



ASSAM INDUSTRIAL DEVELOPMENT CORPORATION LIMITED

(A Government of Assam Undertaking)

R. G. Baruah Road, Guwahati-781024

Ph. 0361-2201215, 2202216, Fax: 0361-2200060, Email: aidcltd@gmail.com

No: AIDC/ CMC/AMC-COMP/87/2018-19/7738

Date: 25.01.2023

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. 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 **08.02.2023 at 4:00PM** 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 26.01.2023.

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

Details of Requirements:

Sl. No.	Items	Make & Model	Quantity	Annual Rate to be Quoted by the Party for per Unit	Total Amount (In Rs.)
1.	Desktop Computer	Lenovo/ ACER/HP/ Compaq/ Assemble/ All in ONE; Processor: P-III, IV, Dual Core, AMD, Core i3, Core i5	53 Nos		
2.	Laptop	Sony Vio / HP/ ACER	03 Nos		
3.	Laser Jet Printer	HP-1020/1022/1007/1005, etc. Cannon-LBP 3200, Samsung, etc.	28 Nos		
4.	Color Leaser, Dot Matrix Printer	HP/ Cannon etc.	02 Nos		
5.	Inkjet Printer	HP/ Cannon/ Epson, etc.	09 Nos		
6.	UPS (600VA/725VA)	Elnova/Numeric/I-Ball /APC, etc.	50 Nos		
7.	UPS (3KVA online)	APC	01 No		
8.	UPS (1KVA)	Numeric	01 No		
9.	Scanner	HP, Cannon, etc.	03 Nos		
10.	Document scanner	HP, Cannon	09 Nos		
11.	All Networking System (LAN, Wi-Fi, Switch, Router etc.)	D-Link, Digisol etc.	Lumpsum		
12.	Video Conferencing System (Including manpower service for conducting of VC as and when required by AIDC)		01 No		
Total Amount in Figures					

(The rate should be quoted only for service charges excluding replacement of any spare parts)

Terms & Conditions:

1. In case of increase or decrease of the number of computers or peripherals afterward the amount will be added or deducted against each computer or peripherals at the same rate fixed for the contract.
2. In case of replacement of any parts, it will be allowed only after inspection by AIDC's Engineer In –Charge. Supply of spares will be done by the AMC contractor at the market rate and payment will be made after successful completion of the Job and submission of the bills.
3. The party should keep ready stock of all spare parts required for rectification of the problems to avoid down time of the systems.
4. *The party should resolve all the problems relating to Hardware, Software and Networking systems. Penalty shall be imposed to the service provider, if the computer system or its allied equipment's down for more than 48 hrs from the complaint raised through email/whatsapp msg.*
5. *Stand-by arrangement to be made in case the equipment is to be taken to workshop for repairs or item is not usable. In case standby is not provided, and the item is not usable beyond the 48 hours, a penalty of Rs.200/- (Rupees two hundred only) per day will be charged. The amount of penalty will be either recovered from the AMC charges/bills.*
6. *The firm/company will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, printer, keyboard, 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 computer maintenance cell.*
7. *A call sheet duly signed by concerned user should be submitted to the computer maintenance cell after successfully attending the call.*
8. *The officials of CMC Cell of AIDC shall communicate the Complain/Call formally to the Party via email. For Calls requiring urgent action from the service engineer shall be categorized as "Urgent" in the corresponding email and Service engineer shall have to attend to resolve the call on Priority basis within 2 Hrs from issue time of the email failing which a penalty amount @ Rs.150.00 per two hour shall be imposed on the party till the call is attended by the Service Engineer. The amount of penalty will be either recovered from the AMC charges/bills.*
9. *For conducting the Video Conference meeting for the BOD Meetings etc. of the Corporation, the Service Engineer is required to create the meeting link for the proposed*

VC meeting and arrange to send the link to the attendees of the meeting. The Service engineer shall be responsible for conducting of the VC meeting and shall resolve any technical issue arising out during the entire duration of the VC meeting.

10. Item wise rate should be quoted, including all the charges and admissible GST.
11. The party should submit the quotations along with the xerox copy of the following documents
 - (i) Last Four years' Experience Certificate/ Completion Certificate (Technical Capacity),
 - (ii) Last Four years IT return/ Balance Sheet (Financial Capacity),
 - (iii) Technical Manpower/ Service Engineer Capacity details with individual education qualification and experience etc.,
 - (iv) GST Certificate, Trade License etc.
 - (v) PAN of the firm,
 - (vi) MSME registration (if any)
12. The party should allot required number of dedicated Service Engineers to look after all the issues related to the computer & peripherals and entire Networking Systems / device covered under AMC. *The issues should be addressed and resolved by the service engineer within 3 (three) hours of log in/ email of the issue. A dedicated Phone no. and Email Id should be provided for the same to the Corporation.*
13. *The party should agree to provide credit facility upto minimum of Rs.75,000.00 (Rupees Seventy Five thousand only) towards AMC for Computer and its peripherals and replacement of its allied products.*
14. *No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.*
15. The initial period of contract will be for one year from the date of award of contract. The rates quoted 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. The AMC can be extended, if so desired by the Competent Authority of AIDC, based on the performance of the service provider.
16. The party should submit quotation along with the details of Office address & phone number, Service Engineer Contact number, Email Ids etc.
17. The Quotation shall be addressed to "The Managing Director, Assam Industrial Development Corporation Limited, R. G. Baruah Road, Guwahati -24".
18. If the party do not submit any of the above requisite documents, then the offer/ quotation will not be accepted or summarily rejected.
19. The authorized representative of the party shall sign and seal in each of the document submitted including bid documents along with the offer/ quotations.

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