copy of GST/TIN Registration certificate should be attached with the tender (bid)
8. PAN Card of the firm/Proprietor copy of the same should be submitted with tender.
9. The bidder/tenderer should quote the rate exclusive of applicable GST.
10. GST once deposited shall not be refunded in any case.
11. The offer without tender form/fees will be rejected state way.
12. Rate should quoted in words as well as in figures.

13. Offer should be neatly typed or hand written. Over writing, additional and alternations carried out, if any in the tender form by the tenderer (s) Firm will invite the rejection of offer state way.
14. Any fraudulent documents submitted with the tender and any misleading information furnished will invite penal action to tune of cancellation of work Order, Forfeiture of Security Amount deposited with the tender & blacklisting/debarring of firm (Pvt. Ltd. or Ltd.) or proprietorship firm for doing future business.
15. The Deputy Commissioner-Cum-Chairman, DITS, Panipat reserves the right to accept/reject any or all the tender without assigning any reason.
16. The successful tenderer will have to deposit 10% of the worked out cost of work as security including the earnest money already deposited within two days from the date receipt of work order. In case the required amount is not deposited within the stipulated period, the earnest money already deposited will be forfeited and the work will allotted to any other tenderer.
17. Earnest money of unsuccessful bidder will be refunded to them after completion of tender process.
18. If any bidder require exemption of earnest money/security then he will submit the letter of government in this matter.
19. All disputes will be settled within Jurisdiction of District Panipat.
20. The Income Tax will be deducted at source in accordance with provision.
21. The Security Deposit of the contractor shall be refunded after successful completion of the contract period. Refund of Security Deposit is subject to full and final settlement of the final payment for the work contracted/executed under the contract.
22. An affidavit on Non Judicial stamp paper of Rs. 10/- duly attest from notary public to the effect that the firm/person is neither black listed by any Govt. Department not any criminal case/complaint is registered or pending against the firm/person.
23. The agency should not have been blacklisted by any Central/State Government Department/Organization. Affidavit on Non-Judicial paper of Rs. 10 duly attested from notary for the same must be attached.
24. Only one offer shall be accepted from a proprietor/partner (i.e. under one denomination of agency) irrespective of his/her offers under different agency denominations. In case it is found that the same person has applied for tender under different agency denominations, all such pre-qualification forms and tender offers from such person shall be rejected.
25. Each page of tender document and supporting documents must be signed by tenderer.
26. All items mentioned with working condition in attached list.
27. Payment of AMC amount will be released half yearly basis after completion of successful period of 6 months with satisfactory services.
28. The vendor should also paste a label on the left side of the CPU cabinet/front side of item wherein the toll free number for logging of complaints and phone nos. and email address of the service centers of the Principal Company/authorized service provider should be mentioned. The contents on the stickers should be clearly visible.
29. The vendor shall provide the following services during the course of AMC :-
 - a) Corrective maintenance in case of a breakdown and repair/replacement of defective parts, if any, with the same or reasonably equivalent to the defective part removed.

- b) Preventive maintenance including adjustments, cleaning of mechanical parts, replacement of minor un-serviceable parts on quarterly/half yearly basis as per the technical charge of the product or to be decided by the concerned Department/Organization.
- c) The AMC vendor will complete the service call within two working days failing which, penalty shall be levied @ 1 % per working day for totally down system and 0.5 % per working days for partially down system of the AMC amount from the date of logging complaint. The penalty amount will not exceed the total AMC amount.
- 30. Provision of maintenance services shall be for all the week days between 9.00A.M. to 05:00 PM. In emergency the services shall be provided by party beyond these hours with prior arrangement without any additional consideration.
- 31. The vendor shall place resident engineer with sufficient spare at the office of user Department in case order value exceeds 3.00 Lacs. The vendor may have to provide additional man power in case there are multiple calls at the same time.
- 32. The contract covers all expenses of the engineer deputed by vender i.e. to & fro, stays conveyance, etc.
- 33. This contract will be comprehensive AMC and will include all the parts and operating system support. This contract does not cover consumables like printer cartridge, batteries of UPS etc.
- 34. An up time of 95% shall be maintained by party failing which the contract shall automatically be extended beyond the end of its terms by twice the period for which up time falls shot of 95%.
- 35. The party shall not be liable for any breakdown /defects arising due to physical damage, fire and due to any natural calamity and tempered by other than the AMC vendor during the course of agreement.
- 36. The contract can be terminated by either party by giving written notice in advance of three months.
- 37. All disputes arising out of this contract subject to jurisdiction of Govt. Departments/ Organizations only.
- 38. **Arbitration Clause:** In the eventually of any dispute, the sole arbitrator shall be DC-Cum-Chairman DITS and decision shall be binding on the concerned parties.

ANNEXURE 1

TECHNICAL BID

(To be enclosed in a separate sealed envelope)

For the tender of Work of Maintenance of Hardware

Name of the Firm			
Full Office Address			
Telephone/FAX/Mobile No./email of the Firm			
Mobile number of the Proprietor/Partner/Authorized Person to be contacted			
Details of Earnest Money Deposit DD No & Date			
Banker of Firm/Agency with full address			
Firm Registration No. /Date of Registration (Attach Proof)			
PAN No. of Firm			
GST No. of the Firm			
Whether the bidder is Authorized vendor please attach the Certificate			
Whether firm is not black listed (Affidavit must be attached)			
Turn over of the firm in year 2019-20 which should not less than 25 lacs.			
Detail of Completion of AMC of Similar nature of work amount not less than 3 lacs.	Sr. No.	Amount of AMC	
Remarks, if any			

Sign with seal

ANNEXURE 2

FINANCIAL BID

(To be enclosed in a separate sealed envelope)

Tender for AMC of Hardware.

1. Name/Address of tendering Firm : _____
2. Rates are to be quoted in the format given below, on the letterhead of the Firm/Company

Sr. No.	Particulars	Rate (Per Item)
1	Desktop (HP/DELL)	
2	MF Printer (HP/Canon/Samsung)	
3	Laptop (HP)	
4	Ricoh Color Printer	
5	UPS (Delta, Luminous, BPE)	

GST shall be as per Rules.

Date : _____ Signature & Seal of the Tenderer

Place: _____ Name:

Note:

1. The tenderer should take care that the details, rate and amount should be written in such a way that manipulation is not possible. No blanks/overwriting in the Financial Bid will be allowed and such type of mistake shall make the tender liable for rejection straightway. Each and every column should be filled in the financial bid.
2. All entries in the Tender Form should be legible and filled clearly, neatly and accurately. Any alteration, erasing or over-writing would make tender invalid. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached.

ANNEXURE 'A'

Sr. No.	Description of Item	Approximate Quantity
1	Desktop HP/DELL	107
2	MF Printer HP/Canon/Samsung	80
3	Laptop HP	35
4	Ricoh Color Printer	16
5	UPS (Delta, Luminous, BPE)	09

ORDER FOR ARRANGEMENT OF DOCUMENTS WITH THE TECHNICAL BID

Packet-I (Sealed) containing Technical Bid

- (i) Earnest Money Deposit of Rs. 10,000 /-.
- (ii) Completed Tender Form (duly signed on each page. No page should be altered of the tender form.
- (iii) Attested copy of PAN Card of proprietor
- (iv) Attested copy of GST registration certificate.
- (v) Financial position of Firm.
- (vi) Affidavit regarding blacklist of company.

NB- All copies must be attested/ self attested with seal of firm.

Packet-II (sealed) containing the Financial Bid

Financial Bid on the letterhead of the Firm/Company

The packet I and II shall be placed in a single envelope and it should be sealed and superscripted as “Quotation for work of maintenance of hardware on AMC basis .