

Bid Document

**Bid for Rate Contract for Selecting
Agency for Comprehensive Annual
Maintenance Contract of Computer
Hardware and related peripherals on
behalf of Various Government Offices
across the State of Gujarat
Tender No: HWT010517426**

Pre-Bid Meeting Date : 11.05.2017 at 1500 hours
Last Date of Submission of Bid : 24.05.2017 till 1500 hours
Date of Opening of Bid : 24.05.2017 at 1700 hours

Bid Processing Fee: Rs. 15,000/-

As per AMC G.R. vide no. LAN-2004-927-DST dated 30.07.2004, 22.02.2006, 24.03.2006 & 20.10.2009 of Department of Science & Technology, Government of Gujarat; Gujarat Informatics Limited (herein after referred to as "GIL") on behalf of various Government Departments / Boards / Corporations / Offices across the State of Gujarat (herein after referred to as "THE OFFICE") for their requirement of Comprehensive Annual Maintenance Contract computer hardware and related peripherals (herein after referred to as "AMC") intend to invite your offers (technical cum commercial) through e-tendering route as specified in **Annexure-A**.

Eligibility Criteria for the bidder:

1. The bidder should have a total sum of turnover of **Rs. 7.5 Crore (Minimum)** in the last three financial years. The copies of Audited Annual Accounts for last three years shall be attached along with the bid. **(Form no. E-1)**
2.
 - (a) The bidder must have **one office in Gujarat**. Please attach the copies of any **two** of the following: Property tax bill for last year / Electricity Bills for last one year / Telephone Bills for last one year / VAT-C.S.T. Registration / Valid Lease Agreement. **(Form no. E-2a). In case bidder do not have office in Gujarat, bidder should give undertaking to open office in Gujarat within 45 Working days from the date of award of work order.**
 - (b) The bidder must have **at least five service centers in Gujarat with one service center in Ahmedabad or Gandhinagar**. Please attach the copies of any **two** of the following: Property tax bill for last year / Electricity Bills for last one year / Telephone Bills for last one year / VAT-C.S.T. Registration / Valid Lease Agreement. In case the bidder is providing after sales support through Franchisee and/or Service Provider, then the undertaking duly signed by the bidder & the franchisee and/or Service Provider shall be attached with the bid for after sales support. In such case also, the Bidder has to submit the above mentioned supporting documents. Failing the same may lead to the rejection of the bid. **(Form no. E-2b). In case bidders do not have five service centers in Gujarat with one service center in Ahmedabad or Gandhinagar, bidder should give undertaking to open service center in Gujarat with one service center in Ahmedabad or Gandhinagar within 45 Working days from the date of award of work order.**
3. The bidder must have **at least 25 customer reference sites** of computer hardware maintenance in Gujarat. Customer references & Purchase orders must be attached along with the bid. **(Form no. E-3)**

Note: Bidders who wish to participate in this bid will have to register on <https://gil.nprocure.com>. Further bidders who wish to participate in online bids will have to procure Digital Certificate as per Information Technology Act 2000 using which they can sign their electronic bids. Bidders can procure the same from (n) code solutions – a division of GNFC Ltd., or any other agency licensed by Controller of Certifying Authority, Govt. of India. Bidders who already have a valid Digital Certificate need not procure a new Digital Certificate.

The terms and conditions are as follows:

- 1 The last date of submission of bid on the website <https://gil.nprocure.com> is up to **1500 Hrs 24.05.2017** No physical bids will be accepted under normal circumstances. However, GIL reserves the right to ask the bidders to submit the bid and/or any other documents/clarifications in physical form.
- 2 The bid is non-transferable.
- 3 **The bidder may either quote for one Zone and/or any number of Zone or all the Zone mentioned in bid document. Bidder has to quote all the items for the Zone(s) they have selected to quote. Please note that bidder has to consider all districts in a particular zone as mentioned in below table, while quoting the rates for the respective zone. Eligibility Criteria for quoting in any Zone(s) or all Zone remain same; however EMD has to be paid Zone wise. Incomplete bids will be treated as non-responsive and will be rejected. Zone wise detail is as per below:**

Zone No	Zone	District locations
Zone 1	Central Gujarat Zone-1	Ahmedabad, Gandhinagar and Kheda
Zone 2	Central Gujarat Zone-2	Vadodara, Anand, Dahod, Panchmahal (Godhra), Chhota udepur and Mahisagar
Zone 3	Saurashtra Zone-1	Junagadh, Amreli, Bhavnagar, Surendranagar, Gir Somnath and Botad
Zone 4	Saurashtra Zone-2	Rajkot, Jamnagar, Porbandar, Kutch, Morbi and Devbhumi-Dwarka
Zone 5	North Gujarat Zone	Mehsana, Patan, Banaskantha, Sabarkantha and Aravalli
Zone 6	South Gujarat Zone	Surat, Navsari, Valsad, Bharuch, Narmada, Tapi and Dang

- 4 The bidder will have to upload the scanned copy of bid document duly signed (all pages) by the authorized signatory as a part of the technical bid, complying terms & conditions of bid. Failing to submit the same or non-compliance/deviation from any bid terms and conditions or eligibility criteria may result in rejection of the bid.
- 5 The successful bidder has to carry out Comprehensive Preventive & Corrective maintenance of Servers, Desktops, Printer, Scanner & UPSs including the support of OS, cleaning of viruses, and necessary integration at Offices across the Gujarat State as listed in **Annexure-A**.
- 6 The Bidder shall bear all the costs associated with the preparation and submission of its bid, and GIL in no case will be responsible or liable for these costs, regardless of conduct or outcome of bidding process.
- 7 The bidder has to submit the **Service Tax Number, Permanent Account Number & copies of the Income Tax Return for the last three financial years**. Non submission of the same may lead to rejection of the bid. **(Form T-1)**
- 8 The bidder must have the team of **25 qualified service engineers in Gujarat**. The bidder should produce the list of all service & resident engineers with full name, employee's technical qualification & P.F. code no. The bidder has to submit the **Copy of P.F. Registration of Organization & last deposited Challan/P.F. Return of these employees** with documentary proof. Non submission of the same may lead to rejection of the bid. **(Form T-2). In case PC/desktop OEM would like to participate in the bid then 25 qualified service engineers of**

**PC/desktop OEM's Authorized service providers (ASP) will be considered.
PC/desktop OEM should submit the ASP certificate along with above mentioned document**

- 9 The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.
- 10 Amendment of Bidding Documents
- 10.1 At any time prior to the deadline for submission of bids, GIL may, for any reason, whether its own initiative or in response to the clarification request by a prospective bidder, modify the bidding documents.
- 10.2 The corrigendum / amendment if any will be published on website <https://gil.nprocure.com> & www.gil.gujarat.gov.in.
- 10.3 In order to allow prospective bidders reasonable time to take into consideration the amendments while preparing their bids GIL, at its discretion, may extend the deadline for the submission of bids.
- 11 **Bid Currency:** Prices shall be quoted in Indian Rupees only.
- 12 The Bidder will have to submit **Non refundable Bid Processing Fees of Rs. 15,000/- and Earnest Money Deposit (E.M.D.) of Rs. 3,00,000/- (Rupees three lakh Only)** for each zone on or before the date and hours of **submission of bid (i.e. 24.05.2017 up to 1500 Hrs)** in a sealed cover at GIL office with the heading **"Bid Processing fees and EMD for the E-tender for Rate Contract for Selecting Agency for Comprehensive Annual Maintenance Contract of Computer Hardware and related peripherals on behalf of Various Government Offices across the State of Gujarat."**
- Bid processing fees must be in the form of Demand Draft in the name of "Gujarat Informatics Ltd." payable at Gandhinagar along with the covering letter.
 - EMD as mentioned above, shall be submitted in the form of Demand Draft OR in the form of an unconditional Bank Guarantee (which should be valid up to validity of bid + 90 days from the date of bid submission) of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2015/508/DMO dated 27.04.2016 issued by Finance Department or further instruction issued by Finance department time to time; in the name of "Gujarat Informatics Ltd." payable at Gandhinagar (as per prescribed format given at Annexure A) and must be submitted along with the covering letter for Tender No: HWT010517426
 - Please affix the stamp of your company on the overleaf of demand draft
 - **Note:** Failing to submit physical covers of EMD and bid processing fees at GIL on or before **24.05.2017 up to 1500 Hrs** may lead to the rejection of the bid
- 13 In case of non-receipt of Bid Processing fees and EMD as mentioned above within prescribed time, the bid will be rejected by GIL as non-responsive.
- 14 Unsuccessful bidder's E.M.D. will be returned as promptly as possible but not later than 15 days after the expiration of the period of bid validity OR upon the successful Bidder signing the Contract, and furnishing the Performance Bank Guarantee as prescribed by GIL, whichever is earlier.
- 15 In exceptional circumstances, GIL may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder

may refuse the request without forfeiting its E.M.D. A Bidder granting the request will not be permitted to modify its bid.

- 16 The Successful bidder has to submit copy of each work order, acceptance of work order & copy of PBG to GIL office.**
- 17 Successful bidder has to submit **Performance Bank Guarantee @ 20% of total order value** within 15 days from the date of signing of contract for the duration of one year from **any Nationalized Bank including the public sector bank or Private Sector Banks authorized by RBI or Commercial Bank or Regional Rural Banks of Gujarat or Co-Operative Bank of Gujarat (operating in India having branch at Ahmedabad / Gandhinagar) as per the G.R. no. EMD/10/2014/570/DMO dated 01.04.2015 issued by Finance Department or further instruction issued by Finance department time to time. (The draft of Performance Bank Guarantee is attached herewith).**The same can be further extended for further period of one year.
- 18 Successful bidders will have to sign the contract for 1 year upon receiving the confirmed order with THE OFFICE within 15 working days from the dated of work order. (The draft is attached herewith). However, THE OFFICE will review the performance of THE BIDDER after one year and decide to extend the AMC contract for further period of 2 years. THE OFFICE will have right to terminate the contract if the performance is found not satisfactory.
- 19 The successful Bidder's E.M.D. will be discharged upon the Bidder signing the Contract, and furnishing the performance bank guarantee as mentioned above.
- 20 The E.M.D. may be forfeited:
- (a) If a Bidder withdraws its bid during the period of bid validity
 - (b) In case of a successful Bidder, if the Bidder fails:
 - (i) To sign the Contract as mentioned above or
 - (ii) To furnish performance bank guarantee as mentioned above or
 - (iii) If the bidder is found to be involved in fraudulent practices.
- 21 Termination of Contract:
- The OFFICE may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Bidder, terminate the Contract in whole or part:
- 21.1 If the Bidder, in the judgment of the OFFICE has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- “Corrupt practice” means the offering, giving, receiving or soliciting of any thing of value of influence the action of a public official in the procurement process or in contract execution.
- “fraudulent practice : a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the purchaser of the benefits of free and open competition;”
- 21.2 If the bidder does not start performing the contract within stipulated time period
- 21.3 If the bidder stop performing the contract or withdraw the activity to perform the contract
- 21.4 If the bidder breach any terms & conditions of the contract or do not perform the contract in whole or part
- 21.5 If the bidder do not follow the written instructions given by THE OFFICE

- 21.6 If the bidder do not perform the contract up to the satisfactory level even after regular feedback from THE OFFICE
- 21.7 In the event that the bidder shall cease conducting business in the normal course, or wind up, make a general assignment or the benefit of creditors, suffer or permit the appointment of a receiver for its business or assets or shall avail itself of, or become subject to, any proceeding under any act or statute of any country or state relating to insolvency or the protection of rights of creditors.
- 22 The prices shall strictly be submitted in the given format. Quoted prices shall be without Service Tax. The tax components like Service Tax as applicable shall be mentioned separately in the respective columns.
- 23 Late Bids - The bidder will not be able to submit the bid after final submission date and time.
- 24 Modification and Withdrawal of Bids
- 24.1 No bids will be allowed to be modified subsequent to the final submission of bids.
- 24.2 No bid will allowed to withdrawn in the interval between the deadline for submission of bids and the expiry of the bid validity. Withdrawal of a bid during this interval will result in the forfeiture of bidder's E.M.D.
- 25 Evaluation of Bids:**
- 25.1 EMD & Bid Processing Fee and Technical Bids will be opened in the presence of Bidder's representatives, who choose to attend. The Bidder's representatives who are present shall sign a register/attendance sheet evidencing their attendance. The representative will be held responsible for all commitments made on behalf of the bidder and that will be considered valid for all further dealings related to this tender process. In the absence of the bidder(s), the tender committee may choose to open the bids as per the prescribed schedule.
- 25.2 The Bidder's names, Bid modifications or withdrawals, discounts and the presence or absence of relevant E.M.D. Bid Processing Fee and such other details as GOG officer(s) at their discretion, may consider appropriate, will be announced at the opening.
- 25.3 After the closing time of submission, GIL/GOG committee will verify the submission of Bid Processing Fees & EMD as per bid terms and conditions. The eligibility & technical criteria evaluation will be carried out of the responsive bids. After technical evaluation being carried out, the commercial bid of the technically qualified bidders will be opened in the presence of the representative of the qualified bidders. Financial evaluation will be carried out next. **L1 bidder(s) will be decided separately for each Zone based on the offered discount/premium rate on the base rate for that Zone.** L1 bidder(s) will be called for negotiations if required.
- 25.4 As per the provision in Electronics & IT/ITeS Start-up Policy Resolution No. ITS/10/2015/5284/IT dated 6th June, 2016 issued by Department of Science & Technology; in e-Governance project undertaken by Government Departments or its Boards, Corporations or parastatal bodies getting grants from the Government, the chosen solution provider or system integrator will pass on job work or will outsource part of the work of a value ranging between 5% to 10% of the contract value to the eligible start-ups and to students of shortlisted Technical Colleges in Gujarat. In such arrangements, the responsibility of meeting SLAs (Service Level Agreements) will continue to belong to the solution provider or the system integrator.
- 26 The Contract will be awarded by THE OFFICE at their own discretion to successful L1 bidder at L1 finalized negotiated rates.

- 27** Rate Contract shall be valid for **1 Year** after the date of financial bid opening. A bid valid for a shorter period shall be rejected as non-responsive. **If required, GIL / GoG may extend the bid validity for further period from the date of expiry of bid validity in consultation with the successful bidder.**
- 28** Bidders are required to offered discount of premium rate (Single Rate Quote) which will apply uniformly against all items for the Zone(s) they want to quote as per the financial bid format only. Incomplete bids will be treated as non-responsive and will be rejected.
- 29 Penalty Clause:**
- 29.1 If the bidder fails to perform as per Scope of work, then a sum equivalent to 0.5 % of the annual contract value shall be deducted from the payment for each calendar week of delay or part thereof for each non-responsive event.
- 29.2 The amount of such penalties shall be subject to a maximum limit of 20 % of the annual contract value.
- 29.3 Delay in excess of 20 weeks will be sufficient to cause for termination of the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.
- 30 Scope of Work and Preventive Maintenance**
- 30.1 During the term of this Agreement THE BIDDER agrees to maintain the EQUIPMENT in good working order and for this purpose will provide the following repair and maintenance service:
- a) THE BIDDER shall correct any faults and failures in the EQUIPMENT and shall repair and replace worn or defective parts of the EQUIPMENT during THE Office's normal working hours on all working days. In cases where unserviceable parts of the EQUIPMENT need replacement, THE BIDDER shall replace such parts, at no extra cost to THE OFFICE, with brand new parts or those equivalent to new parts in performance. THE BIDDER shall further ensure that the EQUIPMENT is not down at any time for want of spare parts. Each and every components including plastic parts, breakdown due to power conditions, rodents etc. are covers under the contract. Consumables like CDs, DATs or any removable storage media, Batteries of UPS any removable storage media, Ink/Toner/Ribbon Cartridges of Inkjet/Laser/Dot Matrix printers are excluded from the scope. In case of hard disk damage, Bidder has to retrieve the data on best effort basis.
- Note:** Following parts are excluded from the scope: consumable parts like toner, Printer Head, cartridge, Sprocket of Dot matrix Printer, switch, knob, connector, fuser assembly, taflon, Hammer of line matrix printer.
- b) THE BIDDER agrees that special arrangements may be made by THE OFFICE to have such maintenance service provided outside the hours specified.
- c) THE BIDDER shall provide repair and maintenance service, in response to oral including telephone notice by THE OFFICE and such services should be available for a period of 09 hours from 10 a.m. to 7 p.m. on all working days. However, due to any reason if THE OFFICE will remain open on any public holiday then THE BIDDER has to provide service on the request of THE OFFICE.
- d) THE BIDDER shall ensure 24 hours response time (i.e. total time taken by THE BIDDER between registering the complaint and attending the complaint).
- e) THE BIDDER shall ensure break down call time of 48 hours (i.e. total time taken by THE BIDDER between registering the complaint and rectifying the fault). This time includes time taken to reach the site, diagnose, repair / replace the faulty component / module / device & network equipment that are covered under the contract.

Note: For SLA calculation, the days will be working days. It means that if any holiday comes then call will be extended to next working days. Resolution time will be calculated accordingly.

- f) THE BIDDER shall ensure Spares availability. In case, it is not possible to repair some equipment or not possible to repair at site and has to be taken out for repairs, THE BIDDER shall provide a suitable replacement as Standby arrangement within 24 hours so that the work is not hampered. The packing/unpacking, transportation, loading/unloading, connection/ disconnection, configuration/re-configuration and any associated activity with the repair and maintenance shall be the sole responsibility of THE BIDDER. However, if standby arrangement has been made then it shall be replaced with original or functionally equivalent equipment within next 15 working business days. **In case if THE BIDDER is not in the position to repair the original equipment, then THE BIDDER has to provide the functionally equivalent equipment.**
- g) **Preventive Maintenance:** THE BIDDER shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the EQUIPMENT, checking and testing of UPS batteries and necessary repairing of the EQUIPMENT) once within the first fifteen days of the commencement of the maintenance period and once within every subsequent quarter, during the currency of this Agreement, on a day and at a time to be mutually agreed upon and inform the representative of THE OFFICE about any necessary steps to be taken like back up of data or purchase of consumables like Print cartridges and/or batteries of UPS etc. Notwithstanding the foregoing, THE BIDDER recognizes THE OFFICE's operational needs and agrees that THE OFFICE shall have the right to require THE BIDDER to adjourn Preventive Maintenance from any scheduled time to a date and time, not later than fifteen working days thereafter. The report of preventive maintenance shall be submitted to THE OFFICE.
- h) All engineering changes generally adopted hereafter by THE BIDDER, for equipment similar to that covered by this Agreement, shall be made to the EQUIPMENT at no cost to THE OFFICE.
- i) Qualified maintenance engineers totally familiar with the EQUIPMENT shall perform all repair and maintenance service described herein.
- j) THE BIDDER shall maintain at THE OFFICE's site, a written maintenance and repair log; and shall record therein each incident of EQUIPMENT malfunction, date and time of commencement and successful completion of repair work and nature of repair work performed on the EQUIPMENT together with a description of the cause for work, either by description of the malfunction or as regularly scheduled Preventive Maintenance. THE OFFICE shall use the same log for recording the nature of faults and failures observed in the EQUIPMENT, the date and time of their occurrence and the date and time of their communication to THE BIDDER.
- k) **THE BIDDER shall also maintain the system health against virus attack which includes cleaning of viruses from servers/desktops. THE OFFICE will provide the license Antivirus Software and internet facility.**
- l) **THE BIDDER shall maintain the operating system software on the servers/desktops, If required, THE BIDDER has to configure/restore the OS in systems at THE OFFICE. THE OFFICE will provide the Media or any other source for license Operating System.**
- m) In case if THE BIDDER is not able to repair the original equipment, THE BIDDER shall supply the new substitute of same specifications or of higher specifications of reputable brand, with prior approval of THE OFFICE. In case, if THE OFFICE found the

substitute of lower quality or cheaper substitute than the difference between genuine substitute of reputable brand and the one used by THE BIDDER has to be paid by THE BIDDER.

- n) Failure in adhering to any of the terms and conditions mentioned in the scope of work will attract penalty clause.
- 30.2 Any worn or defective parts/equipments withdrawn from the EQUIPMENT and replaced by THE BIDDER shall become the property of THE BIDDER; and the parts/equipments replacing the withdrawn parts/equipments shall become the property of THE OFFICE.
- 30.3 THE BIDDER's maintenance personnel shall, subject to clause 30.1(j) herein, be given access to the EQUIPMENT when necessary, for purposes of performing the repair and maintenance services indicated in this Agreement.
- 30.4 THE EQUIPMENT shall not be shifted to an alternate site and installed thereat during the currency of this Agreement without prior written notice to THE BIDDER. However, if THE OFFICE desires to shift the EQUIPMENT to a new site and install it thereat urgently, THE BIDDER shall be informed of the same immediately. THE OFFICE shall bear the charges for such shifting and reinstallation and THE BIDDER shall provide necessary assistance to THE OFFICE in doing so. This Agreement, after such shifting and reinstallation, would continue to be binding on THE BIDDER and THE OFFICE, provided that the two parties may agree to amended charges for the maintenance services after such an event.
- 30.5 THE OFFICE shall arrange to maintain appropriate environmental conditions, such as those relating to space, temperature, power supply, and dust to within the acceptable limits required for equipment similar to that covered by this Agreement.
- 30.6 No terms or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by the other, whether express or implied, shall not constitute a consent to, or waiver of, or excuse for any other, different or subsequent breach.
- 31 THE BIDDER shall provide all working mobile nos. of the contact person(s) to THE OFFICE for the satisfactory performance of the contract.
- Note:** THE BIDDER has to submit the call Escalation Matrix, mentioning the name of contact person hierarchy to the department at the time of enter in to AMC
- 32 THE BIDDER will not subcontract or permit anyone other than THE BIDDER personnel to perform any of the work, services or other performance required of THE BIDDER under this Agreement without the prior written consent of THE OFFICE.
- 33 THE OFFICE shall have the right to make changes and attachments to the equipment, provided such changes or attachments do not prevent proper maintenance from being performed, or unreasonably increase THE BIDDER cost of performing repair and maintenance service.
- 34 THE BIDDER agrees that it and its personnel will at all times comply with all security regulations in effect from time to time at THE OFFICE's premises and externally for materials belonging to THE OFFICE.
- 35 During the performance of the contract, if the person(s) of THE BIDDER meet with any accident which results into the death or injuries to the person(s) of THE BIDDER or any

damage made to the Third party and any claim or legal penalties arise out of it will be responsibility of THE BIDDER only. THE OFFICE will not be responsible in any way.

- 36 THE BIDDER has adhere all the statutory requirement of Government.
- 37 THE BIDDER acknowledges that all material and information which has or will come into its possession or knowledge in connection with this Agreement or the performance hereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to THE OFFICE. THE BIDDER agrees to hold such material and information in strictest confidence, not to make use thereof other than for the performance of this Agreement, to release it only to employees requiring such information, and not to release or disclose it to any other party. THE BIDDER agrees to take appropriate action with respect to its employees to ensure that the obligations of non-use and nondisclosure of confidential information under this Agreement can be fully satisfied.
- 38 In case THE OFFICE wishes to avail the services of resident engineer, The Bidder has to depute one skilled and dedicated resident engineer at respective office who can attend and repair with troubleshooting all net-enabled environment problems across the office. Bidder shall provide the separate cost for deployment of resident engineer as per the financial bid format.

Note:

- **Deputed resident engineers should be having adequate knowledge regarding troubleshooting of computer C.P.U., computer monitor, printer repairs, scanner repairs and related peripherals.**
 - **Resident engineers should be equipped with all necessary tools and accessories [like blowers, screw openers etc.] required for hardware troubleshooting at site location.**
 - **Appropriate call register and ticket handling status system should be in place to log and track troubleshooting activity**
- 39 THE BIDDER represents and warrants that the repair and maintenance service/products hereby sold do not violate or infringe upon any patent, copyright, trade secret, or other property right of any other person or other entity. THE BIDDER agrees that it will, and hereby does, indemnify THE OFFICE from any claim, directly or indirectly resulting from or arising out of any breach or claimed breach of this warranty.
- 40 The charges payable by THE OFFICE to THE BIDDER for the maintenance services described herein, will be included in AMC charges; and unless provided for elsewhere herein, no additional charges shall be claimed by THE BIDDER during the contract period.
- 41 THE BIDDER shall submit to THE OFFICE their invoice(s) for payments due in accordance with this AGREEMENT. The terms of such invoice(s) is that they shall be payable as indicated in bid.
- 42 **Payment:** Quarterly payment will be paid by THE OFFICE who enters in to AMC contract. However, if any penalty to be deducted, the payment will be released accordingly.
- 43 GIL reserves the right to change any bid condition of any item even after inviting the bids, with/without prior notification.
- 44 GIL's Right to accept Any Bid and to reject Any or All Bids - GIL reserve the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to awarding the Contracts, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for such decision.
- 45 The quantity mentioned in the bid document is approximate quantity of various GoG Department / Offices across the State of Gujarat and are based on the records of GIL / THE

OFFICE(s). As this is Rate Contract, bidder will have to quote unit AMC charges for each item. During the period of rate contract, various Government Offices may place the work order for AMC at their own discretion to successful bidder for the quantity of EQUIPMENTS as per their requirements.

- 46 The equipments which are not covered under the contract and which are still under the warranty at the time of the finalization of the contract but warranty period finishes during the period of the contract shall be covered under the contract on additional charges on Pro-Rata basis on the request of THE OFFICE for the period of contract. **Meanwhile during the period of AMC contract, if there required to remove/condemn some equipment, then the same will be removed on pro-rata basis.**
- 47 All correction/addition/deletion shall require authorized countersign.
- 48 During the period of contract, in any dispute arising between THE OFFICE and THE BIDDER, the decision of THE OFFICE will be considered final. However, in any case if the requirement of Arbitration is felt then the appointment of Arbitrator will be made by THE OFFICE only and the decision of THE BIDDER shall be bound by the decision taken by such appointed Arbitrator.
- 49 **Limitation of Vendor's Liability:** Vendor's cumulative liability for its obligations under the contract shall not exceed the contract value and the vendor shall not be liable for incidental, consequential, or indirect damages including loss of profit or saving.
- 50 The jurisdiction of any dispute will be **Gandhinagar**.
- 51 Force Majeure Shall mean and be limited to the following:
- War / hostilities
 - Riot or Civil commotion
 - Earthquake, flood, tempest, lightening or other natural physical disaster.
 - Restrictions imposed by the Government or other statutory bodies which prevents or delays the execution of the order by the BIDDER.

The BIDDER shall advise THE OFFICE by a registered letter duly certified by the local statutory authorities, the beginning and end of the above causes of delay within seven (7) days of the occurrence and cessation of such Force Majeure Conditions. In the event of delay lasting over two months, if arising out of causes of Force Majeure, THE OFFICE reserves the right to cancel the order.

Completion period may be extended to circumstances relating to Force Majeure by the THE OFFICE. Bidder shall not claim any further extension for completion of work. THE OFFICE/GoG shall not be liable to pay extra costs under any conditions.

BIDDER shall categorically specify the extent of Force Majeure conditions prevalent in their works at the time of submitting their bid and whether the same have been taken in to consideration or not in their quotations. In the event of any Force Majeure cause, the BIDDER shall not be liable for delays in performing their obligations under this order and the delivery dates can be extended to the BIDDER without being subject to price reduction for delayed delivered, as stated elsewhere.

It will be prerogative of THE OFFICE/GoG to take the decision on force major conditions and THE OFFICE/GoG decision will be binding to the bidder.

- 52 Bidders can seek written clarifications at least 3 days before the date of pre-bid to Deputy General Manager (Tech), Gujarat Informatics Ltd., 8th Floor, Block No. 1, Udyog Bhavan



GUJARAT INFORMATICS LIMITED

BLOCK NO.-1, 8TH FLOOR, UDYOG BHAVAN, SECTOR-11, GANDHINAGAR

Gandhinagar 382010. GIL will clarify and issue amendments if any. No further clarification what so ever will be entertained.

The bid should be submitted on the website <https://gil.nprocure.com> on or before **1500 Hours, 24.05.2017.**

The Eligibility Criteria and Technical Bids will be opened on **24.05.2017 at 17:00 Hours at GIL, Block No. 1, 8th Floor, Udyog Bhavan, Gandhinagar** in the presence of the committee members and representatives of the bidders, who have submitted valid bids. Only one representative from each bidder will be allowed to attend the tender opening. The representative will be held responsible for all commitments made on behalf of the bidder and that will be considered valid for all further dealings related to this tender process.

Please address all queries and correspondence to

Shri Vivek Upadhyay, DGM (Tech.),

Gujarat Informatics Limited

Block No. 1, 8th Floor, Udyog Bhavan,

Gandhinagar - 382010

Phone No. 079-23259239,

Fax No. 079-23238925,

E-mail: viveku@gujarat.gov.in

Fax/email should be followed by the post confirmation copy.

The equipments to be covered under AMC:

Sr. No	Item with configuration	Make & Model	Year of Purchase	Location of Installation
1	<p><u>Rack Based Server:</u> Processor: Two Intel Xeon DP /Dual Core Intel Xeon 5160 Processor / Dual Core 64 bit Intel Xeon 7140M/N Processor /Quad Core Intel Xeon 5355 processor / Quad Core Intel Xeon 5410 processor/2 * Quad Core Intel Xeon X5570 processor / Quad Core Intel Xeon L5506 processor Chipset: Intel E7520 chipset/ Intel 5000 series chipset / Intel 8501 chipset/Intel 5520 series chipset or better on Intel or equivalent OEM Memory: 4/8 GB DDR2/DDR3 RAM HDD: 400 GB SAS/Ultra320 SCSI 10 K RPM disks/ 4*72 GB 10K rpm hot plug SFF SAS drives/ 2*146 GB 10K rpm hot plug SAS drives DVD Writer (Internal / External) Power Supply, Keyboard, Mouse</p>	Acer/SIS/HCL/HP/IBM/Dell/ Zenith/Wipro	2006 to 2012	Across the Gujarat State
2	<p><u>LCD/LED Monitor :</u> 15"/17"/19"/21"LCD/LED monitor</p>	Acer/SIS/HCL/HP/IBM/Dell/Zenith/ Samsung/LG/ view- sonic/lenovo/ Benq/ AOC	2006 to 2012	Across the Gujarat State
3	<p><u>Mid Range Server:</u> Processor: One Intel Xeon DP/1* Dual Core Intel Xeon 5130/ 1 *Dual Core Intel Xeon 3040 / Dual Core Intel Xeon 5160 processor/Quad Core Intel Xeon 5355 processor / Quad Core Intel Xeon 5405 processor /Quad Core Intel Xeon E5504 processor Chipset: Intel 5520 Series chipset/Intel 5000 series chipset Memory: 1 GB/2 GB/4 GB / 8 GB DDR2/DDR3 RAM HDD: 36.4 GB/72 GB/146 GB Ultra 320 Hot/ 160 GB 7200 RPM SATA hard disk DVD Writer (Internal / External) Power Supply, Keyboard, Mouse</p>	Acer/SIS/HCL/HP/IBM/Dell/ Zenith/ Wipro	2006 to 2012	Across the Gujarat State
4	<p><u>Entry Level Server:</u> Processor: Dual Core Pentium D 920/ 1* Dual Core Intel Xeon 3040/ 1* Dual Core Intel Xeon 3065/ 1* Dual Core Intel Xeon L3110/ 1* Quad Core Intel Xeon X3430 Chipset: Intel E7230 chipset / Intel 3000 series chipset / Intel 3420 series chipset Memory: 1 GB/2 GB/ 4 GB DDR2 RAM HDD: 160/250 /320 GB 7200 RPM SATA hard disk DVD Writer (Internal / External) Power Supply, Keyboard, Mouse</p>	Acer/SIS/HCL/HP/IBM/Dell/ Zenith/ Wipro	2006 to 2012	Across the Gujarat State
5	<p><u>Desktop (Intel base):</u> Processor: Intel Core 2 Duo Processor E6300/ PENTIUM D 820/ Intel Pentium Dual Core E2140/ Intel Core 2 Duo E4500 / Intel Pentium Dual Core E2180 / Intel Core 2 Duo Processor E8400 / Intel</p>	Acer/SIS/HCL/HP/IBM/Dell/ Zenith/ Wipro / Lenovo	2006 to 2012	Across the Gujarat State

	<p>Core 2 Duo processor E7200/ Intel Pentium Dual Core E5300 /</p> <p>Chipset: Via K8M800 chipset / Intel 945G chipset/ Intel 946Gz Express /963 chipset/ Intel G33 chipset/ Intel 945GC chipset / Intel G31 chipset/ Intel G41/G43 chipset</p> <p>Memory: 256 MB/512 MB/1GB/2 GB DDR2 / DDR3 RAM</p> <p>HDD: 80 GB / 160 GB / 320 GB SATA hard disk with 7200 rpm</p> <p>Optical Drive: Internal DVD RW</p> <p>OS: Microsoft Windows XP</p> <p>Keyboard, Mouse</p>			
6	<p>Desktop (AMD base):</p> <p>Processor: AMD Sempron 2800+/ AMD ATHLON 64 X2 Dual Core 3800+/ AMD Athlon 64 X2 4800 +/ AMD Athlon 64 X2 4000 +/ AMD* Athlon* 64 X2 5000+/ AMD Athlon 64 X2 4200 +/ AMD Athlon 64 X2 5600+/ AMD Phenom II X3 720 processor/ AMD Athlon X2 7850</p> <p>Chipset: ATI Radeon Xpress 200 chipset/ ATI Radeon Xpress 1150 chipset/ NVIDIA NForce4 MCP Chipset/ Nvidia GeForce 6150 chipset / AMD 690 series with Radeon 1200 Graphics / AMD 740/740G series with Radeon 1200/2100 Graphics / AMD 785 chipset with Radeon 2100 Graphics or MCP61P chipset/ Foxconn MCP61M06 with NVIDIA MCP61P chipset/ ATI Radeon Xpress 200 chipset</p> <p>Memory: 256 MB/512 MB/1GB/2 GB DDR2 / DDR3 RAM</p> <p>HDD: 80 GB / 160 GB / 320 GB SATA hard disk with 7200 rpm</p> <p>Optical Drive: Internal DVD RW</p> <p>OS: Microsoft Windows XP</p> <p>Keyboard, Mouse</p>	Acer/SIS/HCL/HP/IBM/Dell/ Zenith/ Wipro / Lenovo	2006 to 2012	Across the Gujarat State
7	<p>A4 Size Mono Laser Printer – 1:</p>	<p>HP: LJ 1020 / LJ P 1007</p> <p>Samsung: ML 1610/ ML1640 /ML-1911XIP</p> <p>Brother: HL2040 / HL 2140</p> <p>Canon: LBP 3000</p>	2006 to 2012	Across the Gujarat State
8	<p>A4 Size Mono Laser Printer -2:</p>	<p>HP : LJ 1320n / LJ 1160/ LJ 1022N / 2015dn/ LJ 1505/</p> <p>Samsung: ML 2571N/ ML 2510 / 2570 / ML 2010 / ML 2240 / ML 2851ND / 2581 ND</p> <p>WEP: FS 2500dn/</p> <p>Brother : HL 5240 / HL 5250 DN</p> <p>Xerox : Phaser 3124</p>	2006 to 2012	Across the Gujarat State
9	<p>A4 Size Mono Laser Printer -3:</p>	<p>HP: LJ 2420dn/ 3005DN</p> <p>Samsung: ML 3051ND/ML 3050ND/ ML 3471ND/ ML 4551 NDR</p> <p>Brother : DCP 7030</p> <p>Xerox : Phaser 3428DN</p> <p>Lexmark : E 260 DN</p>	2006 to 2012	Across the Gujarat State

10	<u>A3 size Laser Printer:</u>	Wep: Kyecora-WEP9530DN HP : HP LJ 9050dn	2006 to 2012	Across the Gujarat State
11	<u>A3 Size Color Laser Printer:</u>	HP: CLJ 5550	2006 to 2012	Across the Gujarat State
12	<u>Multifunction Laser Printer:</u>	HP: LJ 3050 MFP/AIO/ 3005D / LJ 1005MFP / LJM 1120/ M1522NF / LJ 3015 MFP Canon: ICMF 3222/ MF 3110 Brother: MFC 8460N/ MFC 7840 / DCP7030/ MFC 7840 N Samsung: SCX-4300/ SCX 4824FN/ SCX 3201 G	2006 to 2012	Across the Gujarat State
13	<u>A4 size Color Laser Printer:</u>	HP: CLJ 3600 dn / CLJ 2600n / CN 1515N Samsung : CLP 510/ CLP 600N/CLP 610ND/ CLP 660NXFA / CLP- 620ND XIP Xerox : Phaser 6180 Brother: HL -3040 CN	2006 to 2012	Across the Gujarat State
14	<u>80 Column Dot Matrix Printer – 1:</u>	Epson: LQ300+II/ TVSE: 430/ 450 Chmpion Wep: LQ 540DX	2006 to 2012	Across the Gujarat State
15	<u>136 Column Dot Matrix Printer – 2:</u>	Epson : LQ 1150 II/ TVSE: MSP 335/ MSP 355 Wep: HQ 1070+DX /	2006 to 2012	Across the Gujarat State
16	<u>136 Column Dot Matrix Printer – 3:</u>	Epson : LQ 2090 / DLQ 3500 TVSE : HD 945 / MSP 355 Marathon LIPI: Lipi2250 Wep: HQ 2000 / LQ DSI 5235/5235 HSG	2006 to 2012	Across the Gujarat State
17	<u>Line Matrix Printer:</u>	LIPI: Lipi 6306 Wep: Printronix P500/ P7-500	2006 to 2012	Across the Gujarat State
18	<u>A4 Size Scanner-1:</u>	HP: SJ 2400/ Scanjet 4370/ Scanjet 4850/ SJ G4010 / SJ 2410 Umax: Astra 5600 / Astra 4100 / 5800 Epson: V 10 / V 30 Benq : SC 5000 / SC 7650T/ 5000L Canon: Lide 25 / Cano Scan 4400F / Lide 100 Xerox: 4800/4800 TA Mustek : Bearpaw 2448 CU+	2006 to 2012	Across the Gujarat State
19	<u>A4 Size High End Scanner-2:</u>	HP: HP SJ 8350 /HP SJ 8290 / HP SJ 8270/ Scanjet 5590	2006 to 2012	Across the Gujarat State

20	<u>A3 Size Scanner:</u>	Epson: GT 15000 / GT 2000 Microtek: SM 9700 xl Avision : AV 8050U / Intega AV8050 Umax: Power Look 2100XL Mustek : Scan Express A3 USB 600 Pro/ Wep: Kyecora-WEP9530DN	2006 to 2012	Across the Gujarat State
21	<u>600 VA Line Interactive UPS:</u> (without batteries)	Arrow Power tech/XSIS/SIS/ Emerson /delta / microtek /APC / Numeric	2006 to 2012	Across the Gujarat State
22	<u>1 KVA Online UPS:</u> (without batteries)	Arrow Power tech/XSIS/SIS/ Emerson /delta / microtek /APC / Numeric	2006 to 2012	Across the Gujarat State
23	<u>2 KVA Online UPS:</u> (without batteries)	Arrow Power tech/XSIS/SIS/ Emerson /delta / microtek /APC / Numeric	2006 to 2012	Across the Gujarat State
24	<u>5 KVA Online UPS:</u> (without batteries)	Arrow Power tech/XSIS/SIS/ Emerson /delta / microtek /APC / Numeric	2006 to 2012	Across the Gujarat State
25	<u>10 KVA Online UPS:</u> (without batteries)	Arrow Power tech/XSIS/SIS/ Emerson /delta / microtek /APC / Numeric	2006 to 2012	Across the Gujarat State

SECTION 1

Bid Processing Fees and Earnest Money Deposit Details:

Sr. No.	Item	Amount (In Rs.)	Name of the Bank and Branch	Demand Draft No.
1	Bid Processing Fees			
2	Earnest Money Deposit (E.M.D.)			

ELIGIBILITY CRITERIA

Form No. E1: Financial strength of the bidder

Financial Year	Turnover (Rs. In Crores)	Audited Accounts uploaded? (Yes/No)
Grand Total		

Note: Please fill this form and upload the Audited Annual Accounts / Balance Sheet along with Profit & Loss Account for the last three financial years.

Form No. E2a: Office in Gujarat

Sr. No.	Address	Contact Person	Contact nos.	Type of supporting document attached
1				
2				

Note: You may mention more than one office (if applicable) by adding multiple rows which may be added by "NUMBER OF ROWS TO ADD".

Form No. E2b: Service Support Details

Sr. No.	Location	Type of Service Center	Contact Person	Contact telephone no. & Address	No. of engineers
1					
2					
3					
.					

Note: Please fill this form mentioning minimum 5 service centers in Gujarat as per eligibility criterion and upload the supporting documents. Failing the same may lead to the rejection of the bid.

Form No. E3: Customer References

Sr. No.	Name of the Organization	Contact Person	Contact telephone no. & Address	Period of AMC	Services covered under AMC	Type of Supporting Document Attached
1						
2						
3						
4						
.						

Note: Please fill this form and upload the supporting documents for each customer reference in scanned format. Failing the same may lead to the rejection of the bid. You may add the customer references by adding multiple rows which may be added by "NUMBER OF ROWS TO ADD".

SECTION 2

Form No. T1: Service Tax no. & Permanent Account no. Detail

Name of the Applicant	Service Tax Number	Permanent Account Number	P. F. Registration Number

Note: Please fill this form and upload the supporting documents like the copy of Service Tax no., Permanent Account no. (PAN) & P.F. Registration of your Organization issued by Authorized Department. Also submit the scanned copies of the income tax return for the last three years. Non submission of the same will lead to rejection of the bid.

Form No. T2: List of Qualified Engineers

Sr. No.	Name of Engineer	Technical Qualification	Experience in no. of Years	PF Code No.
1				
2				
3				
.				

Note: Please fill this form for the list of at least 25 qualified service engineers in Gujarat with full name, employee's technical qualification & P.F. code no. Also submit the copy of last deposited Challan/P.F. Return of these employees with documentary proof. Non submission of the same may lead to rejection of the bid.

SECTION 3

Financial Format: Zone: 1 (Central Gujarat Zone-1, Ahmedabad, Gandhinagar and Kheda)

Sr. No.	Item	Qty.	Base rate (Unit AMC Charges)	Discount or premium rate (F) in percentage	Tax (as applicable) (In percentage.)
1	Rack Based Server	1	3,600		
2	LCD/LED Monitor	1	300		
3	Mid Range Server	1	2,500		
4	Entry Level Server	1	1,600		
5	Desktop (Intel base)	1	800		
6	Desktop (AMD base)	1	850		
7	A4 Size Mono Laser Printer - 1	1	700		
8	A4 Size Mono Laser Printer -2	1	1,000		
9	A4 Size Mono Laser Printer -3	1	1,400		
10	A3 size Laser Printer	1	1,500		
11	A3 Size Color Laser Printer	1	2,900		
12	Multifunction Laser Printer	1	1,400		
13	A4 size Color Laser Printer	1	2,500		
14	80 Column Dot Matrix Printer - 1	1	400		
15	136 Column Dot Matrix Printer - 2	1	500		
16	136 Column Dot Matrix Printer - 3	1	1,000		
17	Line Matrix Printer	1	2,800		
18	A4 Size Scanner-1	1	300		
19	A4 Size High End Scanner-2	1	2,100		
20	A3 Size Scanner	1	2,400		
21	600 VA Line Interactive UPS	1	300		
22	1 KVA Online UPS	1	1,100		
23	2 KVA Online UPS	1	1,900		
24	5 KVA Online UPS	1	4,500		
25	10 KVA Online UPS	1	8,300		
26	Resident Engineer/man power cost (Annual Cost)	1	75,000		

Note:

1. Bidder shall Quote in percentage above or below the base prices for all items mentioned above:
2. Only Single Rate Quote, Which will apply uniformly against all items mentioned at Sr no. 1 to 26 items against base rate schedule. More than one rate quote or differential quote for different items or conditional quotes will not be accepted and will lead to disqualification.
3. From the above quote Financial L1 will be decided with a base of 100.
 - The formula will be $(1 - F) * 100$. F will be either a positive number when premium is quoted or a negative number when discount is quoted.
 - This would mean, if bidder quote "0" i.e. no premium or no discount, the score of the bidder 100 marks;
 - If a bidder quote +10 % (premium or above base rate) the score of bidder will be $(1-10%)*100=90$ marks;
 - If a bidder quote -10% or discount of 10% against the base prices in the bid the score of bidder will be $(1+10%)*100=110$ marks.
 - The bidder scoring highest will be L1 bidder

Financial Format: Zone-2 (Central Gujarat Zone-2, Vadodara, Anand, Dahod, Panchmahal (Godhra), Chhota udepur and Mahisagar)

Sr. No.	Item	Qty.	Base rate (Unit AMC Charges)	Discount or premium rate (F) in percentage	Tax (as applicable) (In percentage.)
1	Rack Based Server	1	3,600		
2	LCD/LED Monitor	1	300		
3	Mid Range Server	1	2,500		
4	Entry Level Server	1	1,600		
5	Desktop (Intel base)	1	800		
6	Desktop (AMD base)	1	850		
7	A4 Size Mono Laser Printer - 1	1	700		
8	A4 Size Mono Laser Printer -2	1	1,000		
9	A4 Size Mono Laser Printer -3	1	1,400		
10	A3 size Laser Printer	1	1,500		
11	A3 Size Color Laser Printer	1	2,900		
12	Multifunction Laser Printer	1	1,400		
13	A4 size Color Laser Printer	1	2,500		
14	80 Column Dot Matrix Printer - 1	1	400		
15	136 Column Dot Matrix Printer - 2	1	500		
16	136 Column Dot Matrix Printer - 3	1	1,000		
17	Line Matrix Printer	1	2,800		
18	A4 Size Scanner-1	1	300		
19	A4 Size High End Scanner-2	1	2,100		
20	A3 Size Scanner	1	2,400		
21	600 VA Line Interactive UPS	1	300		
22	1 KVA Online UPS	1	1,100		
23	2 KVA Online UPS	1	1,900		
24	5 KVA Online UPS	1	4,500		
25	10 KVA Online UPS	1	8,300		
26	Resident Engineer/man power cost (Annual Cost)	1	75,000		

Note:

- Bidder shall Quote in percentage above or below the base prices for all items mentioned above:**
- Only Single Rate Quote, Which will apply uniformly against all items mentioned at Sr no. 1 to 26 items against base rate schedule. More than one rate quote or differential quote for different items or conditional quotes will not be accepted and will lead to disqualification.**
- From the above quote Financial L1 will be decided with a base of 100.**
 - The formula will be $(1 - F) * 100$. F will be either a positive number when premium is quoted or a negative number when discount is quoted.**
 - This would mean, if bidder quote "0" i.e. no premium or no discount, the score of the bidder 100 marks;**
 - If a bidder quote +10 % (premium or above base rate) the score of bidder will be $(1-10%)*100=90$ marks;**
 - If a bidder quote -10% or discount of 10% against the base prices in the bid the score of bidder will be $(1+10%)*100=110$ marks.**
 - The bidder scoring highest will be L1 bidder**

Financial Format: Zone-3 (Saurashtra Zone-1, Junagadh, Amreli, Bhavnagar, Surendranagar, Gir Somnath and Botad)

Sr. No.	Item	Qty.	Base rate (Unit AMC Charges)	Discount or premium rate (F) in percentage	Tax (as applicable) (In percentage.)
1	Rack Based Server	1	3,600		
2	LCD/LED Monitor	1	300		
3	Mid Range Server	1	2,500		
4	Entry Level Server	1	1,600		
5	Desktop (Intel base)	1	800		
6	Desktop (AMD base)	1	850		
7	A4 Size Mono Laser Printer - 1	1	700		
8	A4 Size Mono Laser Printer - 2	1	1,000		
9	A4 Size Mono Laser Printer - 3	1	1,400		
10	A3 size Laser Printer	1	1,500		
11	A3 Size Color Laser Printer	1	2,900		
12	Multifunction Laser Printer	1	1,400		
13	A4 size Color Laser Printer	1	2,500		
14	80 Column Dot Matrix Printer - 1	1	400		
15	136 Column Dot Matrix Printer - 2	1	500		
16	136 Column Dot Matrix Printer - 3	1	1,000		
17	Line Matrix Printer	1	2,800		
18	A4 Size Scanner-1	1	300		
19	A4 Size High End Scanner-2	1	2,100		
20	A3 Size Scanner	1	2,400		
21	600 VA Line Interactive UPS	1	300		
22	1 KVA Online UPS	1	1,100		
23	2 KVA Online UPS	1	1,900		
24	5 KVA Online UPS	1	4,500		
25	10 KVA Online UPS	1	8,300		
26	Resident Engineer/man power cost (Annual Cost)	1	75,000		

Note:

- Bidder shall Quote in percentage above or below the base prices for all items mentioned above:**
- Only Single Rate Quote, Which will apply uniformly against all items mentioned at Sr no. 1 to 26 items against base rate schedule. More than one rate quote or differential quote for different items or conditional quotes will not be accepted and will lead to disqualification.**
- From the above quote Financial L1 will be decided with a base of 100.**
 - The formula will be $(1 - F) * 100$. F will be either a positive number when premium is quoted or a negative number when discount is quoted.
 - This would mean, if bidder quote "0" i.e. no premium or no discount, the score of the bidder 100 marks;
 - If a bidder quote +10 % (premium or above base rate) the score of bidder will be $(1-10%)*100=90$ marks;
 - If a bidder quote -10% or discount of 10% against the base prices in the bid the score of bidder will be $(1+10%)*100=110$ marks.
 - The bidder scoring highest will be L1 bidder

Financial Format Zone-4 (Saurashtra Zone-2, Rajkot, Jamnagar, Porbandar, Kutch, Morbi and Devbhumi-Dwarka)

Sr. No.	Item	Qty.	Base rate (Unit AMC Charges)	Discount or premium rate (F) in percentage	Tax (as applicable) (In percentage.)
1	Rack Based Server	1	3,600		
2	LCD/LED Monitor	1	300		
3	Mid Range Server	1	2,500		
4	Entry Level Server	1	1,600		
5	Desktop (Intel base)	1	800		
6	Desktop (AMD base)	1	850		
7	A4 Size Mono Laser Printer - 1	1	700		
8	A4 Size Mono Laser Printer -2	1	1,000		
9	A4 Size Mono Laser Printer -3	1	1,400		
10	A3 size Laser Printer	1	1,500		
11	A3 Size Color Laser Printer	1	2,900		
12	Multifunction Laser Printer	1	1,400		
13	A4 size Color Laser Printer	1	2,500		
14	80 Column Dot Matrix Printer - 1	1	400		
15	136 Column Dot Matrix Printer - 2	1	500		
16	136 Column Dot Matrix Printer - 3	1	1,000		
17	Line Matrix Printer	1	2,800		
18	A4 Size Scanner-1	1	300		
19	A4 Size High End Scanner-2	1	2,100		
20	A3 Size Scanner	1	2,400		
21	600 VA Line Interactive UPS	1	300		
22	1 KVA Online UPS	1	1,100		
23	2 KVA Online UPS	1	1,900		
24	5 KVA Online UPS	1	4,500		
25	10 KVA Online UPS	1	8,300		
26	Resident Engineer/man power cost (Annual Cost)	1	75,000		

Note:

- Bidder shall Quote in percentage above or below the base prices for all items mentioned above:**
- Only Single Rate Quote, Which will apply uniformly against all items mentioned at Sr no. 1 to 26 items against base rate schedule. More than one rate quote or differential quote for different items or conditional quotes will not be accepted and will lead to disqualification.**
- From the above quote Financial L1 will be decided with a base of 100.**
 - The formula will be $(1 - F) * 100$. F will be either a positive number when premium is quoted or a negative number when discount is quoted.**
 - This would mean, if bidder quote "0" i.e. no premium or no discount, the score of the bidder 100 marks;**
 - If a bidder quote +10 % (premium or above base rate) the score of bidder will be $(1-10%) * 100 = 90$ marks;**
 - If a bidder quote -10% or discount of 10% against the base prices in the bid the score of bidder will be $(1+10%) * 100 = 110$ marks.**
 - The bidder scoring highest will be L1 bidder**

Financial Format Zone-5 (North Gujarat Zone, Mehsana, Patan, Banaskantha, Sabarkantha and Aravalli)

Sr. No.	Item	Qty.	Base rate (Unit AMC Charges)	Discount or premium rate (F) in percentage	Tax (as applicable) (In percentage.)
1	Rack Based Server	1	3,600		
2	LCD/LED Monitor	1	300		
3	Mid Range Server	1	2,500		
4	Entry Level Server	1	1,600		
5	Desktop (Intel base)	1	800		
6	Desktop (AMD base)	1	850		
7	A4 Size Mono Laser Printer - 1	1	700		
8	A4 Size Mono Laser Printer -2	1	1,000		
9	A4 Size Mono Laser Printer -3	1	1,400		
10	A3 size Laser Printer	1	1,500		
11	A3 Size Color Laser Printer	1	2,900		
12	Multifunction Laser Printer	1	1,400		
13	A4 size Color Laser Printer	1	2,500		
14	80 Column Dot Matrix Printer - 1	1	400		
15	136 Column Dot Matrix Printer - 2	1	500		
16	136 Column Dot Matrix Printer - 3	1	1,000		
17	Line Matrix Printer	1	2,800		
18	A4 Size Scanner-1	1	300		
19	A4 Size High End Scanner-2	1	2,100		
20	A3 Size Scanner	1	2,400		
21	600 VA Line Interactive UPS	1	300		
22	1 KVA Online UPS	1	1,100		
23	2 KVA Online UPS	1	1,900		
24	5 KVA Online UPS	1	4,500		
25	10 KVA Online UPS	1	8,300		
26	Resident Engineer/man power cost (Annual Cost)	1	75,000		

Note:

1. Bidder shall Quote in percentage above or below the base prices for all items mentioned above:
2. Only Single Rate Quote, Which will apply uniformly against all items mentioned at Sr no. 1 to 26 items against base rate schedule. More than one rate quote or differential quote for different items or conditional quotes will not be accepted and will lead to disqualification.
3. From the above quote Financial L1 will be decided with a base of 100.
 - The formula will be $(1 - F) * 100$. F will be either a positive number when premium is quoted or a negative number when discount is quoted.
 - This would mean, if bidder quote "0" i.e. no premium or no discount, the score of the bidder 100 marks;
 - If a bidder quote +10 % (premium or above base rate) the score of bidder will be $(1-10%)*100=90$ marks;
 - If a bidder quote -10% or discount of 10% against the base prices in the bid the score of bidder will be $(1+10%)*100=110$ marks.
 - The bidder scoring highest will be L1 bidder

Financial Format Zone: 6 (South Gujarat Zone, Surat, Navsari, Valsad, Bharuch, Narmada, Tapi and Dang)

Sr. No.	Item	Qty.	Base rate (Unit AMC Charges)	Discount or premium rate (F) in percentage	Tax (as applicable) (In percentage.)
1	Rack Based Server	1	3,600		
2	LCD/LED Monitor	1	300		
3	Mid Range Server	1	2,500		
4	Entry Level Server	1	1,600		
5	Desktop (Intel base)	1	800		
6	Desktop (AMD base)	1	850		
7	A4 Size Mono Laser Printer - 1	1	700		
8	A4 Size Mono Laser Printer -2	1	1,000		
9	A4 Size Mono Laser Printer -3	1	1,400		
10	A3 size Laser Printer	1	1,500		
11	A3 Size Color Laser Printer	1	2,900		
12	Multifunction Laser Printer	1	1,400		
13	A4 size Color Laser Printer	1	2,500		
14	80 Column Dot Matrix Printer - 1	1	400		
15	136 Column Dot Matrix Printer - 2	1	500		
16	136 Column Dot Matrix Printer - 3	1	1,000		
17	Line Matrix Printer	1	2,800		
18	A4 Size Scanner-1	1	300		
19	A4 Size High End Scanner-2	1	2,100		
20	A3 Size Scanner	1	2,400		
21	600 VA Line Interactive UPS	1	300		
22	1 KVA Online UPS	1	1,100		
23	2 KVA Online UPS	1	1,900		
24	5 KVA Online UPS	1	4,500		
25	10 KVA Online UPS	1	8,300		
26	Resident Engineer/man power cost (Annual Cost)	1	75,000		

Note:

- Bidder shall Quote in percentage above or below the base prices for all items mentioned above:
- Only Single Rate Quote, Which will apply uniformly against all items mentioned at Sr no. 1 to 26 items against base rate schedule. More than one rate quote or differential quote for different items or conditional quotes will not be accepted and will lead to disqualification.
- From the above quote Financial L1 will be decided with a base of 100.
 - The formula will be $(1 - F) * 100$. F will be either a positive number when premium is quoted or a negative number when discount is quoted.
 - This would mean, if bidder quote "0" i.e. no premium or no discount, the score of the bidder 100 marks;
 - If a bidder quote +10 % (premium or above base rate) the score of bidder will be $(1-10%) * 100 = 90$ marks;
 - If a bidder quote -10% or discount of 10% against the base prices in the bid the score of bidder will be $(1+10%) * 100 = 110$ marks.
 - The bidder scoring highest will be L1 bidder

Annexure A

Format of Earnest Money Deposit in the form of Bank Guarantee

Ref: Bank Guarantee No.
Date:

To,
DGM (Technical)
Gujarat Informatics Limited
8th Floor, Block -1, Udyog Bhavan,
Sector - 11, Gandhinagar - 382017
Gujarat, India

Whereas ----- (here in after called "the Bidder")) has submitted its bid dated ----- in response to the **Tender No: HWT010517426** Bid for Rate Contract for Selecting Agency for Comprehensive Annual Maintenance Contract of Computer Hardware and related peripherals on behalf of Various Government Offices across the State of Gujarat **KNOW ALL MEN** by these presents that WE -----
----- having our registered office at -----
----- (hereinafter called "the Bank") are bound unto the Gujarat Informatics Limited in the sum of ----- for which payment well and truly to be made to Gujarat Informatics Limited, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this -----day of -----2016.

THE CONDITIONS of this obligation are:

1. The E.M.D. may be forfeited:
 - a. if a Bidder withdraws its bid during the period of bid validity
 - b. Does not accept the correction of errors made in the tender document;
 - c. In case of a successful Bidder, if the Bidder fails:
 - (i) To sign the Contract as mentioned above within the time limit stipulated by purchaser or
 - (ii) To furnish performance bank guarantee as mentioned above or
 - (iii) If the bidder is found to be involved in fraudulent practices.
 - (iv) If the bidder fails to submit the copy of purchase order & acceptance thereof.

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

This guarantee will remain valid up to **validity of bid + 90 days** from the date of bid submission. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that if this guarantee is extended for a period as mutually agreed between bidder & owner/purchaser, the guarantee shall be valid for a period so extended provided that a written request for such extension is received before the expiry of validity of guarantee.

The Bank shall not be released of its obligations under these presents by any exercise by the OWNER/PURCHAER of its liability with reference to the matters aforesaid or any of them or by reason

or any other acts of omission or commission on the part of the OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by any other matter or things.

The Bank also agree that the OWNER/PUCHASER at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the SELLER and not withstanding any security or other guarantee that the OWNER/PURCHASER may have in relation to the SELLER's liabilities.

Dated at _____ on this _____ day of _____ 2016.

Signed and delivered by

For & on Behalf of

Name of the Bank & Branch &
Its official Address

(Approved Bank: All Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative & Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2015/508/DMO dated 27.04.2016 issued by Finance Department or further instruction issued by Finance department time to time)

Performance Bank Guarantee
(To be stamped in accordance with Stamp Act)

Ref: Bank Guarantee No.
Date:

To
<< >>

Dear Sir,

1. WHEREAS (Name of Bidder) hereinafter called "the Bidder" has undertaken, in pursuance of Agreement dated, (hereinafter referred to as "the Agreement for Annual Maintenance Contract for LAN Hardware and associated systems of <<Name of the Department>> ("The Office")) for the Government of Gujarat ("GoG").

AND WHEREAS it has been stipulated in the said Agreement that the Bidder shall furnish a Bank Guarantee ("the Guarantee") from a scheduled bank for the sum specified therein as security for implementing PROJECT.

2. WHEREAS we _____ ("the Bank", which expression shall be deemed to include its successors and permitted assigns) have agreed to give the Government of Gujarat ("GoG") the Guarantee:

THEREFORE the Bank hereby agrees and affirms as follows:

The Bank hereby irrevocably and unconditionally guarantees the payment of all sums due and payable by the Bidder to GoG under the terms of their Agreement dated _____. Provided, however, that the maximum liability of the Bank towards GoG under this Guarantee shall not, under any circumstances, exceed _____ in aggregate.

3. In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from GoG in that behalf and without delay/demur or set off, pay to GoG any and all sums demanded by GoG under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from GoG to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address :

Attention Mr. _____.

4. This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of ___ months from the date of its execution. The Bank shall extend the Guarantee for a further period which may mutually be decided by the bidder & GoG.

The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by:

- Any change or amendment to the terms and conditions of the Contract or the execution of any further Agreements.
 - Any breach or non-compliance by the Bidder with any of the terms and conditions of any Agreements/credit arrangement, present or future, between Bidder and the Bank.
5. The BANK also agrees that GoG at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the BIDDER and not withstanding any security or other guarantee that GoG may have in relation to the Bidder's liabilities.
 6. The BANK shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of GoG or any other indulgence shown by GoG or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the BANK.
 7. This Guarantee shall be governed by the laws of India and the courts of Ahmedabad shall have jurisdiction in the adjudication of any dispute which may arise hereunder.

Dated this Day of

Witness

(Signature)

(Name)

(Official Address)

(Signature)

Bank Rubber Stamp

(Name)

Designation with Bank Stamp
Plus Attorney as per Power of
Attorney No. Dated:

**AGREEMENT FOR ANNUAL MAINTENANCE CONTRACT OF
COMPUTER HARDWARE INCLUDING PERIPHERALS**

THIS AGREEMENT made this DD.MM.YYYY by and between <<**Name of the Office**>> (hereafter called "THE OFFICE") which expression shall include its successors and assigns

AND

Vendor Name having its head office at **Address** incorporated under the companies act.1956 and registered at Ahmedabad.(hereafter called "THE BIDDER")which expression include its successor and its assigns.

Whereas THE BIDDER has agreed to provide and THE OFFICE has agreed to accept from THE BIDDER repair & maintenance services for computers including peripherals (hereafter called EQUIPMENT) as mentioned in Annexure A hereto, as amended from time to time, subject to **Payment Authority** for paying charges to the company on the following terms & conditions:

You are requested to mention the terms & conditions of the bid here.

In consideration of the premises it is agreed between the parties as follows:

General:

1. Marginal notes and headings are for guidance only and are not indented to be read or construed as part of this Agreement.
2. No amendment to this Agreement shall be effective unless it is in writing and signed by duly authorized representative of both parties.
3. Each party warrants and guarantees that it has full power and authority to enter into and perform this Agreement and the person signing this Agreement on behalf of each has been properly authorized and empowered to enter this Agreement .Each party further acknowledge that it has read this Agreement, understands it and agrees to be bound by it.
4. Words importing the singular include the plural and vice versa.

IN WITNESS WHEREOF THE PARTIES HAVE EXECUTED THIS AGREEMENT ON THE ABOVE MENTIONED DATE.

Seal of the company affixed in the presence of

The company's representative and
Signed by the duly authorized representative

THE BIDDER by its representative