

# कार्यालय नगर पालिक निगम, रायपुर (छ.ग.)

गांधी चौक के पास नया मुख्यालय भवन रायपुर

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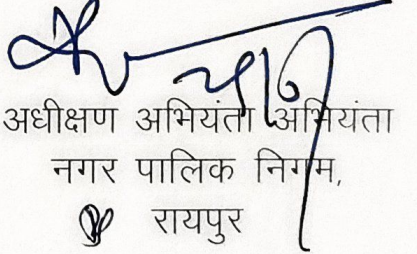
क्रमांक / ..15.. / डाटा सेंटर / न.पा.नि. / 2023

रायपुर, दिनांक 30 / 05 / 2023

## प्रथम निविदा सूचना

नगर पालिक निगम, रायपुर द्वारा अनुभवी एवं प्रतिष्ठित फर्मों से प्रपत्र "ब" में सीलबंद निविदा दो लिफाफा पद्धति (प्रथम लिफाफे में अमानती राशि व तकनीकी दस्तावेज तथा द्वितीय लिफाफे में वित्तीय दर) से दिनांक 20/06/2023 को संध्या 4.00 बजे तक स्पीड पोस्ट से आमंत्रित की जाती है। इस हेतु निविदा प्रपत्र दिनांक 16/06/2023 तक अधोहस्ताक्षर कर्ता के कार्यालय से निर्धारित राशि रू. 750/- जमा कर क्रय की जा सकती है। प्राप्त निविदा 20/06/2022 को संध्या 5.00 बजे निविदाकारों अथवा उनके अधिकृत प्रतिनिधियों के समक्ष खोली जावेगी।

क्र.	कार्य का विवरण	आगणित राशि (रू. लाख में)	अमानति राशि (रू.)
1	नगर निगम रायपुर (मुख्यालय) के कम्प्यूटर सेट/प्रिंटर आदि के वार्षिक संधारण कार्य।	5.40	6,500.00

  
अधीक्षण अभियंता अभियंता  
नगर पालिक निगम,  
रायपुर

# **Municipal Corporation Raipur (C.G.)**

Ref: 15/DC/2023

Raipur, Dated 30/05/2023

## **NOTICE INVITING TENDER**

**Subject: Comprehensive Annual Maintenance Contract (CAMC) of computer, Printers, Scanners, UPS, LAN etc.**

Sealed Tender are invited in single window system in the form of two envelope systems for the Comprehensive Annual Maintenance Contract for computer, printer, Scanner, Fax UPS and other accessories installed in the Municipal Corporation Head Office, Raipur.

### **1. Scope of Work:**

- a)** The contract would be comprehensive i.e including replacement of parts of Original Equipment Manufacturer (OEM) except cartridges for printers.
- b)** Upkeep and maintenance of the hardware installed.
- c)** To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
- d)** Repair to be carried out at the location of the equipment.
- e)** Standby arrangement to be made in case the equipment is to be taken to workshop for repairs for more than one day.
- f)** Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.
- g)** Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
- h)** Any other maintenance work to be undertaken related to the computer/peripherals.



firm/company will have to submit Name & Mobile No. of service Engineer.

- (ii) 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 CAMC can be extended, if so desired by the Commissioner RMC, based on the performance of the service provider.
- (iii) The firm/company will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, printer, keyboard, mouse etc. from outside with liquid cleaner and inside will be carried out on **quarterly** basis. A Preventive Maintenance Report from the user would be submitted to computer section failing which an amount of Rs. 200 per case penalty would be imposed.
- (iv) The service engineers would take up any reported fault with one hour. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same.
- (v) If the firm fails to carry out repairs within 24 hours, to the satisfaction of the user, a penalty of Rs. 200/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the one day till such time the PC/accessories are repaired. A call sheet duly signed by user and should be submitted to the computer section after successfully attending the call.
- (vi) The successful bidder shall provide necessary support for maintaining virus free computer environment in the RMC and help in upgrading the Software's/Virus Detection mechanism.
- (vii) 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. In case any damage on the systems of the department is found, compensation which would be determined by the Competent Authority will have to be paid by the firm.

- (viii)** An Earnest Money Deposit (EMD) of Rs. 6,500/- (Rupees Six thousand Five Hundred only) through a DD/FDR on any Nationalized/scheduled bank drawn in favour of Commissioner, Municipal Corporation, Raipur. Quotation received without EMD will not be considered. Earnest money received from other unsuccessful tenders will be returned without interest on demand after giving work order to successful bidder.
  - (ix)** The above act of backing out would be automatically debar the firm from any further dealing with RMC and EMD/performance guarantee amount would also be forfeited.
  - (x)** No advance payment in any case would be made. However, **quarterly payment** on pro-rata basis on satisfactorily rendering of service would be made.
- 6.** The interested Bidder may submit sealed envelopes for “Technical Bid” and “Financial Bid” in a sealed cover super scribed “Quotation for CAMC of computer, printer, Scanner, UPS and related accessories” by Registered/Speed Post only addressed to Executive Engineer, Room No. 501, 4<sup>th</sup> Floor, Data Center, Municipal Corporation, Raipur (C.G.) latest by 4.00 PM on 20/06/2023.
  - 7.** Tenders by “Telex/Telegram/Fax/E-mail” will not be accepted. Tenders may be submitted by Registered Post only. However, any delay on this account shall not be accepted as reason for exception.
  - 8.** Quotation received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted. RMC reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the CAMC.
  - 9.** The rates quoted should be Inclusive of All Taxes and no discount or free services/offers quoted will be considered.
  - 10.** The tender is not transferable.

11. RMC reserves the right to accept or reject any or all tenders without assigning any reasons.
12. The Contract shall be binding upon for a term of one year. After successful completion of one year & satisfactory performance of agency, the contract may be extended for further one year.
13. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on comprehensive basis inclusive repairs and replacement of spare parts without extra payment.
14. In case of any dispute, the matter shall be subjected to Raipur jurisdiction.
15. Conditional quotations will not be acceptable.

**(Superintending Engineer)**  
**Municipal Corporation**  
**Raipur(C.G.)**

**TECHNICAL BID****ANNEXURE-A**

1	Name of firm	
2	Address of Firm	
3	Registration No.	
4	Name of the authorized signatory	
5	Specimen Signature of the Authrized signatory.	
6	Telephone Number of the authorized signatory and other Telephone Number of the firm.	
7	Whether the firm had enclosed EMD. If "Yes: then DD/Pay order no.	
8	Details of the Government Ministries/Department/Organization/PSUs etc. in which the firm is engaged in computer AMC activities in previous years.	Year
9	List of copies of documents enclosed.	

**FINANCIAL BID****ANNEXURE-B**

1	Name of firm	
2	Address firm	
3	Name of authorized Signatory	
4	Specimen Signature of the Authorized signatory	
5	Telephone Number of the authorized signatory and other Telephone Numbers of the firm	

**COMPUTERS SET, Laptop, PRINTER, SCANNER AND UPS etc.**

<b>S. No.</b>	<b>ITEMS</b>	<b>Quantity (Aprox)</b>	<b>Item Wise Price (in Rs.)</b>	<b>Total Cost (Rs.)</b>
1	Computer Set (HP, Acer, HCL, Lenovo, Dell) with Monitor	120		
2	Laptop HP, Acer, HCL, Lenovo, Dell)	15		
3	Laser Printer	100		
4	Multifunction Printer	30		
5	Color Printers	4		
6	Flatbed Scanner	14		
7	ADF Scanner	2		
8	Network Switches	10		
9	UPS (1KVA/800VA) with replacement of batteries.	50		
10	Complete Servicing Online UPS (10KVA)	1		
11	*LAN & Fiber all related hardware i) Supply and Installation of RJ 45 LAN. ii) Supply and Installation of IO Box. iii) Supply and Installation of CAT 6 Cable	1 Job		
<b>Total Bid Prices (Inclusive of all Taxes)</b>				

\* For quoting LAN network please inspect and visit the site.

**(Signature/Stamp)**