

**GOVERNMENT OF MEGHALAYA
INFORMATION TECHNOLOGY DEPARTMENT**

No.ITR.21/2008/130

Dated Shillong the 27th November, 2013

**Tender for Annual Maintenance Contract for Computers items purchased by the
IT Department, Govt. of Meghalaya**

Sealed Tender for Annual Maintenance Contract (AMC) for Desktop Computers, Printers, Scanners, UPS and Laptops, are invited for maintenance of machines that are distributed to the officials and various departments of Govt. of Meghalaya.

Vendor to also include providing standby machine(s) (CPU, Monitor/UPS/Printer, etc) in case of major breakdown where the item has to be removed from the site for more than one day. Vendor will also provide installation of licensed operating system and anti-virus software.

Vendor is also required to provide two (2) dedicated service engineers (full time) who will be stationed in IT Department to handle the complaints received from various Departments over phone and to resolve and troubleshoot these complaints. For this a dedicated phone and help desk facility needs to be put in place at IT Department. The two (2) service engineers are to maintain the service record of the complaints in both hard and soft copy and provide a weekly update to IT Department of the records.

The Tenders must be submitted to reach the office on or before **19th December, 2013, @ 2 p.m. Opening of the tenders will be on the same day at 3:00 p.m.**

Eligibility Criteria:

The eligibility criteria are as under:

- 1) The bidder should submit attested copies of following documents:
 - i. Audited balance sheet for last two years i.e., 2011-2012, 2012-2013.
 - ii. Income Tax return for last two years i.e., 2011-2012, 2012-2013.
 - iii. Service Tax No with last two years returns i.e., 2011-2012, 2012-2013.
 - iv. VAT and CST Registration.
 - v. PAN Card.
 - vi. Valid Trade license.

- 2) The vendor must have successfully completed 3 similar contracts valuing not less than Rs. 1 lac p.a. each in providing IT hardware and software services of large

CPSUs / Govt. organizations / Leading Commercial Organizations during last five years. Documents in original supporting this to be submitted with two (2) duly attested copies.

- 3) Vendor must have a support office located in Shillong, Meghalaya with a help desk facility in their office.
- 4) The vendor should have a stock arrangement of minimum 5% of spares in their office.
- 5) The bidder should submit the names and qualification of the two (2) service engineers to be deployed in IT Department.

Terms and conditions of the AMC

1. The Vendor will be responsible for repair / maintenance work of the items mentioned in Annexure I. This will include labour and software components. The defective hardware components which are irreparable will be replaced by the Vendor after approval by IT Department. Payment for the same will be reimbursed by IT Department on submission of bills.
2. The Vendor shall be responsible for keeping the computer software and hardware fully operative by repairing / replacing faulty software and hardware.
3. The Vendor will post two duly qualified service engineers at IT Department during working hours of normal working days of IT department. The engineers will attend to all maintenance calls from the various government departments where IT Department equipment is in place. No conveyance expenses will be payable by IT Department for travel.
4. To the extent possible, all repairs and maintenance work would be carried out in IT Department office premises. In case some equipment needs to be transported to outside our premises the cost thereon will be borne by the Vendor.
5. All the complaints should be attended to and defects rectified immediately on receiving of the report and in any case on the day of reporting. In case the defect is major and it is not possible to rectify within 24 hrs of reporting, the problem should be reported to the designated IT Department official. For longer duration of downtime above 24 hours, standby equipment should be provided by the vendor.
6. The vendor work will include troubleshooting of the items mentioned in Annexure I as well as loading of licensed Operating System, antivirus software etc. The necessary softwares will be provided by vendor.
7. The agency will provide preventive maintenance and check-up of the items mentioned in Annexure I every quarter or as agreed between the vendor and IT Department.

8. IT Department may, in its own discretion, add more computers to the vendor or withdraw some of the equipment from vendor. In such cases, payment shall be made in a proportionate basis for similar equipment.
9. The rates once approved will not be enhanced by the vendor in any case during the period of the contract.
10. The vendor payment will be released on quarterly basis after making statutory deductions like TDS. The vendor will submit quarterly bills for this purpose and this should be certified by the designated official of IT Department.
11. Payment of service tax will be responsibility of the vendor. The vendor will provide proof of service tax payment to IT Department.
12. IT Department will not be responsible for damages of any kind for any mishap / injury / accident caused to any service engineer of the vendor while performing duty in IT department premises. All liabilities, legal or monetary, shall be borne by the vendor.
13. The contract can be terminated by IT Department at any time without assigning any reason. In this connection the decision of IT Department shall be final and binding on the vendor.
14. In case the vendor backs out of the contract before expiry of the contract period, without explicit written consent of IT Department or fails to provide service as per the tender terms then the order will be cancelled and the security deposit will be forfeited.

Submission of Bid:

In your quotation please indicate the following:

1. All Terms & Conditions should be met by the vendor.
2. The offer should be valid for a minimum of 12 months.
3. All original documents to be brought for verification along with two (2) duly attested copies.
4. The bid should be submitted strictly in the format enclosed herewith. The bid will have the following parts which will be submitted in separate closed envelopes.
 - (i) Envelope One: Technical Bid: The following items will be included in the technical bid:
 - a. Earnest money in the form of crossed demand draft or Rupees thirty thousand only (Rs.30, 000/-) drawn in favor of “Member Secretary, Meghalaya Information Technology Society” payable at Shillong. Firms belonging to ST (Scheduled Tribe) are required to deposit half of the Earnest money (Rs.15, 000/-) calculated above.
 - b. Profile of Bidder as per details described above.

- c. Two (2) copies of documents required for submission as detailed above.
- d. Technical proposal of vendor.
- e. Copy of this tender document duly signed by the bidder on all pages.
- f. Non -refundable court fee stamp of Rs. 50/-
- g. Attested copies of up-to-date Sales Tax and Professional Tax clearance certificates from the concerned Department.
- h. Firms should be registered under VAT and enclosed proof thereof. TIN of the firm should be enclosed without which the tender will be out rightly rejected.
- i. Address & Contacts of Office at Shillong.

The vendors who meet all the criteria's mentioned above only will be selected to qualify and the commercial bids of only these vendors will be opened.

(ii) Envelope Two: Commercial Bid: Price bid as a lump sum amount for the period inclusive of all taxes and duties. The lowest Commercial Bid (L1) will be declared as the successful bidder.

The above two envelopes should be submitted in one sealed envelope super scribed "Quotation for Annual Maintenance Contract for Computers items purchased by the IT Department, Govt. of Meghalaya". Addressed to:

**Member Secretary, Meghalaya Technology Information Society,
IT Department, Ground Floor, NIC Building, Secretariat Hills,
Shillong, Meghalaya-793001, India.**

5. Successful Tenderers will be required to furnish security deposit at the rate of 5% of the amount accepted. In the case of tender belonging to ST, at 2 ½ %.

This office reserves the right to reject the lowest or any or all quotation without assigning any reasons whatsoever or to accept the quotation in part or in whole and will not be bound to accept the lowest quotations.

For details, please refer to Annexure –I.



(D. P. Wahlang)

Commissioner & Secretary to the Govt. of Meghalaya
Information Technology Department

ANNEXURE-I

Sl. No.	Description	Quantity
1	UPS	208
2	HP Scanner	70
3	HP Monitor	180
4	HCL Monitor	200
5	ACER Monitor	34
6	HP CPU	180
7	HCL CPU	200
8	ACER CPU	34
9	HP Printer (different models)	224
10	Cannon Printer	20
11	Laptop	50