



**e-Tender Document**

**for**

**Annual Maintenance Contract  
For Computer Systems (Desktops / Laptops),  
Network and Network Peripherals, Printers,  
Scanners, UPS, Computer Peripherals, Software/ OS/  
Antivirus etc**

**at**

**Deputy Conservator of Forests**

**Wildlife Division**

**Haddo**

*Phone No.232816/ 235866*

*e-mail: dcfwl313@gmail.com*

उप वनसंरक्षक का कार्यालय  
OFFICE OF THE DEPUTY CONSERVATOR OF FORESTS  
वन्य प्राणी/WILDLIFE DIVISION  
हैडो/HADDO

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पोर्टब्लेयर /Port Blair दिनांक /dated 21<sup>st</sup> Dec, 2020

**NOTICE INVITING e-TENDER**

**No.WL/G-4/22/Vol-XIII/1749**

**Notice inviting e-tender for Annual Maintenance Contract of Computers and Accessories (with spares) under Wildlife Division, Haddo Department of Environment & Forests, Andaman and Nicobar Administration**

On behalf of President of India, the Deputy Conservator of Forests, Wildlife Division, Haddo, Department of Environment & Forests publishing an e-tender for Annual Maintenance Contract (AMC) of Computer Systems (Desktops / Laptops), Network and Network Peripherals, Printers, Scanners, UPS, Computer Peripherals, Software/ OS/ Antivirus, Hardware items, etc (with spares) installed at various Sections & Ranges under this Division from reputed and experience companies/ firms/ contractors/ enterprises for a period of one year from the date of acceptance of rate. Tenderers should ensure before submitting that they fulfill all the terms & conditions as specified in the tender documents.

**1. General Instructions:**

In the event of e-filing, intending bidder may download the tender documents including application form, format for Technical Bid and BOQ etc. enclosed as Annexures to this Tender Notice free of cost from the departmental website <http://s1.and.nic.in/doef/index.php> and <https://eprocure.andaman.gov.in> directly. Any change / modification in tender enquiry will be intimated through above websites only. Bidders are, therefore, requested to visit above mentioned websites regularly to keep themselves updated. Necessary Earnest Money Deposit must be remitted to the Deputy Conservator of Forests, Wildlife Division, Haddo through Account Payee Demand Draft/ Pay Order/ Fixed Deposit Receipt

issued from any of the Commercial Bank in India payable at Port Blair along with other documents and also to be documented through e-filing.

### 1.1 Details of Documents Enclosed

S.No.	Description of Activities	Title of the Document
1	Annexure - A	Tender Acceptance Letter
2	Annexure - B	Checklist for Bidders
3	Annexure - C	BOQ Format for Financial Bid

### 2. Scope of Work:

Details of the Assets Installed at various Sections and Ranges of Wildlife Division and few other locations located outside under this Division are as follows:-

S. No.	Name of Item	Number (approx.)
1	Computers (Desktop/ Laptop/ All in One PC)	29
2	Printers/ Scanners (Laser Jet/ Ink Jet)	26
3	Modems	02
4	UPS	27
5	LCD Projectors	02

These are the assets available at the time of Tender Publication. Assets are likely to increase / decrease as per administrative ease and requirement.

### 3. Schedule:

Tender documents along with terms & conditions will be made available on website <https://eprocure.andaman.gov.in> from **16/12/2020 upto 06/01/2021**.

The details are as under:

S.No	Description	Date	Time
1	Date of Publishing of Tender	21/12/2020	1500 hrs.
2	Bid Submission Start Date	21/12/2020	1530 hrs.
3	Bid Submission End Date	06/01/2021	1530 hrs.
4	Bid Opening Date	07/01/2021	1500 hrs.

#### **4. Eligibility Criteria for Quoting:**

Firms to be eligible should attach the followings while e-filing the tender online.

- a) Scan copy of Earnest Money Deposit or Exemption certificate.
- b) Copy of GST registration certificate of the firm.
- 1) The Tendered must have minimum 2 years experience of providing AMC of computer hardware & software in Govt. Department of PSU's or Autonomous body or limited copies of work order to be submitted.
- 2) The Tenderer must have service centre facility at Port.
- 3) The rate should be quoted on annual basis and shall also be inclusive or all applicable terms payable on the part of contractor GST, TA/DA charges and all other expenses as may be necessary to keep the systems and peripherals running. For all the services covered in this Tender Document, prices shall be quoted in Indian Rupees only.
- 4) The rate quoted shall be valid for a period of one year from the issue of order and the department shall not be responsible for hike in price during this period. However, the period may be extended at the discretion of the competent authority. Successful contractor shall continue its service until alternative arrangement for AMC provision is made by the department.
- 5) The rate quoted inclusive of repairs, Maintenance and replacement of hardware & software's components, peripherals/ printers, UPS and all spare parts in normal course, maintenance of operating system and other software and network (LAN/ Internet) including IP assigning, LAN testing, replacement of UPS battery and LAN cabling shall be undertaken as and when required basis as per quoted rate. No extra payment shall be made by the department for any other item. The defective hard disks and RAM etc. are not to be taken out by the contractor. Hard Disks/ RAM, once declared non-repairable, to be opened and its multiple magnetic platter remove and to be handed over to this office.
- 6) New systems purchased in the division and other accessories added thereto shall be covered under the same rates as mentioned above and shall be taken under AMC as and when warranty period lapses.

- 7) Preventive monthly maintenance including checking of hardware and software, checking of power supply source for proper grounding and safety of equipment, dusting and cleaning, etc.
- 8) In case of defective components of systems covered by warranty, the successful tenderer shall be responsible for coordinating with the manufacture/ dealer for replacement of those parts which are covered under warranty.
- 9) PCs and peripherals initially accepted and included in the contract have to be maintained for the complete duration of the AMC period. Non-maintenance of any or more of the items at any late date due to whatsoever reason including obsolescence would not be accepted.
- 10) The contractor will be responsible for setting right errors in software/application, providing Antivirus periodical updation, formatting, OS installation, partition creation and removal of viruses, loading/installation of all drivers/software etc. for official use whenever required and also in case Hard Disk crash, recovery of data is to be done by Contractor.
- 11) If systems are required to be taken out of the office for repairing then a standby system of similar configuration and quality acceptable to this office to be provided on returnable basis. Contractor will be responsible for transportation and delivery of the system. Such hardware under repair should be repaired to the satisfaction of the user/ the department and returned within a period of maximum fifteen days.
- 12) In case of any urgent complaint calls shall be attended immediately and should be rectified within 1 day. If calls are not attended to as specified above, this division shall have the liberty to carry out the specified above, this division shall have the liberty to carry out the job by engaging some other agent and the expenditure incurred on such repairs shall be recovered from the contractor/AMC.
- 13) Complaint calls attended by way of repair, AMC maintenance or cleaning should be done with proper service report acknowledged by concerned section in-charge where the computer installed. The original copy of such service report shall be given to the concerned section In-charge and the

duplicate copies of all such service reports shall be submitted alongwith the bills for payment.

- 14) All the hardware items of the systems shall be covered under the contract except tonner/ cartridge.
- 15) The successful tenderer shall be duty bound to hand over all systems in working condition to the office on expiry of contract, failing which liquidated damages shall be deducted from the final bills.
- 16) The rate quoted by the tenderer shall not be changed/ revised under any circumstances during the contract period or the extended period.
- 17) The successful tenderer shall submit the details of bank account number, bank name, branch, and IFSC Code of the firm along with a copy of PAN Card for making online bill payment.
- 18) The contract is valid for a period of one year from the date of signing of the agreement.
- 19) The payment will be made on quarterly basis after satisfactory completion of each quarter. The payment is subject to TDS applicable as per the Income tax act, 1961 and CGST Act, 2017.
- 20) The contractor shall maintain system checks report and call attendance register which shall be verified and countersigned by the section in-charge or the user, which will be checked before the quarterly payment of the bill for payment.
- 21) The Conservator of Forests, Wildlife shall be the sole arbitrating authority and all disputes are subjected to the jurisdiction of the courts at Port Blair only.
- 22) The undersigned reserves the right to accept or reject any or all the tenders.

#### **5. Location:**

The location to provide service would be Wildlife Office, Haddo as most of the systems are in Wildlife Office, Haddo. However, some Range Offices are located at Wandoor, Lohabarrack & Mount Harriet area for which also the maintenance service is to be provided.

## **6. Performance Security:**

- 1) The successful tenderer shall deposit 3% of the total value of annual supply/contract as performance security within 07 days from the issue of acceptance letter by the Deputy Conservator of Forests, Wildlife Division, Haddo and the validity of the Performance Guarantee should not be less than (01) One year.
- 2) The Performance security shall be denominated in Indian Rupees and shall be in one of the following forms viz. fixed deposit receipt/ Call deposit drawn from any of the Commercial Bank in favour of Deputy Conservator of Forests, Wildlife Division, Haddo, Port Blair.
- 3) In the event of any loss due to negligence of tenderer to fulfill his obligations, the amount of the performance security deposited by the tenderer shall be forfeited and remitted to the Govt. Account to compensate the loss occurred to the Department.
- 4) Subject to adherence of all terms and conditions, the performance security will be release without charging any interest to the successful tenderer on completion of all contractual obligations against a written request.

## **7. Earnest Money Deposit:**

- 1) The Earnest money deposit or bid security for **Rs. 5,000/- (Rupees Five Thousand Only)** should be paid in the form of fixed deposit receipt, Call deposit or a Bank Guarantee in acceptable form from any of the Commercial banks of India.
- 2) The EMD of a tenderer will be forfeited, if the tenderer withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender. Further, if the successful tenderer fails to furnish the required performance security within the specified period, its EMD will be forfeited.
- 3) The EMD shall be returned to the unsuccessful tenderer after the completion of tendering process and in case of successful tenderer EMD shall be returned after the receipt of performance security.

## 8. Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app> .

### 8.1 Registration:

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. eMudra / Sify / nCode etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.



## **8.2 Submission of Bids:**

- 1) The scanned copies of documents/ papers duly signed by the tenderer or its authorized representatives must be submitted online in the website <https://eprocure.andaman.gov.in>.
- 2) All papers must be submitted in English language with Page Marking.
- 3) A scanned copy of EMD must be submitted online along with tender document and the hard copy should be submitted/ dropped in the tender box kept in the Office of the Deputy Conservator of Forests, Wildlife Division, Haddo, Port Blair, in a separate envelope and shall reach before the last date and time mentioned in the tender document, failing which bid will not be considered for opening online.

Sd/-

**Deputy Conservator of Forests  
Wildlife Division**

**ANNEXURE- A**

**TENDER ACCEPTANCE LETTER  
(To be given on Company Letter Head)**

**Tender Reference No:**

**Date:**

To,  
The Deputy Conservator of Forests  
Wildlife Division - I  
Haddo  
Port Blair - 744 102

**Sub: Annual Maintenance of Desktop Computers, Printers,  
hardware items installed at various Sections and Ranges of DCF,  
WL-reg**

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned "Tender / Work" from the website(s) namely: \_\_\_\_\_ as per your advertisement, given in the above mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. \_\_\_to\_\_\_ (including all documents like annexure(s), schedule(s), etc.) which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/organization too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender / document(s) / corrigendum(s) in its totality /entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect / untrue or found violated, then your department / organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature with Name of the Bidder, with Official Seal)

**ANNEXURE-B****Checklist for Bidders**

<b>S.No.</b>	<b>Particulars</b>	<b>Compliance (Yes / No / NA)</b>
<b>1.</b>	(i) Have you enclosed EMD (DD / Bank Guarantee) of required amount?	
	(ii) Is exemption certificate enclosed: vendor registered with MSME/ NSIC/ Government bodies attached for relaxation of EMD?	
	(iii) Is EMD valid for 90 days from the date of publishing of Bid?	
<b>2.</b>	Have you kept validity of your bid as per the Bid document?	
<b>3.</b>	Have you enclosed Tender Acceptance Letter duly filled and Signed (i.e. terms and conditions are acceptable) with original set of Bid? (Bids may be ignored if not signed)	
<b>4.</b>	(i) Is PAN No. of bidding firm with proof attached?	
	(ii) Is GST number with registration certificate attached?	
<b>5.</b>	Is each page of Tender document signed and stamped with firm/company seal?	
<b>6.</b>	Have you enclosed all supporting documents?	

(Name & Signature with date and firm / company seal)

## ANNEXURE- C

### FORMAT FOR FINANCIAL BID

Name of work: Annual Maintenance Contract (AMC) of Computer Systems (Desktops / Laptops), Network and Network Peripherals, Printers, Scanners, UPS, Computer Peripherals, Software/ OS/ Antivirus, Hardware items, etc (with spares) under Deputy Conservator of Forests, Wildlife Division, Haddo.

Val date
Print
New
**Item Rate BoQ**

Tender Inviting Authority : Deputy Conservator of Forests, Wildlife Division-I, Haddo, Department of Environment & Forests, Andaman and Nicobar Administration

Name of Work: Annual Maintenance Contract of Computers and Accessories (with spares) under Wildlife Division, Haddo.

Contract No: WJ/G-4/22/Vol-XIII

Name of the Bidder/ Bidding Firm / Company :

PRICE SCHEDULE

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	No. of Quarters (Each quarter is period of 3 months)	Units	Estimated Rate	BASIC RATE per quarter including taxes as applicable in Figures To be entered by the Bidder Rs. P	TOTAL AMOUNT Including Taxes in Rs. P	TOTAL AMOUNT In Words
1 1.0	2 Annual Maintenance Contract (AMC) of Computer Systems (Desktops / Laptops), Network and Network Peripherals, Printers, Scanners, UPS, Computer Peripherals, Software/ OS/ Antivirus, Hardware Items, etc (with spares) Installed at various Sections & Ranges under Wildlife Division, Haddo.	4 4.000	5 Nos	6 0.000	13	54 0.000	55 INR Zero Only
<b>Total in Figures</b>						<b>0.000</b>	INR Zero Only
<b>Quoted Rate In Words</b>						<b>INR Zero Only</b>	

#### Note:

1. The above format is for the purpose of illustration only.
2. The Bidder shall use the format provided in .xls format on [www.eprocure.gov.in](http://www.eprocure.gov.in) for Submission of their financial quotes with the name of their firm/ company etc.
3. GST and/or any other applicable taxes and duties will be paid extra. Hence Taxes should not include in the rates quoted.