



ASSAM INDUSTRIAL DEVELOPMENT CORPORATION LIMITED

(A Government of Assam Undertaking)

R. G. Baruah Road, Guwahati-781024

Ph. 0361-220 0399, Email: aidc-ltd@assam.gov.in

No: 615274

Date: 28.02.2025

Short Notice Inviting Offer (SNIT)

Sealed Quotations are invited from the Interested Firms/ Service Providers working in the line of Annual Maintenance Contract (AMC) for providing Maintenance Services of Computers & Peripherals, Networking System in the office of the Assam Industrial Development Corporation Ltd and its zonal offices across Assam. The Maintenance works to be done for complete Computer System, Printers, UPS, Networking System, etc. Before submitting of any Offer, the interested Firms may visit the office premises during office hours for on spot survey to get details of the Computers & Peripherals, Networking System presently operating in the Corporation. The offers should indicate the Scope of work, Terms and Condition, Fees Structure, Services to be rendered, Routine Checkup, Solving of Complaints etc. and other details like previous experiences in the line of financial and technical background and submit the proposal in sealed cover by **13.03.2025 at 2 PM** addressed to the Managing Director, Assam Industrial Development Corporation Ltd., R.G. Baruah Road, Guwahati-24. The detail Tender document can be downloaded from the website of the Corporation i.e. www.aidcltd.com from 03.03.2025.

AIDC reserves the right to accept or reject any or all the offers/ quotations received at its discretion without assigning any reasons whatsoever.

Sd/-
Managing Director

Assam Industrial Development Corporation (AIDC) Ltd. hereby invites sealed quotation from eligible, reputed, and bonafide maintenance providers/agencies capable of providing annual maintenance services of Computers, Printers, UPS, Computer Network System and Associated Peripherals installed at AIDC office in Guwahati and Zonal offices of Assam.

Sl. No	Particulars	Description/ Values
1	Name of service	Annual Maintenance Contract (AMC) Of Computers & Peripherals and Networking System.
2	Earnest Money (Rs.)	Rs. 2000.00/- (Rupees Two Thousand) only for General category and Rs. 1000.00/- (Rupees One Thousand) only for applicants belonging to the categories of SC/ST/OBC.
3	Cost of Tender Document including GST(Rs.)	Rs. 250.00/- (Rupees Two Hundred Fifty) only
4	Duration of contract	Initially for 1 year. May be extended for another 1 year subject to satisfactory performance
5	Period of collection of Tender Document	From 03.03.2025 up to 2.00 PM on 13.03.2025
6	Last date and time of submission of tender query	up to 2.00 PM on 13.03.2025
7	Date & time of opening of Tender	At 4.00 PM on 13.03.2025

1.1. GENERAL TERMS AND CONDITIONS :

- a. AIDC reserves the right to accept or reject any or all the bids received at its discretion without assigning any reason whatsoever.
- b. Bidders to quote for complete scope of work as per bid document.
- c. AIDC will not be responsible for cost incurred in preparation, delivery and postal delay of bids.
- d. The order shall be governed and interpreted in accordance with the applicable laws of India and Courts at Guwahati shall have exclusive Jurisdiction.
- e. In case of any dispute no idle charge will be considered.
- f. The Authority is not bound to accept the lowest quoted rate.
- g. The Authority can cancel the tender at any time without showing any reason thereof.
- h. The interested bidder may visit the office premises during office hours for on spot survey to get details of the Computers & Peripherals, Networking System presently operating in the Corporation. For any question / clarifications required, the bidder can mail to e-mail id: aidc- ltd@assam.gov.in upto 5.00 PM of 10.03.2025. The interested bidder may note that queries received through email only be entertained.
- i. Any modification of the Bidding Documents or bid specifications shall be made by the AIDC exclusively by issuing an addendum / corrigendum at the website only.
- j. The selected bidder will have to provide maintenance service for 1 (one) year. The duration of service may be extended for another one year subject to satisfactory performance of the service.
- k. Bidders shall quote for complete scope of work as per bid document. Contract shall be awarded based on the lowest quoted price for total scope of work and capability of the bidder as assessed

by the AIDC.

2. **BID SUBMISSION:** The authorized representative of the party shall sign and seal in each of the document submitted including bid documents along with the offer/ quotations. No Bidder shall submit more than one Bid for the Work. A Bidder bidding individually or as a member of a Joint Venture shall not be entitled to submit another Bid either individually or as a member of any other Joint Venture, as the case maybe. Bidders are requested to go through each and every pages of the bid document before submitting the bid. Bidder will submit the application form as per Annexure -I along with the relevant documents and submit it at below address on or before the last date of submission of the bid document.

**To,
The Managing Director
Assam Industrial Development Corporation Limited,
R. G. Baruah Road, Guwahati – 781024, Assam**

- a. The bid document must be submitted in an sealed enveloped. The envelop should be marked as **“Application for tender of AMC Of Computers & Peripherals and Networking System at AIDC Ltd.”**
- b. The financial bid as per Annexure – II must be submitted in a separate envelop inside the main bid document. The envelop should be marked as **“ Quotation for AMC Of Computers & Peripherals and Networking System.”**
- c. **Earnest Money Deposit :** The tender should be accompanied with Earnest money Deposit (EMD) of Rs.2000.00/- (Rupees Two Thousand) only for General category and Rs. 1000.00/- (Rupees One Thousand) only for applicants belonging to the categories of SC/ST/OBC. The EMD must be submitted in a separate envelop inside the main bid document. The envelop should be marked as **“ EMD for AMC Of Computers & Peripherals and Networking System.” Bid documents without EMD will not be accepted** and bidder will summarily be rejected for the subsequent bid evaluation process.
- d. **Tender Cost :** The tender should be accompanied with **non-refundable** Tender Cost of Rs.250.00/- (Rupees Two Hunderd Fifty) only. The tender cost must be submitted in a separate envelop inside the main bid document. The envelop should be marked as **“ Tender Cost for AMC Of Computers & Peripherals and Networking System.” Bid documents without Tender Cost will not be accepted** and bidder will summarily be rejected for the subsequent bid evaluation process.
- e. Each application form and relevant documents must be sealed and signed with ink. **Documents without seal and sign will not be accepted** and bidder will summarily be rejected for the subsequent bid evaluation process.
3. **TENDER VALIDITY :** The tender shall remain valid for a period of **90** days from the date of opening of tender.
4. **EARNEST MONEY DEPOSIT (EMD):** The bid must be accompanied by an EMD amounting Rs.2000.00/- (Rupees Two Thousand) only for General category and Rs. 1000.00/- (Rupees One Thousand) only for applicants belonging to the categories of SC/ST/OBC without which the tender will summarily be rejected. The Earnest Money Deposit (EMD) is to be deposited vide Demand Draft **in favour of “Assam Industrial Development Corporation Limited” payable at Guwahati** in a seperate envelope along with other document. The envelop should be marked as **“ EMD for AMC Of Computers & Peripherals and Networking System.”** The details to be addressed to the Managing Director, Assam Industrial Development Corporation Ltd., R.G. Baruah Road, and Guwahati-781024. EMD of the unsuccessful bidder will be refunded after finalization of the bid.

5. **TENDER COST** : The bid document must be accompanied with non-refundable tender document cost of **Rs. 250.00/-** (Rupees Two Hundred Fifty only) deposited vide Demand Draft **in favour of “Assam Industrial Development Corporation Limited” payable at Guwahati**, in a separate envelope along with other document as mentioned above not later than the bid due date without which the tender will summarily be rejected. The envelop should be marked as “ **Tender Cost for AMC Of Computers & Peripherals and Networking System.**” The details to be addressed to the Managing Director, Assam Industrial Development Corporation Ltd., R.G. Baruah Road, and Guwahati-781024.
6. **PERFORMANCE SECURITY**:-The successful bidder shall have to submit a performance Security in the form of Demand Draft/bankers Cheque from a Nationalized/Scheduled Bank amounting to 5% of the value of the work order in favour of “Assam Industrial Development Corporation Ltd” within 20 days from the date of order or work. The performance Security will remain in force throughout the period of contract of 27 months from the date of signature of contract agreement.
7. **SCOPE OF SERVICE :**

7.1. Maintenance of items (not under warranty)

- a. All the equipments are of standard make such as HP, Acer, Lenovo, D-link, APC, Uniline, Zebrionics, logitech etc. The successful bidder shall be required to replace all the defective parts, assemblies and sub-assemblies in place of such items with **new and genuine original spare parts, obtained from the Original Equipment Manufacturer** during the AMC contract period.
- b. The successful bidder will be responsible to keep all the items under AMC functional during entire period of the AMC .
- c. Any parts found damaged / need upgradation to be replaced by the successful bidder after inspection /consultation with the designated person assigned by AIDC. An order through hard copy / through mail must be received before replacing the product without which the payment will not be release. Supply of spares will be done by the AMC contractor at the market rate and payment will made after successful completion of the job. The successful bidder shall provide the bill along with original cash memo, without which the bill will not be released.
- d. Ther successful bidder will be responsible for keeping the Computer Network system UP and functional. The required tools like crimping tool, punching tool, multimeter etc. must be available at site any time, so that the same can be used for proper maintenance of network system.
- e. In case an user of AIDC shifts from one place to another (within AIDC campus), the successful bidder will be responsible for properly dismantling the system , shifting to the new location and installing the system at new location to make it up and functional.

7.2 Maintenance of items (under Warranty)

- a. The successful bidder will be responsible for operating system update, software / firmware update etc. of the items under warranty to keep the system up and functional during entire period of contract.
- b. The successful bidder will be responsible to call log at OEM in case of any damage or hardware replacement required for the item. He will be responsible to follow up the matter until the issue is resolved.
- c. In case an user of AIDC shifts from one place to another (within AIDC campus), the successful bidder will be responsible for properly dismantling the system , shifting to the new location and installing the system at new location to make it up and functional.

7.3 Jurisdiction of Service

- a. Most of the AMC work will be within AIDC premises.
- b. The successful bidder will have to send service engineer at other sites of AIDC (Zonal offices) as and when required by AIDC. The successful bidder will have to send the engineer at their own cost.

No TA/DA will be provided for the same.

- c. In addition to this, the successful bidder may require to visit departments of Assam Secretariate as and when required. The successful bidder will have to send the engineer at their own cost. No TA/DA will be provided for the same. However, necessary entry pass will be arranged.

7.4 Credit Facility

- i. The party should agree to provide credit facility upto Rs.1,50,000.00 (Rupees One Lakh Fifty Thousand only) per quarter towards AMC for Computer and its peripherals and replacement of its allied products.
- ii. No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.

7.5 Working Hours: The successful bidder/Contractor shall provide services for the repair and maintenance of the equipment as per the contract during the normal working hours of the concerned Offices / Establishments excluding holidays. However, in special circumstances, the Contractor may be required to provide such **services on holidays also** .

7.6 List of Items : The list of items are as per Annexure-II of the bid document. In case of increase or decrease of the number of computers or peripherals afterward the quantity will be increased or decreased on quarterly basis. Accordingly, the amount of AMC will subsequently increase/ decrease as per the quoted rate against each items.

8. SPECIAL TERMS AND CONDITIONS OF THE CONTRACT :

- 8.1.** AMC shall cover each and every part including plastic body and parts, replacement of any part necessary for keeping the computers etc. active and free from any defects/disturbance, any unscheduled call for. Corrective and/or preventive maintenance services, taking appropriate measures in time to set right the malfunctioning of the computers. The replacement of all spares including plastic parts and body is included in the AMC. These parts includes Power supply Cables, key board, Mouse, Mother Board, Hard Disk Drive, SMPS, Optical Drive, RAM, Network Switches, all parts of printer, all parts of UPS excluding battery etc.
- 8.2.** Besides what has been stated in above, the AMC shall also include the following which shall be done without any extra charge:
 - a. Providing software support such as loading of operating system, update/upgrade of Operating System, loading of generic software like MS office, Open Office, Adobe etc., device drivers of various peripherals.
 - b. Reinstallation of OS in case of system failure and loading of MS-Office & all other programmes which were earlier available on that PC/Laptop; and Loading of windows updates/updates of Drivers, utility programmes.
 - c. Loading of latest anti-virus software (to be supplied by AIDC) including installation of free updates from the website;
 - d. Recovery of Data from crashed Hard Disk shall be covered under AMC.
 - e. Regular data backup of the Computer System/laptop.
 - f. Support in maintaining E-office, Email system etc. for day to day online office activity.
 - g. Support in conducting meeting through Video Conference and shall resolve any technical issue arising out during the entire duration of the VC meeting. The successful bidder will have to provide manpower at the time of conducting meeting through Video Conference.
- 8.3.** The department shall not be responsible for any use of unlicensed antivirus software, if any, used by the service provider. The responsibility shall rest with the service provider for using unlicensed software.
- 8.4. Contact details for Call log :** A dedicated Phone no. and Email Id should be provided by the successful bidder to call log the issues faced by the corporation.

8.5. Service Engineer

- a. The successful bidder shall be responsible to provide well trained service engineers for laptops, desktop computers/printers/scanners/switches/Wi-Fi routers etc. so that he is well versed in solving day-to-day problems encountered in the hardware and software and shall also be capable of installing the softwares. They shall all be equipped with maintenance kits comprising tool box, multimeter, crimping tool, punching tool, drilling machine (as and when required), diagnostic software and external DVD/combo drive, DVD drive/external Harddisk etc. including device driver software CD/DVD and any other tools & tackles required for carrying out such services.
 - b. The assigned manpower should be medically, physically, mentally fit to discharge their duties/work.
 - c. The successful bidder shall be fully responsible to verify the antecedents of the manpower to be engaged, details of their qualification along with proof, experience certificate, age certificate etc. when they are sent to resolve the calls assigned by this office.
- 8.6. Standby arrangement:** The repair works will have to be carried out at the location of the equipment except in the exceptional circumstances where the equipment or any component may be required to be taken out for repairs in workshop. In such cases the standby arrangement shall have to be made by the service provider and in no way the working of computer shall be held up for want of any standby arrangements. The party should keep ready stock of all spare parts required for rectification of the problems to avoid down time of the systems.
- 8.7. Preventive Maintenance:** The contractor shall ensure onsite proper cleaning of every computer, printer and accessories covered under the AMC on quarterly basis. The Contractor shall ensure onsite external cleaning of keyboard, mouse, monitor, CPU of every computer installed at the location. Also, all the PCs should be cleaned internally using blower. The contractor shall provide the appropriate cleaning material required for the purpose.
- 8.8.** Each call report should be prepared in the service call slip in triplicate duly signed by the user. The original copy should be for the user who have call logged, the duplicate copy for in-charge of the AMC at AIDC Ltd. The triplicate/third copy should be with the service provider which will be submitted by the user during the preparation of the quarterly bill. The copies of all relevant documents / cash memos etc. along with the call report must be enclosed during submission of the quarterly bill without which the bill will not be processed.
- 8.9.** The service provider shall attend to and rectify the **complaints within 1 hours of call log** or latest by the next day if the call is logged after 4.00 PM of the day. In case of **major complaints**, where parts are required to be replaced, the service provider should properly identify the error/ defect. The call report should be accompanied with error report so that purchase of new parts can be justified by the concerned reporting officer of AIDC.
- 8.10.** If the service provider/ the personnel assigned by the service provider fails to identify an issue correctly by stating that the complaint pertains to some other parts or agency or company and abstains from rectifying it; but later when the complaint is identified to be related with the same AMC agency the date of complaint logging will be the first date and penalty if any to be calculated from the first date itself.
- 8.11.** The Contractor shall arrange the requisite documentation and maintain necessary records, etc. as required for processing the quarterly payment during the period of AMC. He shall have to submit a copy of the documents/maintenance records to AIDC as and when required for reference.
- 8.12.** The service provider shall not transfer the contract or any benefit or liability there under to any person(s) or Enterprise(s). Regular employees of the service provider shall only execute the contract. If it is found that the service provider has violated these conditions, the contract will be terminated forthwith without prior notice by the competent authority. In such cases, apart from forfeiture of EMD and/or Performance Guarantee, action as deemed fit can be initiated by the Competent Authority of AIDC.
- 8.13.** The Contractor shall get the maintenance of the equipment, including the cleaning thereof, done by his maintenance staff solely at his own risk. AIDC shall not, in any way, be liable to make any payment, incur any expenditure or face any law suit in any court of law for any injury or death suffered by the Contractor's maintenance staff during the course of maintenance under this AMC.

9. TERMS OF PAYMENT AND PENALTY

- a. No advance payment in any case would be made. The Service Provider shall submit bill towards the charges for the annual maintenance services in four quarterly installments after the end of each quarter along with the bill of the calls attended in that quarter. The payment for the same shall be made after getting the performance report to be given by the authorized person of AIDC and shall also be subject to recoveries, if any, and statutory deductions like TDS etc.
- b. If the service provider fails to attend the call within the agreed upon permissible time period as specified in paras above, then **deduction of Rs.250/-** (Rupees two hundred and fifty only) per call per working day, from the day the complaint is made, shall be made from the quarterly bill. The penalty on this account shall however, be limited to a maximum amount of Rs.2,000/- (Rs. Two Thousand only) per call.
- c. A **deduction of Rs. 1,000/-** (Rupees One Thousand only) per quarter shall be made from the bills, if the Preventive Maintenance of each item under AMC are not done by the agency.
- d. Sum of all recoveries levied during the quarter shall, however, be limited to the amount of quarterly bill.

10. ARBITRATION:

In case of any disagreements so as to the interpretation of any clause or otherwise, relating to the AMC, that may arise during or after the execution of the contract, the matter shall be referred to the person(s) to be appointed or nominated by the Competent Authority of AIDC whose decision regarding interpretation shall be final. Also in the event of any dispute, relating to the AMC, that may arise during or after the execution of the contract, the matter shall be referred to the person(s) to be appointed or nominated by the Competent Authority of AIDC for arbitration and the decision of such person(s) would be binding on both the parties. The proceedings of the arbitration shall be carried out only in Guwahati. Jurisdiction of legal disputes, if any, arising during the period of contract will be settled in Courts of Guwahati.

11. RENEWAL/TERMINATION OF THE CONTRACT

- a. The contract shall be valid for a period of one year from the date of its signing.
- b. The Competent Authority of AIDC , reserves the right to extend the term of the contract beyond its normal validity period of one year, for a period of another one year on the same terms and conditions and cost of the contract subject to the consent of the service provider. Renewal of the AMC should be done prior to the expiry of the contract.
- c. The Competent Authority of AIDC reserves the right to abandon or terminate the contract at any time without assigning any reason, after giving three months notice to the Contractor.
- d. In the event of the service/work being found unsatisfactory and/or not according to the specifications and standards laid down in the contract, the contract may be terminated at one month's notice after giving to the Contractor an opportunity to show cause as to why such an action should not be taken. In the event of termination of contract on account of unsatisfactory/substandard services, the Competent Authority of AIDC shall not accept any responsibility for any loss suffered by the Service Provider.
- e. In case of termination of contract on account of unsatisfactory/substandard services, Competent Authority of AIDC shall be at liberty to get the job completed from alternative sources at the risk and cost of the Contractor and the bank guarantee shall stand forfeited.

12. BID EVALUATION CRITERIA: The bidder will have to submit the following documents for successful evaluation of the bid.

- a. Sealed and singed copy of tender document (each page), in acceptance of all the terms and condition of the bid document.
- b. Application Form as per Annexure –I of the tender document.
- c. Quotation as per Annexure -II of the bid document. Quotation must be enclosed with the bid document in a separate envelope.
- d. Declaration as per Annexure -III of the bid document.
- e. The bidder must have office in Assam (Guwahati). Document in support of proof viz. copy of 1) certificate of Municipality Corporation, 2) rent agreement or copy of electricity bill and 3) GST in the state of Assam must be submitted.

- f. List of at least 10 Service Engineers along with qualification, experience, domain of expertise, Contact number and Email Ids.
- g. Escalation Matrix of the bidder for smooth functioning of the service.
- h. Document in support of **3 years' experience** in the field of maintenance of Computers, printers, UPS, Networking items and associated peripherals to any Central/State Govt Organization/ PSU/Autonomous Body. Copies of relevant contracts / orders along with successful completion certificate/ renewal of contract order copy must be submitted. Contact details and email id of the concerned officer of the respective organization must be submitted for reference and verification purpose.
- i. Document in support of successfully executed at least **3 (three) no's of similar services** in Central / State Govt Organization / PSU/Autonomous Body in Assam in last 7 years. Copy of relevant Work Order and completion certificate in support of the same must be submitted along with successful completion certificate/ renewal of contract order copy must be submitted. Contact details and email id of the concerned officer of the respective organization must be submitted for reference and verification purpose.
- j. Copy of income tax return for the last 3 (three) financial years i.e. 2021-22, 2022-23, 2023-24.
- k. Copy of audited balance sheet and profit and loss account duly certified by CA in last three financial years i.e. 2021-22, 2022-23, 2023-24.
- l. Copy of valid registration of the firm with Central/ State Govt./ PSU.
- m. Copy of Trade license from GMC.
- n. Copy of Income Tax Registration Certificate/PAN
- o. Copy of GST Registration certificate.
- p. Copy of ISO certification i.e. ISO 9001:2015
- q. Declaration that the bidder is not blacklisted in any Central/State Govt Department, PSU/Autonomous Body.

13. **REJECTION OF TENDER** : The bidder must submit the following details/data/documents without which the tender will summarily be rejected.

- a. Each point of the application form should be filled and duly sealed and signed with ink.
- b. Each pages of all the relevant documents as mentioned in the above in the 'BID EVALUATION CREITERIA ' must sealed and signed with ink.
- c. The bid document must be accompanied with EMD in the form of Demand Draft in original.
- d. The bid document must be accompanied with non-refundable Tender cost in form of Demand Draft in original.

APPLICATION FORM

1.	Name of tendering Company/Firm (In Block Letter)			
2.	Name of owner /partners /director (In Block letter)			
3.	Address of the office with telephone and e-mail			
		Telephone No		
		Email ID:		
4.	Registration Certificate of the Firm/Company			
5.	GST No.			
6.	PAN/TAN no.			
7.	Trade Licence No.			
8.	Bank Details of the Company	Bank Name and Address		
		A/c No.		
		IFSC code		
		MICR No.		
9.	EMD details [original copy of EMD in the form of Deamand Draft must reach this office on or before last date of submission]	Amount		
		Bank		
		DD No./ Bankers cheque		
10.	Tender cost details [original copy of tender cost in the form of Deamand Draft must reach this office on or before last date of submission]	Amount		
		Bank		
		DD No./ Bankers cheque		
11.	Annual Turnover	FY 2021 - 22	FY 2022 - 23	FY 2023 - 24

Date:
Time:

Signature of the Bidder or his
authorized representative
Full Name :
Designation:
(Office Seal)

Annexure -II

FINANCIAL BID

While quoting the rate the bidders are requested to read each and every pages of the tender document carefully. The rate should be quoted only for service charges excluding replacement of any spare parts. The quantity of items may increase or decrease.

Sl. No	Items	Make & Model	Quantity	Annual per Unit including GST(in Rs.)	Total Amount including GST (In Rs.)
1.	Desktop Computer/ All-in One computer	Lenovo/ ACER/HP/ Assemble/ ; Processor: AMD, Core i3, Core i5, Core i7 (including items under warranty)	64 Nos		
2.	Laptop	HP/ Asus/ACER (including items under warranty)	23 Nos		
3	Laser Jet Printer	HP-1020/1022/1007/1005/MFP 128/MFP 126 etc.	31		
4	Color printer (Leaser/ink jet)	HP/ Cannon etc. (including items under warranty)	13 Nos		
5	UPS (600VA/725VA)	Elnova/Numeric/I-Ball /APC, etc.	50 Nos		
6	UPS (1KVA/3KVA)	Numeric/Cyberpower/APC etc.	11 No		
7	Document scanner	HP, Cannon, etc.	10 Nos		
8	All Networking System (LAN, Wi-Fi, Switch, Router etc.) in Lumpsum	D-Link, Digisol etc.	01		
9	Video Conferencing System (Including manpower service for conducting of VC as and when required by AIDC)	Logitech/Any other model	01		
GRAND TOTAL (in Rs)					
Amount in Figure					

Date:
Time:

Signature of the Bidder or his authorized representative
Full Name :
Designation:
(Office Seal)

Annexure-III

NON-BLACKLISTING DECLARATION

TO WHOMSOEVER IT MAY CONCERN

I/We/Our organization, M/s..... hereby undertake and declare that neither me nor our organization including our Partners/Shareholders/Directors were ever blacklisted/prosecuted by any government department/statutory body / Public Sector Undertaking/Corporation in any State or by any Court of Law.

Date:
Time:

Signature of the Bidder or his authorized representative
Full Name :
Designation:
(Office Seal)