

**GOVT. OF INDIA  
(MINISTRY OF WATER RESOURCES)  
BRAHMAPUTRA BOARD :: BASISTHA, GUWAHATI-29.**

**DETAIL SPECIFICATIONS, TERMS AND CONDITIONS ETC.  
FOR**

**N.I.Q. No. BB/CE(P&D)/ 10025/2005/410-A Dt. 15-06-2011**

**Estimated Amount :- 3,40,882.00 (Rupees three lakh forty thousand eight hundred and eighty two) only.**

**NAME OF THE WORK :**

**Annual Maintenance Contract of Computer Systems in the Brahmaputra Board Head Quarter, Basistha, Guwahati – 29 for the Financial year 2011-12.**

**P&D Wing  
BRAHMAPUTRA BOARD  
BASISTHA :: GUWAHATI –29.**

**Name of the Work** : **Annual Maintenance Contract of Computer Systems in the Brahmaputra Board Head Quarter, Basistha, Guwahati – 29 for the Financial year 2011-12.**

**Quotation No** : **BB/CE(P&D)/10025/2005/410-A Dt. 15-06-2011**

**Issued upto** : **05-07-2011**

**To be received upto** : **08-07-2011**

**Date of Opening** : **08-07-2011**

**Receiving Time** : **3.00 P.M.**

**Opening Time** : **3.30 P.M.**

**Details of IPO** :

<u>Sl No</u>	<u>IPO No</u>	<u>Amount</u>	<u>Date</u>
--------------	---------------	---------------	-------------

**Signature of the Issuing Officer**

GOVT. OF INDIA  
(MINISTRY OF WATER RESOURCES)  
OFFICE OF THE CHIEF ENGINEER (P&D), BRAHMAPUTRA BOARD  
BASISTHA, GUWAHATI-29.  
www.brahmaputraboarboard.gov.in

No.BB/CE(P&D)/10025/2005/410-A

Date 15-06-2011

**NOTICE INVITING QUOTATION**

Sealed quotations are invited from reputed computer maintenance firms having **valid ISO certification** for IT service/ maintenance work and well equipped with serving support/centre/ spare depot at Guwahati for the following work, quotation will be received upto 3.00 P.M. of 08-07-2011 and will be opened on the same day at 3.30 P.M. in presence of the quotationers or their authorized representatives. The earnest money shall be deposited in the form of call deposit, fixed deposit or term deposit in favour of the **Financial Adviser, Brahmaputra Board, Basistha, Guwahati -29.**

Name of works	Estimated Amount	Earnest Money	Time of Maintenance
Annual Maintenance Contract of Computer Systems in the Brahmaputra Board Head Quarter, Guwahati.	3,40,882.00 (Rupees three lakh forty thousand eight hundred and eighty two) only.	<b>Rs. 6900/-</b>	1 (one) year from the date of issue of work order.

Detailed specifications, terms and conditions etc. can be obtained by the bidders on production of valid ISO certificate only with request letter from this office during working hours w.e.f 19-06-2011 to 05-07-2011 on submission of IPO Rs.500/- only (non-refundable) duly pledged in favour of Financial Adviser, Brahmaputra Board, Basistha, Guwahati-29. The details can also be downloaded from the website [www.brahmaputraboarboard.gov.in](http://www.brahmaputraboarboard.gov.in). However, the downloaded quotations must contain the IPO of Rs. 500.00 along with copies of related documents.

Executive Engineer (MP)  
Brahmaputra Board.

Memo No.BB/CE(P&D)/10025/2005/410-A

Date 15-6-2011

Copy to:-

1. The PPS to the Chairman, Brahmaputra Board, Basistha, Guwahati-29 for kind information of the Chairman.
2. The PS to the General Manager, Brahmaputra Board, Basistha, Guwahati-29 for kind information of the General Manager.
3. Financial Adviser, Brahmaputra Board, Basistha, Guwahati-29 for kind information.
4. Accounts Officer (Bills etc.), Brahmaputra Board, Basistha, Guwahati-29 for kind information.
5. Notice Board.
6. Relevant file.

Executive Engineer (MP)  
Brahmaputra Board.

## DETAILED NOTICE INVITING QUOTATION

Sealed quotations are invited from reputed computer maintenance firms having valid ISO certification for IT service/ maintenance work and well equipped with serving support/centre/ spare depot at Guwahati for the following work and will be received upto 3.00 P.M. of 08-07-2011 and opened on the same day at 3.30 P.M. in presence of the quotationers or their authorized representatives. The earnest money shall be deposited in the form of call deposit, fixed deposit or term deposit any bank guaranteed by RBI in favour of the Financial Adviser, Brahmaputra Board, Basistha, Guwahati -29.

Name of works	Estimated Amount	Earnest Money	Time of Maintenance
Annual Maintenance Contract of Computer Systems in the Brahmaputra Board Head Quarter, Guwahati.	3,40,882.00 (Rupees three lakh forty thousand eight hundred and eighty two) only.	<b>Rs. 6900/-</b>	1 (one) year from the date of issue of work order.

### **A. Detailed Terms and Conditions :**

1. Detailed specifications, terms and conditions etc. can be obtained by the eligible bidders on production of valid ISO certificate for IT support services / maintenance only with a request letter from this office during working hours w.e.f 19-06-2011 to 05-07-2011 on submission of an IPO for Rs.500/- only, non-refundable and duly pledged in favour of the Financial Adviser, Brahmaputra Board, Basistha, Guwahati-29.
2. The detailed work specification of the items which are to be covered under Annual Maintenance are given at Schedule – I.
3. The technical details of the servicing centre is to be furnished at Schedule – II.
4. The details of experience in Govt. organization in the recent past is to be furnished as per format at Schedule – III.
5. The quotation should be placed in sealed cover with name of the work written on the envelopes.
6. The works will be carried out from the date of issue of work order for a period of one year.

### **B. Bid Validity:**

1. The quotation submitted by the quotationer shall be valid for a period of 30 (thirty) days from the specified date of submission of quotation

### **C. Maintenance Period:**

1. Maintenance period is for one year from the date of issue of work order. Quotation not conforming the specified provision may be rejected at the discretion of the Brahmaputra Board.
2. The firm shall maintain all the computers; accessories, peripherals, OS on “as is where is” basis mentioned in Schedule – I. Plastic parts like knob, printer head (excluding paper, cartridge and ribbon) etc. if damaged is to be supplied by the quotationer.
3. Maintenance service should cover detection or vaccination of any kinds of VIRUS from the computer systems.

### **D. Place of Maintenance:**

Brahmaputra Board Head Quarter Complex, Basistha, Guwahati-29.

## **E. Quoting Norms**

1. To facilitate prompt evaluation, **the quotationer shall quote the price in item rate basis strictly as per the format in Schedule-I.**
2. There should not be any overwriting. Corrections, if any, shall be made by crossing out with dated initials and writing afresh.
3. Bidders shall quote rates inclusive of all applicable taxes/ charges for all items.
4. All duties and other levies paid or payable by the quotationer under the contract shall be included in the total bid price. The mandatory taxes payable shall be indicated for the job. These will, however, not be considered for the purpose of evaluation of the bids.
5. The prices payable to the supplier, except taxes, duties and levies etc. as will be stated in the contract shall be fixed and firm and not subject to adjustment/variation during the performance of the contract. The taxes, duties and levies shall be paid as per actual.
6. The quotationer shall provide maintenance and repair of hardware and OS as per detailed in Schedule-I.
7. The quotationer shall have to assume total responsibility for the fault free operation of hardware and provide necessary maintenance, services during the AMC period.
8. All spare parts required, during the AMC period shall be at bidder's cost.
9. The maximum response and defect restoration time during the AMC period should not be more than 3 (three) days. In case the defect/malfunction of an item cannot be rectified within 3 (three) days the quotationer will be required to arrange for immediate replacement of the same till it is repaired. On failure to arrange for immediate repair/replacement as mentioned above, there will be a penalty of Rs.500/- (Rupees five hundred) only per day. The amount of penalty will be recovered from the performance security submitted by the contractor if not paid by the contractor. However, for normal maintenance not involving major items shall be within 48 hours only.
10. The quotationer has to attend this office within 4 hours after the call is received.
11. If the quotationer having been notified, fails to rectify the defects within the aforesaid period, the Brahmaputra Board may proceed to take such remedial action as may be including termination of the AMC.

## **F. Quotation opening and evaluation:**

1. The bid will be opened in the office of the Chief Engineer (P&D), Brahmaputra Board, Basistha, Guwahati-29. The bidder or his authorized representative may be present during the time of opening the bids.
2. In the event of the specified date for the submission of bid being declared a holiday for the Brahmaputra Board or a bundh etc. the bid will be received upto the appointed time on the next working day and will be opened at the appointed time and location on the same day.
3. The bidders shall quote for full quantity of all the items, failing which, such bids may be treated as non-responsive at the discretion of the purchaser.
4. The Brahmaputra Board will evaluate and compare and will be substantially responsive to documents which are :-
  - (a) Duly signed.
  - (b) Conform to all the terms & conditions and technical specifications.
  - (c) Bids are enclosed with all the required documents, and (d) satisfy the quotation criteria.

5. The Brahmaputra Board, at its discretion, may call for any clarification (s) from any or all the bidders during the evaluation of quotation and process of award of Contract.
6. The Brahmaputra Board will award the contract prior to expiry of the bid validity period.
7. The Brahmaputra Board reserves the right, at the time of award, to increase or decrease the quantity of the items / or the services to be provided under the contract, without any change in the unit price or the terms and conditions. Further, the Brahmaputra Board reserves the right to award contract for the items in phases.

**G. Performance Security :**

1. Within 10 (days) after receipt of the notification of award, the contractor shall furnish performance security, for Annual Maintenance Contract (AMC), to the Brahmaputra Board in the form of Bank Guarantee/ Draft duty pledged to Financial Adviser, Brahmaputra Board equivalent to 10% of contract value which shall be released after 12 months from the date of agreement. If the successful bidder, upon receipt of notification of award, fails to submit the required Bank Guarantee/ bank draft within the stipulated time, the notification of award issued shall be liable to be withdrawn and cancelled.
2. Within 15 (fifteen) days from the date of receipt of the award of contract and upon submission of the necessary Bank Guarantee/ Bank draft, the contractor shall also sign an agreement with the Brahmaputra Board for the performance of the contract.

**H. Mode of Payment:-**

Payment for the AMC shall be made as follows :

1. The payment for the AMC for the work will be made to the contractor on **half yearly** basis subject to satisfactory performance.
2. All payment shall be made in INDIAN RUPEES only and subject to availability of fund under the concerned head of accounts.
3. Wherever the laws and regulation require deduction of taxes at the source of payment, the Brahmaputra Board shall effect such deduction from the due to the contractor. The remittance of amount so deducted and issuance certificate for such deduction shall be made by the Brahmaputra Board as per the rules and regulations in force.

**I. Qualification Criteria :-**

1. The quotationer shall be an ISO (or more) certified IT support services provider/ maintenance provider meeting the following specified requirements:
2. The specified requirements are to be met by the bidder. That is, in case of dealer/ distributor/ authorized agent being the bidder, credentials of the dealer/ distributor/ authorized agent only shall have to meet the following qualifying criteria, not of their ISO certified principal.
3. The bidder must have support infrastructure at Guwahati to undertake such maintenance.
4. The bidder should have proof of satisfactorily execution of at least two orders involving supply, installation and maintenance of services, PCs, Networking, in the last three financial years ending 31-03-2011. **Copy of purchase/ maintenance order and performance certificate to be enclosed as evidence.**
5. Notwithstanding anything stated above, Brahmaputra Board, Basistha, Guwahati –29 reserves the right to review the bidders capability to perform the contract prior to award of contract.
6. The technical specifications of the computers, equipments and peripherals must conform to the technical specifications furnished under schedule – I.
7. Quotationer shall enclose current income tax / PAN No. and sales tax/ VAT certificate duly attested during the time of submission of tender.

8. The bidder shall enclose certified photocopies of the original documents defining constitution or legal status, place or registration and principal place of business of the company or firm or partnership etc.

**J.**      **Others:**

1. The Brahmaputra Board reserves the right to accept or reject any quotation and cancel the instant bidding process and reject all quotations at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders, any obligation to inform the affected bidder or bidders on the grounds for the Brahmaputra Board's action.
2. Each bidder shall submit only one quotation.
3. The bidder may inspect the computers and peripherals to be covered under AMC prior to quoting.
4. The bidder shall enclose the following documents with their quotations:
  - (a) Details of the service provided.
  - (b) List of customers with their address, phone number, contact person, service provided.
  - (c) Information about the nearest service set-up.
5. The decision of the Brahmaputra Board under Ministry of Water Resources, Govt. of India, Guwahati shall be final in case of any dispute.



**SCHEDULE – II**

**TECHNICAL DETAILS OF THE SERVICING CENTRE**

1. Do you have an authorized service centre at Guwahati ? :-
2. Location of service centre at Guwahati (Full Address) :-
3. Details of Technical staff with designation (Encloser may be attached) :-
4. Enclose certified authorization letter/ certificate from company/ manufacturer, etc. :-

Signature of Quotationer  
with seal

**SCHEDULE - III**

**ANNUAL MAINTENANCE CONTRACT CHARGES IF ENTERED INTO CONTRACT  
IN GOVT./ SEMI GOVT. OFFICES**

Sl No	Organization & Address	Description of items	Period	Amount (Rs.)

\* SEPARATE SHEET MAY ALSO BE ENCLOSED

Signature of Quotationer  
with seal