Bid Document

for

NON-COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR IT ITEMS OF AEGCL HQ, BIJULEEBHAWAN

Bid Document No.:	**Note/AEGCL/MD/IT/AMC/215/28/09/2026/02**
Tender Start Date:	30/10/2026, 10:00 Hours
Last Date of Submission:	12/11/2026, 12:00 Hours
Date of bid Opening:	12/11/2026, 14.00 Hours

Backbone of Assam Power Network

Assam Electricity Grid Corporation Limited
1ST FLOOR, BIJULEE BHAWAN, PALTAN BAZAR, GUWAHATI-01.
Website: www.aegcl.co.in
Email: infotech@aegcl.co.in

Tender Inviting Authority

Sd/-
Chief General Manager (T&C and Comm),
AEGCL, Bijulee Bhawan, Guwahati-01.

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Basic Details:

Notice Inviting Tender

1. N.I.T. No: Note/AEGCL/MD/IT/AMC/215/28/09/2026/01 Dated: 29/10/2026
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 5 for details)
6. EMD Value 7000.00(Rupees Seven Thousand only)
7. Tender starts date: 30/10/2026 **10:00 Hours**
8. Submission Start Date: 30/10/2026 **10:00 Hours**
9. Tender End Date: 12/11/2026 **12:00 Hours**
10. Technical Bid Opening Date: 12/11/2026 **14:00 Hours**

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

Sd/-
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 two years (2 Year) with a provision of extension for another one or more year based on the performance. The Bidders must have sound technical and financial capabilities for the work. A single stage two envelope procedure (Techno- Commercial and Price Bid) will be adopted for this tender.

Sl No.	Particulars	Quantity.	Earnest Money Deposit (EMD)
1	Servers	1	Rs.7,000/-
2	iMac AIO	1	
3	Desktop AIO	2	
4	Desktops	89	
5	Laptops	110	
6	Printers	125	
7	UPS	89	
8	Photocopier	4	
9	Scanner.	10	
8	Networking Switches	18	
9	Routers and Access Point	18	
10	NAS	1	

Note : The above quantities of items may vary.

2. Documents Sales:

The bidding documents for participating in the above tender may be downloaded from the AEGCL's website www.aegcl.co.in. Tender papers can be purchased on application in plain paper from the Chief General Manager, T&C and Comm, AEGCL, on all working days upto 12.00 Hours 12-11-2026 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 Managing Director AEGCL, Bijulee Bhawan, Paltanbazar, Guwahati-1, Payable at Guwahati for offline obtaining of bid documents.

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

Proposals submitted through emails shall be summarily rejected. The Bidders are requested to sealed the envelop properly with tap not by staple.

4. Validity of Bids and Bids Prices:

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.

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.

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

5. Scope of Work

Non comprehensive Annual maintenance contract for IT items of AEGCL HQ Bijulee Bhawan

a. Desktops, laptops, printers, scanner, UPS, NAS 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 including setup of new connection(e.g laying LAN, setting up access point ,switch etc.) as when required. (Note: Setup and changing configuration of all IT items needs to be done by the AMC provider).

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. Number of calls: 1 preventive maintenance call every 3 (Three) months and service call as and when required in 24 months of AMC. Call must be attained within 2 hours after the complaint registered via any telephonic call, WhatsApp, email etc.

e. 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.

f. The payment will be made on quarterly basis (3 months).

g. Numbers of equipment may be increased or decreased in futures based on the availability of the equipment at that time.

h. Preventive maintenance shall include physical inspection, internal and external cleaning wherever appropriate, checking of cables and connectors, performance checks, identification of potential faults, and submission of a maintenance report duly acknowledged by the designated AEGCL representative.

6. Submission of bid:

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

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 3.00 lakhs average for last 3 yrs.)
(v) Order executing details of similar work.
(vi) Office established at Guwahati (Submit one documentary evidence).
(vii) List of manpower/technicians.
(viii) Litigation History details.
(ix) The bidder must have a minimum of **three (3) years of experience in providing Annual Maintenance Contract (AMC) services for IT equipment to Government Organisations/Departments/PSUs**. The bidder must have successfully executed AMC work for at least one Government Organisation/Department/PSU covering a minimum of **150 desktops and/or laptops** under a single AMC contract. The bidder shall submit documentary evidence, such as copies of work orders/AMC agreements and satisfactory performance or completion certificates issued by the concerned organisations, in support of the above eligibility criteria.
(x) The contractor shall deploy at least one qualified and experienced IT support technician at AEGCL Head Office on all working days from 9:30 AM to 5:00 PM.

A set of the above documents must be sequentially submitted for techno commercial evaluation failing which it will be treated as non-responsive.

7. 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 12-11-2026 at 15.00 hours 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 12.00 Hours (IST) of 12-11-2026 Subsequently, the bids will be opened publicly at 14.00 Hours (IST) of 12-11-2026.

Important Timeline

Description	Date & Time
Tender document publishing date	30th October, 10:00 Hours
Bid Submission start date and time	30th October, 10:00 Hours
Bid submission end date and time	12th November, 12:00 Hours
Bid Technical Bid Opening Date & time	12th November, 14:00 Hours

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

9. All queries may be submitted to

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

10. Earnest Money Deposit (EMD):

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 "Managing Director AEGCL". No other form of Earnest Money deposit will be accepted.

Tenders received without Earnest Money Deposit will not be accepted and the same will be summarily rejected.

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.

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.

11. Performance Guarantee (Security Deposit).

The successful bidder shall have to deposit performance security in the form of Bank Guarantee/Demand Draft/Account Payee Cheque 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 24 (Twenty-Four) 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.

12. 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,NAS)	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 missioncritical servers/computers/peripherals	100% of security deposit will be forfeit

13. Financial

The Minimum Average Annual Turnover (MAAT) of the bidder for the last 3 (three) financial years shall be at least ₹ 3.00 lakhs. This should be supported by the copy of the income tax(CA certified) 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.

14. Eligible Bidders:

A bidder may be a private entity or a government owned entity. **JV or consortium is not allowed**.

A 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:
they have controlling partners in common; or
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
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

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
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.

15. Evaluation Criteria:

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.

a. Bidder must have minimum 3 years of experience in similar type of work in PSU/ Banking/ Govt. Sector .

b. Bidder must have to submit the manpower list along with the bid.

c. Bidder must have an office established at Guwahati (Submit one documentary evidence)

d. Price Bid of only Responsive Techno-Commercial Bidders will be opened.

e. Arithmetical Error, if observed while in Price Bid evaluation, same will only be corrected.

f. Any post bid correction request will NOT BE ENTERTAINED.

g. 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.

16. **Bid Evaluation Process for Abnormally Low Bids:**

The following methodology will be practiced for identification and treatment of the Abnormally Low Bids (ALB) in this tender process of AEGCL:

(a) Identification:

For the identification of the Abnormally Low Bids, two approaches as applicable shall be adopted:

i. ***Absolute Approach*** when there is fewer than five substantially responsive bidders and if the bid price is 20% or more below AEGCL's cost estimate then AEGCL's tender evaluation committee should clarify the Bid price with the bidder to determine whether the Bid is abnormally low.

ii. ***Relative Approach*** is a statical comparison method which will be applied when there are more than five nos. of substantially responsive bids. A potential ALB is identified where the low Bid is more than one standard deviation below the average of substantially responsive bids received.

In this approach first the Average bid price is determined and then by deducting the standard deviation from the average bid price, potentially ALB may be determined.

(b) In case of ALB, the tender evaluation committee of the respective tenders shall undertake the following three stage review which are as follows:

i. Identify ALB as per the step mentioned in Clause No.(a).(i) and .b).(ii) whichever is applicable.
ii. Clarify and analyse the bidders resource inputs and pricing, including overheads, contingencies and profit margins. In that respect committee may seek the reference of the guidelines of World Bank, AIIB, ADB etc.
iii. Decide whether to accept or reject the tender.

(c) Additional Performance Security in case of acceptance of ALB:

i. If any abnormally low bid is accepted under point no. (b) (iii), after taking of additional performance security as per the assessment of the committee, however the total performance security should not have to exceed 20% of the total contract value.

ii. The additional performance security shall be treated as part of the original performance security and shall be valid for a period coextensive with the applicable defect liability period of the contract.

iii. Non submission of the additional performance security shall constitute sufficient ground to rejection of the bid and similar assessment shall be initiated for the next ranked bidder identified as ALB.

17. 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.

18. Selection of Bidders

The process of selecting an Annual Maintenance Contract (AMC) service provider hinges upon the determination of the lowest quoted rate. This selection criterion prioritizes cost-efficiency as a primary factor. The evaluation of the lowest rate, denoted as the L1 rate, is contingent upon the comprehensive amount specified for the services outlined in the Bill of Quantities .The taxation part will be added based on the applicable taxes rate available at that time of work.

19. 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.

20. 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.

21. 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.

22. Safety:

Each and every safety measures for MAN and MACHINE will be the sole responsibility of the Contractor without any prejudice. Compensation claims 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.

23. 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.

24. Other Conditions:

a. The successful firm will be required to do the work / job for a period of two year from the date of award the contract. AEGCL shall, however, reserve the right to terminate the contract at any time without assigning any reason.
b. No escalation in rates on any account will be permitted during the contract period. Also, no subsidy will be given over the quoted rates.
c. Sub-contracting of services/outsourcing is not allowed.
d. All pages of the tender and related papers are to be duly authenticated by tenderer.
e. The tender application form and related documents along with Earnest Money is to be submitted in a sealed.
f. Please states whether business dealings with your firm presently stand banned by any Government organization and, if so, furnish relevant details.
g. AEGCL shall be the sole authority to cancel or amend the order, as per requirement.
h. The firm should have an Office or a Branch Office located at Guwahati. Availability of a responsible person on call on all working days between 09.30 Hrs to 17.00 Hrs.
i. Contract validity period is 24 months from the date of signing the contract. Withdrawal from the contract may lead to forfeit of performance BG.
j. According to the bid, there is an option to extend the contract for another year (2+1) or more (based on performance), which AEGCL can cancel or modify as needed. However, the firm must inform AEGCL in writing at least 90 days before the end of the initial 24-month period whether they want to continue or not for another 12 months after that.
k. A person/Technician from the bidder side after contract agreement has to be deployed dedicatedly at AEGCL HQ in all working days during the working hours.
l. Price schedule must be duly signed during submission of the bid.

Letter of Technical Bid

[Bidder's Letterhead]

Date:

Tender No.:_____

To:

We, the undersigned, declare that:

We have examined and have no reservations to the Bidding Document, including Addenda No.:_____
.

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:_____

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;

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;

We are not participating, as Bidders, in more than one Bid in this bidding process;

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.
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

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:
(iv) 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 another 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 (copies of Audited Annual report, Accounts or a statement duly certified by a chartered accountant 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 ofContract]* (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 thisday of__20_____.

THE CONDITIONS of this obligation are:

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
If the Bidder refuses to accept the correction of errors in his Bid;Or
if the Bidder, having been notified of the acceptance of his Bid by the Employer during the period of Bid validity;
fails or refuses to execute the Form of Contract Agreement in accordance with the Instructions to Bidders, if required; or
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)

Price Schedule:

Sl No.	Particulars	Quantity.	Per year Rate without GST	Amount
1	Servers	1		
2	iMac AIO	1		
3	Desktop AIO	2		
4	Desktops	89		
5	Printers	125		
6	Laptops	110		
7	UPS	89		
8	Photocopier	4		
9	Scanner.	10		
8	Networking Switches	18		
9	Routers and Access Point	18		
10	NAS	1		
			Total	

Total quoted price in Rupees:_____

Signature of Authorized person of the Bidder

Name and Address of the bidder

Seal and Signature.

Annexure-A:

SL		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. Bidder can not use pirated OS to rectify the issue.
	i.	**Application**: Browser,Microsoft office, Antivirus etc. software related issue will be resolve by the **bidder.**Also all software provided by IT wing must be installed by the bidder.
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
4		**NAS**
		The AMC shall include preventive maintenance, troubleshooting, fault rectification and necessary technical support to ensure the smooth functioning of the NAS system. The bidder shall have at least One (1) years of experience in providing Annual Maintenance Contract (AMC) services for Network Attached Storage (NAS) systems in Government Organisations or PSUs(Document such as Work order or completion certificate must be provided during submission of the bid).