

**To**

**As per List**

**LIMITED TENDER ENQUIRY**

**ANNUAL MAINTENANCE CONTRACT (AMC) OF LINE PRINTERS.**

Sealed quotations are invited for Comprehensive On-site Annual Maintenance Contract in respect of **LINE PRINTERS** as per mentioned in the financial Bid (Annexure B) in the office of the **Accountant General (A&E) Himachal Pradesh, Shimla** for a period of one year commencing from 01.04.2018 to 31.03.2019:

The interested firms should submit their tenders in two-bid system i.e. **Technical Bid** and **Financial Bid** separately. The technical bid and the financial bid should be sealed by the bidder in separate covers duly super scribed with "**Technical bid along with General Terms and conditions for AMC of LINE PRINTERS**" and "**Financial bid for AMC of LINE PRINTERS**" respectively and both these sealed covers are to be put in a bigger cover which should also be sealed and duly super scribed with "**Bids for AMC of LINE PRINTERS**" for the Office of the Accountant General (A&E) Himachal Pradesh, SHIMLA and sent to the undersigned at the earliest, but not later than **1.00 P.M. on 19/03/2018**. Technical Bid will be opened first and Financial Bid will be opened only of those firms, who fulfill the Technical terms & conditions.

**DATE OF OPENING OF SEALED TECHNICAL BID:**

The Technical Bids will be opened on the same day i.e. **19/03/2018 at 3.00 PM** in the chamber of under signed officer at 2nd floor as such you may present yourself during the opening of bids.

**DATE OF OPENING OF SEALED FINANCIAL BID:**

The financial bids of the short-listed parties will be opened at **3.00 p.m. on 19/03/2018**. The technical bid , financial bid and terms and conditions of the **AMC of LINE PRINTERS** are enclosed as Annexure A, Annexure B and Annexure C.

**Deputy Accountant General(Admn.)**

## Annexure A

### **TECHNICAL BID: -**

<b>Name of the Organisation/Firm</b>	
Name(s) of the Proprietors/ Partners / director	
Registered Address, Telephone (Landline/Mobile) & Fax No	
Other Address of any branches with their telephone No. and Faxes	
Whether firm is registered under Services Tax Act. If yes then Service Tax No.	
Permanent Account Number of the firm. Copy of Pan Card to be attached.	
Bank draft for EMD (Rs.5000/-)	
Acceptance of firm to provide onsite support for Line Printers	
Whether firm is in the business of maintenance of Line Printers and its peripherals at least for the last 3 years.(Copy of firm registration should be attached)	
Whether firm has executed AMC of Line Printers in at least two Central Government organizations in Shimla (Ministries, Government department, PSUs etc) in the year during 2016-17 and 2017-18. (Satisfactory performance certificate should be attached)	
Whether the firm is registered with service Tax Department (submit copy of Service Tax Registration Number and also GST Registration Certificate/Number)	
GST NO	

Only the firms meeting the above technical terms & conditions should submit their quotations in sealed cover. Technical bid shall include documentary proof in respect of each of the above points of Technical Terms & conditions. Financial bids of firms, who fail to fulfill any of the above conditions, will not be considered.

**Signature of Tenderer**

## **Annexure B**

### **FINANCIAL BID: -**

The amount of AMC should include Service Tax and other taxes to be borne by the vendor.

<b>Sr. No.</b>	<b>Make</b>	<b>Model</b>	<b>Serial Number</b>	<b>Year of Manufacturing</b>	<b>Rate of AMC inclusive GST</b>
01	Lipi	T6610L	6610SGFCH1740	Feb/2014	
02	Lipi	T6810	6810SKVMH1038	August/2014	
03	Lipi	T6810	6810SKVMH1037	August/2014	
04	Lipi	T6810	6810SKVMH1029	August/2014	

**Signature of Tenderer**

## **Annexure C**

### **GENERAL TERMS AND CONDITIONS:-**

1. **Scope of Work:-**
  - 1.1 The scope of work covers annual maintenance of Line Printers installed on it.
  - 1.2 To provide regular on-site Preventive maintenance.
  - 1.3 To replace old & defective parts with genuine parts free of cost, whenever required.
2. **Service Assurance:-**
  - 2.1 The service engineers would take up any reported fault within 24 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. The firm will also provide maintenance and repair services on holidays in case of emergency.
  - 2.2 The equipment to be taken out to the workshop for repair with proper permission of the competent officer would be at the company's own risk and expenses.
  - 2.3 Where the items /parts/components need replacement, the same shall be replaced with the same make, specification and brand of item/component/part. In case the requisite parts are not available, the same should be replaced with the parts of higher level compatible with the system.
  - 2.4 Being a contract, all liabilities arising out of any fault / replacement of any part, will be borne by the vendor, if not mentioned separately otherwise. Any damage or loss caused to the Computer Hardware or their parts due to negligence, mis-handling by user or resident engineer shall be made good by the company either by payment in cash at the prevailing market price of that items or by a new one (from OEM) of the same make and specifications.
  - 2.5 The contract will be valid for a period of one year and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of the contract. No demands for revision of rate on any account shall be entertained during the contract period.
  - 2.6 The Contract can be renewed on the basis of satisfactory performance of the AMC Vender.
  - 2.7 The vendor shall check the **Line Printers** within 07 days of signing the contract and submit report to the A.O. (CRT). In case no report is submitted within stipulated time, it will be assumed that all the machines are in running conditions, not serviceable by the agency due to obsolescence of technology or non-availability of parts/assemblies / components, will be withdrawn from the maintenance contract. The decision of competent authority regarding non-availability and obsolescence of technology and withdrawal of these items from

the main contract will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly.

- 2.8 At the end of the AMC - contract period, both the user and AMC holder shall certify the Line Printers and device is in satisfactory working condition and that no fault or complaints are pending.
- 2.9 It may also be noted that in case of contractor backing out without any explicit consent of the Department, he/she will be liable to pay the amount which may have to be incurred by this Department on maintenance of machines for the balance period of contract by alternative means.
- 2.10 The above act of backing out would automatically debar the firm from any further dealing with this Department.
- 2.11 This Office shall have the right to inspect company's site to assess infrastructure before awarding the AMC and it may reject contract in the event of Department's dissatisfaction about company's infrastructure or otherwise.
- 2.12 The contract can be terminated by this Department at any time without giving any notice or without assigning any reason, if the work of the contractor is found unsatisfactory during the currency of this contract. In this connection decision of the competent authority of this office shall be final and binding on the firm.
- 2.13 This tender is not transferable and under no circumstances the successful bidder shall be allowed to sub-contract with any other person/party.
- 2.14 At the time of expiry of contract all the equipment's under maintenance shall be handed over in working condition so that handing over of AMC to next contractor takes place in a smoother manner. The vendor shall provide services for at least 03 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.

### **3. Penalty :-**

- 3.1 If the company does not attend the complaint and rectify/solve the faults within 24 hours from the time of complaint registered to the resident engineer deployed by the company, the penalty of Rs.200/-per day shall be levied w.e.f. time and date of complaint registered.
- 3.2 If the company fails to repair/replace the printer for one week, the printer may be got repaired from the other company/Firm & made functional and the expenditure incurred there on shall be covered from the AMC holder company, apart from the penalty levied as stated in the preceding para. This may even entail termination of the contract.

3.3 Penalty shall be deducted from the running payments.

**4. Payment: -**

4.1 No advance payment would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made.

4.2 The company will not have any legal right to proceed against the Department in the event of late payment due to unforeseen reason.

In case the selected firm fail to deliver satisfactory services, the contract will be terminated without any notice period.

**Signature of Tenderer**