



Himachal Pradesh Technical University

(A State Government University)

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TENDER DOCUMENT

FOR

Comprehensive Annual Maintenance Contract /Annual Maintenance contract for computers (Desktop), Laptop, Laser Printers, Scanner & UPS Installed in HP Technical University Hamirpur (HP).

Tender No.08/2018

Himachal Pradesh Technical University Hamirpur (H.P)

Price: Rs. 200/- only

Document can be downloaded from www.himtu.ac.in


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SECTION-I

Notice Inviting Tender

1. Himachal Pradesh Technical University, Hamirpur (HPTU) invites sealed limited tenders "Comprehensive Annual Maintenance Contract/Annual Maintenance contract" for Computers (Desktop), Laptop, Laser Printers, Scanner & UPS Installed in HP Technical University, Hamirpur 177 001 (H.P.)" from Computer Firms for a period of one year, which can be extended on year to year basis on the terms and conditions mutually agreed upon between both the parties.
2. Prices quoted should be F.O.R. destination, inclusive of all levies and taxes and packing & forwarding charges etc. Procurement will be made as per actual requirement on monthly basis. The successful bidder shall have to enter into a tripartite agreement with HPTU and Computer firm as the third party to ensure the genuineness of parts of Computers (Desktop), Laptop, Laser Printers, Scanner & UPS supplied to HPTU.
3. Bidders shall have to deposit bid security of Rs. 25,000/- (Rupees twenty five thousand only) in the form of demand draft drawn on any scheduled bank at Hamirpur in favour of the "Finance Officer, HPTU, Hamirpur-177001" along with the bid.
4. The bid document can be had from the Mukesh Kumar, Room No. 1, Himachal Pradesh Technical University, Gandhi Chowk, Hamirpur -177001 (H.P.) on payment of Rs. 200/- (Rupees two hundred only) non refundable in the form of crossed demand draft/banker's cheque from any scheduled bank in Hamirpur drawn in favour of the "Finance Officer, HPTU, Hamirpur-177001". The bid document is also available on HPTU Website: www.himtu.ac.in. In case of using the downloaded bid document, a crossed demand draft/ bankers' cheque of Rs. 200/- in favour of "Finance Officer, HPTU, Hamirpur 177001" from any scheduled bank payable at Hamirpur should be enclosed.
5. The Tenders, complete in all respects, should be submitted in a prescribed form along with supporting documents in a sealed envelope super scribing "Tender for "Comprehensive Annual Maintenance Contract/Annual Maintenance contract for computers (Desktop), Laptop, Laser Printers, UPS Installed in Himachal Pradesh Technical University, Hamirpur 177001 (H.P.)" addressed to **Purchase Officer, Himachal Pradesh Technical University, Hamirpur-177001 (H.P.)** and must reach on or before **20th August, 2018 by 2:30 PM**. The tender will be opened on the same day at 3.00 P.M.
6. The terms & conditions of the tender are enclosed along with the format for the price bid.


Purchase Officer
H.P. Technical University
Hamirpur 177 001 (H.P.)

SECTION-II

Instruction to Bidders

1. Definitions

- (a) "The Purchaser" means the HPTU Hamirpur.
- (b) "The bidder" means the individual or firm who participates in this tender and submits bid.
- (c) "The supplier" means the individual or firm supplying the goods under the contract
- (d) "The contract price" means the price payable to the supplier under the purchase order for the full and proper performance of its contractual obligation.

2. Eligible Bidders

This invitation for bids is open to Original Equipment Manufacturer (OEM) or its Registered Supplies Reseller (RSR) of the tendered equipment or Computer Firms as given in Annexure-I.

- Copy of Registration/Authorization certificate/ RSR Agreement/Certificate shall be enclosed with the bid.
- The successful bidder shall have to enter into a tripartite agreement with HPTU and the OEM as the third party to ensure the genuineness of parts of Computers (Desktop), Laptop, Laser Printers, Scanner & UPS Installed in HP Technical University, Hamirpur 177 001 (H.P.)
- The Bidder must have a Permanent Account Number (PAN). A copy of PAN is to be submitted.
- The Bidder must have a valid **GST Registration Certificate** is to be submitted.

3. Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of the bid. The Purchaser, will in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

4. The Bid Document

The Bid Documents include:

- (a) Notice Inviting Tender (Section I)
- (b) Instructions to Bidders (Section II)
- (c) Terms and Conditions of the Contract (Section III)
- (d) Format for Bid Form (Annexure I)
- (e) Price Schedules (Annexure II)

The Bidder is expected to examine all instructions, forms, terms and specifications in the Bid Documents. Failure to furnish all information required as per the Bid Documents or submission of bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and may result in rejection of the bid.

5. **Clarifications of Bid Documents**

In case the prospective bidders need any clarification regarding any terms and conditions of the tender, firm may write to the **Purchase Officer, Himachal Pradesh Technical University, Hamirpur-177001 (H.P.)**, well in time to ensure that required clarification in writing may reach to the said firm before the last date for submission of bid.

6. **Amendment of Bid Document**

No amendment is allowed after submission of bid.

7. **Bidder Details Form**

The bidder details form (Annexure-1) is to be submitted complete in all respect along with the required documents.

8. **Bid Security**

Bidders shall have to deposit bid security of Rs. 25,000/- (Rupees twenty five thousand only) in the form Demand Draft drawn on any scheduled bank at Hamirpur in favour of "Finance Officer, HPTU, Hamirpur-177001" along with the bid.

9. **Period of Validity of Bids**

The validity period of the bid will be **03 months** from the date of opening of tender documents, which may be extended by the bidders for such period as may be requested by HPTU. The bidders shall ensure that time lines are adhered to and any bids received later than the specified time and date shall not be entertained.

10. **Period of Contract**

The contract will be valid for a period of **one year** from the date of contract agreement, which can be extended for a further period of one year on the terms and conditions mutually agreed upon between both the parties. However, HPTU may terminate the contract at any time by giving 15 days advance notice without assigning any reason.

11. **Format for Signing of Bids**

- (a) All entries in the bid form should be legible and filled clearly. If the space for furnishing information is not sufficient, separate sheet duly signed by the Authorized Signatory of firm may be attached.
- (b) The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder in which case corrections shall be signed by the person/persons signing the bid.

12. **Rejection of Incomplete and Conditional Tenders**

The incomplete and conditional tenders will be rejected straightway. Quoting unrealistic rates will be treated as disqualification.

13. **Withdrawal after Submission of Bids**

No bidders will be allowed to withdraw after submission of bids/opening of the tender.

14. **Tenders Received after the Last Date**

Tenders received after the closing date and time prescribed in the tender enquiry shall not be accepted under any circumstances.

15. **Documents/Certificates**

The Tendering firms/agencies are required to submit the photocopies of following documents:

- (a) Registration certificate as per existing norms (indicating the legal status—company/partnership firm/proprietorship concern, etc.);
- (b) Copy of GST Registration Certificates & PAN Card;
- (c) Copy of income tax returns filed for last one financial year;
- (d) Proof of experience in AMC/CAMC to Departments of the Himachal Pradesh Govt./Public Sector Undertakings (PSUs) (A copy of any order received during the last one year has to be attached);

- (e) Earnest money deposit (EMD) by means of demand draft of Rs.25000/- (Rupees twenty five thousand only) from a nationalized or public sector bank.

13. **Submission of Bids**

The bid prepared by the bidder shall comprise of

- (a) **The Technical bid** (b) **Financial bid.**
- (a) The technical bid, complete in all respects, should be submitted in a prescribed form along with supporting documents in a sealed envelope super scribing **“Tender for Annual Maintenance contract for computers (Desktop), Laptop, Laser Printers, Scanner & UPS Installed in Himachal Pradesh Technical University, Hamirpur 177001 (H.P.)”** addressed to the **Purchase Officer, Himachal Pradesh Technical University, Hamirpur (H.P.) -177001 (H.P.)**, and must reach on or before **20th August, 2018 by 2:30 PM.**
- (b) The Financial bid should be submitted in a separate sealed envelope super scribing **Price Bid for “Comprehensive Annual Maintenance Contract Annual Maintenance contract for computers (Desktop), Laptop, Laser Printers, Scanner & UPS Installed in Himachal Pradesh Technical University, Hamirpur 177 001 (H.P.)”**. The tender will be opened on the same day at 3.00 P.M.
- (c) The Earnest Money Deposit (EMD) of Rs.25000/- (Rupees twenty five thousand only), refundable (without interest), should be necessarily accompanied with the Price Bid of the service provider in the form of demand draft/Cheque drawn in favour of the **Finance Officer, HPTU, Hamirpur 177 001 (H.P.)**, failing which the tender shall be rejected summarily. In the event, the successful bidder fails to sign the agreement with HPTU for provision of services as sought in the tender, subsequent to bid being accepted, the EMD is liable to be forfeited.
- (d) The successful bidder who is awarded the contract shall be required to deposit a security deposit of Rs.25, 000/- (Rupees twenty five thousand only) in the form of demand draft/Cheque from any scheduled commercial bank drawn in favour of the **“Finance Officer HPTU, Hamirpur-177001 (H.P.)”**.

SECTION-III

TERMS AND CONDITIONS

1. A log book shall be maintained in which the engineer shall record all the complaints made. They shall attend to all the complaints received immediately as follows:
 - (i) Minor faults immediately (within three hours)
 - (ii) Major faults with 72 hours by replacement method, with the available spares, on explicit and clear orders of Purchase Officer.
 - (iii) The replacement of components, assemblies shall be as per manufacturer's instructions and under the orders of Purchase Officer.
 - (iv) The firm shall be responsible for taking back up data and programme available in PC before attending the fault and shall also be responsible for reloading the same. The backup copies to be returned to the users, under acknowledgement.
 - (v) The firm shall maintain the equipments and shall use genuine/original components for replacement wherever needed. Until and unless written order of the Purchase Officer are conveyed, the original specification/characteristics/features shall not be changed or modified under any circumstances.
 - (vi) The firm shall also be responsible for deployment of necessary staff for regular cleaning of all hardware using suitable cleaning material and equipment. Each equipment has to be cleaned once in **03 months regularly**. A register shall be maintained showing the cleaning of each equipment and shall be produced to the Purchase Officer for verification, after the job.
 - (vii) The schedule of preventive maintenance shall be as follows: - Cleaning of all equipment using dry vacuum air, brush, and soft muslin clothes - Running the test programme to ensure quality print/date reliability.
 - Checking of power supply source for proper grounding and safety of equipment.
 - Ensuring the covers, screws, switches etc are firmly fastened in respect of each equipment.
 - Scanning of all types of virus and elimination and vaccination of the same.

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-Shifting of equipment within the building as and when required.

The CAMC/AMC is awarded initially for a period of one year and may be further extended yearly basis, renewed on year to year basis, in accordance with the requirement of the HPTU with the same terms and conditions and same rates, provided HPTU satisfied with the services. The firm would put a unique number on each of the system being maintained by them. The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/assemblies/components will be withdrawn from the contract. The decision of Purchase Officer regarding non-availability and obsolescence of Technology will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly. HPTU reserves the right to increase or decrease quantities any time. Accordingly the charges will be increase/decrease on pro rata basis.

2. Rates/ Prices:

- (a) The rates should be quoted in Indian Rupees only in words as well as in figures inclusive GST as applicable.
- (b) Rates should be valid for at least one year. Rates valid for a shorter period shall be rejected as non-responsive.
- (c) No claim for compensation or loss due to fluctuations in prices or any other reasons/ causes will be entertained during the period of contract.
- (d) In case of discrepancy between the amounts in figures and words, the amount in words will only be considered for the purpose.
- (e) Rates should be quoted for free delivery at the HPTU office and no transportation or other charges shall be payable.

3. Penalty:

- (a) It will be the responsibility of the successful bidder to maintain Equipment as soon as the call received from HPTU if fault is not resolved in stipulated period a penalty of RS.100/- (Rupees hundred only) per day shall be recovered from bidder per machine/Printer/UPS.

4. Settlement of Disputes

Any matter relating to the selection of vendor for entering into "Comprehensive Annual Maintenance Contract/Annual Maintenance contract" for computers (Desktop), Laptop, Laser Printers, Scanner & UPS Installed in Himachal Pradesh Technical University, Hamirpur 177 001 (H.P.) shall be governed by the Laws of Union of India. In any case, if a dispute arises, the decision of Vice Chancellor, HP Technical University, Hamirpur shall be final and binding on both the parties i.e. bidder and HPTU. Any further dispute shall be subject to the exclusive jurisdiction of courts at Hamirpur.

5. Purchasers Rights

- (a) HPTU reserves the right to accept/reject any or all the bids in whole or in part and annul the bidding process without assigning any reason whatsoever and is not bound to accept the lowest tender.
- (b) HPTU reserves the right to award the tender to more than one bidder.
- (c) HPTU reserves the right to relax/withdraw any of the terms and conditions mentioned in the bid document.
- (d) Tender Document so as to overcome any problem encountered during the selection of the bidder and also during the course of the execution of the contract.
- (e) HPTU reserves the right to blacklist a bidder for a suitable period in case the bidder fails to honor its bids without sufficient grounds.
- (f) If a firm after award of the contract violates any of the terms & conditions, it shall be liable to be blacklisted.

6. Basis of Awarding the Contract.

The contract shall ordinarily be awarded to the lowest evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms & conditions.

7. Guarantee/Warranty

- (a) Guarantee of the replaced parts must be at least one year from the date of installation.
- (b) In the event of replacement any defects arise in parts replaced, the firm/bidder has to replace the same free of cost.

8. Mode of Payment

- (a) Payment 50% shall be released only after the date of signing "Comprehensive Annual Maintenance Contract/Annual Maintenance contract" and remaining 50% payment shall be released after 03 month from the signing of contract. Payment

will be made direct to the supplier account through NEFT/Cheque. No request for other mode of payment will be entertained.

- (b) The bidders will be bound by the details furnished by the firm to the HPTU, while submitting the tender or at subsequent stage. In case, any of such documents furnished by firm is found to be fictitious at any stage, it would be deemed to be a breach of terms of contract making by firm liable for legal action besides.

9. Miscellaneous

- (a) In no circumstances, the firm shall appoint any sub-contractor or sub-lease the contract. If it is found that the contractor has violated these conditions, the contract will be terminated forthwith without any notice. HPTU reserves the right to terminate this contract at any point of time with 15days' prior intimation to the contractor.
- (b) All taxes and levies will be paid by the bidder only. No other charges such as Octroi, packing, forwarding, freight insurance, loading and unloading, entry tax, transportation, etc. will be allowed. All these are to be borne by the bidder only.
- (c) The firm shall ensure that it will supply genuine products only.



Purchase Officer
HPTU. JMR

BIDDER DETAILS FORM (Technical Bid)

Annual Maintenance contract for computers (Desktop), Laptop, Laser, Printers, Scanner & UPS Installed in Himachal Pradesh Technical University, Hamirpur 177001 (H.P.)

Sr. No.	Description	Information
1	Name of bidder	
2	Registered Address and Telephone No. of bidder	
3	Registration certificate details as per existing norms (indicating the legal status/company/partnership firm/ proprietorship etc.	
4	Detail of EMD Deposited	
5	GST No. (Copy to be enclosed)	
6	PAN No. (Copy to be enclosed)	
7	Copy of IT return of the previous year	
8.	Proof of Experience in AMC/CAMC	



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Financial Bid

Schedule of Rates for AMC

Sr. No.	Particulars	Qty.	Amount Per item	Total Amount
1.	Desk top Complete set Different models	49		
2.	Laptop Different models	9		
3.	Printer Different models	28		
4.	Scanner HP ScanjetG2410	01		
5.	UPS Different models	46		

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Financial Bid

Schedule of Rates for CAMC

Sr. No.	Particulars	Qty.	Amount Per item	Total Amount
1.	Desk top Complete set Different models	49		
2.	Laptop Different models	9		
3.	Printer Different models	28		
4.	Scanner HP ScanjetG2410	01		
5.	UPS Different models	46		

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