

Save Energy for Benefit of Self and Nation



Tender Notice No: MSNCO/

RFQ:46402/ PR No. 339573.

Annual Maintenance Contract of Computers & peripherals

Superintending Engineer UGVCL Mehsana invites on line Tenders (e-tendering) for the **Annual Maintenance Contract of Computers & Peripherals**. Tender Papers & Specifications may be down loaded from Web site <https://ugvcl.nprocure.com> (For view, down load and on line submission) and UGVCL web site www.ugvcl.com (For view & down load only). Tender fee may be paid along with submission of tender and its receipt to be kept in the cover containing EMD, for respective tender. **“All the relevant documents of tenders to be submitted physically” will be received only by Registered Post A.D. or Speed Post addressed to Superintending Engineer UTTAR GUJARAT VIJ COMPANY LTD Circle Office, Visnagar road Mehsana, Dist. Mehsana - 384002.(NG). “NO COURIER SERVICE OR HAND DELIVERY” will be allowed.** Tenders are invited in two bid system i.e. technical bid and price bid for **“Annual Maintenance Contract of Computers & Peripherals”** from experienced Contractors who has executed work of similar nature and magnitude successfully.

1	Tender No.	MSNCO/002 /2018
2	Description:	Annual Maintenance Contract of Computers & Peripherals
3	Estimated Cost (without taxes):	Rs. 767000/-
4	Tender fees:	Rs. 800.00 + 144.00 (18% GST)= 944
5	EMD:	Rs. 7670/-
6	Contract Period	One Year
7	Validity of tender:	90 days from the date of opening of Technical Bid
8	Last Date of on-line submission of tender:	Date :- 17/01/2018 Upto 18:00 Hrs.
9	Date of submission of relevant documents in physical form:	Date :- 20/01/2018
10	Date of opening of cover containing EMD & verification of documents:	Date :- 22/01/2018
11	Date of on-line opening of Technical Bid:	Date :- 22/01/2018
12	Date of on-line opening of Price Bid:	Date :- 24/01/2018 On 12:30 Hrs. (If Possible)

IMPORTANT:

Date : _____

Place : _____

Signature & Seal of tenderer

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(a) All the relevant documents as per requirement of the Tender also to be submitted **physically along with the Tender Fee, EMD in sealed cover on or before date 17/01/2018 up to 14.00 hrs. by registered post or speed post only. All such documents should be strictly submitted by RPAD/ SpeedPost Only.** Otherwise the offer will not be considered and no any further communication in the matter will be entertained. The envelope must with heading of **“Tender Notice No : 002/2018 For Annual Maintenance Contract of Computers & Peripherals”**.

(b) The Bidders are requested to submit price – bid (Schedule – B) on-line only and not to submit the price bid in physical form. This is mandatory. If price bid is submitted in physical form, same will not be opened and only on-line submitted price bid will be considered for evaluation.

© It is mandatory for all the bidders to submit their tender documents by both forms viz. on – line (e – tendering) and physically in schedule time. If tender documents submitted in only any one form, say either by on line or physically, in that case the same tender will not be considered.

(d) Any deviation found in Data/Details/Documents between on-line offer (e-tendering) and physically submitted documents (Documents for Tender fee, EMD, Technical and Commercial documents etc.) of bidder, offer of the same bidder will not be considered and further communication in the matter will not be entertained.

(e) Any technical questions, information & clarification that may be required pertaining to this inquiry should be referred to Superintending Engineer,Uttar Gujarat Vij Company Ltd. Circle Office ,Visnagar road, Mehsana -384002

(f) The technical bid shall be opened on-line at date and time mentioned in the tender notice, if possible. Technical and pre qualification bid details specification will be opened first and subject to evaluation based on the qualification criteria contained in the individual bid document.Price bids of bidders who are assessed and declared as substantially technically responsive on evaluation of the technical bid will be opened for further commercial evaluation.

(g) Note:- Bidders should be in touch with websites <https://ugvcl.nprocure.com>&www.ugvcl.comfor information regarding revision/corrigendum/Amendment in tender till due date of online submission and thereafter. No separate information shall be sent in this regards and also not publish in newspaper.

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(h) The Earnest Money Deposit and tender fee will be accepted by cash or Demand Draft on any Nationalized Bank payable at “MEHSANA” & drawn in favour of “UTTAR GUJARATVIJ COMPANY LIMITED”. Tender without EMD and tender fee shall be outright rejected. **Two separate demand draft for Tender fee and EMD should be submitted with technical bid.** No interest will be allowed on any of the above Deposit & Earnest Money will be liable to be forfeited, if (1) Tender which is to be withdrawn during validity of the offer or before the tender received formal intimation as to the decision taken in regard to his Tender and (2) The Tenderer fails to deposit the Security Deposit.

The UGVCL reserves the rights to reject any or all tenders or accept any tender without assigning any reason thereof.

Superintending Engineer UGVCL,
MEHSANA

Date : _____

Place : _____

Signature & Seal of tenderer

Notes:

Seal and Signature at documents and Annexure is must.

Earnest Money Deposit (EMD) will be returned / refunded to the successful bidder, only on their submission of Security Deposit (S.D.) against the order placed on them by UGVCL.

The bid which is not opened due to any reason/s in that case the same will not be returned to the bidder in any case / circumstances.

PERFORMANCE GUARANTEE (PG) TOWARDS EXECUTION PERIOD: (i.e. SECURITY DEPOSIT) 5% (Five) of the value of the contract as a Performance Guarantee (Security Deposit) for satisfactory execution of the contract.

The following documents covers as stated hereunder are placed separately and submitted in physical form under sealed cover as "MAIN COVER". This "MAIN COVER" is contained following two separate covers as under.

COVER-1 CONTAINING "EMD & TENDER FEE DOCUMENTS COVER".

- Details and Documents of Tender Fee and EMD (Tender fee DD and EMD DD, Original money receipt if paid in cash).

COVER-2 CONTAINING "TECHNICAL BID DOCUMENTS COVER"

TECHNICAL BID COVER MUST CONTAIN THE FOLLOWING DOCUMENTS:

- Details and documents of all the relevant documents as per requirement of the Tender.
- List of Orders executed in last three years (including works executed in UGVCL) along with copies of satisfactory completion certificate obtained from respective department.
- List of works tendered / in hand works along with copies of orders
- Goos and service tax registration certificate
- Pan card
- VAT Registration Certificate/Tin No.
- EPF Registration
- Solvency certificate @ 20 % of estimated cost
- Details of personnel/ Technical staff available with the company for execution of work.
- Details of tools and tackles, owned and available for using in this work
- Turnover detail last three year on CA letterhead year wise.
- Income tax return latest copy.

Date : _____

Place : _____

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Sealed MAIN cover CONTAINING above two cover (cover-1 & cover-2) are sent in physical form by RPAD/Speed post only. Copy of this tender/offer duly signed with seal on each page of tender / offer documents is submitted and kept in “technical bid cover”

In absence of any of the above, technical bid will not be opened / the opening of tender of the party will be at the discretion of the UGVCL.

DELAYED AND LATE TENDERS:

NO TENDER SHALL BE ACCEPTED / OPENED IN ANY CASE WHICH ARE RECEIVED AFTER DUE DATE AND TIME OF THE RECEIPT OF TENDER IRRESPECTIVE OF DELAYED DUE TO POSTAL SERVICE OR ANY OTHER REASONS AND UGVCL SHALL NOT ASSUME ANY RESPONSIBILITY FOR LATE RECEIPT OF TENDER. ANY CORRESPONDANCE IN THIS MATTER WILL NOT BE ENTERTAINED.

Date : _____

Place : _____

Signature & Seal of tenderer

Scope of the Services:

During the term of this Agreement THE BIDDER agrees to maintain the EQUIPMENT in good working order and for this purpose will provide the following repair and maintenance service.

- THE BIDDER shall correct any faults and failures in the EQUIPMENT and shall repair and replace defective parts of the EQUIPMENT during THE Office's normal working hours on all working days. Comprehensive Maintenance Service covering supply and cost of the Spares, Repair and maintenance of EQUIPMENTS and associated peripherals, associated hardware. The term 'maintenance' shall also include rectification of all hardware and software problems including operating system /defects and also include cost of all parts/repairs/replacements necessary for the proper maintenance/functioning of the desktops. No extra charges for any general wear and tear/spare parts, etc. shall be paid by UGVCL. The breakdown/remedial maintenance shall include Repair /Replacement of faulty parts, PCBs, Processor, Motherboards, Monitors, HDD, FDD, CD-R/W, DVD-R/W, RAM, SMPS, Mouse, Keyboard, Mic, Speaker etc... and any other components as required, without any additional cost. Unserviceable / not repairable parts of the EQUIPMENT need replacement THE BIDDER shall replace such parts, at no extra cost to UGVCL, with new parts or those equivalents to new parts in performance. THE BIDDER shall further ensure that the EQUIPMENT is not down more than 48 hours. The BIDDER have to maintain the records for replacement of all new spares machine wise separately with old and new Serial Number.
- Consumables like Floppy Disks, CDs, DVDs or any removable storage media, printer head, Ink / Toner / Ribbon Cartridges Inkjet / Laser / Dot Matrix printers, Batteries of UPS are excluded from the scope.
- **THE BIDDER shall provide the services to all Offices under Jurisdictions of UGVCL Mehsana Circle.**
- Bidder shall see that all desktops serviced / formatted have antivirus installed and are brought under ISMS / Domain control.
- THE BIDDER shall maintain the operating system software, application software, device drivers of various peripherals, Office productivity software, MS-office & other Programs on the desktop clients, as per the terms of the purchase order/agreement related to this EQUIPMENT.
Before formatting the PC, THE BIDDER should be taken the permission from Jr. Programmer of Circle Office/Concern User by taking fully backup, Systems' Name, IP etc. and then Reinstalled System with backup and other setting of our regular working software such as installation anti-

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virus, MS-Office, Adobe reader, J-initiator, JRE, printer software Installation, Scanner Software, Printer Sharing and other required software and hardware configuration as per instruction of IT Staff and requirement of User. In the case of formatting, PC must be taken in Domain and install required software. The BIDDER shall provide SUPPORT for shifting of Desktop//LAN Switch/LAN cable.

- The BIDDER shall provide SUPPORT for LAN connectivity from the Router (WAN room or Rack) to switch to client desktop. Like crimping of LAN Cable, replacement of LAN Cable, crimping of I/O Box, replacement of I/O Box. In case of LAN Switch is faulty THE BIDDER has to inform regarding this. The material for the LAN (cat 6 cable/LAN Switch/RJ45,I/O Box) should provide from the CIRCLE OFFICE.
- The BIDDER shall prepare IT-Hardware inventory work of each location in consultation with Jr. Programmer of circle and support other IT-related work allotted by the Jr. Programmer.
- **You have to depute two full time qualified maintenance/service engineers totally familiar with the EQUIPMENT shall perform all repair and maintenance service on all working days.** Service engineers are also liable to work on holiday and Saturday/Sunday if services are required and no additional amount will be paid. **Full Time Resident Engineer To be stationed at our Circle Office, Mehsanawho** would report to Superintending Engineer/Jr. Programmer, UGVCL failing which the penalty for non availability of minimum no. of engineers will be levied of maintenance charges of all the equipment for that day. Police verification, EPF, ESIC issue related to deputed staff will be handled by the BIDDER. UGVCL does not have any role in it.
- The said personnel shall be well versed in solving day-to-day problems encountered in the hardware and software and shall also be capable of installing the software. They shall all be equipped with maintenance kits comprising tool box, multi meter, blower, Crimping tools, diagnostic software and external CD ROM/combo drives including device driver software and any other tools & tackles required for carrying out such services.
- THE BIDDER shall maintain at THE OFFICE's site, a written maintenance and repair log; and shall record therein each incident of EQUIPMENT malfunction, date and time of commencement and successful completion of repair work and nature of repair work performed on the EQUIPMENT together with a description of the cause for work, either by description of the malfunction or as regularly scheduled Preventive Maintenance. THE OFFICE shall use the same log for recording the nature of faults and

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failures observed in the EQUIPMENT, the date and time of their occurrence and the date and time of their communication to THE BIDDER.

- Additional service engineer/s may have to be deployed on a particular day or during a particular period depending upon the number of pending complaints, multiple failures in a day -without any additional cost- required to maintain the systems in time.
- **Before sanctioning leave of employee deputed for Annual Maintenance Contract at UGVCL Circle office Mehsana, make the arrangement for other equal status engineer in place of regular engineer by the BIDDER or else a penalty @Rs. 500/- per engineer per day will be deducted from the bill.**
- The BIDDER shall ensure observance of proper discipline by service engineers. They must not indulge in the use of drink or drug. They must behave in a polite & courteous manner with the company's employees. In case of any complaint against any engineer the BIDDER must change him & in case he fails to do so, such engineer shall not be accepted on duty on which such engineer is deputed shall be marked as "Absent".
- The BIDDER shall indemnify the company against all suits actions, proceedings etc. arising out of any claim or demand for breach of any rules regulations, default etc. On the part of the contractor during the performance of this contract. Further the company does not assume any responsibility, liability for the accident to your engaged service engineers & shall not give any compensation for the same.
- THE BIDDER shall provide all working mobile nos. of the deputed contact person(s) for Annual Maintenance Contract to THE OFFICE for better communication and the satisfactory performance of the contract. The service engineer will have a mobile phone which will not be switch off during office hours/when work is on.
- THE BIDDER shall provide repair and maintenance service, in response to written or oral complain including telephone and such services should be available for a period from 10 A.M. to 6.30 P.M. or as per request of user or till the pending job not completed of all working days. However, due to any reason if THE OFFICE will remain open on any public holiday then THE BIDDER has to provide service on the request of THE OFFICE.
- THE BIDDER shall ensure break down call time of **48 hours** (Two working days) i.e. Total time taken by THE BIDDER between registering the complaint and rectifying the fault. This time includes time taken to reach the site, diagnose, repair/ replace the faulty component/module/device & network equipment

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that are covered under the contract. **The complaints of Circle Office and division offices shall be given due priority and complaint should be attended within 24 Hrs.**

- The compliance to the call will be certified by user Dept./IT Department on call to call basis for which THE BIDDER will have to arrange for triplicate call report booklet, which will be signed by the user of THE OFFICE. THE BIDDER shall intimate the status of complaints pending / rectified on a daily basis to IT department and also submit a consolidated report furnishing the details of calls attended, remedial action taken and their status on a monthly basis to THE OFFICE.
- THE BIDDER shall ensure Spares availability by maintaining the stock frequently needed spares at our premises to minimize the down time. List and quantity of such spares to be kept in I.T. Department is enclosed in **Annexure-B**. In case, it is not possible to repair some equipment or not possible to repair at site and has to be taken out for repairs is treated as major complaint with jointly decided by Jr. Programmer and Service engineer of THE BIDDER. THE BIDDER shall provide a suitable replacement as Standby arrangement within 48 hours so that the work is not hampered. The packing/unpacking, transportation, loading/unloading, connection/disconnection, configuration/re-configuration and any associated activity with the repair and maintenance shall be the sole responsibility of THE BIDDER. If standby arrangement has been made then it shall be replaced with original or functionally equivalent equipment within 15 working days.
- In case of **major complaints**, the equipment shall be set right and restored in working condition within **7 days** from the date of reporting of fault. However, after deciding that it is a major fault, a standby unit shall have to be provided by the BIDDER within 48 hours, so that the work of the user/section is not hampered. The provision of standby unit does not absolve you from the responsibility of repairing the fault early. If the faulty equipment is not rectified and installed within **7 days** from reporting the fault, then the penalty deduction will be made as describe hereunder.
- In case if THE BIDDER is not able to repair the original equipment, THE BIDDER shall supply the new substitute of same specifications or of higher specifications of reputable brand, with prior approval of THE OFFICE. In case, if THE OFFICE found the substitute of lower quality or cheaper substitute than the difference between genuine substitute of reputable brand and the one used by THE BIDDER has to be paid by THE BIDDER.
- Any defective parts withdrawn from the EQUIPMENT and replaced by THE BIDDER shall become the property of THE BIDDER and the parts replacing the withdrawn parts shall become the property of THE OFFICE.

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- While taking the desktop maintenance BIDDER shall be required to affix their identity stickers showing the firm's name, telephone numbers and also prepare a list containing all the relevant information of the computers, along with the name of user, department, and office names, etc. these list will be verified by the UGVCL and modification/corrections , if any required will be carried out and the exact number of desktops will then be accordingly decided and fixed finally for the purpose of maintenance work.
- Failure in adhering to any of the terms and conditions mentioned in the scope of work will attract penalty clause.

1. Payment Terms :

- **Quarterly**, after rendering services for the Quarter. You have to submit the bills in triplicate along with advance stamped receipt and Quarterly Preventive Maintenance Report Office wise with maintenance and repair log detail at the end of each quarter addressed to Superintending Engineer, UGVCL, Circle office, Mehsana along with certificate of IT Department of CIRCLE Office. Payment of Bills will be made through REAL TIME GROSS SETTLEMENT (RTGS) System while submission of bill prescribed RTGS form shall have to be submitted for each Bill by Contractor/Agency.

2. Qualifying Requirements :

- In order to qualify and be eligible to submit Bid Proposals, the bidders shall have requisite resources in terms of professional competency (including adequately qualified staff and Computer Engineers and financial soundness to complete the whole package within the stipulated time.) To this extent, the bidder(s) shall enclose the necessary documentary evidence with the bid.
- The Bidder shall not be anticipating any ownership change or change of consortium partners during the period from Bid submission to at least 12 months after successful completion of the contracted job and acceptance of the same by the Employer.

Date : _____

Place : _____

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- The prospective bidders would have undertaken and successfully completed similar work in the area of maintenance of Computers and Peripherals.

3. Functional Requirements :

- The bidder shall have requisite resources in terms of professional competency qualified staff and shall be fully conversant with computer and peripheral maintenance.

4. Penalty :

- Every minor complaint should be attended within 48 Hrs. (two working days) and major complaint (jointly decided by Jr. Programmer and service engineer of THE BIDDER) should be attended within 7 days from the date and time of complaint lodged and for each non-responsive event, failing which penalty shall be imposed as described.
- If THE BIDDER fails to resolve the complaint as per scope of work, for the each complaint penalty would be levied **@ 5% of Quarterly Charges** of the equipment per day after minimum time given to solve the complaints up to 3 days after that from the fourth day the Penalty would be levied **@ 10% of Quarterly Charges** of the equipment per day from the date of complaint. The amount of such penalties shall be subject to a maximum limit of 25% of the annual contract value.

OR

- If any EQUIPMENT under maintenance remains unrepaired as per scope of work, in such case UGVCL will be free to get it repaired from third party at THE BIDDER risk and cost. The amount so paid to the third party will be deducted from the amount due to THE BIDDER without any further intimation or correspondence in this matter. Sum of all recoveries levied during the quarter shall, however, be limited to the amount of quarterly bill and penalty shall be changed maximum 25% of annual contract value.
- Delay in excess of 4 weeks will be sufficient to cause for termination of the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.

Date : _____

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5. Summary Submission with Bill :

- THE BIDDER has to submit the summary sheet including call report along with bill.

6. Nos. of Units :

- Nos. of units to be attended will vary as per the periods mentioned in Appendix A. This is tentative and may have minor modification. Also in case of up-gradation/obsolescence of a equipment or damaged system beyond repair, the maintenance for the same will be terminated from next quarter. Similarly, any new equipment over and above mentioned in **Annexure-“A”** after warranty, may be added. This order will get modified to that extent automatically on proportionate rate basis.

7. Preventive Maintenance :

- **THE BIDDER shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the EQUIPMENT, checking and necessary repairing of the EQUIPMENT) once within the first fifteen days of the commencement of the maintenance period and then quarterly during the currency of this Agreement, on a day and at a time to be mutually agreed upon and inform the representative of THE OFFICE about any necessary steps to be taken like back up of data. Service provider would maintain the preventive maintenance record in a separate report must be submitted with quarterly bill.**

8. Termination of Contract:

- The company reserve the right to terminate the agreement by giving one month's notice in writing and no charges towards the unexpired period will be payable by the UGVCL.

9. Location of Equipments :

Date : _____

Place : _____

Signature & Seal of tenderer

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- As the equipment are to be maintain in **all Offices under Jurisdictions of UGVCL Mehsana Circle** (Subdivision offices and Division offices and circle office as per annexure-A)

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10. Earnest Money Deposit :

- Each Bid shall be accompanied by EMD amounting to **Rs. 9440/-** Earnest Money can be paid through a Demand Draft in favor of Uttar Gujarat Vij Co. Ltd. On any nationalized bank payable at Mehsana or by cash at UGVCL Circle Office Mehsana. Cheques will not be accepted. Tenders without Earnest Money Deposit will not be considered for acceptance. The E.M.D. of these successful tenders who do not accept Company's orders or of Tender's who withdraw their offer during the stipulated period of validity of the offers will be liable to be forfeited.
- Earnest Money Deposit (EMD) received along with the Tender shall also be converted into Security Deposit in the event of awarding the contract to a successful party application. The Tender fee paid for purpose of tender paper is nonrefundable.

11. Security Deposit :

- Within 15 days the successful Bidder, to whom the work is awarded, shall be required to furnish a Security Deposit for an amount equal to 5 % (Five percent) in the form of cash or bank guarantee of the contract price towards the performance of the Contract in accordance with the terms and conditions specified therein. The guarantee shall be valid up to 90 days after completion of the entire contract work. The amount of earnest money shall be adjusted against the performance guarantee (Security Deposit). No interest shall be paid by the UGVCL on Security Deposit. After payment of S.D, this office has issue the order.
- The Performance guarantee (Security Deposit) shall be refunded only after completion of the contract or on its termination. The UGVCL reserves the right to recover any dues, outstanding against the contractors, from the Security Deposit or towards any loss caused to the Company owing to neglect of default of the contractor, his servants or agents. The refund shall be done only on production of no objection certificate of all concerned officers.

12. The Liability of Tenders :

- The Validity of tender shall be up to 90 days from the date of opening of technical bid of tenders by the Company and they shall be legally bound to honors any commitment relating to tenders during

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this period including accepting of work order and providing In case of noncompliance, EMD will be forfeited apart from taking any other action as may be considered suitable, under the circumstances. After tender is accepted, the Officer shall place a work order on the successful party. The parties submitting tenders must ensure that in the event of their tenders being accepted. The party quoting rates must carefully read and understand the clauses, terms and conditions, incorporated herein to avoid any inconvenience later on to this office.

13. GST :

- Rates of **ANNEXURE-"A"** should show with Goods and Service Tax which is accomplished by Party Only.

14. Contractor's Liability :

- During the performance of the contract, if the person(s) of THE BIDDER meet with any accident which results into the death or injuries to the person(s) of THE BIDDER or any damage made to the Third party and any claim or legal penalties arise out of it will be responsibility of THE BIDDER only. UGVCL will not be responsible in any way. Traveling expenditures and any other expenditure of your Engineers will be born by THE BIDDER.

15. Submission of Tender :

The commercial bid (i.e. Price bid) shown in tender documents comprising schedule-B shall be filled up in on-line tender. No physical price bid to be submitted.

The technical bid shall be opened on-line at date and time mentioned in the tender notice, if possible. After scrutiny of the technical bid, if any party fails to fulfill the requirement for qualification, the price bids of such parties will not be opened. The price bid of technically qualified parties shall be opened on-line, if possible, on the date of opening of price bid. The offer should be valid for acceptance for a minimum period of 90 days from the date of opening of technical bid.

Date : _____

Place : _____

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Duly filled in tender should be submitted by RPAD/speed post only to “Superintending Engineer, UTTAR GUJARAT VIJ COMPANY LTD Circle Office, Visnagar road, , Mehsana -384002. in sealed cover with the heading name of works and Tender No. on Cover.

“Tender Notice No : MSNCO/ /2018

“Tender for Annual Maintenance of Computer”

16. Eligibility Criteria :

- The bidder is an entity that may be short listed by UGVCL as ‘Annual Maintenance Contract’ to assist the Utility. The bidders shall meet the following Qualifying for Criteria.

17. Financials :

- Should have a turnover of at least INR 25 Lacs in each of the last three audited financial years.

18. Experience :

- Should have worked for maintenance of Computers and Peripherals at least one utility, in the last three financial years. The total maintenance services executed in the utilities Sector should be at least INR 25 Lacs in last three years.
- The team personnel proposed for this work must have relevant complain handling and for various type of complains in a large utility.
- The company should have experience in maintenance of computers with minimum 20 employees.
- The company should be able to provide at least 10 resumes with minimum 1 years Utility experience in computer complain work.

19. Bid Evaluation Methodology :

The following is the Bid process/ evaluation methodology that will be adapted by UGVCL for appointment of Annual Maintenance Contract.

- Bidders should submit the Technical bid and the the Price bid. Initially, only the Technical Proposals are opened on the date and time advised in the Bidding Document. The Technical Proposals shall be evaluated by the utility. No amendments or changes to the Technical Proposals are permitted. UGVCL reserves right to disqualified any bidder without providing any cause and scrap the tender.

Date : _____

Place : _____

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The objective of the exercise is to allow the utility to evaluate the Technical Proposals without reference to price for transparency.

- Preliminary Evaluation: The technical proposals will be reviewed for deviations, acceptance of terms and conditions, adherence to scope of work etc. In case of noncompliance on any of the above, bids will be considered as technically non-responsive.
- Technical Evaluation: The Approach & Methodology, the work experience, CV credentials of the team etc. would be evaluated. The technical evaluation for the role of Computer Maintenance Agency by the Utility should be in line with the Qualifying Requirements. The number of dedicated resources that would be deployed by the vendor would be evaluated.
- Weightage would be given for experience in the maintenance work in a public utility. Successful completion of similar assignments and proof in terms of performance certificates by the client will be given suitable preference/weightage.
- Price Bid Evaluation: Financial Proposals of only such firms will be opened whose offers have been declared Technically Responsive.
- The Online Financial Proposals (Price Bid) of Technically Responsive Bidders will be opened after evaluation of the Technical Proposals. Financial Proposal of un-successful Bidders will not be opened. Financial proposal should be un-conditional, failing which the bid shall be summarily rejected.

20. Experience (Annual Maintenance of Computers and Peripherals, Utility) :

- The bidder is required to submit details of relevant work involved with certification on client's letterhead as proof of the scope of work, value and completion. The documentary proof needs to be furnished.
- The summary may be submitted for maintenance being done for a utility (Power/Gas/Water/Telecom sectors) company or one infrastructure (rail/road/port/airport) company in providing Computer maintenance Engagements, in the last three financial years. For these projects, the bidder should provide the areas covered, SLA/measurements used, performance certificate related to his assignments under this evaluation. The bidder should also specify the total worth of computer maintenance projects executed in the last three years.

21. Resumes (CVs) :

Date : _____

Place : _____

Signature & Seal of tenderer

- A minimum of 10 CVs must be supplied by the Bidder.
- Upto a maximum of 15 CVs may be supplied for computer & peripherals maintenance resources. Any replacement of existing resource during the life of the contract can be done only by a person of similar/higher experience and qualification and in agreement with the utility.
- For each proposed resource, the responsibility areas and proposed period on the engagement (in Man-months / Man-hours) shall be provided by the bidder. In case this information is not provided for any resource, the resume of that person shall not be considered for evaluation.
- Bidder shall provide the scheduling of the personnel, CVs of whom have been used in the proposal.
- The resource scheduling should be suitably linked with activity chart proposed by bidder. If the personnel whose CV has been used is not available at the time of award of contract, same can be suitably replaced with a person of similar/higher experience and qualification and in agreement with the utility.
- In any case during the tenure of the contract, a person not qualified to work as stipulated above, to work at the computer maintenance shall not be allowed to work. Violation of this term shall result in disqualifying the Agency and UGVCL shall have the right to replace the maintenance Agency at the cost and risk of the contractor.
- Income tax to be deducted as per government rules.

22. Firm Details :

- Financial aspect such as the turnover of the firm for last 3 financial years for which the audited Annual Accounts of last 3 Financial Years are to be submitted.

23. Sub Contract of Annual Maintenance Contract :

- THE BIDDER will not subcontract or permit anyone other than THE BIDDER personnel to perform any of the work, services or other performance required of THE BIDDER under this Agreement without the prior written consent of THE OFFICE.

Date : _____

Place : _____

Signature & Seal of tenderer

24. Confidential and Proprietary DATA :

- THE BIDDER acknowledges that all material and information which has or will come into its possession or knowledge in connection with this Agreement or the performance hereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to THE OFFICE. THE BIDDER agrees to hold such material and information in strictest confidence, not to make use thereof other than for the performance of this Agreement, to release it only to employees requiring such information, and not to release or disclose it to any other party. THE BIDDER agrees to take appropriate action with respect to its employees to ensure that the obligations of non-use and non-disclosure of confidential information under this Agreement can be fully satisfied.

25. Contractor's Undertaking :

- I/We have carefully read all the terms and conditions contained in these Specifications and am/are agreeable to the same. In token therefore, I/We have laid our signature and seal hereunder on each page.

26. Contract period :

- The term shall be initially for a period of 1(One) year after fulfilling the services of UGVCL and the period can be extended for a further period of one year as mutually agreed.

THE OFFICE reserves the right to change any bid condition of any item even after inviting the bids, with/without prior notification.

THE OFFICE's Right to accept Any Bid and to reject Any or All Bids - THE OFFICE reserve the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to awarding the Contracts, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for such decision.

The quantities mentioned in the bid document are based on the records of THE OFFICE. THE BIDDER has to ensure the details mentioned in Annexure-A during the site visit. THE BIDDER may communicate to THE

Date : _____

Place : _____

Signature & Seal of tenderer

Save Energy for Benefit of Self and Nation



OFFICE in case of deviation found to THE OFFICE prior to the submission of the bid. No communication in such case will be entertained after the submission of the bid.

The equipment's which are not covered under the contract and which are still under the warranty at the time of the finalization of the contract but warranty period finishes during the period of the contract shall be covered under the contract on additional charges on Pro-Rata basis on the request of THE OFFICE for the period of contract.

All correction/addition/deletion shall require authorized countersign.

During the period of contract, in any dispute arising between THE OFFICE and THE BIDDER, the decision of THE OFFICE will be considered final.

However, in any case if the requirement of Arbitration is felt then the appointment of Arbitrator will be made by THE OFFICE only and the decision of THE BIDDER shall be bound by the decision taken by such appointed Arbitrator.

The UGVCL reserves the rights to reject any or all tenders or accept any tender without assigning any reason thereof.

The jurisdiction of any dispute will be **MEHSANA**.

Superintending Engineer UGVCL,
MEHSANA

Date : _____

Place : _____

Signature & Seal of tenderer

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ANNEXURE-"A"

Sr. No.	Location Of Desktop	Approx. Qty.
1	Mehsana Circle	58
2	Mehsana RSO	10
3	Mehsana Division	39
4	Mehsana Rural	9
5	Mehsana CT	8
6	Mehsana HW	9
7	Mehsana IND	6
8	Jotana	9
9	Jagudan	10
10	Dhinoj	11
11	Kadi DO	37
12	Kadi City	11
13	Kadi 1	13
14	Kadi 2	15
15	Becharaji	10
16	Detroj	10
17	Vijapur DO	42
18	Vijapur SDO	10
19	Mansa	12
20	Gozariya	12
21	Ladol	11
22	Lodra	7
23	Kukarwada	11
24	Patan DO	36
25	Patan Ct1	6
26	Patan Ct2	10
27	Patan Rural	14
28	Chansama	12
29	Ranuj	8
30	Harij	9

Date : _____

Place : _____

Signature & Seal of tenderer

Save Energy for Benefit of Self and Nation



31	Jangral	8
32	Sami	10
33	Visnagar DO	41
34	Visnagar City	11
35	Visnagar 1	11
36	Visnagar 2	9
37	Vadnagar	11
38	Vadnagar Sec	3
39	Kheralu	12
39	Satlasana	9
Grand Total		590

-Quantity may be vary.

ANNEXURE-B

Sr. No.	Description of Items	Quantity
1	80 G.B./320GB/500 GB or higher Hard Disk Drive	05 Nos.
2	Colour Monitor CRT / LCD / LED	02 Nos.
3	Optical Mouse PS2/USB	10 Nos.
4	Key Board PS2/USB	10 Nos.
5	RAM 4GB DDR3/ 2 GB DDR2/1 GB DDR/512MB DDR /256MB	02Nos. each type.
6	SMPS/Power Supply Cable	10Nos.
7	Motherboards	05Nos.

Date : _____

Place : _____

Signature & Seal of tenderer

Annual Maintenance Contract of Computers & Peripherals
SCHEDULE : B-(Price Bid)

Sr. No.	Description of Work	Estimate Qty.	Tender rate in Figure	Total
1	2	3	5	7
A	Annual Maintenance Contract of Computers & Peripherals	590	1300.00	767000.00
	Bidders offer(+/-) in % (B)			
	Grand Total (C) = A +/- (A*B)			
	Goods and service Tax D= C x GST % GST Rate: ____% SAC Code:			
	Grand Total including GST E= C + D			
	Final Offer in RS.=			
	Final Offer RS. In words			

The Bidder shall quote Firm Price only. The price quoted will not be subject to any escalation till completion of work.

The Above prices are inclusive of all taxes, levies, Duties etc. except Goods & Service Tax (GST). **GST will be paid extra as applicable from time to time on a given taxable goods and /or services**

Superintending Engineer
Mehasna Circle

Date : _____

Place : _____

Signature & Seal of tenderer