

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)/PMU/IT/Computer AMC/2022-23/ 15779

Dated : 22/03/2023

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. 85,000/- Including GST 18%

Detailed Quotation form can be obtained from RUIDP Office, Jaipur during office hours from 22.03.2023. 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 29.03.2023 up to 03:00 PM. The received Quotations will be opened on 29.03.2023 at 3.30 PM.


Dy. Project Director (Adm.)

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).

Dated:**Sign. of Bidder** _____

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.								

TERMS and CONDITIONS

(For Comprehensive AMC of Computer and related items)

1. **Experience** - The firm should have sufficient 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.
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 be rejected.
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 standby 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 replaced by original machine from the date of lodging complaint	Within 7 Days after the day the call has been lodged

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. 1700.00 (Rupees One Thousand Seven Hundred 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 stamp paper in the Form 17 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. **Tax Clearance** - The tenderer will have to submit invariably an "Income Tax Clearance Certificate" from the Income Tax Officer of the circle concerned, Sales Tax registration number and "Sales Tax Clearance Certificate" from the Commercial Taxes Officer concerned.
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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PRICE QUOTATION

(For Comprehensive AMC of Computer and related items)

Name of the Bidder: _____

S. No.	Type	Item Description	Purch Year	Qty.	Item Total	AMC Rate in Rs. (Including GST)	AMC Amt. in Rs. (Including GST)
1	PC (C2D)	HP intel Core 2 DUO / 2GB RAM /160GB HDD/17" LCD TFT, Keyboard, Mouse.	2008	5	25		
			2009	5			
			2008	5			
			2008	9			
			2019	1			
2	PC (i3)	Wipro-i3/2 GB RAM/3.20 Ghz/320 GB HDD/18.5" TFT/Keyboard, Mouse.	2010	2	5		
		Lenovo-i3 4 GB RAM / 1TB HDD 19.5" / Win-10, Keyboard, Mouse.	2020	3			
3	PC (i5)	HP intel i5 - 8300/2 GB RAM/ 500 HDD with preloaded WIN-7/ DVDRW with 18.5" LED, Keyboard, Mouse.	2013	12	38		
		HP intel i5 /4 GB RAM/ 500 HDD with preloaded WIN-8 Pro/ DVDRW with 18.5" LED, Keyboard, Mouse.	2013	6			
		Lenovo-i5 Intel i5 / 4 GB RAM / 1 TB HDD / 19.5", Keyboard, Mouse.	2018	6			
		HP core i5 /4 GB RAM/ 1TB HDD with WIN-10 Pro/ with 18.5" TFT, Keyboard, Mouse	2017	2			
		HP - Core i5 / 4 GB RAM / 500 GB HDD / 23", Keyboard, Mouse.	2015	1			
		HP intel core /i3/ 3.40 Ghz / 4 GB RAM/500 GB HDD/ DVD RW/Win 8SL / with 19.5", Keyboard, Mouse.	2014	1			
		HP intel core i5/ 2.90 Ghz / 4 GB RAM / 1 TB HDD / DVD RW / Win 8SL / with 21", Keyboard, Mouse.	2013	1			
		HP- 406 G1 MT Desktop- Computer (Core i5, 4th Gen., 500 GB HDD (7200 RPM HDD) 4GB RAM DDR-3, 23" LED, K-Board & Mouse,	2015	7			
		HP- 406 G1 MT Desktop- Computer (Core i5, 4th Gen., 500 GB HDD (7200 RPM HDD) 4GB RAM DDR-3, DVD R/W 23" LED, K-Board & Mouse	2016	2			
4	Laptop (i5)	Laptop-HP-i5-Elitebook 4 GB RAM / 500 GB HDD / 14" / Win-10	2013	1	7		
		Laptop-HP-i5-Probook 2 GB RAM / 750 GB HDD /15.6"/Win-8	2013	1			
		Laptop-HP-i5-7200U 8 GB RAM / 1 TB HDD / Win-10	2017	1			
		Sony-i5-Ultrabook 4GB RAM / 100 GB RAM / Win-10	2013	1			
		Laptop-Sony-i5 VAIO-i5 4 GB RAM / 500 GB HDD / Win-7	2010	1			
		Lenovo-i5-7500U i5 / 8GB RAM / 1TB HDD/ Win-10	2018	1			
		HP Probook 450 G-3 Laptop Core-i5 5th Gen. 1TB HDD, 4GB RAM, 2GB Graphics 15.6" LED	2016	1			
5	Printer/ Scanner (A4)	HP-Laserjet - 1015 - B&W	2004, 2007	3	25		
		HP-Laserjet - 1020 - B&W	2007	1			
		HP-Laserjet - 1020 - B&W	2011	1			
		HP-Laserjet - 1020 - B&W	2018	1			
		HP-Laserjet-1505-B&W	2008	2			
		HP-Laserjet-1022 -B&W	2006	1			
		HP-Laserjet-1215-Color	2010	1			
		HP-Laserjet-1606-DN-B&W	2013	3			
		HP-Laserjet-1606-DN-B&W	2013	1			
		HP-Laserjet-226dn-MFP-B&W	2017	1			
		HP-Laserjet-226dn-MFP-B&W	2017	1			
		HP-Laserjet-M1213-MFP-B&W	2014, 2018	1			
		HP-Laserjet-M1213-MFP-B&W	2014, 2018	1			
		HP-Laserjet-M128-MFP-B&W	2014	1			
		HP-MFP-227-DN-B&W	2018	3			
	Printer (A3)	HP LaserJet Enterprise 700 Printer M712	2019	1			
	Scanner	HP-Scanjet Pro-2500-F1- Scanner	2019	1			
	Printer/ Scanner (A3)	Kyocera-MFP, Model TASKALFA-4012i	2019	1			
Total :					100	-	

(Total amount Rupees).

Signature of Bidder with Seal


FORM OF AGREEMENT

(For Comprehensive AMC of Computer and related items)

1. An agreement made this day of April month of Year 2023, between (hereinafter called "the Contractor", which expression shall, where the context so admits, be deemed to include his heirs successors, executors and administrator) of the one part and **Project Director, Rajasthan Urban Infrastructure Development Project**, AVS Building, Jawahar Circle, Malviya Nagar, Jaipur - 302017 a department of the Government of the State of Rajasthan (herein after called "the Department" which expression shall, where the context so admits, be deemed to include his successors in office and assigns) of the other part.
2. This Agreement made in pursuance of Comprehensive A.M.C. Order No. : **F4(29)(3)/PMU/IT/Computer AMC/ 2022-23 / Dated**
3. Whereas the Contractor has agreed with the Department to **maintain the Desktops Computers, Laptop, Printers, Projectors and peripherals as mentioned in above order** as per the order mentioned in clause of this agreement amounting to **(Inclusive of GST) for 12 Months.**
4. **5% Security Money** amounting to Rs. has been deposited by the contractor as per GF&AR Part II Rule57 (3) (b) vide **DD No. drawn on Bank** **dated**
5. The contract will be valid for a period of **12 Months** and the period of AMC will be from **01.04.2023 to 31.03.2024**. It will be open to the Department to extend the term of the agreement on the same terms and conditions for a further period of **12 months**, if necessary.
6. AMC will be **comprehensive** and include all repair, maintenance and replacement except consumable parts and physical damage.
7. In case the repair is needed at contractor works, cost of carriage and arrangement will be done by contractor.
8. The contractor will prepare separate log books with call slips for each of the machines to be taken under the AMC and Preventive maintenance with virus detection and special cleaning of the Monitor, Key Board, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A Preventive Maintenance Report from the user would be submitted to ACP failing which 1% of the half yearly payment value would be deducted. The half yearly payment will strictly be made on the basis of satisfactory report from the ACP.
9. 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. However, in case the equipment is taken to the workshop, the contractor would provide a stand-by, of the same or higher specification, for the same. 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. In case of non-availability of Drivers of the machine in the Department, the contractor will arrange from their sources.

10. If the contractor fails to repair or provide a standby PC / accessory within stipulated times as given in terms and condition, then a penalty of **Rs. 200/-** (Rupees Two Hundred only) per day or part thereof will be charged for delay beyond such time the PC/accessories are repaired. In case the parts that requires are not available the same should be replaced with a higher level of part that is compatible with the system.
11. 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.
12. It may also be noted that in case of contractor backing out in midstream without any explicit consent of this department, he will be liable to 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.
13. The above act of backing out would automatically debar the contractor from any further dealing with this Department and the security amount would also be forfeited.
14. No advance payment in any case would be made. However, **half yearly payment** after satisfactory completion of the services during the period would be made.
15. The AMC rate will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period.
16. All disputes arising out of this Agreement and all questions relating to the Interpretation of this agreement shall be decided by the Department and the decision of the department shall be final.
17. All Legal Proceedings instituted by any of the parties (Department and Contractor) shall have to be lodged in courts situated at Jaipur in Rajasthan.
18. Other Terms and Conditions will be as per **GF&AR**.

In Witness whereof the parties hereto have set their hands on dated -----


Signature of the approved
Tenderer/ Firm /Contractor
Date:

Signature
Designation
Date:

Witness: - 1

Witness:-2