



**OFFICE OF THE
ASSAM HIGHER SECONDARY EDUCATION COUNCIL
BAMUNIMAIDAM, GUWAHATI-21**

No: AHSEC/EST/S/W/HW/435/15/1787

Date:- 04/01/2017

Notice Inviting Quotation for Annual Maintenance Contract of IT Equipments

Assam Higher Secondary Education Council (AHSEC) invites sealed quotations from experienced firms for Annual Maintenance Contract (AMC) of IT equipments comprising of Desktop Computers, Printers, Scanners, UPS (offline/online) etc.

The detailed tender document will be available in the official website of AHSEC <http://www.ahsec.nic.in> from 03/01/2017 onwards. Last date of submission of Proposal is 09/01/2017 upto 2 PM (IST).

**Sd/
Secretary i/c,
Assam Higher Secondary Education Council,
Guwahati**

Memo No:- AHSEC/EST/S/W/HW/435/15/1787

-A-

Date:- 04/01/2017

Copy forwarded to:

- 1) The Chairman, AHSEC for favour of kind information.
- 2) The Deputy Secretary (inspection) for information. He is directed to upload the detailed tender document into the website of AHSEC.
- 3) The Council Notice Board.

**Sd/
Secretary i/c,
Assam Higher Secondary Education Council,
Guwahati**

Notice Inviting Quotation for Annual Maintenance Contract of IT Equipments

AHSEC was established as per the Assam Higher Secondary Act, 1984 in order to regulate, supervise and develop the system of Higher Secondary Education in the state of Assam. The Council is responsible for conducting examinations at senior secondary level for the students enrolled to the different Higher Secondary Schools/Colleges under its affiliation apart from performing works related to the academic curriculum and recognition and permission of institutions etc. With a view to ensure smooth functioning of IT equipments, AHSEC invites sealed quotations from experienced firms for Annual Maintenance Contract (AMC) of IT equipments comprising of Desktop Computers, Printers, Scanners, UPS (offline/online) etc.

The terms and conditions of the work is mentioned below-

1. The Selected Bidder shall maintain the Computers, Printers and UPS etc. for their smooth and efficient integrated functioning.
2. The maintenance by the Selected Bidder shall be done satisfactorily in such a way that the performance of each item will remain as original and will conform not below to its present configuration.
3. Preventive maintenance of the machines, routine cleaning and servicing of all Computer, Printers and UPS covered under AMC shall be done once in every quarter. The settings of computers shall be optimized so that they work efficiently.
4. The Selected Bidder shall provide maintenance of the items, which includes free repairs, if required. In no case, any amount will be paid barring the charge of AMC.
5. The AMC will be on-site. Whenever a Computer, Printer or UPS etc will go out of order or will show any problem, the same will be informed to the Selected Bidder, which will carry out the rectification of CPU, Monitor and other parts of the Computer, Printers, UPS etc. Not merely for inspection of the problem, but for its proper rectification, well equipped with all spares which may be required. In no case the service personnel of the Selected Bidder will be allowed to take any component for its off-site repair except in situation as stated in the next clause.
6. In case of replacement of any parts, it will be allowed only after inspection by AHSEC's officer-in-charge. The supply of spares will be done by AHSEC or may be allowed to supply at the market rates and payment will be made after submission of bill along with the service report of the concerned user.
7. Consumable items, such as ink cartridges, toners etc. will have to be provided by the Selected Bidder and the cost thereof will be reimbursed to the Selected Bidder separately on submission of bills. On other way AHSEC may directly purchase from the market at their own cost but fitting and fixing of the same shall remain responsibility of the Selected Bidder

8. Whenever any system which is not under AMC is required to be repaired / service, it should be attended only after informing AHSEC.
9. AHSEC reserves the right to upgrade, add or remove any system during the period of AMC. For addition or removal of any machine, payment will be made on pro-rata basis.
10. All the system should be in working condition throughout the day, seven days a week. If somehow any system can't be brought to working condition within a maximum period of 24 hours, the Selected Bidder shall provide a system having equivalent working condition temporarily so that work is not interrupted.
11. No advance payment in any case would be made for procurement of any hardware parts or any software.
12. Service Personnel of The Selected Bidder has to visit AHSEC's office once a week irrespective of any call from AHSEC.
13. The Selected Bidder need to sign a contract agreement with AHSEC.
14. The rates to be quoted shall remain same during the period of contract. No demand for revision of rates on any account whatsoever will be entertained.
15. It is not a binding on AHSEC to accept the lowest of the bidding.
16. The Services are also to be provided on call basis. Complaints to be attended within 2 working hour after intimation on priority basis.
17. The necessary support for maintaining VIRUS free computer environment in AHSEC and help in upgrading the software's / Virus Detection mechanism would be provided by the Selected Bidder on regular basis.
18. AHSEC at its sole discretion may accept or reject any or all bids without assigning any reason whatsoever.
19. During the enforcement of the AMC period, if the services provided by the Selected Bidder are found NOT satisfactory or if the Selected Bidder is found violating any of the conditions governing the AMC, this office will have the right to terminate the contract immediately or impose a penalty @0.2% (Zero point Two Percent) of the total cost of contract per day.
20. Notwithstanding clause 19, AHSEC may terminate the contract at any time by serving a 20 (Twenty) days notice to the Selected Bidder.
21. Payment against the AMC will made by AHSEC to the Selected Bidder at the rate of half of the total AMC charge on half yearly basis on satisfactory completion of each half year period along with extended period due to delay in providing services, if any. TDS will be deducted from the payment as per rule.
22. The Bidder should have the following eligibility criteria to participate in the bid-
 - The Bidder should have at least 5 (Five) years experience in providing AMC services of IT equipments.
 - The Bidder should be a legal entity registered under applicable law in India.
 - The Bidder must have office located in Guwahati.
 - The Bidder should not be blacklisted by any department/organization.

23. The Bid shall be signed on each page by a person or persons duly authorized by the Bidder. The Bidder also need to submit a copy of the tender document sealed and signed by the authorized signatory as a token of acceptance to the terms and conditions of the tender document.
24. The Proposal complete in all respect should be submitted to the following address-
The Secretary, Assam Higher Secondary Education Council, Bamunimaidam,
Guwahati- 781021, Assam
25. Interested Bidders are requested to submit the bids in the prescribed formats (Annexure-I, Annexure-II, Annexure-III, Annexure-IV, Annexure-V) only.

Bids complete in all respect is to be submitted to the address mentioned in clause 24.

Covering Letter
(On Bidder's letterhead)

FROM: (Full name and address of the Bidder)

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To

**The Secretary,
Assam Higher Secondary Education Council,
Bamunimaidam, Guwahati- 21, Assam**

Sub: - Annual Maintenance Contract of IT Equipments.

Ref: Tender No. AHSEC/EST/S/W/HW/435/15/1787

dated 04/01/2016

Sir,

We hereby submit our Bid in full compliance with terms & conditions of the above referred tender document. A copy of the tender document, duly signed on each page is also submitted as a proof of our acceptance of all specifications as well as terms & Conditions.

Yours Faithfully,

**Signature of the authorized signatory of the
Bidder with name, designation, seal and date**

Technical bid
(On Bidder's letterhead)

SL. No.	Particulars	Give details or mention page no. where attached
1	Name of the Bidder	
2	Address, email id and telephone number of the registered office of the Bidder	
3	Name, designation, address, email id and mobile number of the contact person of the Bidder	
4	Registration number of the Bidder (attach photocopy of registration certificate)	
5	PAN Number the Bidder (attach photocopy of PAN card)	
6	Recent service tax return (attach photocopy of documents)	
7	Recent sales tax return (attach photocopy of documents) of the Bidder	
8	Recent income Tax Return (attach photocopy of documents) of the Bidder	
9	Trade License of the Bidder	
10	Experience of the Bidder in providing AMC during last 5 (Five) years in the format at Annexure- III with relevant work orders/satisfactory completion certificates.	
11	Certificate for not being blacklisted in the format at Annexure- IV	

Signature of the authorized signatory of the Bidder with name, designation, seal and date

Experience in Annual Maintenance Contract of IT Equipments

(On Bidder's letterhead)

A. Completed Projects during the last Five years (extra rows may be added if required)

SL. No.	Name & Address of The client	Date of start of the work	Date of Completion	Cost of the Project in Indian Rupees
1				
2				
3				
4				

B. Ongoing Projects during the last Five years (extra rows may be added if required):

SL. No.	Name & address of the Client	Date of Start of the work	Project Duration	Cost of the Project in Indian Rupees
1				
2				
3				
4				

Note: Please also note that the copies of work orders or satisfactory completion certificate from the clients shall be required to be submitted for all the above mentioned projects.

Signature of the authorized signatory of the Bidder with name, designation, seal and date

Certificate for not being blacklisted
(On Bidder's letterhead)

To
The Secretary,
Assam Higher Secondary Education Council,
Bamunimaidam, Guwahati- 21

Date:

Sub: Self Certification

Sir,

I, the undersigned hereby certify that neither the M/s _____ nor any of its directors/constituent partners have been blacklisted by any State or Central Government or Government Undertaking / Enterprise, prior to the date of submission of this Bid for Annual Maintenance Contract of IT Equipments.

The undersigned hereby authorize(s) and request(s) any bank, person, firm or corporation to furnish pertinent information deemed necessary and requested by AHSEC with the intention of verifying the correctness of this statement or regarding the competence and general reputation as stated above.

Yours faithfully,

Signature of the authorized signatory of the
Bidder with name, designation, seal and date

Financial Bid

(On Bidder's letterhead)

Name of Work: Annual Maintenance Contract of IT Equipments

SL. No.	Particulars	Unit Price (INR) including all applicable taxes	Quantity	Total Amount (INR) including all applicable taxes
1	Desktop Computer with Monitor, CPU, Keyboard and Mouse		34	
3	Laser Printer		22	
4	Dot Matrix Printer		9	
5	Line Printer		1	
6	Offline UPS (600 VA)		30	
7	Online UPS (1 Kva, 2 Kva)		2	
8	Scanner		1	

Declaration:

This is to certify that we before signing this job assignment have read and fully understood all the terms and conditions contained in the tender document for Annual Maintenance Contract of IT Equipments and undertake ourselves to strictly abide by them.

**Signature of the authorized signatory of the
Bidder with name, designation, seal and date**