

BIHAR GOVERNMENT
BIHAR STATE DISASTER MANAGEMENT AUTHORITY
(DISASTER MANAGEMENT DEPARTMENT)
2nd Floor, Pant Bhawan, Patna - 800001
Phone No. - 0612-2522082. Fax NO.- 0612-2522311
(Website - www.bsdma.org)

(TENDER NOTICE)

Name of Work :- Comprehensive Annual Maintenance Contract of Air Conditioners, Stabilizers, Desktop Computers/Laptop, Printers, Photocopiers, Fax machines, Intercom System, Fire Extinguishers, Sound System.

This Short Tender Notice and Call For Proposal is issued by the BIHAR STATE DISASTER MANAGEMENT AUTHORITY (BSDMA) after partial amendment to the Tender document to obtain proposals from reputed and registered agencies/firms to enter into a contract for carrying out annual maintenance of Air Conditioners, Stabilizers, Desktop Computers/Laptop, Printers, Photocopiers, Fax machines, Intercom System, Fire Extinguishers, Sound System etc. installed in BSDMA office. The previous tender issued by BSDMA is annulled forthwith.

BSDMA is presently working with 24 no. of Air Conditioners of Voltas/Samsung/LG brand with different capacity and with equal no. of Stabilizers, 12 no of Desktop Computers and 10 no of Laptops of different brands viz. HP, Dell, Lenovo, 12 no. of Printers of different brands & models; 06 no. of water/foam/gas filled in fire extinguishers, 02 Photocopiers, 01 Fax machine, Intercom System and a sound system which have already completed warranty period but they are still functional.

The detail programme of tender process is as under -

Pre- Bid Meeting in Conference Hall	-	16.01.2019 Time 03.00 PM
Receipt of Bids	-	31.01.2019 Time 05.00 PM
Bid Opening in Conference Hall	-	01.02.2019 Time 02.00 PM

Requisite eligibilities of the Agency/ Firm

Eligibility Criteria & Conditions -

- 1- The agency shall furnish the papers regarding registration under GST / Income Tax. The agency should have filed income tax returns for the last 3 years .
- 2- The agency must not be blacklisted by State/Central Govt. Deptt. Or any other govt. bodies. An affidavit to this effect shall be furnished by the bidder with the bid document.
- 3- The agency should not have been penalized for delay in completion of work.
- 4- The bidder may quote for maintenance of one or more aforesaid items in which he has experience of at least 3 years. Registered agencies/ authorised agents of the specific items with 3 years work experience shall be preferred.
- 5- Applicants must submit their proposals in two parts. The first part shall contain the Technical Proposal. The second part shall contain the Financial Proposal as per Annexure-I enclosed..
- 6- The Technical Proposal containing name and complete contact details with address, Phone numbers and E-mail ID of the agency/ firm, should be kept in a separate, sealed envelope marked with "Technical Proposal". The Financial

- Proposal as per Annexure-I enclosed should be kept in another separate sealed envelope marked with "Financial Proposal" as per Annexure-I enclosed.
- 7- The two sealed envelopes should then be kept in one bigger sealed envelope super scribed with the wording "To be opened by Authorized Person Only ". The applicant/agency/ firm should clearly indicate its name and contact details with address, phone no. and E-mail ID on the outer portion of bigger envelope.
 - 8- The contract may be terminated with one month notice subject to delay/ unsatisfactory performance in the work after deducting the cost/ expense. In such case the work shall be allotted to next suitable bidder.
 - 9- Contract document with the successful bidder shall be executed within 21 days of the issue of the letter of acceptance. Non fulfillment of this condition of executing a contract by the contractor or supplier would constitute a sufficient ground for annulment of the award and forfeiture of Earnest Money Deposit.
 - 10- Payment schedule will be quarterly. At the end of each quarter agency will be raising the bill along with satisfactory report from the concerned authority for the billed quarter. Proof of tax deposited in the concerned office has to be also submitted at the time of final payment.
 - 11- BSDMA reserves the right to reject any article/services found defective, damaged and not of the desired quality and specification.
 - 12- Guarantee/Warranty clause should be clearly mentioned and guarantee card/warranty card should be furnished along with the article supplied.
 - 13- The article supplied should conform to manufactures of standard quality, specification and test. Payment shall be made to against the bills for article supplied after deduction.
 - 14- The rate quoted should be exclusive of GST.
 - 15- The Annual Maintenance Contract shall be comprehensive in nature and shall, therefore, Air Conditioners, Stabilizers, Desktop Computers/Laptop, Printers, Photocopiers, Fax machines, Fire Extinguishers, Sound System & Intercom System etc. during the period of contract at the exclusive risk, responsibility and the cost of the contractor. The term 'maintenance' include rectification of non consumable hardware/software problems/defects and also include cost of the only non consumables parts / repair / replacements necessary for the proper maintenance/functioning of the aforesaid systems. For consumable items BSDMA will pay according to market rate.
 - 16- The work should have to be carried out in the premises of Bihar State Disaster Management Authority, 2nd floor, Pant Bhawan, Bailey Road, Patna-800001. Only such work, which cannot be executed in the premises of this Authority shall be allowed to be done in the workshop of the firm and for that period, the firm has to provide a standby system so that the office work does not suffer. In any case no system or any other items/parts thereof shall be taken out of the premises/departments/section without written permission of this Authority/department/section. No transportation/freight charges on this account will be paid. The System or any other items/parts thereof taken to the workshop will have to be brought back within seven working days. Extendable to one month in exceptional case, failing which the contract will be cancelled and the security money will be forfeited.
 - 17- The successful bidder will have to get the spares approved by the competent authority of BSDMA, Patna before replacement. Compatible parts will be allowed to be used during AMC.
 - 18- Vendor has to appoint two senior hardware/software engineers. Service engineers must have two years of work experience. The vendor should also submit the details of name, contact no. of service engineer provided.

- 19- The Service provider agree to provide the following services under the contract to keep the Internet Facility and P.C. Monitor/LCD/LED Screen, Speakers, spike guard, modems, regular updating of Anti-Virus, UPS, CD-Writers, Combo Drives, Scanners, Switches and Printer. Network Server (Internet/Internet sharing, Quick heal firewall setting to restrict/provide the use of internet of internet) in good working order.
- 20- Checking of power supply source for proper running and safety of equipment.
- 21- Regular scanning of all types of virus and elimination of the same.
- 22- The firm should take care of all software related issued viz. installation, check etc. however all software licenses will be provided by BSDMA, Patna.
- 23- The successful bidder will ensure that any complaint made by BSDMA must be resolved within a maximum of 24 hours failing which following penalty clause will apply.
 - a. 2% of the value of AMC of the equipment for a delay upto 48 hours.
 - b. 5% of the value of AMC of the equipment for a delay upto 96 hours.
 - c. 10% of the value of AMC of the equipment for a delay upto and including 15 days.
 - d. 100% of the value of AMC of the equipment for a delay exceeding 15 days.
- 24- In exceptional cases, the above penalty clause may be waived off if the written request of the bidder is found justified by the competent authority of the BSDMA, Patna.
- 25- The systems shall be inspected by the successful tenderer. The firm will not be allowed to charge any extra amount for maintenance, if any after the finalization of Annual Maintenance Contract. Work should be started within 03 days from the date of awarding the work to the successful bidder.
- 26- The Bidder/Firm must provide necessary support for maintaining VIRUS free computer environment in the Offices of BSDMA.
- 27- The necessary support of maintaining VIRUS computer environment in BSDMA and help in upgrading the software's Virus Detection mechanism would be provided by the firm/Bidder.
- 28- The firm/Bidder must be specialized in LAN troubleshooting.
- 29- Any reported fault by the BSDMA would be taken up by the service engineers/ technicians within one hour. As far as possible, the repairs would be carried out on the site itself. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same.
- 30- A logbook shall be maintained in BSDMA by the agency in which the resident engineers shall record all the complaints made. All the complaints receive shall be attended by the them in following manner:-
 - a. Minor faults immediately.
 - b. Major faults within 4 hours by replacement method, with the available spares, if instructed by Officers of BSDMA.
 - c. Major faults within 48 hrs, except for the Laser Printers which are to be got serviced from authorized service centers of manufactures.
 - d. The firm shall be responsible for taking backup data and programme available on PCs before attending to the fault and shall be also responsible for reloading the same. The backup copies are to be returned to the user under acknowledgement.
- 31- The scope of software maintenance covers:-
 - a. Maintained of all software already installs in the personal computers and peripheral and the software to be installed at later stage.
 - b. Providing basic training on the use of PC to user, if required.
- 32- BSDMA has right to reject the consignment of goods supply to BSDMA which do not conform to the specification.

- 33- **Bid security** :-The bid security of Rs. 5,000/- shall be accepted in the form of Account Payee Demand Draft/ Fixed Deposit Receipt/Banker's Cheque or Bank Guarantee from any of the nationalised banks payable to Secretary, BSDMA in an acceptable form. Bid security of the unsuccessful bidders shall be returned to them after expiry of the final bid validity latest on or before the 30th day after the award of the contract.
- 34- **Performance security**:-The performance security of Rs 25,000/- is to be obtained from the successful bidder in the form viz. Bank Draft, Bank Guarantee, Fixed Deposit receipt acceptable to BSDMA.
- 35- Late bids i.e., bids received after the specified date and time of receipt shall not be considered.

Note :-

- I. The Short Tender Notice is illustrative in nature and all narrations are intended to be used by the applicant as a preliminary background explanation. This does not necessarily contain all relevant information. BSDMA reserves the right to amend its requirements or the information contained in this notice at any time during the selection process. Rate contract shall be valid for **2019-20/2020-21**.
- II. The submission of bid document by bidder is supposed to confirm his/her acceptance of all terms and conditions of this notice.
- III. Only bid document submitted strictly in accordance with this notice or as may be required by the BSDMA, will be considered as valid proposals.
- IV. This notice is not a work order. A separate work order will be issued only after the selection of the preferred bidder (s).
- V. All information supplied by the BSDMA in connection with this notice shall be treated as confidential.
- VI. Payment after deducting applicable taxes shall be made to agency after satisfactory completion of the work to the best satisfaction of BSDMA.

Mandatory list of documents to be attached in Technical proposal

- 1- GST Registration
- 2- A copy of valid registration if any with other Deptt./Organization
- 3- Income Tax Return as applicable and filed for the last 3 Years.
- 4- List and profile of office bearers, staff, experts with qualification, experience and assigned functions.
- 5- Affidavit relating to point 2 of eligibility criteria & conditions.
- 6- Average Turnover should be 10 Lakh for last consecutive 03 years
- 7- Work order and Agreement paper of Govt. dept. should be submitted.

Last Date for submission of Bid Document :

The Technical bid and Financial bid (as stated above) in separate envelopes must reach the office of BSDMA on or before **31st January 2019** latest by 05:00 PM on any working day. The complete document should be sent by courier/registered post/speed post to Secretary, Bihar State Disaster Management Authority (BSDMA), 2nd Floor, Pant Bhawan, Bailey Road, Patna-800001. Phone No.- 0612-2522032.

The Technical bid/Financial bid will be opened on **01 February 2019** at 02:00 PM by the competent authority at BSDMA. The applicant agencies, if interested, can remain present at time of opening of proposals. The proposal will be opened and scrutinised on the basis of eligibility criteria (including list of mandatory documents). Proposal will be shortlisted on the basis of technical and financial evaluation of their proposals.

Evaluation of Technical & Financial Bid Proposal.


In Phase I, the Technical Evaluation Committee/Internal Purchase Committee of BSDMA will first open the Technical proposal and will assess the proposal on merit on the basis of technical competence, capability, prior experience and understanding of the work. All the tax returns shall be scrutinized properly. Short write up of agency shall be taken into consideration.

In Phase II of evaluation, the financial bids of only those agencies will be opened which qualify the technical evaluation.

Right to accept any bid, and to reject any or all bids :

BSDMA reserves the right to accept any bid, and to annul the Tender Process and reject any or all bids at any time prior to award of work, without thereby incurring any liability to the affected agency or any obligation to inform the affected agency of the grounds for its action.

For any further details, the interested parties/agencies may visit the BSDMA website : [www. bsdma.org](http://www.bsdma.org) or visit the office or contact the Secretary, BSDMA during any working day.


(Sanwar Bharti),
Secretary,
BSDMA

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Annexure - I

Financial Bid (2019-20/2020-21)

Sl. No.	Name of the Items	Nos	Comprehensive AMC Price excluding GST Rs.
01	Air Conditioners	24 Nos	
02	Stabilizers	24 Nos	
03	Desktop Computers	12 Nos	
04	Laptops	10 Nos	
05	Printers	12 Nos	
06	Photocopiers Machines	02 Nos	
07	Fax Machines	01 Nos	
08	Intercom System	In Office	
09	Fire Extinguishers	06 Nos	
10	Sound System	In Conference Hall	

Signature of Tenderer