

**NOTICE RE-INVITING QUOTATIONS**

Sealed quotations are invited for non-comprehensive **Annual Maintenance of Computers Printers/ Scanners, LAN & UPS and providing of Toners** as per actual requirement of "The Haryana Pond & Waste Water Management Authority" (HPWWMA) in single stage two cover system i.e. Technical bid and Financial bid (comprising of price bid proposal).

**Schedule - A**


S. No.	PARTICULARS.	REMARKS
1	Ref. Number	HPA/ADMN/2019/0024/86/
2	Last date & time of bid submission by bidders.	15 - 11 - 2021(15:00 hrs.).
3	Date & Time of opening of Technical Bids	15 - 11 - 2021(15:30 hrs.)
4	Date & Time of opening of Financial Bids	To be decided later on.
5	Application Fee (through DD)	₹1000/- (non-refundable)
6	Earnest Money Deposit (EMD) Through DD	₹ 5000/-
7	Bid validity	03 months.


Under this process, the technical bid applications as well as financial bid are invited at single stage under two covers i.e., Technical & Financial envelopes. Eligibility of the applicants will be first examined based on the details submitted under first cover i.e., technical bid with respect to eligibility criteria prescribed in this document. The financial bid under the second cover shall be opened for only those applicants, who qualifies the technical bid as per the eligibility criteria as per the document.


Intending bidders will be mandatorily required to make payment through Demand Draft of ₹ 1000/- (non-refundable) towards application fee in favour of Member Secretary, HPWWMA. In case the intended bidder fails to attach the Demand Draft as application fee along with the Technical Bid Application, under the stipulated time frame, those applications will out rightly be rejected.


Bidders can submit their bids through post or put in tender box lying in the office of HPWWMA.

- A. Brief Description of Work: Non-comprehensive annual maintenance of following items to be carried out: -

  
28/10/2021  
OS

  
28/10/2021  
(R-E-II)

  
EC

  
M.S

S/N	Name of the items	Quantity	Date of commencement of AMC
1	<b>Printer/Scanner</b>		
	Canon C3530 A3 Color Printer	1	From award of work
	Canon mf 735 C X A4	1	
	Canon mf 240 Series Printer	3	
2.	<b>UPS</b>		
	Numeric AX 1000 B	6	From award of work.
	Luminous (1KVA)	3	
3.	<b>Desktop Computers</b>		
	CPU HP core i3/4GB Ram/1TB/18.5"	1	From award of Tender
	CPU HP core i3/4GB Ram/1TB/18.5"	1	-do-
	CPU HP core i3/4GB Ram/1TB/18.5"	1	-do-
	CPU HP280/i5-7th Gen/8GB/1TB/18.5"	1	-do-
	CPU HP280/i5-7th Gen/8GB/1TB/18.5"	1	-do-
	CPU HP280/i5-7th Gen/8GB/1TB/18.5"	1	-do-
4.	<b>Toners</b>		
	Toner NPG-67, Syan Colour	5	AMC not applicable. Toners will be provided by the bidder as per actual requirement of the office, which may be increased or decreased.
	Toner NPG-67, Magenta	5	
	Toner NPG-67, Black	5	
	Toner NPG-67, Yellow	5	
	Toner 046, Syan Colour	1	
	Toner 046, Magenta Colour	1	
	Toner 046, Black Colour.	1	

*[Handwritten signature]*  
28/10/21  
05

*[Handwritten signature]*  
28/10/21  
[AE-II]

*[Handwritten signature]*  
GC

M-S

Toner 046, Yellow Colour	1	
Toner MF-337, Black Colour	10	

**B. Specific Terms & Conditions: -**

- Contract period:** One year from the date of issue of contract.
- Payment terms:** Payment would be done on quarterly basis subject to rendering of satisfactory services. No advance payment shall be made.
- EMD & TENDER Fee:** The bidder has to deposit application fee ₹1000/- (non-refundable) & EMD ₹5000/- through Demand Draft in favour of Member Secretary, Haryana Pond and Waste water Management Authority, Panchkula.
- Rejection of Tender:** - The firms are required to deposit Application fee and Earnest Money as indicated above. The offer without prescribed Application fee & Earnest Money is liable to be summarily rejected.
- Performance Security:** - The successful bidder shall be required to deposit Performance Security @5% of total final Contract value.
- Self-Attestation:** All documents to be submitted by the tenderers with their offer should be self-attested in case the same are copies of original documents.
- Forfeiture of EMD:** The Earnest Money of the tenderers will be forfeited to Govt. Account and blacklisting/debarring besides other penal action, if they withdraw their offer/ rates or modify the terms & conditions of the same at any time during the validity of their offer before acceptance.
- PBG @5% of estimated amount would be valid up to two months beyond maintenance period.
- The performance security deposit shall be released only after satisfactory completion of all contractual obligations.
- The rates are to be quoted in the prescribed proforma enclosed as **Annexure-I** and put in a separate cover superscribed as "Financial Bid."

**Vender Eligibility criteria: -**

- Bidder should possess valid GST Number. Attested copy of the same must be submitted with the Bid.
- Intending Bidders should have minimum five years' experience in the field of maintenance of IT System and Lan in Govt. Department/ Ministries/ Govt. Undertaking. Documentary evidence in support of their competence and goodwill may also be enclosed.
- The Bidder should strictly ensure data privacy, confidentiality and security of the office.
- The bid shall be valid for three months after the date of opening of Technical Bid.
- The Bidder should not have been blacklisted by any of the Department/ Ministry/ Organization. A duly signed undertaking to this effect must be submitted along with technical bid.
- Haryana Pond and Waste Water Management Authority shall reject bid, if it determines that bidder recommended for award has engaged in corrupt or fraudulent practice while competing for this contract.
- The bidder has to put all these papers as required under eligibility criteria in the envelop marked as "Technical Bid."

**Other Terms and Conditions: -**

- Bids through tendering process are invited from equipment manufacturer or service providers / dealers of respective items.

*[Handwritten signature]*  
5/8/10/21

*[Handwritten signature]*  
28/X/021  
(10-11)


*[Handwritten signature]*  
B2a  
EC

*[Handwritten signature]*

M.S

2. The contract is for non-comprehensive annual maintenance of computers, printers/ scanners, LAN & UPS etc., and includes replacement of parts of OEM except physically damaged parts and consumable parts like replacement of exhausted battery of UPS, and Cartridges for printers/ scanners. Some of the non-consumable parts are CPU-Hard disk, Dot Matrix/ Deskjet/ LaserJet Printer & Head, Laser Printer etc.
3. Maintenance of installed software/ drivers, removal of virus, software patch updating, system administration, and software support /troubleshooting/ re-installation of software, if corrupted, to keep the system fully operational, including coordination with OEMs for troubleshooting of computers and peripherals and any other maintenance work to be undertaken related to computers/ peripherals.
4. Preventive maintenance will be carried out periodically i.e., fortnightly. Complaints must be attended & resolved within 24 hours (holiday period excluded) to the best satisfaction of the user. Failing which penalty of ₹ 200/- per day beyond 24 hours will be charged.
7. The replacement of parts / spares shall be borne by the firm at its own cost.  
The firm shall provide maintenance services from Monday to Friday excluding Public Holiday from 9:00 AM to 5:00 PM for all the equipment. However, the agency shall make the services of service engineers available on Sundays or other holidays also in case of any exigency.
8. The firm will expeditiously attend to complaints registered in the complaint register/ communicated to it telephonically.
9. The qualified service engineer would take up the reported fault within half day. If a complaint is reported before 1400 hours, the same shall be attended on the same day itself. The maximum response time to a request for service will be 24 hours. In case of malfunction in the equipment is not set right within 24 hours of its registration in complaint register/ reported telephonically, suitable standby equipment of same or higher specification shall be provided.
10. If bidder fails to attend the breakdown within 24 hrs. after communication by this Authority telephonically or in writing, the Authority reserves the right to get the work done from other service agencies and recover the cost thereof from Annual Maintenance Contract entered with bidder.
11. Dedicated telephone number/ email id would be provided by the bidder to attend to all service calls between 9 am to 5 pm.
13. Repair would be attended by the qualified engineer at site i.e., in the office of HPWWMA, Panchkula.
14. The successful bidder shall have to render the service satisfactorily and replace the genuine parts/ spares in the machines. In case the agency does not render satisfactory services or replace with the sub-standard parts/ spares, the Authority is at liberty to terminate the contract at any time during the period of contract after prior notice of 15 days.
15. The firm shall provide all normal tools and test equipment needed for maintenance of the system and nothing extra shall be paid on this account.
16. No transportation charges, what so ever shall be paid by this office for any type of services.
17. The initial period of contract will be for one year from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by the Department, based on the performance of the service provider, at the same rate and terms & conditions, if agreed to by the firm.
18. The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement.
19. The parts/components/sub-assemblies used for repair/replacement by the contractor will be of the same/equivalent or higher make and functional capability as originally available in the systems. Except consumables like ribbons, laser printer toner, inks, cables exhausted battery of UPS and cartridges for printers, plotters and photocopier etc., the contractor will arrange all other parts/ components/ sub-assemblies including fuser assembly of laser printer free of cost. Any

  
28/10/21

  
28/10/21  
(AC-II)

  
EG

M-5

defective part(s) removed from the system on replacement with the new one will be taken over by the firm.

20. New equipment purchased from time to time, after the expiry of warranty / guarantee period, will also have to be serviced/ maintained at the same terms and conditions. Department reserves the rights to add/remove any equipment from AMC during the contract period.
21. The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/components/assemblies will be withdrawn from the maintenance contract. The decision of Executive Engineer (HQ) Chandigarh, CPWD, Sector 9-A, Chandigarh 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 from the amount due to the agency. New system after warranty period will also come under annual maintenance agreement.
22. Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the equipment work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract. On completion of AMC period all the equipment should be in working order. If any equipment would not be set right by the firm, it will be got repaired from other agency at the risk and cost of the firm.
23. The contractor will be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
24. If the services provided by the agency under this maintenance services contract are not to the full satisfaction of the department, the maintenance contract may be terminated by department and the charges shall be payable only up to the period, till which the agency has rendered satisfactory services. The decision of Engineer-in-Charge in this regard shall be final and binding on the agency.
25. It will not be open for the contractor to refuse maintenance of any equipment which is in working condition on the date of entering in contract.
26. In case of non-compliance with the contract, HPWWMA reserves the right to rescind the contract and impose suitable penalty in proportion to the damages.
27. The bidder may inspect and assess the condition of the hardware during office hours before submitting their bid.
28. "The Haryana Pond and Waste Water Management Authority" reserves the right to increase or decrease quantities of any item of the work at the time of award of the work or during the currency of AMC and the agency shall maintain the same at the rate quoted for similar item.
29. If any information furnished by the firm/company is found incorrect at a later stage, the firm shall be liable to be debarred from taking up work in HPWWMA, in addition to other action as deemed fit by Executive Vice-Chairperson, Panchkula.
30. The final Bids of only those bidders/items will be opened who qualify on the basis of their Technical Bids. The date and time of opening of the financial bids will be intimated in the due course.
31. Quantities of items as mentioned in the tender notice can be increased or decreased.
32. All the toners should be of original quality of Canon company only and while quoting the rates of toner, name of manufacturer company must be mentioned by the bidders.




29/10/21

Member Secretary,  
HPWWMA, Panchkula



28/10/21



28/10/2021  
(16-IT)



CC



m-s