



इन्दौर विकास प्राधिकरण
INDORE DEVELOPMENT AUTHORITY

**Annual Maintenance Contract for Computers, Printers,
Plotter and Switches at IDA Building Indore**

Issued By

EDP Manager

Indore Development Authority

Mob. No : - +919893699162

7, रेसकोर्स रोड इंदौर – 4520003 - 7, Race course Road, Indore – 452003

☎ 0731-2434541, Fax no. 0731- 2430553, Email : idaindore7@yahoo.in, Website : www.idaindore.org

CONTENT

Part	Description	Page-No
	Invitation for Bids	03
	Tender Time Schedule	04
	Data Sheet	05
01	Instruction to Bidder (ITB)	
	- Information to Bidders	07
	- Amendments to Documents	08
	- Definitions	08
	- Method of Applying	08
	- Final Decision making authority	09
	- Liquidated damages	09
	- Litigation history	09
	- Arbitration	10
	- Schedule of payment	10
	- Security Deposit	10
	- Submission of bid document	10 – 11
02	General conditions of contract (GCC)	12 – 15
03	Eligibility Criteria & Scope of work	
	- Eligibility criteria	16
	- Evaluation of financial proposal	16
	- Scope of work	16 – 19
04	Financial Proposal	
	- Financial Proposal	20



इन्दौर विकास प्राधिकरण
INDORE DEVELOPMENT AUTHORITY

No. :

Date :

TENDER ID 2019_DTCP_4301 (1st Call)

NOTICE INVITING TENDER

Online tenders are invited on Item Rate basis from reputed and experienced Computer maintenance company / firm, having ISO:9001 certification. Tender documents can be purchased from website <https://www.mptenders.gov.in>.

Sr. No.	Name of work	Earnest Money (Rs.)	Cost of tender form + GST (Rs.)	Time allowed for completion of work	Eligibility criteria	Last date for purchase of tender document	Remarks
01	Annual Maintenance Contract for Computers, Printers, Plotter and Switches at IDA Building Indore	25000/-	2360/-	01 Year	As specified in tender documents	28-01-2019 17:30 hrs	GST shall be paid separately as per applicable rates. So Tender Rates should be quoted accordingly.

NOTE :

1. The computer maintenance company / firm should have registration with employees provident fund and GST. The copy of registration is to be submitted along with tender document.
2. Amendments to NIT, if any, would be published on website only, and not in newspaper.
3. Any type of exemption in Tender Form Fees / EMD will not be allowed and Tender without Tender form Fees / EMD shall be rejected prima-facie.

(Anil Chugh)
EDP Manager
Indore Development Authority Indore
Mobile No. 9893699162

7, रेसकोर्स रोड इंदौर - 4520003 - 7, Race course Road, Indore - 452003

☎ 0731-2434541, Fax no. 0731- 2430553, Email : idaindore7@yahoo.in, Website : www.idaindore.org

Key Dates :

TENDER TIME SCHEDULE

S.No.	IDA Stage	Contractor Stage	Key Dates & time
1.	Tender Preparation and release of NIT	-	16-01-2019
2	-	Purchase of tender Start Date & Time	17-01-2019 13:00 hrs.
3	-	Tender Purchase Online End Date & Time	28-01-2019 17:30 hrs
4	-	Submit Bid Online End Date & Time	28-01-2019 17:30 hrs
5	-	Bid submission (Manually submission as per note below)	31-01-2019 17:30 hrs
6	Opening of EMD, Cost of tender document and Technical Bid.	-	31-01-2019 18:00 hrs
7	Financial/price Bid open date and time	-	31-01-2019 18:01 hrs

Note : Scanned copy of receipt of e-payment of EMD and Tender Form Fees is to be uploaded on the portal and hard copy of both the instrument receipt are required to be sent alongwith technical document and relevant documents should reach to ACCOUNTS OFFICER, INDORE DEVELOPMENT AUTHORITY, 7 RACE COURSE ROAD, INDORE M.P. By 31-01-2019 upto 17:30 hrs through Speed Post / Regd. Post A.D. / Private Courier Services. Authority will not be responsible for any Postal/Courier Service delays.

Data Sheet

1	Name of the Authority: Indore Development Authority, Indore,
2	Financial proposal to be submitted : Online
3	Authority Representative / Point of contact for any queries Anil Chugh EDP Manager Indore Development Authority 7, Race Course Road, Indore – 452 001 Tele-fax: 0731-2430553 Email: idaindore7@yahoo.in anilchughmba@gmail.com
4	Validity : The Proposal shall be valid for a period of not less than 120 days from the Proposal Due Date (the "PDD"). In exceptional circumstances, prior to the expiry of the original proposal validity period, the authority may request the Computer maintenance company / firm / IT computer maintenance company to extend the period of validity for a specified additional period. The request for the extension shall be made in writing. However, Firms will not be permitted to modify their proposals.
5	Bidder May Submit Their Proposal on or before the date of submission mentioned in the tender time schedule.
6	A Bid Security/e-EMD receipt must be submitted in Envelope A.
7	The amount of bid Security is Rs. 25000/- (Rupees Twenty Five Thousand only)
8	Format for Bid Security : e-FDR's in favor of " Indore Development Authority " and payable at Indore

PART – 1

INFORMATION TO BIDDER

1. INFORMATION TO BIDDERS :-

- 1.1 The documents can be downloaded from website at www.mptenders.gov.in
- 1.2 The Bid shall be submitted only as per the enclosed format(s) along with all the Annexure. Documentary proof(s) in respect of the details furnished in the Bid form shall be submitted along with the Bid.
- 1.3 Incomplete Bid will be summarily rejected.
- 1.4 IDA, Indore reserves the right to reject any or all bids without assigning any reason thereof.
- 1.5 All information requested for in the enclosed forms should be furnished against the respective columns in the format. Bidders are cautioned that non-submission of complete information as per the required formats or making any change in the prescribed forms may result in the Bid being summarily rejected.
- 1.6 Copies of the References, information, work orders and completion certificates from the respective clients certifying the suitability, technical know-how, experience or capability of the applicant shall be submitted by the applicant, which could be verified by IDA Indore, when required.
- 1.7 The Bidders are advised to attach any additional information, which they think fit and necessary in regard to proving their capabilities. No further information will be entertained after submission of the bid unless it is called for by the IDA, Indore.
- 1.8 The Bid must be proper & in sequence as per tender documents.
- 1.9 The cost incurred by the Bidders in preparation & submission of this Bid, providing clarifications or attending discussions shall be borne by the applicant and IDA, Indore in no case will be responsible or liable for these costs regardless of the outcome of the process.

2. AMENDMENTS TO DOCUMENTS :-

At any time before the submission of Proposals, Indore Development Authority, Indore may for any reason modify the documents by amendment. Any amendment shall be issued in writing through addenda. Addenda will be uploaded in www.mptenders.gov.in Indore Development Authority, Indore website and will be binding on intending parties. Indore Development Authority Indore may at its discretion extend the deadline for the submission of Proposals.

3. DEFINITIONS :-

In the document, the following words and expressions shall have the meaning hereby assigned to them except where the context otherwise requires:

- 3.1 **"Employer/Client"** means respective office of Indore Development Authority Indore. within its jurisdiction, and include the employer's representatives or successors, but not without the consent of the Contractor any assignee of the Employer.
- 3.2 **"Computer maintenance company / firm"** means proprietary firm, Partnership firm, Private Limited Computer maintenance company, Limited Computer maintenance company whose bid has been received by the employer and includes the bidder's personal representatives, successors and permitted assigns.

4. METHOD OF APPLYING :-

- 4.1 If the bid is made by a proprietary firm, it shall be signed by the Proprietor above his full typewritten name and full name of his firm with the current address.
- 4.2 If the bid is made by a firm in partnership, it shall be signed by all the partners of the firm above their full typewritten names and current addresses or alternatively by a partner holding Power of Attorney for signing the bid, in which case a certified copy of Partnership Deed should be submitted.
- 4.3 If the bid is made by a Pvt. Ltd./Limited Computer maintenance company, it shall be signed by a duly authorized person holding the Power of Attorney/Board Resolution for signing the application.

5. FINAL DECISION MAKING AUTHORITY :-

- 5.1 The Employer reserves the right to reject or accept any one or all applications and to annul the process and reject all the applications at any time without assigning any reason(s) thereof and without thereby incurring any liability to the affected applicant or without informing the applicants of the grounds for the Employer's action.
- 5.2 Earnest Money Deposit (EMD) of only unselected bidder will Be refunded after selection process is over.
- 5.3 Successful bidder will have to make agreement with Authority within 15 days of receipt of communication of acceptance of tender. Failing which earnest money amount shall be forfeited and acceptance will be treated as cancelled.
- 5.4 EMD for successful bidders shall be released after satisfactory completion of the contract period.

6 LIQUIDATED DAMAGES :-

- 6.1 In case the Computer maintenance company / firm is not able to complete the job as specified in tender document, IDA will be free to re-tender the above work and EMD & security deposit amount will be forfeited.

7. LITIGATION HISTORY :-

The intending applicants shall also submit the list of such projects where due to any disputes, litigation/arbitration was invoked and / or the consultancy services were abandoned/suspended by the Client. Suppression of any information in this regard may lead to cancellation of the contract, if such information comes to the notice of IDA, Indore.

8. ARBITRATION :-

Except as otherwise provided in this Contract all questions & disputes relating to the meaning of the scope of work, specifications & instructions herein-before mentioned & as to thing whatsoever, in any way arising out of or relating to the Contract of the work, of the execution or failure to execute the same, whether arising during the progress of the work or after the completion or abandonment there of shall be referred to the Chief Executive Officer, IDA, Indore in writing for its decision. There upon the Chief Executive Officer, IDA, Indore shall after hearing both parties, give his decisions giving reasons, within a period of 15 days of such request. This period can be extended by mutual consent of the parties. The decision of the Chief Executive Officer, IDA, Indore, in matters outside the jurisdiction of the M.P. Arbitration Tribunal.

In other matters, the difference if not resolved by the Chief Executive Officer, IDA, Indore the parties might refer the same to the M.P. Arbitration Tribunal.

9. SCHEDULE OF PAYMENT :-

Annual Maintenance Charges will be paid at the end of the Each Quarter and taxes will be ducted as per applicable rules. However, GST will be paid extra by IDA.

10. SECURITY DEPOSIT :-

10% SD will be deducted from the running bill. SD will be refunded after successful completion of work.

11. SUBMISSION OF BID DOCUMENTS :-

- 11.1 As per the tender document specifications Bidder has to quote for complete set of works, otherwise their bid would not be entertained.
- 11.2 The Earnest Money Deposit (EMD) of Rs.25000/- (Rs. Twenty Five Thousand only) in the form of e-FDR in favour of "Indore Development Authority", Indore, payable at Indore, has to be submitted along with the bid. Without EMD, bids will not be entertained at all. EMD in any other form shall not be accepted and no bidder would be granted exemption from deposition of EMD.

11.3 Bids shall be received in Sealed Envelopes quoting "Bid for Computerization of Various Systems of IDA, Indore" and marking on envelopes shall be as below :-

- i) Envelope No 1- Bid Security (EMD)
- ii) Envelope No 2 – Technical Proposal
- iii) Each proposal (all the two envelopes) will be sealed in an outer Envelope No 3, which will bear

1. Portal tender no. : 2019_DTCP_4301

2. Name of work : Annual Maintenance Contract for Computers, Printers, Plotter and Switches at IDA Building Indore

3. Name, Address & Mobile No. of Bidder :

11.4 Financial bid have to be submitted online only and no submission in physical format required.

11.5 Telegraphic, Faxed, E-mailed, Conditional or Incomplete bids shall not be entertained.

11.6 Bid received after Due Date & Time shall not be entertained.

11.7 Please note that cost of preparing the bid including visit of the office of IDA are not reimbursable.

PART – 2

**GENERAL CONDITIONS
OF CONTRACT**

GENERAL CONDITIONS OF CONTRACT

1. Tender Rate should be quoted including of all taxes except GST. GST will be paid separately by IDA. Any tax levied by Central or State Government after the date of submission of bid shall also be paid extra.

Goods and Service Tax (GST) which includes IGST, CGST, SGST/UTGST, GST Compensation Cess (if applicable) shall be paid extra. Tender Price (quoted rates) shall be excluding GST. All duties, taxes, Octroi, Royalties, cess, and any other direct or indirect taxes except GST, levied or to be levied, and/or any change in the rates of such taxes, duties, cess, surcharge etc. from time to time, by the Central Government, State Government, Local Bodies and any other Government Agency or private individuals on the contractor's work shall be inclusive in the quoted rates of the contract and such taxes and duties will be paid by the contractor. Wherever TDS/TCS is required to be deducted by the IDA under the Income Tax Act, GST Acts, or any other Act, such taxes and duties shall be deducted at the specified rates from the contractor's bills/deposits. It is clarified that the burden/incidence of all such taxes and duties is on the contractor and shall deemed to be included into the quoted rates of the contract except GST. The tender price should be quoted after taking into account Input Tax Credit available to the contractor. The list given in the clause is an illustrative list and not the exhaustive list.

The registered contractor shall issue the Tax Invoice showing the amount of CGST, SGST, IGST as the case may be, separately. The TDS under GST when applicable shall be deducted @2% (1% CGST & 1% SGST) on the taxable value by the IDA. The other deduction like TDS under Income Tax, Labour Welfare Cess etc. shall be deducted separately.

2. The Computer maintenance company / firm whose bid is accepted will have to start the work within 15 days from the date of issuing work order. A written agreement will be made between IDA and the Computer maintenance company / firm. The Contract period shall be for 12 months and Agreement shall be executed for the same. This period will not be extended in normal circumstances.
3. Spares including ink head of HP Plotters of A0 Size, batteries and adopters for laptops will be provided free of cost by computer maintenance firm / computer maintenance company, excluding wear and tear parts, misuse, cable of plotter, plastic items and consumables.
4. Minimum 02 experienced Resident Engineers will attend the AMC throughout the office hours and will be responsible for proper functioning of all systems.

The computer maintenance company / firm will make their utmost efforts to repair the systems at IDA office premises. In case, systems cannot be repaired at IDA, Resident Engineers will make arrangements to shift the same to their work shop with permission from EDP Manager along with regular preventive maintenance. Resident Engineers will make proper schedule for antivirus updated on all systems. Resident Engineers will also attend the problems on the system installed at different places apart from IDA however systems shall be covered under AMC. If extra time apart from the office hours is required to repair the system if any, Resident Engineers will work extra hours for which no extra payment shall be made. In no case work will be kept pending unless & otherwise systems are to be carried to work shop.

In case any of the Resident Engineer found to be absent then Rs.1000/- per day per Resident Engineer will be deducted from company's Payment/Deposit.

5. The Computer maintenance company / firm shall depute qualified & technical staff as per the requirement of the job including holidays and non working hours, if required. The staff of the Computer maintenance company / firm, as far as possible, should not be changed frequently.
6. The Computer maintenance company / firm will have to ensure that its staff shall not at any time (during or after the contract period), will divulge or make known any trust, accounts, matter or transaction, undertaken or handled by them and shall not disclose to anybody any information, data, analysis etc. relating to the affairs of the IDA. Any violation will result in termination of the Contract, forfeiting of the security deposit and Penal action against the Computer maintenance company / firm in accordance with law.
7. Time extension : The rate quoted in tender is valid for 01 year. With mutual consent of both parties the contract period may be extended for more then single time on mutually negotiable rate/terms and conditions of contract.
8. For Administrative convenience, instructions shall be passed to Resident Engineers through EDP Manager.
9. Log will be maintained by Residential Engineers. Resident Engineers will maintain proper records of AMC.
10. Down Time : In any case, Machine/peripheral will not be left unrepaired for more than 24 working hours of the call. If down time is in single stretch exceeds 24 working hours, the alternative machine will have to be provided by the computer maintenance company / firm.
11. Penatly : In case systems are not repaired within the stipulated period and no replacement is provided, then second party will have to pay the penalty of Rs.

1000/-per day of delay unless and otherwise the delay is not caused due to natural calamity or incidences beyond reach.

12. For premature termination, either side, for termination of contract, shall give a notice of 01 month. During this period, work shall not be suspended. If the contract is terminated prematurely by service provider without giving 01 months notice, it's EMD / Bid security deposit will be forfeited. In case Authority decides to abandon the project for any reason, the payment of the Service Provider / IT Computer maintenance company shall be restricted upto the Stage the services have actually been provided.

13. Joint Venture (JV) / Consortium will not be allowed

14. Subletting of works will not be allowed.

PART – 3

ELIGIBILITY CRITERIA

&

SCOPE OF WORK

ELIGIBILITY CRITERIA & SCOPE OF WORK

1. Eligibility Criteria :-

- a. Computer maintenance company / firm should be an ISO 20000 and ISO 9000.
- b. Computer maintenance company / firm must have successfully completed minimum 03 computer maintenance contract works, in last 02 years amounting Rs. 5.00 Lacs or more.
- c. Computer maintenance company / firm should have PAN /GST registration and attested copy must be enclosed.

2. Evaluation of financial proposal :-

Bidders found eligible after evaluation of technical proposal as per provision of the tender document & technical Eligibility criteria will be opened and selection of Service Provider / IT Company will be done on L1 basis i.e. Service Provider / IT Company quoting lowest rate will be selected.

3. Scope of work :- Maintenance of following hardware items :-

Sr.No	Particular		No. of unit
1	HP Desktop + Keyboard + Mouse + TFT (Monitor)		81
2	HP LAPTOP 6730 B 15.4"		05
3	HP LAPTOP CORE-i5 15.6"		02
4	Laptop Apple I-Mac book Pro-13		02
5	MAC DESKTOP A-1418		01
6	Printers		
	6.1	Samsung ML285IND	07
	6.2	HP 1320	08
	6.3	HP 3055 (all-in-one)	01
	6.4	HP CP5225 (colour)	01

	6.5	HP CP 1515 N Laser jet	01
	6.6	HP 1213 NF MFP all in one Printer	01
	6.7	HP P1606DN	05
	6.8	HP P2015DN	07
	6.9	HP P2055DN	35
	6.10	CANON MF 4870	05
	6.11	Samsung ML-2851 ND	04
	6.12	Canon MF 226 DN All in One	02
7	HP Plotter A0 Size		01
8	D-Link Switches		12
9	Server		01

PART – 4

FINANCIAL PROPOSAL



FINANCIAL BID - TENDER NO. -----						
NAME OF WORK - ANNUAL MAINTENANCE CONTRACT FOR COMPUTERS, PRINTERS, PLOTTER AND SWITCHES AT IDA BUILDING, INDORE						
Item No.	Description of Item	UOM	Quantity Required	Rate Per UOM	Amount	Amount (In Words)
	Annual Maintenance for					
1	HP Desktop + Keyboard + Mouse + TFT (Monitor) = 81	One Job	1			
2	HP LAPTOP 6730 B 15.4" = 05					
3	HP LAPTOP CORE-i5 15.6" = 02					
4	Laptop Apple I Mac book Pro-13 = 02					
5	MAC DESKTOP A-1418 = 01					
6	Printers					
6.1	Samsung ML285IND = 07					
6.2	HP 1320 = 08					
6.3	HP 3055 (all-in-one) = 01					
6.4	HP CP5225 (color) = 01					
6.5	HP CP 1515 N Laser jet = 01					
6.6	HP 1213 NF MFP all in one Printer = 01					
6.7	HP P1606DN = 05					
6.8	HP P2015DN = 07					
6.9	HP P2055DN = 35					
6.10	CANON MF 4870 = 05					
6.11	Samsung ML-2851 ND = 04					
6.12	Canon MF 226 DN All in One = 02					
7	HP Plotter A0 Size = 01 Including Head (Cartridge)					
8	D-Link Switches = 12					
9	Server = 01					
10	Two Resident Engineers					
		GRAND TOTAL			0.00	
Note : Rates including of all taxes but excluding GST.						