

**Office of RUDSICO, External Aided Project (RUIDP)****Rajasthan Urban Drinking Water Sewerage and Infrastructure Corporation Ltd (RUDSICO)****Branch Address: - AVS Building, Jawahar Circle, JLN Marg, Jaipur - 302017****E-mail: - mail.ruidp@rajasthan.gov.in****Phone: 0141 2721966****Website: - <https://urban.rajasthan.gov.in/content/raj/udh/ruidp/en/home.html#>****Fax No.: 0141 2721919****No F4(29) - 3/RUIDP/PMU/IT/AMC Computer- III-00798/ 4618****Dated: 01/07/24****REQUEST FOR QUOTATION**

Sealed quotation in one envelop are invited from **experienced firm (preferably a service provider of any brand)** for Annual Maintenance of Computers, Laptops, Printers, Projectors and other peripherals of Rajasthan Urban Infrastructure Development Project (RUIDP) in Jaipur.

| Item(s)   | Period For | Estimated Cost                    |
|---|------------|-----------------------------------|
| Annual Maintenance (Comprehensive) of Computers, Laptops, Printers, and related items for RUIDP (Rajasthan Urban Infrastructure Development Project) in Jaipur. | One Year   | Rs. 53,000/-<br>Including GST 18% |
|   |            |                                   |

Detailed Quotation form can be obtained from RUIDP Office, Jaipur during office hours from 02.07.2024. The same can also be downloaded from RUIDP Website under the section "News and Quotation".

Last date for submission of Quotations in RUIDP Office, Jaipur is 04.07.2024 up to 03:00 PM. The received Quotations will be opened on 04.07.2024 at 3.30 PM.

  
**Dy. Project Director (Adm.)****RajKaj Ref  
8463678**

**Schedule-I**

**Bidder's Detail and Earnest Money**

**I. Firm Details:**

|    |  |  |
|----|--|--|
| 1. | Name of Bidder/Firm                        |  |
| 2. | Name & Designation of Authorized Signatory |  |
| 3. | Registered Office Address                  |  |
| 4. | Jaipur Office Address                      |  |
| 5. | Year of Establishment                      |  |
| 6. | Telephone No. / Mobile                     |  |
| 7. | Email Address                              |  |

**II. Earnest Money Details:**

| S. No. | Name of Bank | DD/ Banker's Cheque No. and date | Amount (in Rs.) |
|--------|--------------|----------------------------------|-----------------|
|        |              |                                  |                 |


**III. Tax Clearance Certificates:**

| S. No. | Type of Tax | Whether tax clearance certificate enclosed (Yes/No) | Certificate Number |
|--------|-------------|---|--------------------|
| 1.     | Income Tax  |   |                    |
| 2.     | GST         |   |                    |

- IV. We agree to abide by all the conditions mentioned in this Tender Document issued by the Tendering Authority and also the further conditions of the said Tender Notice given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein).

Signature of Bidder with Seal \_\_\_\_\_

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**Schedule-II**

**DETAILS OF TECHNICAL MANPOWER FOR AMC**


| S. No. | Name of Service Engineer | Technical Qualification | Experience in years | Field of Experience |
|--------|--------------------------|-------------------------|---------------------|---------------------|
| 1      |                          |                         |                     |                     |
| 2      |                          |                         |                     |                     |
| 3      |                          |                         |                     |                     |
| 4      |                          |                         |                     |                     |
| 5      |                          |                         |                     |                     |
| 6      |                          |                         |                     |                     |
| 7      |                          |                         |                     |                     |

**DETAILS OF EXPERIENCE OF AMC**

| S. No. | Name of Department/ Office | Duration of AMC | Cost of Order | No. of Devices under AMC Order |        |          |          |       |
|--------|----------------------------|-----------------|---------------|--------------------------------|--------|----------|----------|-------|
|        |                            |                 |               | PCs                            | Laptop | Printers | Scanners | Other |
| 1.     |                            |                 |               |                                |        |          |          |       |
| 2.     |                            |                 |               |                                |        |          |          |       |
| 3.     |                            |                 |               |                                |        |          |          |       |
| 4.     |                            |                 |               |                                |        |          |          |       |
| 5.     |                            |                 |               |                                |        |          |          |       |

Signature of Bidder with Seal \_\_\_\_\_

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### Schedule-III

#### TERMS and CONDITIONS

(For Comprehensive AMC of Computer and related items)

1. **Experience** - The firm should have experience for maintaining computer, printers and other related item of AMC, must have number of trained persons with spares parts required for AMC. Should have office in Jaipur. Firm shall enclose the experience certificate.
2. **Price Quotation Form** - No addition and alteration should be made in the Format of price quotation form. No overwriting should be done. Corrections if any should be made clearly and initialed with dates. Rates will be accepted only in the prescribed form in original.
3. **Date and Time** - Tenders received after the prescribed time and date shall not be considered.
4. **Inclusive Rates** - All rates quoted must be **FOR** destination and inclusive of all charges/GST.
5. **Filing and signature** - Tender forms shall be filled in ink or typed. No tender filled in pencil shall be considered. The tenderer shall sign the tender form at each page and at the end in token of acceptance of all the terms and conditions of the tender.
6. **Pre-examination** - The tenderer shall be deemed to have carefully examined the conditions and specifications of the equipment to be maintained. If he shall have any doubts and to the meaning of any portion of these conditions or of the specifications, he shall, before submitting the tender refer to the Officer In charge/ACP and get clarification.
7. **Comprehensive** - AMC will be comprehensive and include all repair, maintenance and replacement. Parts replacements rates - All the parts of the peripherals **except the consumables** would be covered under the contract.
8. **Consumables** - Consumables namely **Printer heads, Printer bands, Teflon, Printer wheels, Power adaptor, Ribbons, Battery, scanning unit, Plastic parts** are not covered under the contract; however, the tenderer shall separately provide a list of charges for these items when required to be replaced during the contract period. The charges would be applicable for the contract period and tenderer shall have no right to claim any extra amount for any reason whatsoever.
9. **Software** - The contract does not cover any application software but the operating system and utility software, Networking, LAN etc., should be treated as part of Contract items and tenderer shall be held responsible for failure of these items. In case of non-availability of drivers of the machine in the department, the contractor will arrange from their sources.
10. **Virus free** - The necessary support for maintaining VIRUS free computer environment in the department and help in upgrading the software's / virus detection mechanism would be provided by the contractor.
11. **Calls:** Tenderer shall attend the complaint calls within time period as per the schedule given below. Complaint calls could be made using any of the following modes of communications - Phone, Email or in person. Tenderer shall provide a complaint number and approximate time for attending the call.

| S. No. | Particulars  | Desktop Computers, Server, Laptops, Printers, Projector & others as per list. |
|--------|--|---|
| 1      | Complaint calls to be attended from the time of lodging complaint  | Within 8 working hours.   |
| 2      | Tenderer shall provide a <b>standby</b> system of similar configuration when the fault is not rectifiable from the time of lodging complaint | Within 48 hours after the day the call has been lodged.                       |
| 3      | Standby is to be <b>replaced</b> by original machine from the date of lodging complaint  | Within 7 Days after the day the call has been lodged                          |

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12. **Call Register Maintenance** - Tenderer shall provide maintenance service during office working hours from 9.30 a.m. to 6.00 p.m. (Monday through Friday/Saturday) to keep the machine in good working order. The service shall consist of **Call Service Report** and will include detail of supply and replacement of parts and submit to the Department on half yearly basis.
13. **Emergency** - In case of emergency, the contractor will also provide maintenance and repair services on holidays and even after office hours also for which no separate cost shall be paid.
14. **Earnest Money – Bidders are required to submit earnest money of Rs. 1060.00 (Rupees One Thousand Sixty Only) in the form of Bank Drafts/Bankers Cheque of the scheduled Bank in favor of Project Director, Rajasthan Urban Infrastructure Development Project, Jaipur along with their Quotation.**
15. **Security** - Deposit of security amount equal to **5%** of the value of the AMC cost for which tenders are accepted, should be deposited by the Bidder along with the Agreement. The amount should be deposited in Cash/ Bank Drafts/Bankers Cheque of the scheduled Bank in favor of Project Director, Rajasthan Urban Infrastructure Development Project.
16. **Agreement** - Successful tenderer will have to execute an agreement as per rule on non-judicial stamp paper within a period of 7 days of receipt of order.
17. **Payments - No advance** payment in any case will be made. However, half yearly payment will be made strictly on the basis of satisfactory report from the ACP.
18. **On-site** - As far as possible, the repairs would be carried out on-site itself. Only such repairs, which is not possible to execute in the premises of the department, would be allowed to be done in the contractor's workshop with prior written permission of the department.
19. **No Carriage** - In case the repair is needed at contractor works, cost of carriage and arrangement will be done by the contractor.
20. **Penalty** - If the contractor fails to repair or provide a stand by PC/ accessory within **stipulated time**, then a penalty of Rs. 200/- (Rupees Two Hundred only) per day or LD as per GF & AR will be charged for delay beyond such time the PC/ accessories are repaired. In case the parts required are not available, then the same should be replaced with a higher level of part that is compatible with the system.
21. **Backing out** - It may also be noted that in case of contractors backing out in midstream without any explicit consent of this department, he will be liable for recovery at higher rates, vis-à-vis, those contracted with it, which may have to be incurred by this department on maintenance of machines for the balance period of contract through alternative means. The above act of backing out would automatically debar the contractor from further dealing with this department and the security would also be forfeited.
22. **No Sublet** - The successful tenderer shall not assign or sublet his contract or any substantial part thereof to any other agency.
23. **Rights** - The Department reserves the right to accept any tender not necessarily the lowest tender and reject any tender without assigning any reason thereof. Order can be placed for the whole or part of the quantity, may add or cancel item as per requirement during contract period.
24. **GST Registration** – GST registration Certificate.
25. **Legal** - All disputes arising out of this agreement and all question relating to the interpretation of the agreement shall be decided by the department and the decision of the department shall be final. All legal Proceedings instituted by any of the parties (Department and Contractor) shall have to be lodged in courts situated at Jaipur in Rajasthan.
26. **Others** - Other Terms and Conditions will be as per GF&AR.

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## Schedule-IV

## PRICE QUOTATION

(For Comprehensive AMC of Computer and related items)

Name of the Bidder: \_\_\_\_\_

| S. No. | Type                  | Item Description   | Sr. No.   | Purch Year | Qty. | Item Total | AMC Rate in Rs. (Including GST) | AMC Amt. in Rs. (Including GST) |
|--------|-----------------------|--|---|------------|------|------------|---------------------------------|---------------------------------|
| 1      | AIO-i3                | HP - AIO Intel i3/ 4GB RAM/1TB-HDD/19.5" LED /DVD-RW With Win-8/ Keyboard, Mouse. Pg-6 | 01.2  | 2014       | 1    | 1          |                                 |                                 |
| 2      | PC (i3)               | Wipro-i3/2GB RAM/320GB HDD/18.5" TFT/Win-7/Keyboard, Mouse. Pg-2                       | 097.088   | 2010       | 2    | 5          |                                 |                                 |
|        |                       | Lenovo-i3/4GB RAM/1TB HDD/19.5"/Win-10./Keyboard, Mouse. Pg-2                          | C84, C85, E4V   | 2020       | 3    |            |                                 |                                 |
|        | AIO-i5                | HP - AIO Intel i5/4GB RAM/1TB HDD/19.5" LED DVD-RW With Win-8/ Keyboard, Mouse. Pg-6   | 1116  | 2018       | 1    | 1          |                                 |                                 |
| 3      | PC (i5)               | HP Intel Core-i5/ 2GB RAM/500 HDD with WIN-7/18.5" LED. Keyboard, Mouse. Pg-3          | 29G, 29K, 2CS, 2D5, 2GR, 2HQ, 57N, 57P, 57R, 587, 58D, 58F, | 2013       | 12   | 41         |                                 |                                 |
|        |                       | HP Intel Core-i5/ 4GB RAM/500 HDD with WIN-8/18.5" LED, Keyboard, Mouse. Pg-3          | 38H, 39Z, 38C, 3B7, 38V, 36N,                               | 2013       | 6    |            |                                 |                                 |
|        |                       | Lenovo- Intel Core-i5 /4GB RAM /1TB HDD/With Win-10/19.5" Keyboard, Mouse. Pg-3        | X4C, X7N, X7P, X8U, XKF, XKH                                | 2018       | 6    |            |                                 |                                 |
|        |                       | HP Intel Core-i5/4 GB RAM/1TB HDD with WIN-10/18.5" Keyboard, Mouse Pg-3               | KCZ, KC5  | 2017       | 2    |            |                                 |                                 |
|        |                       | HP Intel Core i5/4GB RAM/500 GB HDD/Win-8.1/23"/ Keyboard, Mouse. Pg - 4               | BTJ   | 2015       | 1    |            |                                 |                                 |
|        |                       | Mini- PC CPU Lenovo With Wireless Keyboard & Mouse Pg.                                 | PTK   | 2020       | 1    |            |                                 |                                 |
|        |                       | HP Intel Core i5/4GB RAM DDR3/500 GB HDD/Win-8.1/23"LED/ Keyboard, Mouse. Pg - 56      | BTR, BV2, BV0, BTD, BT9, BTW, BTY                           | 2015       | 7    |            |                                 |                                 |
|        |                       | HP Intel Core i5/4GB RAM DDR3/500 GB HDD/Win-8.1/23"LED/ Keyboard, Mouse. Pg - 67      | CM1, CG5  | 2016       | 2    |            |                                 |                                 |
|        |                       | HP Intel Core i5 280/4GB RAM/1TB HDD/21.5 "LED Win-10 Pg. 06                           | XFN   | 2018       | 1    |            |                                 |                                 |
|        |                       | HP Intel Core i5 280/4GB RAM/1TB HDD/19.5 "LED Win-10 Pg. 07                           | XFY, XFX, XFV   | 2018       | 3    |            |                                 |                                 |
| 4      | Laptop (i5)           | HP Intel Core - i5 EliteBook 4GB RAM/500 GB HDD/14" LED/ Win-8 Pro Pg - 8              | XHM   | 2013       | 1    | 7          |                                 |                                 |
|        |                       | HP Intel Core -i5 ProBook 2 GB RAM/ 750 GB HDD/ 15.6" LED / Win-8 Pg - 8               | 1MJ   | 2013       | 1    |            |                                 |                                 |
|        |                       | HP Intel Core-i5 7200 U/ 8 GB RAM/ 1TB HDD/14 "LED/ Win-10 Pg - 8                      | 1QS   | 2017       | 1    |            |                                 |                                 |
|        |                       | SONY -i5 Ultrabook 4 GB RAM /100 GB HDD / Win-10 Pg - 8                                | 385   | 2013       | 1    |            |                                 |                                 |
|        |                       | Lenovo -i5 7500 U / 8GB RAM/1TB HDD / Win-10 Pg - 8                                    | ZFO   | 2018       | 1    |            |                                 |                                 |
|        |                       | Lenovo - i5 L-470/8GB RAM/ 1TB HDD/ 15.7" LED/Win-10 Pg-10                             | ULB   | 2018       | 1    |            |                                 |                                 |
|        |                       | HP Intel Core i5 ProBook 450/4 GB RAM/1Tb HDD/15.6" LED/ Win-8.1 Pg - 66               | 9YR   | 2016       | 1    |            |                                 |                                 |
| 5      | Printer/ Scanner (A4) | Epson - Scanner - 6500 Pg. 10  | W4WZ-000-499  | 2021       | 1    | 29         |                                 |                                 |
|        |                       | HP-LaserJet - 1015 - B&W Pg. 22  | 788,428,927   | 2004, 2007 | 3    |            |                                 |                                 |
|        |                       | HP-LaserJet - 1020 - B&W Pg. 22  | 829   | 2007       | 1    |            |                                 |                                 |
|        |                       | HP-LaserJet - 1020 - B&W Pg. 22  | 361   | 2011       | 1    |            |                                 |                                 |
|        |                       | HP-LaserJet - 1020 - B&W Pg. 22  | 464   | 2018       | 1    |            |                                 |                                 |
|        |                       | HP-LaserJet - 1505-B&W Pg. 22  | 919,877   | 2008       | 2    |            |                                 |                                 |
|        |                       | HP-LaserJet - 1022-B&W Pg. 22  | OW7   | 2006       | 1    |            |                                 |                                 |
|        |                       | HP-LaserJet - 1606-DN-B&W Pg. 24   | 516, 517, 530, 340  | 2013       | 4    |            |                                 |                                 |
|        |                       | HP-LaserJet - 226dn-MFP-B&W Pg. 24   | 806   | 2017       | 1    |            |                                 |                                 |
|        |                       | HP-LaserJet - 226dn-MFP-B&W Pg. 25   | 7WM   | 2017       | 1    |            |                                 |                                 |
|        |                       | HP-LaserJet - M1213-MFP-B&W Pg. 25   | 2XN   | 2014       | 1    |            |                                 |                                 |
|        |                       | HP-LaserJet - M1213-MFP-B&W Pg. 25   | CCH   | 2018       | 1    |            |                                 |                                 |
|        |                       | HP-LaserJet - M128-MFP-B&W Pg. 25  | G5G   | 2014       | 1    |            |                                 |                                 |
|        |                       | HP-MFP-227-DN-B&W Pg. 25   | 329, 610, 418   | 2018       | 3    |            |                                 |                                 |
|        |                       | HP-MFP-Laser Jet 26A MFP   | G6B, GBC  | 2018       | 2    |            |                                 |                                 |
|        |                       | A4/ A3 Epson Color Printer   | 515   | 2017       | 1    |            |                                 |                                 |
|        | Printer (A3)          | HP LaserJet Enterprise 700 Printer M712 Pg. 26   | 4XW   | 2020       | 1    |            |                                 |                                 |
|        | Scanner               | HP-Scanjet Pro-2500-F1- Scanner Pg. 37   | ORO   | 2019       | 1    |            |                                 |                                 |
|        | Printer/ Scanner (A3) | Kyocera-MFP, Model TASKALFA-4012i  | 658   | 2019       | 1    |            |                                 |                                 |
|        |                       | Kyocera MFP, Model Machine Tasklfa - 2201  | 336   | 2018       | 1    |            |                                 |                                 |
| Total: |                       |  |   |            |      | 84         | -                               |                                 |

(Total amount Rupees ... ..)

RajKaj Ref  
8463678

Signature of Bidder with Seal \_\_\_\_\_

SHRAWAN  
N SINGH  
KHIRIA

Digitally signed by SHRAWAN SINGH KHIRIA  
 DN: cn=SHRAWAN SINGH KHIRIA, o=RAJASTHAN URBAN INFRASTRUCTURE DEVELOPMENT PROJECT, ou=DY P(D/ADMIN), 2.5.4.20=f5486a49e1cb947f5eb39414a8d6c0a895330a66060635cc3459f0f, postalCode=302017, st=Rajasthan, serialNumber=8E34EBFB9C7A095477D4C8E2F224F6588FB060606444D  
 Date: 2024.07.01 15:50:15 +05'30'