

## MUNICIPAL CORPORATION BHILAI

G.E. Road , Supela , Bhilai (C.G.), 490023

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. Name Of Work:- Annual Maintanance of Computer System & Printer at Municipal Corporation Bhilai

S.No.	ITEM	Make	Qty.	Rate (Rs.)	Total Amount In figures	Total Amount In words
<b>Computer Desktop-Laptop(Maintainance &amp; Component Repairing/Replacement)</b>						
1	Desktop/LaptopPC (Servicing, Format, SW/HW Installation)		75			
2	Server (Local server)win-2008R2. (Servicing, maintainance& Troubleshooting)		1			
3	Installation Of Antivirus	Net Protector Antivirus Pro	10			
4	MotherBoard G41	Gigabyte, Zebronics	7			
5	MotherBoard H61	Gigabyte, Zebronics	10			
6	MotherBoard H81	Gigabyte, Zebronics	5			
7	MotherBoard H110	Gigabyte, Zebronics	5			
8	Processor cooling fan (Desktop-PC)	Zebronics	10			
9	PROCESSOR (core i3 3.4GHz) 5 gen.	intel	8			
10	CMOS battery	Maxell,Panasonic	20			
11	Ram DDR2- 2gb (6400U)	Kingston,Hynix	4			
12	Ram DDR3- 2gb (10600U)	Kingston,Hynix	4			
13	Ram DDR3- 4gb (10600U)	Kingston,Hynix	14			
14	Ram DDR4- 4gb (19200/2400Mhz)	Kingston,Hynix	10			
15	Desktop PC Hard Disk- 500gb	WD, Segate, Toshiba	20			
16	Desktop PC Hard Disk- 1 TB	WD, Segate, Toshiba	3			
17	Laptop Hard Disk- 500gb	WD, Segate	3			
18	SSD- 250gb	Kingston, Segate	10			
19	External Harddisk - 1 Tb	Segate, Toshiba	4			
20	Desktop PC DVD/CD Drive	Lg, Samsung	3			
21	Power Adapter 12v-1amp		10			
22	Desktop cabinet(Without SMPS)	Zebronics,Intex	10			
23	SMPS for Desktop-PC (ATX)	Zebronics, I Ball	20			
24	SMPS for Desktop(HP Prodesk 400)	Zebronics	4			
25	PCI Express LAN (Ethernet) Card	Lapcare,zebronics	7			
26	External LAN (E-pci slot) Card	Lapcare,zebronics	7			
27	USB Card ( PCI )	Lapcare,zebronics	4			
28	USB Card ( E-PCI Slot )	Lapcare,zebronics	4			
29	USB hub (4 Port)	Lapcare,zebronics,iball	7			
30	USB cable (Printer) 5mtr.		5			
31	VGA Card (PCI Express)	Lapcare,zebronics,iball	3			
32	AC Adapter 65W (Flat/Round pin) for Desktop PC	HP/Lenovo/dell	3			
33	Power Adapter 90W for Laptop	hp/dell	2			
34	Laptop Battery (Original)	Dell, HP, Lenovo	3			
<b>Networking (Cable/Component Supply &amp; Fixing)</b>						
35	CAT6 Cable UTP(1box/305 mtr.)	Dlink, Finolex	1			
36	CAT6 Cable STP(1box/305 mtr.)	Dlink, Finolex	1			
37	RJ45 Connectors (2box/200 pcs.)	D link	2			
38	RJ45 Coupler (Lan Joiner)		10			
39	Switch 16 Port (Unmanaged)	Dlink, Netgear	2			
40	Switch 24 port (Unmanaged)	Dlink, Netgear	1			
41	Switch 8 Port (10/100/100 Gigabite)	Dlink	5			
42	Switch 8 Port	Dlink, Netgear	14			
43	Modem Dual Band(2.4,5 Ghz)for FTTH	Tplink,Dlink	5			
44	WiFi Adaptor (USB)	I ball, Intex	10			
45	WiFi Accesspoint N300	Dlink DIR-816	2			
46	Wireless Dual Band Router(2.4,5 Ghz)	Tplink,Dlink	3			
47	USB to Lan Converter	Enter,AD net	4			
48	HDMI cable high speed (5mtr)		3			
<b>Printers (Servicing &amp; Component Repairing/Replacement)</b>						
49	Servicing work HP/Canon		40			
50	Servicing work Color Printer Laserjet/inkjet		2			

S.No.	ITEM	Make	Qty.	Rate (Rs.)	Total Amount In figures	Total Amount In words
51	Teflon, Fuser Film, Sleeve work HP/Canon		25			
52	Logic card (Formatter Board) HP/Canon		10			
53	Fuser, Pressure Roller HP/Canon		20			
54	Separation Pad, Pickup Roller HP/Canon		20			

**NOTE**

- 1 Quoted rate shall be inclusive of all taxes
- 2 Supply of Item Must be as per required Manufacturer & Specification.
- 3 Warranty/Guarantee of the item should started from the date of delivered/received by us
- 4 Item shall be procured as per requirement only

Seal & Sign of Agency



Executive Engineer (Computer)  
Nagar Palik Nigam Bhilai (C.G.)



# NAGAR PALIK NIGAM BHILAI(C.G.)

G.E. Road,Supela,Bhilai Distt.Durg

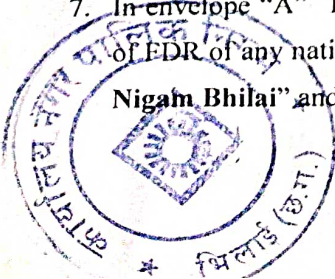
Website : [www.bhilainagarnigam.com](http://www.bhilainagarnigam.com)

Mail : [datacenter.bmc@gmail.com](mailto:datacenter.bmc@gmail.com)

Name of work:-Annual Maintenance Contract (AMC) for Computer& printer at Municipal Corporation Bhilai including Zone Office for one year.

## GENERAL TERMS AND CONDITION OF THE TENDER:-

1. The agency must have previous 2 yrs experience in maintaining Computer hardware, Networking & Server Management in Govt. /semi govt. /local body Organization/PSU.
  - Performance certificates, Experience certificate, Copy of work order from the existing above clients (Organizations) must be attached.
  - Performance certificates from existing above clients (Organizations) and proof of GST/VAT registration under commercial Tax department, service tax department must be attached.
2. Agency must have technicians certified in Computer hardware, printer, Networking & Server Management. (Certificate must be attached).
3. The contract will be valid for a period of one year from the issuance of work order after completion of tender agency must be intimated to the officials of this office in written well in time and proper hand over and taking over must be done by agency. Time period may be extended on mutual consent on the same terms & conditions.
4. Tenderer should submit their tender through Registered post or speed post only to reach in the office of the Executive Engineer (Computer) Nagar Palik Nigam Bhilai. The tenderer can purchase the tender documents from datacenter room no 40 main office supela bhilai up to 08.06.2023 at 5.30 PM.. for further info plz go through website [www.bhilainagarnigam.com](http://www.bhilainagarnigam.com). Any amendment shall be reflected on website only.
5. Telegraphic and conditional tenders without earnest money will not be accepted.
6. All offers shall be received on 12.06.2023 up to 5:30 P.M. only in the office of the Executive Engineer (Computer) Nagar Palik Nigam Bhilai through registered post only. The tender will be opened on 13.06.2023 at 11.00 AM.
7. In envelope "A" The earnest money deposit (EMD) of Rs 5000.- (Rs Five Thousand only) in the form of EDR of any nationalized/scheduled bank in favor of " Executive Engineer (Computer), Nagar Palik Nigam Bhilai" and the tenderer (jointly) has to be submitted along with the bid. Without EMD, bids will



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not be entertained at all. EMD in any other form shall not be accepted and no bidder would be granted exemption from deposition of EMD.

8. The tenderer should enclose all the certificates and EMD in envelope "A". All the envelopes shall be sealed separately. First of all envelope "A" will be opened. Envelope "B" will be opened only after earnest money is found correct. Envelope No, "B" shall contain commercial bid in a prescribed format as given in Annexure. All the two envelop should be kept inside a separate sealed envelope.
9. The decision of Commissioner Nagar Palik Nigam Bhilai will be final and binding in case of any dispute.
10. The successful tender has to enter into agreement within a period of 7 days from the date of receipt of the intimation of offer failing which the offer may be withdrawn and the EMD may be forfeited.
11. The tender should obtain at his own cost, first hand information of the assignment and local conditions and Acts, Rules, instructions and procedures applicable and make independent assessment after paying a visit to the Municipal Corporation Bhilai office.
12. If the tenderer withdraws his tender before the date of letter information him about the acceptance of the tender or the tenderer backs out from the work after executing agreement and issue of work order, his earnest money deposit will be forfeited.
13. No escalation in rate will be allowed and no claim on delayed payment owing to unavoidable reason will be entertained.
14. The tender document forms a part of the agreement and each page of the bid document is to be signed by the tender, as a token of acceptance of the terms and conditions of the bid document, as enclosed to the tender paper.
15. The rate shall have to be quoted in both words and figures. Scoring, overwriting, interpolating, cutting should preferably be avoided by the tenderer to avoid complications.
16. The right to terminate the contract at any time if the work is not found satisfactory, after giving reasonable opportunity of hearing is reserved.
17. 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. This may have to be incurred by this Department on maintenance of machines from the balance period of contract through alternative means.
18. The above act of backing out would automatically debar the agency from any further dealing with this Department.



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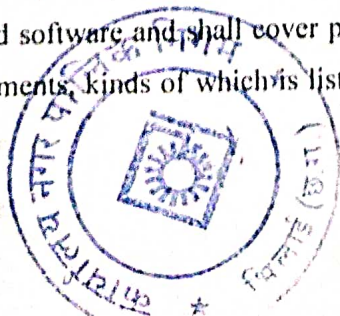
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19. A agency black listed by any Govt. office / semi govt./local body will not be eligible to participate in this tender. An undertaking to this effect will be given at the time of submitting the tender.
20. Tender received after due date, those received without sealed cover and rates not be accepted. The Nagar Nigam Bhilai reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.
21. The rates quoted should be net and no discount. free services/ offers quoted will be considered. For the purpose of clarity it is brought to the notice of the agency that Department will not be responsible for damage caused to equipments due to electric fluctuations. As such rates quoted should take care of such damages.
22. The amount of AMC includes Tax and other tax levies by agency.
23. The lowest total quoted tender will be accepted as the successful tender.
24. If the quality of execution of work is found inferior to one that is desirable, it shall be rejected and should be replaced/executed at the cost and risk of the tender.
25. In case the agency is not able to complete the job or any part of the job as specified, nigam will be free to get work done form other party at higher and the cost difference will be recovered from the bidder.
26. Commissioner, Municipal Corporation Bhilai reserves the right to terminate the contract by giving notice of one month without any financial obligation on both sides. In the event of cancellation of contract, the payment for services actually carried out will be made on pro-rata basis for the period during which service was provided.

**SPECIAL TERMS AND CONDITION OF THE TENDER:-**

27. The AMC will be done for approximately 75 number of computer installed in main office and our five Zone offices with printers. No. of system and other items may increase due to expiry of warranty period of balance systems.
28. At present computer and peripherals, which are already under warranty of suppliers, are excluded in the annual Maintenance Contract.
29. The AMC requirement includes replacement of all metal & plastic parts and their labor services except consumable parts, removal of dust from each machine every day.
30. This AMC (**Without spare parts**) shall be onsite, preventive maintenance of computers/laptops& printers installed software and shall cover preventive as well as breakdown maintenance for all types of computer equipments, kinds of which is listed, for the entire period of the contract including only labor charges.



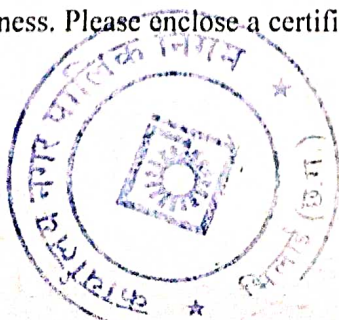
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31. AMC shall also cover reloading and maintenance of operating system including office software's & printer setup installation & other required software.
32. The agency must have expertise in preventive onsite maintenance and repair of servers, Clients, LaserJet, Network Components, Peripherals and other Hardware Parts and Accessories.
33. The agency will prepare service report for each of the machines to be taken under AMC and preventive maintenance with virus detection and special cleaning of the monitor, keyboard, mouse etc. from outside with liquid cleaner, vacuum cleaner and inside will be carried out on quarterly basis. A Preventive Maintenance Report from the user would be submitted to the data center at the end of the month.
34. The service engineers would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site itself. However in case, the equipment is taken to the workshop, the agency would provide stand-by for the same. Also stand-by inventory of monitor, CPU, HDD, RAM, Mouse should be kept in the Department. In case of non-availability of drivers of the machine (Branded one – HP, HCL, Dell, Wipro etc.) in the Department they will arrange from their own sources.
35. Any change taking place must be intimated to the officials of this office time proper hand-over and take-over must be done by your engineers itself.
36. If, any PC/accessory is not repaired within two days, the agency will provide a stand by PC/accessory within 2 days, then a penalty of Rs. 200/- (Rupees Two Hundred Only) per day or part thereof will be charged for delay beyond the two days till such time the PC/accessories are repaired.
37. 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 agency.
38. It will be responsibility of the agency to keep all the PCs and its peripherals in working condition. The last quarter AMC charges will be made only after the agency hands over the PCs and peripherals to this Department in working condition.
39. The precaution should be made at the time of maintenance of machine that no data will be lost. Before formatting any machine it is mandatory to take the entire data backup in external storage device.

## TECHNICAL BIDDING

The technical bids should include the following/documents:-

1. The date of commissioning of the agency and a certificate of its continuous functioning in the maintenance business. Please enclose a certified photocopy of the Company's Registration, VAT, service Tax registration.



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- Indicate whether the agency is the authorized service provider for branded computers. If yes, please attach certified photo copies of all the supporting documents.
- Please provide the details of maintenance contracts executed by the agency during the last three years. Specifically, highlight those in the Government /semi government/local bodies/ PSU sector.

S.No.	Name and address of the agency with telephone No.	Details of equipment and Nos. (Network servers & clients) & other peripherals	No. of resident engineers provided	Contract Value (Rs.)

4. Details and qualification of tenderer and service Engineers :-

S.No.	Name (S)	Technical Qualifications	Area of specialization	No. of years of experience in computer maintenance	date of joining the agency

- Indicate whether the agency has expertise in maintaining computers & peripherals of different brands and vintage. If so, provide supporting document.
- Attach performance certificates from the existing Government clients/ semi Govt./ Local body.
- Details of FDR Bank No.-..... Date :.....  
Drawn on Bank :.....

Agency

*Alakes*  
Programmer

*[Signature]*  
Assistant Engineer

*[Signature]*  
Executive Engineer

