

BHAVNAGAR MUNICIPAL CORPORATION

Sir Mangalsinhji Road, Kalanala, Bhavnagar

TENDER DOCUMENT

FOR

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTER SYSTEM AND ASSOCIATED PERIPHERALS OF BHAVNAGAR MUNICIPAL CORPORATION FOR 2 YEARS



Tender Ref. No.	:-	BMC/COMPUTER/11/2024-25
Department Detail	:-	Computer Department, Bhavnagar Municipal Corporation, Sir Mangalsinhji Road, Near Kalanala, Bhavnagar – 364001. Contact No : (0278)2431887 E-Mail : itmanager.bmc@gmail.com Web site : www.bmcgujarat.com

NOVEMBER- 2024

TENDER NOTICE

Bhavnagar Municipal Corporation (herein after referred to as BMC) invites online bids from eligible vendor/contractor/agency for Comprehensive Annual Maintenance Contract(CAMC) of computer system and associated peripherals of BMC for 2 years

IMPORTANT INFORMATION

Tender Notice No.	BMC/COMPUTER/11/2024-25	
Organization Name	Bhavnagar Municipal Corporation	
Tender Inviting Authority	EDP Manager, Computer Department, Bhavnagar Municipal Corporation, Sir Mangalsinhji Road, Bhavnagar – 364001. Contact No.(0278)2431887 E-Mail : itmanager.bmc@gmail.com	
Name of Work	Comprehensive Annual Maintenance Contract(CAMC) of computer system and associated peripherals of BMC for 2 years	
Project Duration	2 years (24 Months)	
Type of Contract	Comprehensive AMC	
Tender Type	Online	
Bidding Type	Two stage(Technical bid and Commercial bid)	
Tender Fee (Non-Refundable)	Rs.1500/- (Rupees Fifteen Hundred Only)	
E.M.D. (Refundable)	Rs.60,000/- (Rupees Sixty Thousand Only)	
Schedule of E-Tender	Tender Publishing Date	07/11/2024
	Start Date for the Submission of Proposal (Online)	07/11/2024 at 12:00 hours
	Last Date for the Submission of Proposal (Online)	28/11/2024 up to 18:00 hours
	Last Date for the Submission of Queries for Pre-bid Meeting	18/11/2024 up to 12:00 hours
	Pre-Bid Meeting Date	19/11/2024 at 12:00 hours
	Last Date for Physical Submission of E.M.D., Tender Fee, Technical Proposal and Supporting Documents.	02/12/2024 up to 18:00 hours
	Date for Opening of Technical Proposal	05/12/2024 at 12:00 hours
	Date for Opening of Commercial/ Financial Proposal	Intimated later to qualified bidders only
Address for (1) Pre-bid Meeting (2) Physical Submission of Bid (3) Opening of Technical Bid (4) Any other Correspondence	Computer Department, Bhavnagar Municipal Corporation, Sir Mangalsinhji Road, Near Kalanala, Bhavnagar-364001 Contact No.(0278)2431887	
Bid Validity	180 days from the last date of online bid submission	
E-Tendering website	https://tender.nprocure.com	

1. This tender document can be downloaded from BMC's website (www.bmcgujarat.com) as well as from online procurement portal (www.tender.nprocure.com). Bidders are advised to carefully read this tender document before submitting his bid.
2. Two Bid System (Technical and Commercial) will be followed for this tender.
3. Bidder is expected to examine all instructions, forms, terms & conditions and specifications in the bidding document. Failure to furnish all information prescribed in the bidding documents or submission of bids not substantially responsive to the bidding documents in every respect may result in the rejection of the bid. Bidder must submit the technical and financial bid in prescribed format without any deviation.
4. BMC reserve the right of discretion to change, modify, add to or alter any or all of the provisions of this tender document and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the BMC's website and it will become part of tender. No individual communication will be sent to the individual bidders.
5. It may be noted that corrigendum, amendments, time-extensions, clarifications, response to bidder's queries, if any to this tender will not be published through any advertisement in newspapers or any other media. It would be responsibility of the bidder to check the websites regularly for any change in relation to this Tender.
6. The bidder shall bear all costs associated with the preparation and submission of the bid.
7. Bidder shall submit their bids on <https://tender.nprocure.com> In addition to that, self-attested (seal and signature on each page by authorized person) hard copy for Eligibility & Technical bid to be submitted at BMC Office along with the Bid Processing Fees & EMD on or before last date of physical tender submission. However, Commercial/Financial Bid must be submitted only online through e-Tendering website on <https://tender.nprocure.com> using digital signatures.
8. This Tender notice shall form a part of contract document.

SECTION 1 : Pre-qualification Criteria

1.1 Tender Fee & EMD :

1.1.1 Bidder has to submit Non-refundable bid processing tender fees of Rs. 1500/-(Fifteen Hundreds Only) & Earnest Money Deposit (EMD) is Rs.60,000/-(Sixty Thousand Only) in form of any Nationalized Bank (having branch at Bhavnagar) in the name of “Commissioner, Bhavnagar Municipal Corporation” payable at Bhavnagar.

1.1.2 Original Demand Drafts should be send physically.

1.1.3 The Bidder should submit separate DDs one each for Tender Fee and EMD.

1.2 Technical Bid : Bids fulfill following Technical Eligibility Criteria shall be eligible for Commercial/Financial Evaluation. The Bidders should furnish documentary evidence supporting the information provided by them as part of the bidding process. The Tenderer shall have to submit Prequalification Bid with related documents in “Hard Copy” through R.P.A.D. / Speed Post / Courier. This cover must contain of following (To qualify in technical bid below documents must have to submit) :

Sr. No.	Eligibility Criteria	Supporting Document to be furnished
1	The bidder must have to submit bid letter	As per annexure-A
2	Registration certificate of firm	Certificate of Incorporation or Memorandum and Articles of Association or Partnership deed or Registration Certificate issued by Registrar of Firm, MSME etc.
3	Authorization letter for signing the bid document on behalf of the bidder.	As per annexure-B
4	The bidder should have minimum average annual turnover of Rs.40 Lacs for the last three financial year (financial year 2021-22, 2022-23 and 2023-24)	Certificate from Chartered Accountant indicating financial turnover for the last 3 financial years. As per Annexure-C
5	Income Tax returns	Income Tax returns for the last 3 years(Financial Year 2021-22, 2022-23 & 2023-24)
6	The bidder must have carried out minimum 2 contract of AMC of computer OR AMC of printers OR AMC of computers and printers with at least 50 devices. Out of these two contract minimum one contract should be from government/semi-government/board/corporation/public sector bank.	List of recent work carried out in tabular format as per Annexure-D and bidder has to attach copy of Work Orders / Relevant Support Certificates and satisfactory completion/ongoing certificate from competent authority Note : Date will be calculated from the last date of applying tender

7	Non-Blacklist declaration	As per Annexure-E
8	GST Registration Certificate	GST Registration Certificate
9	PAN Card	PAN card
10	EPF Registration Certificate	EPF Registration Certificate. Note : If EPF not applicable, then bidder has to provide disclosure as per Annexure-F
11	ESIC Registration Certificate	ESIC Registration Certificate. Note : If ESIC not applicable, then bidder has to provide disclosure as per Annexure-G
12	Staff detail with complete escalation channel in tabular format	as per Annexure-H
13	The Bidder should have at least one office in the state of Gujarat since last 2 year for better service and support. Note :- Date will be calculated from the last date of online submission of bid.	Copies of property tax payment receipt of last two financial year (F.Y. 2023-24 & 2024-25) or Copies of professional tax payment receipts of last two financial year or Copies of electricity bill of last two financial year or Copies of telephone bills of last two financial year or Copies of broadband or Leased line bills of last two financial year or Lease/Rent agreement (which can shows bidder's presence in Gujarat since last two year)
Kindly read carefully technical bid criteria and submit only those proofs which are listed under the column name "Supporting documents to be furnished".		

1.3 Commercial/Financial Bid:

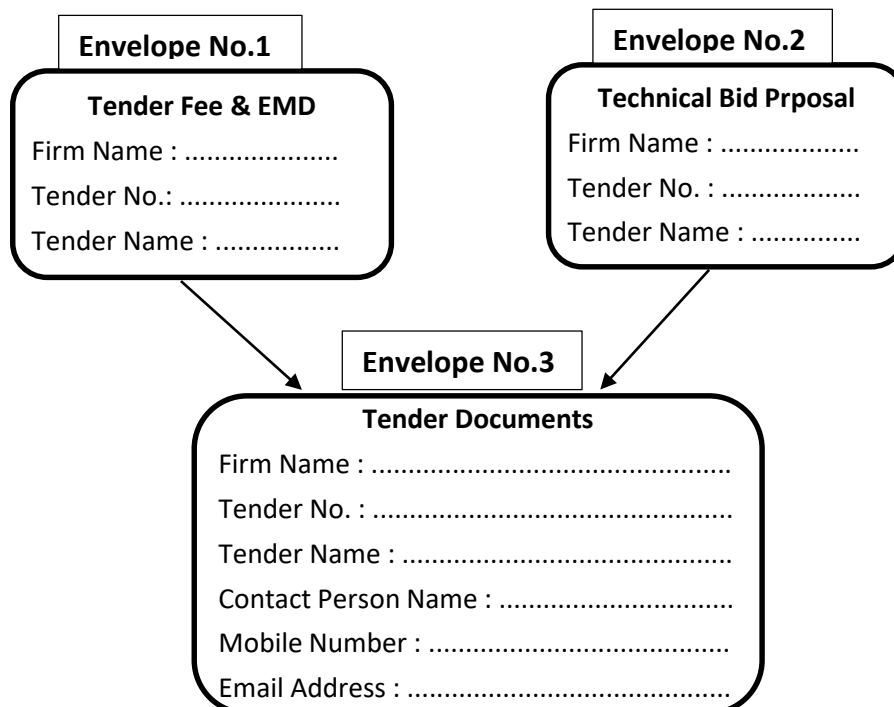
- 1.3.1** The bidder must submit the financial proposal through e-tendering website only.
- 1.3.2** Commercial bid in physical form shall not be accepted and it will be out right rejected. The offers submitted by Fax/Email shall not be considered. No correspondence will be entertained in this matter.
- 1.3.3** It would be bidder's responsibility to identify and factor cost of each and every financial item mentioned in this tender document during submission of commercial bids. In case of any such item is left out and noticed after completion of financial evaluation, the selected bidder has to provide the services at its own cost.
- 1.3.4** Bidder has to submit commercial proposal as per Annexure-I
- 1.3.5** The rates to be quoted by bidder in the commercial bids shall be inclusive of all duties / taxes / charges etc. but excluding GST.
- 1.3.6** Bidder must have to fill price of each item mentioned Annexure-I. If price is not mentioned for any item, tender will be out right rejected.
- 1.3.7** Rates shall be quoted as per (Annexure-I) of the tender for this contract which includes break down & preventive maintenance charges with materials, labor charges and manpower to be deployed for this work.
- 1.3.8** Prices shall be quoted in Indian Rupees only.

[Signature of the bidder with seal/stamp]

SECTION-2 : HOW TO SUBMIT BID

Bid should be submitted in the following manner:

1. **Envelope No.1:** Shall contain two separate Demand Drafts each one for Tender Fee and EMD. On the top of this envelope must be superscripted as “Tender Fee & EMD”.
2. **Envelope No.2:** Shall contain all the information and documents in the same serial order as shown in the Pre-qualification criteria. On the top of this envelope must be superscripted as “Technical Bid Proposal”.
3. **Envelope No.3:** Seal both the envelope (No.1 & 2) separately and put these two envelopes in third envelope of bigger size and seal it. This big envelope must be superscripted as “**Tender/Bid for Comprehensive Annual Maintenance Contract(CAMC) of computer system and associated peripherals of Bhavnagar Municipal Corporation(BMC) for 2 years**” and send it to **EDP Manager, Computer Department, Bhavnagar Municipal Corporation, Sir Mangalsinhji Road, Bhavnagar – 364001 through R.P.A.D. / Speed Post / Courier.**
4. All envelopes shall indicate the Agency name, Tender No, Tender Name, address, email id of bidder along with contact number and contact person name.
5. Late or delayed proposal shall not be considered. Therefore, please ensure that the tender is submitted/ posted well in time to reach us before the due date.
6. BMC will not be responsible for any postal delay.
7. Any Bid received by BMC after the deadline for submission of Bids shall be declared late and will be rejected.
8. The tenders (which do not have any work related indication on envelope) which may get opened before the due date are liable to be rejected.
9. Original tender documents must be submitted as it is without any modification, with duly sealed & signed on all the tender pages to confirm its reading and understanding clearly.
10. Each and every documents attached with the tender must be a self-attested. Kindly don't attach extra documents which are not required.



[Signature of the bidder with seal/stamp]

SECTION 3 : SCOPE OF WORK

- 3.1. This comprehensive maintenance contract shall cover proactive, preventive, corrective, breakdown maintenance of hardware & software support for the various make of Desktops, Laptops, Printers, Scanners, Projectors situated at different premises of Bhavnagar Municipal Corporation(BMC) within the Bhavnagar city limit.
- 3.2. The Bidder shall provide comprehensive maintenance (including breakage/ damage of all cables like Power/ Data cables etc.) covering all computer systems, all laptop parts including charger and battery, all peripherals, all printers etc., its services, software supports etc. and will carry out all the activities required to keep them up and running in good working condition.
- 3.3. Rates quoted as per **Annexure-I** of the tender shall be inclusive of all the problems like, mechanical problems, electrical problems, electronics problem & any other problem related to line printer, HDD crash, keyboard, mouse, printer head, all the cables, connectors, LED's jumper, flappers, lever arm, all type of gear, all type of knob, plastic parts, batteries, all type of switches, picture tubes, brass parts, rubber parts, springs, packing, screws, washers, back plates, cabinets etc. due to which the hardware is not working.
- 3.4. In case of problem in plastic parts or mechanical parts direct replacements shall be done with new one instead of repairing of old parts.
- 3.5. The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine part of same specification or higher and shall be new(not used and second hand) at no extra cost to BMC.
- 3.6. In case of unavailability any parts of the product/parts, the related parts of below brands of same specification shall be replaced with submitting proof of unavailability and prior approval of computer department.

Sr. No.	Name of Computer Parts	Allowed Brand Name
1	Motherboard	Gigabyte/HP/Dell/Intel/ Asus
2	RAM	Samsung/Kingston/Dynet/Crucial
3	Keyboard/Mouse	Logitech/HP/Dell
4	Processor	Intel/AMD
5	LAN/NIC Card	Gigabyte/Asus
6	Hard disk	Seagate/WD
7	LED Monitor	Samsung/LG/Dell/HP
8	DVD Writer	Samsung/LG/HP

- 3.7. In case if the bidder is not able to repair the original equipment or any part of it, the bidder shall supply the new substitute of same specifications or of higher specifications of reputed brand, with prior approval of the concern officer in

- computer department. In case, if it is found that the substituted item is of lower quality/specification then the same must be replaced. In case of, repetitive instances, BMC will take punitive action against the bidder.
- 3.8. Any worn or defective parts withdrawn from the equipment and replaced by the bidder shall become the property of the bidder and the parts replacing the withdrawn parts shall become the property of the BMC.
 - 3.9. If any spares/equipment or any part thereof supplied by the bidder is found defective, in case the same will be replaced from an outside source, the cost of any such replacement shall be paid by bidder.
 - 3.10. The CAMC includes removal of virus, software patch updating. HDD crash recovery, data backups, system administration (software installation and other system maintenance), software support/troubleshooting to keep the system fully operational.
 - 3.11. It must cover all movable plastic and other parts of the equipment in maintenance comprehensively except the consumable items such as Cartridges, Toner, Drum, Developer, Ribbons, UTP cables of Printers and any other items which are physically damaged or burnt.
 - 3.12. The BMC reserves the right to add any equipment (Computer Systems and/or associated Peripheral) for CAMC during the period of contract at the same terms and conditions of the contract. Similarly, any of the equipment included in the contract can be withdrawn from CAMC. Payment of bills will be made after adjusting for addition/withdrawal of such equipment on pro-rata basis.
 - 3.13. In case if breakdown/maintenance work is required to be carried out during non-working days/hours, the successful bidder shall attend the task(s) during this period at no extra payment.
 - 3.14. For any task given by BMC, the agency has no rights to raise the concern against the priority which is set by BMC. BMC assigned priority for any task will be consider final priority for that task.
 - 3.15. If spares for replacement are not available in the market due to obsolescence of the product, then the bidder shall submit the proof of obsolescence acceptable to BMC, so that the machine can be taken out of the scope of the contract.
 - 3.16. During CAMC period, Hardware shall be shifted at different location as per BMC's need, within city limit. Under the circumstances, party shall abide to carry out maintenance at multiple location as per instruction.
 - 3.17. CAMC includes installations and commissioning of existing/new equipment(s), shifting equipment(s) from one place/site to another, installation of software provided by client, configuration of software, installation of drivers and patches etc.
 - 3.18. Preventive maintenance (PM) of all the computer hardware, printers, scanners shall be carry out in first month of every quarter(Every 3 Months)(PM incudes cleaning the accessible and serviceable parts, disk checking, Disk defragmentation, anti-virus checking) and PM shall be planned in consultation with the concerned person of the

computer department and service engineer should submit PM reports to computer department. PM activity should not affect routine maintenance call.

3.19. Man Power support:

- a) The successful bidder must have to arrange adequate qualified staff for maintenance work and one maintenance engineer should permanently remain at BMC Head Office during working hours.
- b) Maintenance call will be given at any time round the clock including holidays maintenance engineer should available round the clock for attending call.
- c) The selected bidder shall have furnish contact detail of service engineer(s) assigned for this maintenance work within 15 days from date of LOI(Letter of Intent) in written on letter head of agency with sign and stamp of authorized person.
- d) The timing for the maintenance engineer(s) for repairing shall be from 10:30 Hrs. to 18.15 Hrs. during working days as well as Holidays(if needed). The Engineers may be required to attend call beyond office hours occasionally without any allowances/overtime from this office.
- e) The deputed maintenance engineer at BMC will take the prior permission for leave of absence from Computer department.
- f) In the absence/leave of engineer/personnel, it shall be the responsibility of the bidder to arrange another competent and experienced engineer during the period of absence of the designated engineer/personnel otherwise it will attract a penalty as per clause 4.8.
- g) In case the performance or behavior of the engineer assigned to this work is not satisfactory, the agency shall replace the engineer within 10 days of receiving written notice from the BMC.
- h) The personnel of annual maintenance will be required to visit any of the BMC offices or any other places as per the instruction of the Head of the computer Department. They will need to have their own vehicle / arrangements for this purpose and the bidder shall have to bear the cost for this and BMC will not make additional payment in this regard.

3.20. The selected agency shall undertake warranty management with OEM (Call log for repairing, coordination with OEM Engineer) for repairing/servicing of all computers, printers, scanners, laptops, projectors etc. (if it has already been purchased or purchase during this CAMC Period) which are under warranty period.

3.21. The bidder shall be require to hand over all the equipment in working condition at the time of termination of the contract, other the equipment, found faulty, shall be made good at bidder risk and cost by arranging its repair from external agencies.

3.22. The selected bidder(incoming agency) will physically inspect all the hardware to be covered under CAMC and submit detailed hardware configuration report of each equipment within 30 days from the date of issuance of work order. Any issues with hardware to be undertaken must be reported within this time period after which complete responsibility of the AMC would be with the incoming agency.

3.23. The bidder shall maintain a call log book for the call attended and service rendered and a call sheet duly signed by user should be submitted to the computer department after successfully attending the call.

SECTION 4 : TERMS AND CONDITIONS

4.1 General Terms and Conditions :

- a) The invitation for bids is open to all vendors having main/branch office in the state of Gujarat for the Comprehensive Annual Maintenance Contract (CAMC) at the Bhavnagar Municipal Corporation(BMC).
- b) The bid is not-transferable to any other agency.
- c) The CAMC will start from the date of LOI (Letter of Intent) issued by computer department of BMC. The contract duration will be for 2 years(24 months) form the date of LOI issue.
- d) The Municipal Commissioner, Bhavnagar reserves the right to accept or reject the tender at its sole discretion without assigning any reason.
- e) During CAMC period, if agency work will not found satisfactory by BMC officials then commissioner has out right power to terminate the contract at any point of time. Also Commissioner, Bhavnagar Municipal Corporation reserve the right to forfeit the SD of successful bidder and agency will be black listed, if decided/required.
- f) Selected bidder has to sign the agreement within 30 day from the date of LOI (Letter of Intent) issued by computer department of BMC. (The selected bidder will have to bear expenses of agreement paper and stamp duty).
- g) The offer should be valid for acceptance for a minimum period of 180 days from the date of opening of the Technical Bid.
- h) The bidder must quoted rates for all items in the price schedule as per Annexure-I, In case the item-wise prices are not quoted the bid will be out right rejected
- i) Contractor cannot arbitrarily terminate the contract. However BMC may at any time terminate the contract by giving written notice to the qualified bidder without compensation to the bidder, if the performance of the qualified bidder is not found satisfactory.
- j) All the terms and condition shall be binding to the party. The party shall duly sign each page of tender document. Signature of partner is required in case of partnership firm.
- k) The BMC shall not, in any way, be liable to pay in case of incur any expenditure or face any law suit in any court of law for any injury or death suffered by the bidder's maintenance staff during the performance of maintenance under the AMC.
- l) The contract will be initially for the period of two year. BMC, however reserves the rights to renew/extend the term of contract on quarterly, six monthly or annual basis up to a period of one years without altering any terms & conditions of the contract. Any extension will be at same quoted rate of last year.

4.2 CORRIGENDUM/ADDENDUM OF BIDDING DOCUMENTS

- a) At any time prior to the last date for submission of bids, BMC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by a corrigendum/addendum.
- b) Any such corrigendum/addendum shall be deemed to be incorporated into this Tender Document.
- c) This corrigendum will be published on website <https://tender.nprocure.com>

4.3 MODIFICATION AND WITHDRAWAL OF BIDS

- a) The Bidder may modify or withdraw its bid after the submission, provided that written notice of the modification or withdrawal is received by BMC prior to the deadline prescribed for submission of bids.
- b) No bid will be allowed to be modified subsequent to the final submission of bid.
- c) No bid will be allowed to be 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.

4.4 BID OPENING & EVALUTION :

- a) EMD & Bid Processing Fee and Technical proposals will be evaluated on the basis of compliance to eligibility criteria & condition, stipulated in the tender documents.
- b) Financial proposal will be opened only of those bidders who qualify in the technical evaluation.
- c) The committee reserves the right to reject any or all the tenders without assigning any reason thereof.
- d) Financial bids with lowest price quotation for the assignment will be considered for negotiations and award of Bid.

4.5 SECURITY DEPOSIT(PBG) :

- a) Successful bidder will have to separately submit security deposit of 10% of the final contract amount in the form of DD / Cheque / Bank guarantee of any Nationalized Bank except SBI in the name of "Commissioner, Bhavnagar Municipal Corporation" payable at Bhavnagar.
- b) Successful bidder will have to separately submit security deposit within 30 days from the date of bid awarded (for 2 years from date of LOI + extra 3 Months).
- c) Bank guarantee should be valid for 3 month beyond the date of completion of all contract obligations period.
- d) Security deposit will be repaid without interest after completion of said work of this tender.
- e) If the bidder/agency fails to complete the work or if the work is left incomplete in between BMC will forfeit the security deposit and black list the agency.

- f) If the extension is given to the agency after the completion of the contract period, then SD will be repaid after 3 months completion of the extension period.

4.6 BRANCH OFFICE OR MAIN OFFICE

- a) The Bidders must have branch office or main office in the state of Gujarat from at least last 2 years.
- b) If the branch office or main office or service center of the agency selected for this contract is **not located in Bhavnagar city**, then two maintenance Engineer has to be deployed at BMC specifically for CAMC within 15 days from date of LOI.
- c) If the branch office or main office or service center of the agency selected is not located in Bhavnagar city, then selected agency shall maintain an adequate stock of all necessary hardware item parts/Peripherals with Engineer appointed at BMC office in Bhavnagar for provide prompt service to the BMC.
- d) If there is delay in operation due to lack of hardware parts or peripherals or standby unit then a penalty will be levied as per clause 4.8.

4.7 THE E.M.D. MAY BE FORFEITED:

- a) If a bidder withdraws its bid during the period of bid validity.
- b) If successful bidder withdraws his tender or backs out after acceptance.
- c) Bidder revises any of the item quoted during the validity period.
- d) 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.
 - (iii) If the bidder is found to be involved in fraudulent practices.

4.8 SERVICE LEVEL AGREEMENT(SLA) AND PENALTY :

- a) The bidder shall provide single point of contact for all assistance and services. End users shall contact this service as a first point of contact for problem resolution.
- b) After receiving the maintenance call, the call by any medium like letter/e-mail/call/ticketing tools must be attended within 3 working hours and problem to be resolved within 8 working hours of reporting and the problems requiring the hardware parts replacement must be resolved within next working days of reporting call or standby arrangement shall be made. If problem is not resolved within next working days of reporting the call and a stand by or replacement is not provided, it will attract a penalty of Rs.500/- per day for delay.
- c) In case, the equipment(s) under CAMC could not be repaired at site within next working days of reporting the call and has to be taken out for repairs, then the successful bidder can carry the equipment to service center after replacing the same with a stand by functional equipment of the same or higher compatible configuration. The packing, transportation, any physical/water damage during transportation and any associated activity with the repair and maintenance shall be

the sole responsibility of the bidder. Such equipment shall be brought back after repair within 2 week(time will be calculated from date of reporting the call). If successful bidder failed to repair original equipment within 2 weeks, the stand by equipment will become property of BMC forever. Such stand by equipment will also cover in CAMC.

- d) Preventive maintenance (PM) activity shall be carry out as per schedule specified in clause 3.18. If successful bidder failed to perform PM in schedule time then penalty will be levied Rs.1000/- per day for each day of delay beyond schedule planed.
- e) In case of absence/leave of maintenance engineer if bidder not arrange another competent and experienced engineer during the period of absence of the designated engineer/personnel then penalty will be levied Rs.500/- per day.
- f) Penalty will calculated at the end of every quarter and it will be deducted from the bill amount of that corresponding quarter or any subsequent quarters or from SD.
- g) The amount of penalty shall be subject to a maximum limit of 10% of the total contract value. If penalty amount exceed 10% of total contract value, then Commissioner, Bhavnagar Municipal Corporation reserved the right to terminate the contract at any point of time, security deposit of successful bidder will be forfeited and agency will be black listed, if decided or required by higher authority.

4.9 TERMINATION OF CONTRACT:

BMC may terminate the Contract if

- a) The selected bidder does not start performing the contract within stipulated time period.
- b) The selected bidder stops performing the contract or withdraw the activity to perform the contract.
- c) The selected bidder breaches any terms and conditions of the contract.
- d) The selected bidder does not follow the written instructions given by BMC.

Besides terminating the contract, BMC may forfeit the SD of successful bidder and agency will be black listed.

4.10 PAYMENT TERMS:

- a) No Advance Payment will be done to agency.
- b) Payment will be made on quarterly basis after satisfactorily completion of each quarter.
- c) If payment is delayed due to any reason, no interest shall be paid on delay of Payment to party.
- d) No claim on account of GST, sales tax, service tax, or any other taxes and duties for the material used for execution of the work, awarded under the contract, will be entertained by the BMC and all such taxes and duties shall be borne by the contractor himself.

- e) All other terms and conditions related to payment are as per BMC's rules and regulations.

4.11 DISPUTE REDRESSAL:

In cash of any dispute or differences, only courts of Bhavnagar shall have jurisdiction in all Matters arising out or connected with this tender. Further the agreement is subjected to Low of India.

4.12 REJECTION OF THE BID:

BMC may at its sole discretion and at any time during the evaluation of Proposal, disqualify any bidder, if the bidder has:

- a) Submitted the proposal documents after the response deadline.
- b) Made misleading or false representations in the forms, statements and attachments submitted as per the requirements.
- c) Exhibited a record of poor performance such as doing abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years.
- d) Submitted a proposal that is not accompanied by required documentation or is non-responsive.
- e) Failed to provide clarifications related thereto, when sought.
- f) Declared ineligible by the Government of Gujarat, or any of the PSU in the State Government, for corrupt and fraudulent practices or has been blacklisted by State Government of Gujarat or Government of India.
- g) Submitted a proposal with price adjustment / variation provision.
- h) Any undesirable approach/means at any point of time during the tender process shall result in immediate disqualification of the bidder from the tender process.
- i) Conditional proposal will be outright rejected.
- j) If EMD are not found enclosed in cover, than the tender will be out right rejected.

4.13 PRE-BID MEETING

- a) Any clarification required by prospective bidders shall be discussed and clarified during the pre-bid meeting which will be held at place mentioned in Important Information section of this document.
- b) Prospective bidders may send their queries to be discussed during pre-bid meeting at least 24 hours in advance in writing or email on itmanager.bmc@gmail.com.
- c) The BMC may also on its own initiative, if deemed necessary, issue interpretations and clarifications to all bidders. Verbal clarifications and information given by the BMC or its employees or representatives shall not in any way or manner be binding on the BMC.
- d) It would be the responsibility of the Bidders to be present at the venue of the pre-bid meeting.
- e) BMC has discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.

SECTION 6: Annexures

ANNEXURE-A

Bid Letter

(On bidder's letter head with duly seal and signed by authorized person)

Date: dd/mm/yyyy

To.
The Commissioner Shree,
Bhavnagar Municipal Corporation,
Sir Mangalsinhji Road, Bhavnagar-364001

SUBJECT: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTER SYSTEM AND ASSOCIATED PERIPHERALS OF BHAVNAGAR MUNICIPAL CORPORATION FOR 2 YEARS

Respected Sir,

We here by submitting our offer in full compliance with terms & conditions mentioned in for this bid. Our offer is submitted in two separate and sealed envelopes marked as Technical Bid cover and Tender fee & EMD and we have submitted Financial Bid online through nProcur portal. We have carefully read and understood the terms and conditions of the tender and the conditions of the contract applicable to the bidder. We here by agree with that non-compliance in any terms & conditions mentioned in this tender document will result in rejection of our bid and we will abide by any decision taken in this regards by BMC authority.

We hereby certify that the person signing the tender is fully complying the 3rd clause of 1.2 : Pre-qualification Criteria.

We are aware that Commissioner, BMC reserves all rights to reject all/any of the offers without assigning reason thereof and Commissioner, BMC reserves the right to allot the work to any of the agencies without assigning any reason/s thereof.

We do hereby undertake that, until a formal contract is prepared and executed, this bid, together with notification of award of contract, shall constitute a binding contract between us.

Signature of Bidder (with official seal)

Name : _____

Designation : _____

Address : _____

Date : _____

Mobile No : _____

Place : _____

E-mail address : _____

ANNEXURE-B
LETTER OF AUTHORITY

(On bidder's letter head with duly seal and signed by authorized person)

To,
The Commissioner Shree,
Bhavnagar Municipal Corporation,
Bhavnagar

SUBJECT: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTER SYSTEM AND ASSOCIATED PERIPHERALS OF BHAVNAGAR MUNICIPAL CORPORATION FOR 2 YEARS

Dear Sir,

We, (Bidder's Name), do hereby authorize Shri/Smt.....holding the post of in our organization to represent our organization in this tender and to carry out all the formalities relating thereto.

Yours Faithfully

Date :-
Place :-

Sd. /-
(Name and Designation)

ANNEXURE-C:

AGENCY TURNOVER

(To be submitted on Chartered Accountant's Letter head)

Name of the Firm :

GST Details :

PAN Details :

Period	Turnover in Rs.
2021-22	
2022-23	
2023-24	

It is certified that the details provided above are corrected and I have gone through relevant records to come out with the figures quoted above.

Place :-

Date :-

SIGN & SEAL of Chartered Accountant

Note:- Attach audited Profit and Loss Account, Balance sheet for financial year 2021-22, 2022-23 and 2023-24.

ANNEXURE-D

Experience Detail

(On bidder's letter head with duly seal and signed by authorized person)

Note: The bidder has to fill this form and submit the supporting document for each customer reference. You may add the customer references by adding multiple rows.

Sr.No.	Name of the Organization	Telephone No. & Address	Date/Period of implementation	No. of Node/ No of Pc Maintained	Type of support document attached
1					
2					
3					

Name of the Bidder _____

Signature of the Authorized person _____

Name of the Authorized Person _____

ANNEXURE-E

Non-Blacklisting Certificate

(On Non judicial Stamp paper of Rs.100 duly attested by the First class Magistrate/Notary Public)

I M/s. _____ (Bidder),
_____ (the names and address of the registered office) hereby certify and confirm that we or any of our promoter/s /director/s are not barred by Government of Gujarat (GoG) / any other entity of GoG or blacklisted by any state government or central government / department / agency in India from participating in Project/s, either individually or as member of a sub-contractor as on the _____ - (physical Bid submission Date), rejection in case any material misrepresentation is made or discovered with regard to the requirements.

We further confirm that we are aware that our Application for the captioned Project would be liable for of this Tender at any stage of the Bidding Process or thereafter during the agreement period. Dated this _____ Day of _____ 2024.

Name of the Bidder _____

Signature of the Authorized person _____

Name of the Authorized Person _____

ANNEXURE-F

Disclosure of EPF not applicable

(On bidder's letter head with duly seal and signed by authorized person)

CERTIFICATE

Our Organization/agency applied bid for
“COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTER SYSTEM AND ASSOCIATED PERIPHERALS OF BHAVNAGAR MUNICIPAL CORPORATION FOR 2 YEARS”
Procured by Computer Department, Bhavnagar Municipal Corporation. We declare that our organization is not registered under EPF. In future if any question or liability arising under EPF rule shall be the sole responsibility of our organization/agency.

Authorized Person sing/Stamp:

Authorized Person Name:

ANNEXURE-G

Disclosure of ESIC not applicable

(On bidder’s letter head with duly seal and signed by authorized person)

CERTIFICATE

Our Organization/agency applied bid for “**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTER SYSTEM AND ASSOCIATED PERIPHERALS OF BHAVNAGAR MUNICIPAL CORPORATION FOR 2 YEARS**” Procured by Computer Department, Bhavnagar Municipal Corporation(BMC). We declare that our organization is not registered under E.S.I.C rule. A certificate of which is hereby given. In future if any question or liability arising under E.S.I.C rule shall be the sole responsibility of our organization/agency.

Authorized Person sing/Stamp :

Authorized Person Name :

ANNEXURE-H
ESCALATION MATRIX
 (To be submitted on Firm's Letter head)

Name of the Firm :

	Name	Contact Number	Designation	Turn Around Time (TAT)
Level 1				
Level 2				
Level 3				
Level 4				

Place :-

Date :-

AUTHORISED SIGNATORY OF THE FIRM WITH SEAL

ANNEXURE-I
FINANCIAL BID FORMAT

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTER SYSTEM AND ASSOCIATED PERIPHERALS OF BHAVNAGAR MUNICIPAL CORPORATION FOR 2 YEARS-- Price Bid of Tender No: BMC/COMPUTER/11/2024-25

Group 1 : List of Computers :

Sr. No.	Itemwise Specification (Brand Name/ Model No/ Processor/ RAM/ HDD/ Monitor)	Existing Qty	Unit Price for 1st year (without GST)	Unit Price for 2 nd year (without GST)	Total Price For 2 Years (without GST)
A	B	C	D	E	F = (C * D) + (C * E)
1	ACER - VERITON2640 i3-2120/4 GB/HDD 1 TB 19"	1			
2	DELL - OPTIPLEX3070 i3 9100/4GB/HDD 1 TB 19"	15			
3	DELL - OPTIPLEX3080 i3 10100/4GB/HDD 1 TB 19"	23			
4	DELL - OPTIPLEX5070 i5 9500/8 GB/HDD 1 TB 19"	1			
5	DELL - OPTIPLEX5070 i5 9500/8 GB/SSD 250 GB/HDD 1 TB 21"	1			
6	DELL - OPTIPLEX7090 i7 11700/8 GB/250 GB SSD/HDD 1 TB 19"	4			
7	DELL - OPTIPLEX3050 i7 7700/16 GB/HDD 1 TB 24"	1			
8	DELL-OPTIPLEX3000- IntelCore(TM) i5 12500/8GB/HDD 1TB 21"	2			
9	HP - 280G1 i3 4160/4 GB/HDD 1 TB 19"	50			
10	HP - SLIMLINE i3 4170/4 GB/HDD 1 TB 19"	24			
11	HP - 280G3 i3 7100/4 GB/HDD 1 TB 19"	40			
12	HP - 280G3 i3 7500/8 GB/HDD 1 TB 19"	10			
13	HP-Prodesk -IntelCore(TM) i5-4590/4GB/256 SSD/HDD 500GB 19"	1			
14	LENOVO - IDEACENTER i3 8100/4 GB/HDD 1 TB 19"	10			
15	LENOVO- Think Centre i3-12100-12 th Gen/8GB/HDD 512Gb 19" (Warranty Maintenance Only)	10			
16	LENOVO-Think Centre Neo 50s i3-12100-12 th Gen/8GB/HDD 512Gb 19" (Warranty end:Jul-2026) (Warranty Maintenance only)	10			
17	Assemble - Intel Core(TM)-i5-4905/8GB/HDD 1TB 19"	1			
18	I-BALL - ASSEMBLE i3 4170/4 GB/HDD 1 TB 19"	1			
19	I-BALL - ASSEMBLE i5 4590/4 GB/HDD 1 TB 19"	1			
20	RED - ASSEMBLE i3 4160/4 GB/HDD 1 TB 19"	1			
21	INTEX - ASSEMBLE i5 4670/4 GB/HDD 1 TB 19"	1			
22	FINGER - ASSEMBLE i5 4590/8 GB/HDD 1 TB 19"	1			
23	HP Pro Tower 280 G9-i3-12 th Gen/8GB/512SSD+1tb HDD 21.5" (Warranty Maintenance Only)	82			

Sub-Total of Group 1 : Total Cost for Computers

Group 2 : List of A4 Printers :

1	HP 1020	26			
2	HP M1005	3			
3	HP MFP126	6			
4	HP M128	4			
5	HP M132	2			
6	HP MFP427	1			
7	HP P1107	1			
8	Hp Laser MFP 136nw	1			
9	HP P1108	21			
10	HP Laser MFP1188FNW(Warranty ends On:28/04/2025)	29			

[Signature of the bidder with seal/stamp]

11	HP Laser 1008A (Warranty ends on : 01/05/2025)	28			
12	HP Laser 1008A(Warranty Maintenance only)	33			
13	HP INK TANK 319	1			
14	HP CP1215	1			
15	BROTHER DCP	2			
16	CANON LB2900B	3			
17	CANON G2000	1			
18	CANON 3010	1			
19	SAMSUNG M2876	1			
Sub-Total of Group 2 : Total Cost for A4 Printers					
Group 3 : List of A3 Printers :					
1	HP 436nda	6			
2	RICOH MP2014d	3			
3	HP MFP M42625dn(Warranty Maintenance Only)	5			
4	HP MFP M42625dn(Warranty ends on:28/04/2025)	2			
5	Epson Dot Matrix (Model FX2175,FX2190)	3			
Sub-Total of Group 3 : Total Cost for A3 Printers					
Group 4 : List of Scanners :					
1	CANON	6			
2	HP	1			
3	MICROTEK	1			
4	Epson Perfection V39II (Warranty Maintenance Only)	30			
Sub-Total of Group 4 : Total Cost for Scanners					
Group 5 : List of Projectors :					
1	SONY VPL-EW455	3			
2	HITACHI	1			
3	EPSON EB982W	1			
Sub-Total of Group 5 : Total Cost for Projects					
Group 6 : List of Laptops :					
1	HP PROBOOK6460b/i5-2410/2 GB/HDD 340 GB	2			
2	DELL latitude 3510/i3 10110U/8 GB/HDD 1 TB	1			
3	HP NOTEBOOK AB516TX/i5 6200U/8 GB/HDD 1 TB	1			
4	DELL Latitude 3540/i5-1235U/ 8 GB/ 512 GB(Warranty Maintenance Only)(Warranty expire on February 2027)	6			
Sub-Total of Group 6 : Total Cost for Laptops					
Final Total (Group 1 + Group 2 + Group 3 + Group 4 + Group 5 + Group 6)					

Note:

1. Bidder must have to fill price of each item mentioned above. If price is not filled for any above item, tender will be out right rejected.
2. Price must be filled online only. Prices filled/shown/displayed in any other way or format before Technical scrutiny, tender will be outright rejected.
3. All rates must be exclusive of tax and tax will be as per the government rules.
4. Agency must have to quote the price online on <https://tender.nprocure.com> only.
5. In Warranty Maintenance Only bidder has to filled price for maintain the warranty with OEM of that items.