



Rajasthan State Pollution Control Board
4, Institutional Area, JhalanaDoongri, Jaipur
Phone : 5159600,5159699, 5159609

No. F13(36)/RSPCB/TTS/2018/221

Dated : 28/8/2018

NOTICE INVITING TENDER
NIB No. : 01/2018-19

Sealed bids are invited from qualified Firms/Companies to provide following services in **Head Office** of the Rajasthan State Pollution Control Board, Jaipur.

S. No.	Services Required	Estimated Cost	Earnest Money	Tender Document Cost
1.	Annual Maintenance Contract for Computers/ Laptops/ Printers/ MFDs Size A4 and A3 Printer/Scanners and other IT Equipments	Rs. 450000	Rs.9000	Rs.400

Tender document can be purchased from the Board's Head Office on cash payment of tender document cost on all working days between 11.00 A.M. to 1.30 P.M. up to 11/09/2018. Tenders can also be downloaded from Board's website <http://environment.rajasthan.gov.in/rpcb> & also from <http://sppp.rajasthan.gov.in>. Please attach a separate DD of Rs. 400/- (Rs. Four Hundred Only) in favour of Member Secretary, Rajasthan State Pollution Control Board, Jaipur towards cost of Tender Document, in case where document is downloaded from above cited websites. Bids may be submitted upto 3.00 P.M. on 11/09/2018 and bids will be opened on the same day at 4:00 p.m. in the chamber of head of office of RSPCB before the bidders or their representative who will be present. The Bids should be accompanied with required EMD (Earnest Money Deposit) in the form of DD in favour of Member Secretary, Rajasthan State Pollution Control Board, Jaipur.

Member Secretary

Rajasthan State Pollution Control Board



Rajasthan State Pollution Control Board
4, Institutional Area, JhalanaDoongri, Jaipur
Phone : 5159600,5159699, 5159609

No. F13(36)/RSPCB/ITS/2018/

Dated :

**Tender Document for Annual Maintenance Contract of
Computers and Peripherals**

Sealed bids are invited from qualified Firms/Companies for the Annual Maintenance Contract for Computers/Lap Tops/Printers/MFDs/Scanners and other related peripherals installed in Head Office, SEIAA and other offices of the Rajasthan State Pollution Control Board in Jaipur. The general scope of work includes:

The maintenance of hardware and software, The software maintenance includes loading/reformatting of software/discs with software like Windows 10,8, 7, Vista, XP, 2000 Microsoft Office software, Internet Explorer, Netscape, Outlook Express, Anti-virus software, Data retrieval and Installation/ removal of any other software purchased by the State Board from time to time and provide and maintain the required drivers (CDs & Floppies) for maintaining the equipment's. It also includes removal of virus and re-installation of software, if corrupted. Support for users and troubleshooting of commercial software packages mentioned above and others used by State Board.

The Hardware maintenance services will consist of

- a) Attending to complaints raised by various departments/individuals of the State Board on daily basis. Upkeep and maintenance of the hardware installed in the State Board.
- b) Onsite preventive and corrective maintenance of computers connected in LAN and peripherals at State Board -HQ, SEIAA and other offices of State Board in Jaipur.
- c) The maintenance contract will include necessary repairs to the installed systems and replacement of defective/damaged parts, components and other accessories free of cost.
- (d) Stand-by arrangement to be made in case the equipment is to be taken to workshop for repairs.
- (e) Any other maintenance work to be undertaken related to the Computers/ peripherals.

The tentative list of computers, printers, MFDs, other related peripherals software and any other related items is attached as Annexure 'A' which may be changed. 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.

The Technical and financial terms and conditions of AMC shall be as follows:

1. The firm/Company should be in existence for over 5 years in the trade with the maintenance business and should have adequate qualified manpower having experience in maintenance of computers and other related peripherals.
2. The firm/company should have atleast three computer hardware annual maintenance contract from last two years with a Government Department/Public Sector Undertaking/Banks/Ltd. Companies. The total annual value of which should not be less than Rs.10 lakh. A copy of work award document should be enclosed with tender.
3. The Service Providing Agency should have a minimum average annual turnover of Rs. 50 Lakhs during last 3 financial years i.e. 2015-16, 2016-17, 2017-18. A copy of turn over statement duly certified by a C.A in standard format must be enclosed with the tender document. Audited Balance sheet and other documents in support of annual turnover should be attached with tender.

4. The Agency should have not been black listed / defaulted by any of the Govt. Department / Public sector enterprise. An Affidavit of such statement must be enclosed with tender.
5. The firm must have expertise in on-site maintenance and repair of servers, clients, stand alone computers, Laser/inkjet printers network components, scanners peripherals and other hardware parts and accessories.
6. The firm also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily Annual Maintenance of 30 or more computers connected in LAN under Window NT environment for two years. A Performance Certificate to this effect from at least one Govt. Deptt./Public Sector Undertaking shall be furnished.
7. The Company/firm should preferably be ISO Certified.
8. The firm/company must be registered as a firm or as a company with the Registrar of companies. Certificate in this regard should be enclosed with tender.
9. If the firm meets the above technical requirements, it may apply in the prescribed Performa at Annexure-1 in sealed cover.
10. The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN number, service tax number along with Technical Bid.
11. The Board may call original documents for verification.
12. Preference will be given to the firm/Company, which is Authorized Service Provider/ a business partner for HP/IBM/ Compaq/HCL/Wipro/Dell/Cannon.
13. The successful bidder shall provide necessary support for maintaining VIRUS free computer environment in the Department and help in upgrading the Software's/Virus Detection mechanism.
14. The vendor will provide One qualified resident service engineer on all the working days from 9.30 AM to 6.00 PMs and when require the engineer would be equipped with Mobile phone to ensure their availability. Rs. 200/- per day per Engineer will be deducted if Service Engineer remains absent/leave without providing substitute.
15. The firm will prepare and maintain the complaint log books as per the instructions of the office for all the machines to be taken under the AMC and Preventive maintenance with virus detection and special cleaning of the Monitor, Printer, Key Board, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis.
16. Technical bid shall not have the price portion but must include all the required technical particulars/commercial details about experience, infrastructure etc. Full particulars and descriptive literature should be forwarded with the technical bid and should be complete in all respects.
17. The resident engineer will provide all possible technical software support for the machines which are not included in the AMC (Newly purchased and under warranty machines).
18. Tender should be furnished in a properly sealed cover containing inside two separate sealed envelopes, one each for technical bid and financial bid superscripted as :“Technical Bid” or “Financial Bid”. The original tender document must be duly signed and stamped by the authorized signatory on each page and copy of the receipt issued by RPCB for purchase of tender document should also be enclosed along with the technical bid. In case the tender document is downloaded from RPCB's website, DD of Rs. 400/- in favour of Member Secretary, Rajasthan State Pollution Control Board, Jaipur towards the cost of tender document be enclosed together with technical bid without which tender will not be considered.
19. The rate may be quoted on comprehensive basis for the computers, laptops, printers etc. in the Performa at Annexure-II.
20. The contract will be valid for a period of two year and may be increased upto one year on satisfactory

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- performance of the contract and mutual agreement of both the parties. 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 & firm will not be subletted to another.
21. The service engineers would take up any reported fault within four hours. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by for the same.
 22. If any PC/accessory is not repaired within twenty four hours, the firm will provide a standby PC/accessory. If, the firm fails to carry out repairs/ provide a stand-by PC/accessory within 24 hours after fault, to the satisfaction of the user, a penalty of Rs.400/- (Rupees four hundred only) per day or part thereof will be charged for delay beyond the 24 hours till such time the PC/accessories are repaired. In case where standby equipments has been provided, a period of 15 days will be provided for repairing.
 23. It may also be noted that in case of contractor backing out in mid term without any explicit consent of this Board or services found unsatisfactory, he will be liable to recovery at higher rates, vis-à-vis, those contracted with it, which may have to be incurred by the State Board on maintenance of machines for the balance period of contract through alternative means. Any act of backing out or unsatisfactory performance of services would automatically debar the firm from any further dealing with this Board and the Security deposit would also be forfeited.
 24. The earnest money of Rs. 9000/- (Rs. Nine Thousand only) through a demand draft payable at Jaipur in favour of Member Secretary, Rajasthan State Pollution Control Board must accompany with technical bid. Bid received without earnest money will be rejected out-rightly. The earnest money deposited by successful tenders may be adjusted against the Security deposit (5% of the work order cost) for the fulfillment of performance of the terms and conditions of the contract. No interest will be paid on the security deposit. Security deposit will be refundable after successful completion of the contract after the adjustment of dues against the contractors, if any. Earnest money received from other unsuccessful tenders will be returned without interest after finalization of tender.
 25. No advance payment in any case would be made. However, quarterly payment on pro rata basis on satisfactory rendering of service would be made.
 26. The Board have reserve the right to add or remove any equipment from AMC at any time with written information to successful tenderer. Computer and printers will be included in the AMC after the expiry of warranty period. Payment for such equipments will be paid on pro rata basis for the period the equipments remains in AMC.
 27. Systems maintenance charges shall not include the cost of consumables and supply items such as ribbons, media like magnetic tapes, cartridges, printer bands, floppy diskettes and print heads for Dot Matrix Printers, computer stationery and CDs. The company Engineer will install print heads for Dot Matrix Printers, however print heads will be provided by the State Board. Laser Printer maintenance charges include all parts including Fuser Assemblies, Fuser Units and Teflon Sheets. Pressure Roller etc. However, it does not include toner cartridge and plastic parts.
 28. In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
 29. It may also be noted that successful bidder will sign contract letter with the Board within 7 working days after acceptance of tender. If contractor will fail to deposit security money within 7 working days or fail to sign contract within the time limit than EMD deposited by the bidder will be forfeited and bidder will be debar from any further dealing with this board and the State Board will be free to give contract to other bidder.
 30. This contract extends only to problems arising out of normal functioning of equipment and the contract does not cover physical breakage or break down/ damages arising due to fire, theft, riots, accidents earthquake storm and other natural calamities.

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31. The equipment will be handed over back in good working condition at the time of expiry of the contract.
 32. The personnel of the Company will comply with all the security regulation in the State Board.
 33. Resident Engineer should have sufficient and requisite knowledge of maintenance and trouble shooting in Windows/LAN etc. environment and should be capable to diagnose and to provide quick solutions.
 34. The Resident Service Engineers provided by the firm shall not be changed frequently. Only two changes in respect of resident engineer will be permitted during the year. For any subsequent change a penalty of Rs.2000/- would be charged. However, if the resident service engineer shall found incompetent by the State Board, he will be changed by the firm within 15 days after giving written notice in this regard.
 35. The tenderers may represent themselves personally or through authorized representative, if any, at the time of opening of tender.
 36. The Committee in order to satisfy itself may conduct a spot enquiry to verify soundness, capability and viability of tenderer.
 37. Evaluation Criteria: The tender will be finalized on the basis of the total bid amount for the PCs/Printers etc. offered for AMC contract at the time of opening of financial bid and not the items-wise lowest rates quoted by the bidders.
 38. The parts replaced will either be new parts or in case new parts not available due to discard then parts equivalent in performance to new parts after due approval of the Board. Parts used for replacement must be genuine parts with same specification as prescribed by the manufacturer of concerned machine. Any change in specification may be done only after prior written permission of the Board.
 39. The successful tenderer/firm will be required to deposit Security Money @ 5% of contracted amount in form of Banker's cheque or DD in favour of Member Secretary, Rajasthan State Pollution Control Board payable at Jaipur. The Security money will be released to contractor on successful completion of the contract.
 40. The tender should be addressed to the Member Secretary, Rajasthan State Pollution Control Board, 4, Jhalana Institutional Area, Jaipur and may be submitted upto 3.00 P.M. on 11/09/2018 and technical bids will be opened on the same day at 3.30 p.m. before the parties which are present. 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 a reason for exception.
 41. The financial bid of the technically qualified tenderers will be opened on the date and time fixed by RSPCB which will be informed telephonically or through given email id by tenderer at a later date. The financial bid of technically unqualified bidders will not be opened.
 42. Preventive maintenance will be done in quarterly basis and satisfactory performance report will be taken from the user by the tenderer. In case of no availability of user satisfactory report, Section I/c may certify the satisfactory performance report. Payment will be made on basis of User satisfactory report. A penalty of Rs. 200/- per month per machine will be charged if preventive maintenance upto user satisfaction will not done on time.
 43. In case of any dispute arising out of the interpretation of this contract and its terms & conditions, etc. the same shall be resolved through arbitration. The Chairperson of the state Board shall be the arbitrator for the said purpose and the decision of such arbitrator shall be final and binding. The venue of arbitration shall be at Jaipur.
 44. Area of jurisdiction of all the legal matters will be Jaipur.
 45. Tender received after due date and time, those received without separate sealed cover and rates not quoted in specified Performa will not be accepted. The undersigned reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.

46. The rates quoted should be net and no discount, free services/offers quoted will be considered.
47. This tender is not transferable.
48. Rajasthan State Pollution Control Board reserves the right to accept or reject any or all tenders without assigning any reasons.


Member Secretary
Rajasthan State Pollution Control Board
Jaipur

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ANNEXURE-I

Tender for the Annual Maintenance Contract for computers and peripherals

No. F13(36)/RSPCB/ITS/2018/

Date : ___/___/2018

Technical Bid

1. Name of the company / firm _____
2. Name of the Proprietor/ Partners in case of proprietary/Partnership firm. _____
3. Name of Directors in case of Pvt. Ltd. Company/firm _____
4. Address with Tele. No. fax NO. & e-mail _____
5. Contact person with Tele. No. fax NO. & e-mail _____
6. The tender fee amounting to Rs. 400/- has been deposited vide cash Receipt/DD No. and dated
7. Bank DD No. drawn on.....(bank) dated for Rs. 9000/- to cover earnest money is enclosed.
8. (a) The number of years of experience in business including business profile
(b) Average turnover of business of last 3 years
(c) The details of Govt. offices where the tenderer have completed the AMC in the Performa given below (Pls. enclose separate sheet.) :

Sr.	Name & address of the Govt. Deptt. With Telephone No.	Details of equipments & No.	No. of resident engincer provided	Period of contract	Contract Value

9. (a) Firm/Company Registration Number _____
(b) PAN Number _____
(c) Service Tax Number _____
10. Details of Manpower (Category-wise- Total Strength, Name, Qualification, Length of Average Experience) (pls. enclose separate sheet)
11. Address of Workshop with area of premises. _____
12. Whether owned/rented _____
13. Name of Banker _____
14. Whether the firm/company is ISO certified? _____

15. The following documents should be submitted with the technical bid failing which the tender shall be rejected. The documents must be enclosed and arrange as per following sequence with the technical bids along with page numbers:

Sr.	Terms & Conditions of technical bids	Page No.
1	Copies of PAN/Service Tax Number of Firms.	
2	Performance certificate issued by a Government Department / PSU.	
3	Proof of having successfully executed minimum of one AMC of more than 30 computers connected under LAN environment for at least 2 years.	
4	The firm preferably ISO Certified for providing services for Computers and its peripherals.	
5	The address of the Service Centers with contact Person, Name Telephone and Fax numbers at Jaipur.	
6	Certificate/undertaking regarding the firm has not been blacklisted by any Govt. Department.	
7	Certificate of being an Authorized Service Provider/ Channel Partner/Dealer of any reputed manufacturers like as Dell, HCL, HP, IBM, Compaq, Lenovo, Wipro, Accer, PCS and expertise to provide the maintenance of various computers and peripherals of various make and models.	
8	Proof of past experience at least 2 years of doing Annual Maintenance Contract in Government Organizations/PSU.	
9	Certificate from three existing clients from Government Deptt. / PSUs having AMC.	
10	Details of manpower to be deployed by the firm in the prescribed format.	
11	A copy of the terms and conditions duly signed on each page by the tenderer in token of having understood and agreed to the same should be attached alongwith the tender.	
12	Accounts statements and other documents in support of average annual turnover.	

Declaration

We hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that in case any deviation is found in the above statement at any stage, the company/firm will be black-listed and will not have any deal with the Rajasthan State Pollution Control Board, Jaipur in future. We agree to abide by all the conditions mentioned in **Tender Notice No. F13(36)/RSPCB/ITS/2018** dated ___/___/2018 and also the further conditions of the said Tender Notice given in attached sheets. All the pages of which have been signed by us in token of our acceptance of the terms mentioned therein.

(Signature of authorized signatory with seal of firm/company)

ANNEXURE II

Tender for the Annual Maintenance Contract for computers and peripherals

No. F13(36)/RSPCB/ITS/2018/

Date :

Name of the Firm _____

Financial Bid

S. No.	Description of the item	Rates of AMC with resident engineers as per Tender Document
		Rate Per unit
1.	COMPUTERS	
	(i) Laptop -1-5	
	(ii) Computers I-5	
2.	PRINTERS	
	(i) Laser Printer Black & White (HP)	
	(ii) Laser Printer colored	
	(iii) Multifunction Printers A4(with facilities of print/fax/ scan/ copy)	
	(iv) Multifunction Printers A3(with facilities of print/scan/ copy)	
3.	Scanner	
4.	Fax Machine	

(Signature of authorized signatory with seal of firm/ company)

ANNEXURE-A**The indicative list of systems & peripherals for AMC**

Sr.	Description	Quantity
1.	P-i-5 /2 GB to 4 GB RAM/ 320-500 GB HDD/ 18.5" CRT/TFT Monitor/ CD/DVD combo/writer/ROM Drive/Mouse/ Keyboard/Lan Card	72
2.	Laptop i-5	
3.	LaserJet Printer B&W	50
4.	LaserJet color Printer	2
5.	Multi-Function Printer B & W A4	14
6.	Multi-Function Printer B & W A3	5
7.	Multi-Function Printer Color A4	3

The above List of systems is indicative only. There may be change in quantity or configuration of the system. Interested Bidders may contact to Board to take more information about the configuration/make/model of the equipments.