

### Bid Document

<b>Bid Details</b>	
<b>Bid End Date/Time</b>	29-07-2021 13:00:00
<b>Bid Opening Date/Time</b>	29-07-2021 13:30:00
<b>Bid Life Cycle (From Publish Date)</b>	90 (Days)
<b>Bid Offer Validity (From End Date)</b>	30 (Days)
<b>Ministry/State Name</b>	Ministry Of Defence
<b>Department Name</b>	Department Of Defence
<b>Organisation Name</b>	Sainik School Sangathan
<b>Office Name</b>	*****
<b>Item Category</b>	Annual Maintenance Service - Desktops, Laptops and Peripherals - Printer ( Monochrome , Laser , Separate Drum and Toner ); hp
<b>Contract Period</b>	1 Year(s) 1 Month(s)
<b>Years of Past Experience required</b>	2 Year (s)
<b>Past Experience of Similar Services required</b>	Yes
<b>MSE Exemption for Years of Experience and Turnover</b>	No
<b>Startup Exemption for Years of Experience and Turnover</b>	No
<b>SHG Exemption for Years of Experience and Turnover</b>	No
<b>Document required from seller</b>	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
<b>Bid to RA enabled</b>	No
<b>Time allowed for Technical Clarifications during technical evaluation</b>	2 Days
<b>Estimated Bid Value</b>	20000
<b>Evaluation Method</b>	Total value wise evaluation

#### EMD Detail

Required	No
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**ePBG Detail**

Required	No
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**Splitting**

Bid splitting not applied.

1. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid data sheet (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
2. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
3. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.
4. Short Duration Bid has been published by the Buyer with the approval of the Competent authority due to Emergency procurement of critical products/services.

**Additional Qualification/Data Required**

**Additional SOW if not readily covered in the Scope of Works incorporated in STC of Services:**HP Laser Jet Printers 1020 Plus - 03 Nos  
 HP LASERJET M132A MF PRINTER - 01 No  
 HP LASER JET 136A PRINTER - 01 No  
 HP LASERJET M202 PRINTER - 04 Nos

**Asset Details and its Distribution across the consignee /user locations:**[1625726643.pdf](https://www.hp.com/india/1625726643.pdf)

**Annual Maintenance Service - Desktops, Laptops And Peripherals - Printer ( Monochrome , Laser , Separate Drum And Toner ); Hp ( 9 )**

**Technical Specifications**

Specification	Values
<b>Core</b>	
Type of Asset	Printer ( Monochrome , Laser , Separate Drum and Toner )
Make/Brand of Assets	hp
Status of Annual Maintenance Service Provider	OEM Authorised Service Provider
Periodicity of Preventive Maintenance Services	Quarterly
Onsite Service Engineers Requirement	As Indicated in Bid Document.
Basic Maintenance of OS, Office Suite, Drivers Update and Patch update on client compute machines	Inclusive

Specification	Values
<b>Addon(s)</b>	

### Additional Specification Documents

### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Service Number of each Asset for AMC	Additional Requirement
1	*****	*****CHITTOOR	9	N/A

### Buyer Added Bid Specific Additional Terms and Conditions

1. AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.
2. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
3. For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:
  - a. Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the invoices have been executed.
  - b. Execution certificate by client with order value.
  - c. Any other document in support of order execution like Third Party Inspection release note, etc.
4. Buyer uploaded ATC document [Click here to view the file](#).

### Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specification and / or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents / clauses shall also be null and void. If any seller has any objection / grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

This Bid is governed by the [General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

**---Thank You---**

## INSTRUCTIONS FOR BIDDERS

### Introduction

1. This tender is for obtaining services of agency/company for **Annual Maintenance Contract (AMC) of Computers/Network/Servers/ NAS/Printers and related peripherals** installed at Sainik School Kalikiri. The contract shall be executed initially for a **period of 1 years** and may be extended depending upon the requirement of Sainik School Kalikiri for further two years after taking consent of vendor on same term and conditions, henceforth will be referred as SSKAL, and performance of the Service Provider, henceforth will be referred as SP.

### Eligibility Of Bidders

2. All AMC service providing companies having **more than Two-year service** record for providing **IT services** at Central Ministries/Departments, Central/State Government Bodies, Statutory bodies, Public sector organizations and fulfilling the following conditions are eligible for bidding:

- (a) The company must not have been blacklisted by any Government/Ministry/Department/PSU, nor should they have been debarred from dealing with any public Department.
- (b) The company must be registered with all Government/statutory authorities such as Sales Tax Department, GST, Income Tax Department, etc. as required in the normal course of business to render providing similar services.
- (c) The Services have to be provided at SSKAL.
- (d) The Company should have an experience of **similar work contracts of Rs. 2 Lakh** (Minimum), in last 3 year, preferably in Government/Autonomous bodies/PSU.
- (e) The company should have minimum **annual turnover of Rs. 5 lakh/ year**, in at least 2 years.

### Scope Of Work

3. **Repair & Maintenance Services (Hardware).** The contractor will be required to maintain the equipment (PCs, Servers, Notebooks, Printers, Scanners, Modem, and LAN Switches, UPS etc.) in good working order and will be required to perform preventive maintenance of these equipment once every three months. The details of the equipment are provided in the **"Appendix"** to this tender document.

4. The maintenance services will include cost of labour, faulty parts/ complete equipment replacement with new parts/ equipment, including plastic parts etc. For defective hard disk, the contractor will provide the new hard disk at actual cost and the defective hard disk will remain the property of SSKAL. The new replaced parts/faulty parts/old/obsolete parts will become the property of the SSKAL and only faulty parts may be given to the contractor except faulty hard disk and any others to rage device. In case of replacement the contractor has to supply new equipment/parts of equivalent standard keeping in view the Book value of the item but the old equipment will remain the property of the SSKAL as obsolete item.

5. Maintenance that includes replacement of each and every malfunctioning part of Computer, printers and related items listed at **Appendix**, like Hard Disk, CD/DVD Reader/Writer, Mother Board, Keyboard, Mouse, Printer Heads, Fuser assembly, roller drums, data cables, scanning unit, switch, power supply, display card etc. and all the plastic parts except consumables are under this AMC by the SP.
6. All parts to be replaced by the SP must be of the same make. In case it is not possible, the same must be of better or equivalent quality. In the service report, the details regarding the part number and serial number (if any) must be brought out clearly.
7. **The AMC does not include software maintenance.**

### **Terms And Conditions**

8. The SP shall depute as per requirement, throughout the contract period, a well-qualified engineer who can maintain the equipment listed in **Appendix** properly. The engineer shall be required to report on all working days from 9:00 AM to 5:00 PM.
9. The engineer will work under the instructions of the coordinator or any person authorized by SSKAL and shall submit complaint sheets to him/her for each complaint attended by them. The complaint sheet would clearly define the nature of complaint, and time taken for rectification of a complaint. The engineer is also required to get the compliant sheets signed by the respective end users.
10. The SP would carry out preventive maintenance of each machine mentioned in **Appendix A** once in every three months, in order to forestall any major failure of the same. SP should also ensure proper cleaning of machines on quarterly basis. Failure to do so shall attract penalty at the rate mentioned at penalty clause;
11. The equipment will have to be repaired in-house. In rare cases when it is very essential to take out the equipment for repairs outside SSKAL, it is mandatory to have a valid gate pass for such equipment and making proper entries with Coordinators and at Security office.
12. Upkeep and maintenance of the hardware installed as per the items mentioned in **Appendix A**. **In case, any new item is required to be installed which require extra amount, prior permission is required to be taken from school authorities with quotation for the price of the items. The cost of that item will be paid with regular quarterly payment.**
13. Loss of any part in the product on account of negligence attributable to the SP, the SP at his own discretion may reinstate or replace the malfunctioning / non-functioning part or whole of the product with a working part or whole of the product of a matching or higher configuration. However, in the case of hard disc, SP should provide a new hard disc of matching or higher configuration.
14. The SP shall ensure the following service norms:
  - (a) Service Availability Timings: 0900 hours to 1700 hours (Monday to Friday), 1000 hrs to 1400 hrs (Saturday)
  - (b) Annualized Uptimes : 95%
15. Stand-by arrangement to be made in case the equipment is to be taken to workshop for repairs or item is not usable. In case standby is not provided, and the item is not usable beyond the 48

hours, a penalty of Rs 200/- (Rupees two hundred only) per day will be charged. The amount of penalty will be either recovered from the Bank Guarantee/Security of the Annual Maintenance period or from the AMC charges/bills;

16. The SP shall ensure that the engineer is present timely and possess a valid ID card on all working days including Saturday. In case of an emergency, the engineer may also be required to be deployed on holidays or Sundays;
17. The engineer must be equipped with Mobile phone to ensure his availability.
18. SSKAL shall ensure proper electrical power supply (including UPS facility).

### **Amendment Of Bid Documents**

19. At any time, prior to the date of submission of bids, SSKAL, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bid documents by amendments.
20. The amendments shall be notified online only through GeM corrigenda, if any.
21. In order to provide prospective bidders reasonable time in which one has to take the amendments into account in preparing their bids, SSKAL, may, at its discretion, extend the deadline for the submission of bids suitably.
22. **Mode Of Bid Submission.** GeM portal only.
23. **Bid Price/Financial Bid.** Only through GeM. Bid price in any other format is not acceptable and will result in disqualification of tender at financial bid stage.

### **Opening Of Bids**

24. Technical bids will be opened by the Bid Opening Committee constituted for this purpose by SSKAL. Bids will be opened online through GeM portal. Also, the bidders can participate online during the bid opening process from their remote end through their dashboard. In case the bidder, or his/her representative, wants to attend the bid opening meeting, they must bring the copy of '**Bid Submission ID**' generated after successful submission of bid and also intimate SSKAL beforehand about their desire to attend the meeting.
25. A maximum of two representatives for any bidder shall be authorized and permitted to attend the bid opening process physically.
26. The date fixed for opening of bids, if subsequently declared as holiday by the Govt., the revised

date of schedule will be notified. However, in absence of such notification, the bids will be opened in the next working day, time and venue remaining unaltered.

27. Financial bids of the technically qualified bidders will be opened by the Bid Opening Committee, date, time and venue of which will be intimated to them through GeM portal.

### **Evaluation Criteria**

28. Evaluation of Technical Bids. Technical bids of the bidders shall be evaluated by the Tender Evaluation Committee. All technical bids will be checked with respect to their completeness. Any bid not fulfilling the criteria mentioned in **clause 2** above with regard to minimum experience and debarment/blacklisting or not submitting any of the documents mentioned in **clause 10** will be straightaway declared as technically disqualified.

**Note:** Bid Result of the technical bid shall be informed through GeM portal.

29. **Evaluation of Financial Bids.** Only those bids will be considered which are found technically correct. Financial bid/bid price made only in price bid Performa available in tender document will be accepted. Bid price will be evaluated by the Tender Evaluation Committee on the basis of Average Cost per item. The Price Bid, if found modified/tampered by the bidder, except for the permitted cells, will be rejected.

### **Contacting SSKAL**

30. No bidder shall try to influence SSKAL (concerned officers dealing with the tender) on any matter relating to its bid, from the time of bid opening till the time the contract is awarded.
31. Any effort by a bidder to influence the Purchaser in the Purchaser's bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid.

### **Award Of Contract**

32. **Placement Of Order.** SSKAL will consider placement of orders for supply of services on those bidders whose offers have been found technically and financially acceptable.

### **SSKAL Right To Accept Any Bid And To Reject Any Or All Bids**

33. SSKAL reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds for the Purchaser's action.

### **Signing Of Contract**

34. The issue of Award Letter and Signing of Contract shall constitute the award of contract on the bidder. A contract under Indian Contract Act, 1872 shall be executed between SSKAL and the



bidder to whom contract has been awarded. Upon furnishing the performance security by the successful bidder, SSKAL shall discharge its bid security.

### **Performance Bank Guarantee**

35. An amount equivalent to 5% of annual contract shall be remitted through Fixed Deposit Receipt (FDR) in favour of “**Principal, Sainik School Kalikiri**” towards Performance Bank Guarantee (PBG). The PBG shall be valid for at least 90 (Ninety) days beyond the completion of contract period and shall be denominated in Indian rupees payable at Kalikiri, issued by a scheduled bank in India through its branch in Kalikiri, India. The proceeds of the performance security shall be payable to SSKAL as compensation for any loss resulting from the service provider’s failure to complete its obligations under this bid. SSKAL shall notify the service provider in writing of its invocation of its right to receive such compensation within 15 days, indicating the reasons for which the service provider is in default. The performance security shall be discharged by SSKAL and returned to the service provider within 30 days from the date of final certificate, certifying the fulfilment of the performance obligations under this bid. The service provider shall furnish amendment to the performance security, if required, within 15 days of notification.

### **Annulment Of Award**

36. Failure of the successful bidder to comply with the requirement of the tender document shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security in which event the Purchaser may make the award to any other bidder at the discretion of Purchaser or call for new bids.

### **Payment Terms**

37. Quarterly payment on production of bill with the satisfaction of SSKAL.
38. There will be NO advance payment. The payment will be released on satisfactory service during the completion of quarter on Quarterly basis only.

### **General Terms and Conditions**

39. All services shall be performed by a company qualified and skilled in providing AMC services as per the eligibility criteria indicated in the circular. The engineer deployed must be well qualified in **maintenance of ACs**.
40. The company engaged should not have any adverse police records/criminal cases against them.
41. The service provider or its personnel shall not divulge or disclose to any persons of any details of office, operation process, technical know-how, security arrangements, Administrative/ organization matters as all are confidential/secret in nature.

42. The service provider shall provide the required services on holidays also if required.
43. The service provider shall be contactable at all times and message by Phone/Email/Fax from SSKAL shall be acknowledged immediately on receipt on the same day. The Service Provider shall strictly observe the instructions issued by SSKAL implementing the Contract from time to time.
44. SSKAL shall not be liable for any loss, damage, theft, burglary or robbery of any belongings, equipment or vehicles of the engaged service provider.
45. The successful bidder will enter into an agreement with SSKAL for providing services as per the requirement on these terms and conditions. The agreement will be valid for a period of **three years** commencing from the date of signing of the agreement and shall continue to be in force in the same manner, unless terminated in writing. Except for any enhancement in the Service Tax/GST rules, rates quoted by the agency shall be fixed for a period of three years including the period extended, if any, and no request for any change/modification shall be entertained.
46. The service provider shall not assign, transfer, pledge or subcontract the services without the prior consent of SSKAL.
47. The agreement can be terminated by either party giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the agreements, then Performance security and any suitable amount due to the agency from SSKAL shall be forfeited.
48. Any legal dispute arising out of the above contract shall be settled in the jurisdiction of district court, Chittoor.

## **TENDER ACCEPTANCE LETTER**

(To be given on Company Letter Head)

Date:

To  
Principal  
Sainik School Kalikiri

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No:

Name of Tender: e-Tender for Annual Maintenance Contract of Computers/Networks/  
Servers/Network Attached Storage/Printers/Peripherals at SSKAL.

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

As per your advertisement, given in the above-mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. to (including all documents like annexure(s), schedule(s), etc .), which form part of the Bid Documents and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your Centre too has also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. In case any provisions of this tender are found violated , then your Centre shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully, (Signature of the Bidder, with Official Seal)