

ASSAM ELECTRICITY GRID CORPORATION LIMITED



Request for Proposal

For

NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR IT ITEMS AT AEGCL HQ, BIJULEE BHAWAN

NIT NO. AEGCL/MD/IT/PART-XV/2020/76

Regd. Office: 1st Floor, Bijulee Bhawan, Paltan Bazar, Guwahati-781001
CIN: U40101AS2003SGC007238
Ph:- 0361-2739520/Fax:-0361-2739513 Web: www.aegcl.co.in

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Short Notice Inviting Tender

A. Basic Details:

1. N.I.T. No: **AEGCL/MD/IT/PART-XV/2020/76** **Dated: 05.05.2022**
2. Name of Work: NON COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR IT ITEMS OF AEGCL HQ, BIJULEE BHAWAN.
3. Work Type :AMC.
4. Tender Inviting Authority:CGM (T&C and Communication).
5. Tender Fee Cost(Refer to Page No 4 for details)
6. EMD Value 7000.00(Rupees Seven Thousand)
7. Tender starts date: 10:00 AM 06.05.2022
8. Submission Start Date 10:00 AM 06.05.2022
9. Tender End Date 14:00 PM 12.05.2022
10. Tender Opening Date 15:00 PM 12.05.2022

Interested bidders may download the bidding documents from AEGCL's website: www.aegcl.co.in.

**Chief General Manager (T&C, Comm.)
Assam Electricity Grid Corporation Limited.**

INFORMATION FOR BIDDERS

1. Introduction of the Tender Enquiry

For & on behalf of the **Managing Director, AEGCL, the Chief General Manager, T&C and Communication, AEGCL** invites sealed tenders in the prescribe format from reputed manufacturer/companies/ organizations/firms or authorised dealer for Non Comprehensive Annual Maintenance Contract (AMC) of IT Items like Servers/Computers/Printers/Ups/Laptops/Networking Device for Assam Electricity grid Corporation Limited Head Office Bijulee Bhawan for a period of one year (1 Year) with a provision of extension for another one year based on the performance with sound technical and financial capabilities for the following work. A single stage two envelope procedure (**Techno-Commercial and Price Bid**) will be adopted for this tender.

SI No.	Particulars	Quantity.	Earnest Money Deposit
1	Servers	1	Rs.7,000/-
2	Desktops	80	
3	Printers	60	
4	Laptops	83	
5	UPS	80	
6	Networking Switches	7	
7	Routers and Access Point	14	

2. Documents Sales and download:

The bidding documents for participating in the above tender shall obtain from the AEGCLs' webpage www.aegcl.co.in for free of cost. Tender papers can also be purchased on application in plain paper from the **Chief General Manager, T&C and Comm, AEGCL, on all working days upto 14.00 PM 12-05-2022** from the Head Office of the Managing Director, Assam Electricity Grid Corporation Limited, Guwahati, AEGCLs' IT Wing by paying a cost of Rs. 500/- (Five Hundred) Only.

3. Cost of Bidding Document:

Bidder has to pay Non-Refundable tender document cost of Rs. 500/- (Five Hundred) Only.in the form of A/C payee Demand draft (Non-refundable) pledged in favour of AEGCL, Bijulee Bhawan, Paltanbazar, Guwahati-1, Payable at Guwahati for offline obtaining of bid documents.

4. Sealed tenders can be submitted in person or sent by post at the following address:-

**The Chief General Manager (T& C and Communication)
Assam Electricity Grid Corporation Ltd.
1st Floor Bijulee Bhawan,
Paltan Bazar Guwahati-781001,Assam**

5. Validity of Bids and Bids Prices:

5.1 Bids shall remain valid for the period of 180 days after the bid submission deadline date prescribed by AEGCL. In exceptional circumstances, prior to the expiration of the bid validity period, AEGCL may request Bidders to extend the period of validity of their bids. The request and the responses shall be made in writing. If a bid security shall also be extended for a corresponding period.

5.2 Bidder may refuse the request without forfeiting its bid security. A Bidder granting the request shall not be required or permitted to modify its bid.

5.3 The tenders not in the prescribed format as per tender document will be summarily rejected. Bidder are requested to visit field before the submission of bid

6. Scope of Work

- a. Desktops, laptops, printers, scanner, UPS: Maintenance and rectification of the machine including operating system, application.
- b. For Network:
Entire LAN connection maintenance.
Maintenance of Router, Switches, Hubs and wireless Access Points(Note: Setup and changing configuration needs to be done by the tenderer)
- c. Spares: Any spares/component that may be required for servicing/ maintenance PC's, Printers, UPS and networking devices will be provided by AEGCL. Alternatively, if spares have to be provided by AMC provider, the cost of spare will be borne by AEGCL.
- d. Antivirus: Renewal of license for 1 year as and when required(Quick Heal Total Security only).All PC's installed with "Quick Heal Internet security" should be replaced with "Quick Heal Total Security" just after getting the work order from AEGCL. Payment will be made as per total numbers of installation during the contract year.
- e. Number of calls: 1 preventive maintenance call every 3 (Three) months and service call as and when required in 12 months of AMC. Call must be attained within 2 hour after the complaint registered via any telephonic call, WhatsApp, email etc.
- f. The AMC Provider should have a proper compliant – call-registration procedure, follow-up etc and provide traceability of all complaints from registration to call clearance; The AMC Provider shall issue a customer service slip after every service visit, clearly indicating the time of call, time of attendance of the fault by the AMC Provider, nature of fault observed and whether cleared or not, „if under further observation, then whether normal usage can be continued?, and details of subsequent visit after 2 days of observation, closure of call, clearance of fault and any other relevant information.
- g. The payment will be made on quarterly basis (3 months).
- h. Numbers of equipment may be increased or decreased in futures based on the availability of the equipment at that time.

7. Submission of bid:

The bid shall be in two envelope process, i.e. (a) Techno commercial bid, (b) Price bid

- a. Techno-commercial bid
In the techno commercial bid, the bidders are required to submit copies of (i) Earnest money deposit (In Original) (ii) PAN (in the name of proprietor in case of proprietor-ship firm), (iii) GST registration, (iv) Annual Turn Over (Rs 5.00 lakhs average for last 3 yrs.) (v) Order executing details of similar work. vi)Satisfactory Completion Certificate. vii) Office established at Guwahati(Submit one documentary evidence). viii) Litigation History details.
A set of the above documents must be sequentially submitted for techno commercial evaluation failing which it will be treated as non-responsive.
- b. Price Bid:
The Price Bid will be opened at the Registered Office of Assam Electricity Grid Corporation Limited., 1st Floor, AEGCL HQ, Bijulee Bhawan, Panbazar 781001, ASSAM on 12.05.2022 at 3.00 P.M. in the presence of tenderers or their authorized representative who choose to be present at that time.

8. Deadline for Submission of Bids vis-à-vis Bid Opening:

Bids must be received by the AEGCL at the address and no later than 14.00 Hours (IST) of 12th May ,2022
Subsequently, the bids will be opened publicly at 15.00 Hours (IST) of 12th May , 2022 .

Important Timeline

Description	Date & Time
Tender document publishing date	06 th May 2022, 10:00 AM
Bid Submission start date and time	06 th May 2022, 10:00 AM
Bid submission end date and time	12 th May 2022, 14:00 PM
Technical Bid Opening Date & time	12 th May 2022, 15:00 PM

Date of opening of Price Bids will be intimated subsequently to the Techno-Commercially qualified Bidders.

All queries may be submitted to

The Chief General Manager (TCC)
AEGCL, HQ, BIJULEE BHAWAN, Guwahati – 781001.
Email – infotech@aeqcl.co.in

9. Earnest Money Deposit (EMD):

- a. The Earnest money as stipulated shall be submitted with the **Techno Commercial bid**. The price bids must be accompanied by Earnest Money deposit as Rs.7,000/- (Rupees Seven Thousand only) payable by crossed demand draft on any of the Nationalised Bank having its office at ASSAM. The Demand Draft should be drawn in favour of “Assam Electricity Grid Corporation Limited.” No other form of Earnest Money deposit will be accepted.
- b. Tenders received without Earnest Money Deposit will not be accepted and the same will be summarily rejected.
- c. If tenderer failed to furnish the EMD as Rs.7000/- (Rupees Seven Thousand only) at the submission of Price bid, their price bid will be summarily rejected at the time of opening the price bid.
- d. The Earnest Money Deposit of unsuccessful tenderers will be refunded after a decision taken on the tender. For the successful tenderer Earnest Money Deposit will be released after the deposit of Performance Guarantee.

10. Performance Guarantee (Security Deposit).

The successful bidder shall have to deposit performance security in the form of Bank Guarantee from a scheduled commercial bank of RBI pledged in favour of Assam Electricity Grid Corporation Limited as per prescribed proforma for an amount equivalent to 10% (ten percent) of the awarded value. The BG shall be furnished to the Chief General Manager (TCC), AEGCL along with acceptance of Letter of Intent (LOI). The validity of the BG shall be for a period of 12 (Twelve) months beyond the scheduled date of completion of supply as per supply order with additional one month claim period. If the supplier fails or neglect to perform any of his obligations under the contract, the AEGCL shall have the right to forfeit in full or in part thereof at its absolute discretion the performance security deposit furnished by the supplier. No interest shall be payable on such deposits.

11. Penalty:

2-hours' time is given to resolve the issues. If they are not able to provide fault clearance in time or if overall downtime of the computer systems exceeds 2 hours in an annual contract. The downtime penalty is as follows:

The penalty Terms as follows: S.No.	Type of Computer/Equipment	Downtime penalty
1.	Server Computers	Rs. 100/- per hour
2.	All Client Computers and Laptops	Rs.50 per hour
3.	All Printer, scanner	Rs.50 per hour
4.	Networking Devices (Router, Switches,Access points)	Rs.300 per day
5.	Downtime > 48 hour for mission critical servers/computers/peripherals	50% of security deposit or high
6.	Downtime > 7 Days for mission critical servers/computers/peripherals	100% of security deposit will be forfeit

12. Financial

The Minimum Average Annual Turnover (MAAT) of the bidder for the last 3 (three) financial years shall be at least ₹ 5.00 lakhs. This should be supported by the copy of the income tax return submitted by the firm for the last three years. The bidder shall furnish GST registration certificate. The bidder shall furnish copy of their Pan Card. The card must be in the name of the firm if the bidder is a firm.

13. Eligible Bidders:

A Bidder may be a private entity or a government-owned entity or any combination of such entities with the intent to enter into an agreement supported by a letter of intent or under an existing agreement in the form of a joint venture, consortium, or association (JV). In the case of a JV:

- a) all partners shall be jointly and severally liable, and
- b) the JV shall nominate a Representative who shall have the authority to conduct all business for and on behalf of any and all the partners of the JV during the bidding process and, in the event the JV is awarded the Contract, during contract execution.

A Bidder, and all partners constituting the Bidder, shall have Indian nationality. A Bidder shall be deemed to have the nationality of a country if the Bidder is a national or is constituted, incorporated, or registered and operates in conformity with the provisions of the laws of Republic Of India. This criterion shall also apply to the determination of the nationality of proposed subcontractors or suppliers for any part of the Contract including related services.

AEGCL considers a conflict of interest to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities, contractual obligations, or compliance with applicable laws and regulations, and that such conflict of interest may contribute to or constitute a prohibited practice under Anticorruption Policy of Government of India and Government Of Assam. In pursuance Anticorruption Policy's requirement that Employer as well as bidders, suppliers, and contractors observe the highest standard of ethics. AEGCL will take appropriate actions if it determines that a conflict of interest has flawed the integrity of any procurement process.

Consequently all Bidders found to have a conflict of interest shall be disqualified. A Bidder may be considered to be in a conflict of interest with one or more parties in this bidding process if, including but not limited to:

- (a). they have controlling partners in common; or
- (b). they receive or have received any direct or indirect subsidy from any of them; or
- (c). they have the same legal representative for purposes of this bid; or
- (d). they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another Bidder, or influence the decisions of the Employer regarding this bidding process; or

- (e). a Bidder participates in more than one bid in this bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which it is involved. However, this does not limit the inclusion of the same subcontractor, not otherwise participating as a Bidder, in more than one bid; or
- (f). a Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the plant and services that are the subject of the bid.

A firm that is under a declaration of ineligibility by the AEGCL or any Government Entity or PSU at the date of the deadline for bid submission or thereafter i.e. on or before contract signing date shall be disqualified.

Bidders shall provide such evidence of their continued eligibility satisfactory to the AEGCL, as the Employer shall reasonably request.

In case a prequalification process has been conducted prior to the bidding process, this bidding is open only to prequalified Bidders.

14. Evaluation Criteria:

- a. Evaluation will be done on the basis of Bid Clause, Eligibility , Financial Capability, Experience and in accordance with the Annexure to be duly filled in, signed and submitted by the bidder.
- b. Bidder must have minimum 3 years of experience in similar type of work in PSU/ Banking/ Govt. Sector .
- c. Bidder must have to submit the manpower list along with the bid.
- d. Bidder must have an office established at Guwahati (Submit one documentary evidence)
- e. Price Bid of only Responsive Techno-Commercial Bidders will be opened.
- f. Arithmetical Error, if observed while in Price Bid evaluation, same will only be corrected.
- g. Any post bid correction request will NOT BE ENTERTAINED.
- h. Price Bid Envelope of the Non-responsive Techno Commercial Bidders will be returned to the respective bidders against submission of a written request by the bidder.

15. Late Bid:

- a. Any bid submitted after the due date and time will be rejected without any prejudice. AEGCL will not be responsible for any Postal and/or Courier Delay in delivering the bid. The same received after the scheduled closing date and time will be rejected without any prejudice.
- b. Bidding through EMAIL WILL NOT BE ACCEPTED.

16. Force Majeure Condition:

Force Majeure condition shall be considered as any circumstances beyond reasonable control of the party claiming relief, including but not limited to strikes, lockout, civil commotion, riot insurrection, hostilities, mobilization, war, fire, flood, earthquake, malicious damage or accidents could entitle contractor to extension time. Any such delay should be intimated within 10 (ten) days from the beginning of such delay to consider/approved, any claim without prior information may not be considered under force Majeure.

17. Settlement of Dispute and Arbitration:

Any dispute arising out of the contract will be first settled bilaterally between AEGCL and Contractor. In case, dispute cannot be settled bilaterally, it will be referred to arbitration to be by an arbitrator appointed by AEGCL. The contractor shall not stop the work during settlement of any dispute. All disputes shall be subjected to the jurisdiction of District Court of Kamrup District.

18. Right to Reject:

The AEGCL reserves the right to reject any or all the bids without assigning any reason thereof and the AEGCL further reserves the right to split up the work order in favour of more than one Contractor. The AEGCL also reserves the right to reject the lowest or any other price without assigning any reason.

19. Terms of Payment:

All payment shall be made from the office of the MD, AEGCL. The bills after due verification and passing by the concerned consignee should be placed to the CGM (TCC) for payment. All billing transactions must be in strict adherence with AEGCL payments terms and clause. **Bank Guarantees (BG) submitted along with the bid or to be submitted should be from any branch of nationalized or scheduled Bank of RBI located in Assam.**

20. Safety:

Each and every safety measures for MAN and MACHINE will be the sole responsibility of the Contractor without any prejudice. Compensation claim if any will also be the responsibility of the contractor without any prejudice. As the contract is Turnkey in nature hence AEGCL will not bear any responsibility towards such claim.

21. Contract Agreement:

- a. An agreement shall have to be drawn on non-judicial stamp of appropriate value with the Department by the selected Contractor in AEGCL's General Conditions of Supply and Erection 2009 of contract within 15 (fifteen) days from the date of issue of the LOI/Work Order.
- b. Wherever there is any variation in between the conditions of the AEGCL's General Conditions of Supply and Erection 2009 and the above terms & conditions, this bid conditions will supersede the conditions of the AEGCL's General Conditions of Supply and Erection 2009.
- c. Contractual failure:- Refer clause No.27.1 of AEGCL's General Conditions of supply and erection 2009.
- d. The clauses which are not appearing in this document (bid) will be as per The General Condition of Supply and Erection 2009 of AEGCL. The General Condition of Supply and Erection 2009 of AEGCL is available in the AEGCL's website www.aegcl.co.in under Acts, Rules and Policies Tab.

Letter of Technical Bid

[Bidder's Letterhead]

Date: _____

Tender No.: _____

Invitation for Bid No.: _____

To: _____

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Document, including Addenda No.:
_____.
- (b) We offer to supply in conformity with the Bidding Document and in accordance with the completion/delivery schedule specified in the bid document, the following Goods and Related Services:

- (c) Our Bid shall be valid for a period of _____ days from the date fixed for the bid submission deadline in accordance with the Bidding Document, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (d) If our Bid is accepted, we commit to obtain a Performance Security in the amount of _____ percent of the Contract Price for the due performance of the Contract;
- (e) We are not participating, as Bidders, in more than one Bid in this bidding process;
- (f) We understand that this Bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal Contract is prepared and executed.
- (g) Our firm, its affiliates or subsidiaries, including any Subcontractors or Suppliers for any part of the contract, has not been declared ineligible by AEGCL, APDCL or APGCL under the Employer's country laws or official regulations
- (h) We understand that you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Name _____

In the capacity of _____

Signed _____

Duly authorized to sign the Bid for and on behalf of _____

Date _____

Price Proposal Submission Sheet

Date: _____

Tender No.: _____

Invitation for Bid No.: _____

To: _____

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Document, including Addenda No.: _____
- (b) We offer to supply in conformity with the Bidding Document and in accordance with the completion/delivery schedule specified Schedule of Supply & Erection, the following Goods and Related Services:

- (c) The total price of our Bid, excluding any discounts offered in item (d) below is:

- (d) The discounts offered and the methodology for their application are:

- (e) The following commissions, gratuities, or fees have been paid or are to be paid with respect to the bidding process or execution of the Contract:

Name of Recipient	Address	Reason	Amount

(If none has been paid or is to be paid, indicate "none.")

Name _____

In the capacity of _____

Signed _____

Duly authorized to sign the Bid for and on behalf of _____

Date _____

Bidding Forms:
Name of work:

Bid Identification No:

General

- (i) Name of the Firm/Contractor:
- (ii) Full Address:
- (iii) Constitution of the Firm:
 - a) Whether Partnership or any type:

A) Experience

- (i) No of years the Firm/Contractor has been in operation under its present name.
- (ii) Details of work executed/being executed by the tenderer in the last three years.
- (iii) Testimonials from Clients Company on various works executed for the last three years.
(Details of works executed/under execution in the last three years including other department)

Sl. No.	Name of work & W/O No.	Worked Done Under	Value of Work	Specified date of completion	Present status/completed on

B) Financial Position

- (i) Financial Turnover during the last three years and Income Tax return.

Year	Turn over

Any other details that the tenderer may like to furnish to substantiate their financial and technical ability to undertake this work and complete the same within stipulated period of completion.

Name of the Bidder:-

Signature of the Bidder/Firm

Full Name

Postal Address

Phone/Mobile No.

Form of Bid Security (Bank Guarantee)

(To be stamped in accordance with Stamp Act)

(The non-Judicial Stamp Paper should be in the name of issuing Bank)

Date: _____

Bid Reference No.: _____

WHEREAS, _____ [Name of Bidder] (hereinafter called "the Bidder") has submitted his bid dated _____ [Date] for the supply of _____ [Name of Contract] (hereinafter called "the Bid").

KNOW ALL MEN by these presents that We _____ [Name of Bank] of _____ [Name of Place] having our registered office at _____ (hereinafter called "the Bank") are bound unto _____ [Name of Purchaser] (hereinafter called "the Purchaser ") in the sum of _____ 1 for which payment well and truly to be made to the said Purchaser the Bank binds himself, his successors and assigns by these presents.

SEALED with the Common Seal of the said Bank this ____ day of _____ 20____.

THE CONDITIONS of this obligation are:

- 1) If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder in the Bid Submission Sheet, except as provided in the relevant Bid **Clause**;
- Or
- 2) If the Bidder refuses to accept the correction of errors in his Bid;
- Or
- 3) if the Bidder, having been notified of the acceptance of his Bid by the Employer during the period of Bid validity;
 - a) fails or refuses to execute the Form of Contract Agreement in accordance with the Instructions to Bidders, if required; or
 - b) fails or refuses to furnish the Performance Security, in accordance with the Instructions to Bidders;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or all of the three conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date ____ days after the deadline for submission of bids as such deadline is stated in the Instructions to Bidders or as it may be extended by the Purchaser, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this Guarantee should reach the Bank not later than the above date.

DATE _____ SIGNATURE OF THE BANK _____

WITNESS _____ SEAL _____

(Signature, Name, and Address)

Bill of Quantities(BoQ)

SL No	Items	Quantity	Unit of Measure	Rate per Year	Amount without GST
1	Server along with all accessories like UPS	1	No.		
2	Computer along with all accessories like UPS, Printer etc	80	No.		
3	Laptops along with all accessories like UPS, Printer etc	83	No.		
4	Networking Devices like Router, Access Point, Switches, LAN connectivity etc	14	No.		
5	Antivirus: Quick Heal Total Security	163	No.		

Notes: Refer to Annexure A for details.

Name and Address of the bidder:

ANNEXURE :A

SL No	Items comes under AMC	
1	Computer Parts(Desktop and Laptop):	
	a.	Motherboard: Correction or replacement of parts(if necessary).
	b.	RAM: Correction or replacement (if necessary).
	c.	SMPS: Correction or replacement (if necessary).
	d.	Processor: Replacement of processor ((if necessary).
	e.	HDD/SSD: Replacement of HDD/SSD if issue arises. Firstly, try to retrieve data available in HDD/SSD.
	f.	Touchpad: Replacement is required if it is not in a working condition.
	g.	Mouse: Replacement is required if it is not in a working condition.
	h.	Keyboard: Replacement is required if it is not in a working condition.
	i.	Battery/charger needs to replace if it is not in a working condition.
	j.	UPS needs to replace if it is not in a working condition.
	k.	Monitor Correction or replacement (if necessary).
	j.	Operating System: Issues related to OS will be resolve by the bidder.
	l.	Application: Browser,Microsoft office, Antivirus etc. software related issue will be resolve by the bidder.
	m.	Antivirus: Quick Heal Total security only.
2	Printers/Scanners Parts	
	Issue related to different parts of printer will be resolve by the bidder.	
3	Networking Devices	
	a.	Router: Correction or replacement (if necessary). Setup and configuration is done by the respective bidders
	b.	Switches: Correction or replacement (if necessary)
	c.	Access Points: Correction or replacement (if necessary).Setup and configuration is done by the respective bidders
	d.	LAN : Correction of all types of LAN issue and also setting up new LAN Connection