



MADHYA PRADESH RURAL ROAD ACADEMY
Walmi Hills, Bhopal (M.P.)
(Under M.P. Rural Road Development Authority)

Phone No.: 0755-2499054

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Tender Document

for

**Comprehensive Annual Maintenance Contract
of
the Computers, Printers etc. of MPRRA Bhopal**

Issued by

M.P. RURAL ROAD ACADEMY, MADHYA PRADESH

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No. 531/01/Estt./MPRRA/2024

Bhopal, Dated 26/06/2024

DETAILED NOTICE INVITING TENDERS for AMC of Computers

1. Madhya Pradesh Rural Road Academy (MPRRA), here in after referred as authority having 38 Computers, 2 Laptops, 2 Printers (Laser/Inkjet) & 2 Photo copiers cum Scanner at MPRRA office, Bhopal. Sealed tenders are invited from reputed firms having required expertise and manpower for comprehensive maintenance of Computers/ Printers and its peripherals. The Annual Maintenance Contract (AMC) would be **comprehensive, i.e., including regular maintenance and replacement of parts except cartridge/Ribbon of the Printer**. The firms fulfilling the criteria, as given in the tender document, may submit their bids super scribed as "TENDER FOR COMPREHENSIVE AMC OF COMPUTERS & PRINTERS" in M.P. Rural Road Academy and addressed to the Director, MPRRA, Walmi Hills, Near Kaliasoat Dam, Kolar Road, Bhopal upto **3.00 PM on 10/07/2024**. The tender form can be purchase from this office in office hours upto **08/07/2024** after depositing tender cost of **Rs. 1180/- (Rs. One thousand One hundred Eighty Only)** cash or in the form of a Demand draft in favour of "Director, MPRRA, Bhopal". The techno/commercial tender in two separate sealed covers should be submitted with technical bid marked clearly as 'Technical bid' and 'financial proposal' marked as 'Financial Bid'. Technical bid should include the following in proforma I & II.
 - a) Name of the firm
 - b) Business address of the firm
 - c) Telephone No.
 - d) Mobile No. (if any)
 - e) Annual turnover of the firm
 - f) PAN & GSTN.
 - g) Details of past experience of providing the maintenance
 - h) The offices where such jobs have been performed by the firm and their names with period, along with the documents supporting the same.
 - i) Performance certificates from at least three Govt. organizations / PSUs.
 - j) Income tax clearance certificate.

Financial bid should include: - The rate against each item separately, as per Annexure-I.

Period of Contract:

The contract would be for a period of one year. Authority may however extend the period of contract for one year on the same rate, terms & conditions.

Qualifying Criteria

1. The firms should be in existence for over 5 (Five) years in the trade with the maintenance business (service business turn over) of more than Rs. 5 lacs per annum during the last 3 years.
2. The firms must be registered with the Registrar of firms/ companies (under company act) and must be registered for GST.
3. The firm must have at least five years experience of Computer maintenance work for Govt. Department/Organizations / PSUs and provide
 - 1) A certificate for at least one Computer/ System available with MPRRDA, from the OEM (Original Equipment Manufacturer) that his company is authorized and competent to take up maintenance.
 - 2) Performance certificates for 5 Years for computer maintenance work from at least three such existing Govt. Department/Organizations / PSUs client must be attached.
4. The firm must have expertise to provide maintenance of various computers and peripherals of various brands / makes.

5. The firm must provide necessary support for maintaining VIRUS free computer environment in the department.

Terms & Conditions

1. The Authority reserves the right to reject any or all the tenders without assigning any reasons thereof.
2. The technical bid should be accompanied by an EMD of Rs. 5,000/- (Rs. Five Thousand) in the form of a Demand draft in favour of “**Director, MPRRA, Bhopal**”.
3. The Tender should be submitted by upto **3.00 P.M on 10/07/2024**. The **Technical bid** would be opened on the same day at **3:30 P.M**. The date of opening of **Financial bid** will be informed to technically qualified bidders and will be opened in the office of Madhya Pradesh Rural Road Academy, Bhopal in presence of bidders present during the tender opening.
4. The following additional terms and conditions would also have to be followed by the successful bidder :-

- a. Preventive maintenance (PM) would be carried out on quarterly basis. A PM Report from the user would be submitted to Madhya Pradesh Rural Road Academy by service provider, failing which an appropriate penalty by way of fine would be imposed.

Penalty for the failure of the scheduled Preventive Maintenance would be as follows:

- i. Rs 175 /- per PM - for Client System
- ii. Rs 175 /- per PM - for Printer
- b. Any reported fault would be taken up by the service engineers within two days. As far as possible, the repairs would be carried out on-site itself. However in case the equipment is taken to the workshop, the firm would provide a stand-by for the same. Service engineer/technician must visit to this office once in every fortnight or as and when required.

Down Time Penalty: Penalty for completing the calls after the prescribed period of two days will be as follows:

(For downtime penalty will be imposed as given below.

- i. Rs 100 /- per working day – for Computer
- ii. Rs 100 /- per working day - for Printer.
- iii. Rs 15 /- per working day - for Mouse & Key Board.
- c. It shall be the responsibility of the firm to make all the computers and peripherals work satisfactorily throughout the contract period and also to handover the systems to the Deptt. in working condition on the expiry of the contract.
- d. The necessary support for maintaining VIRUS free computer environment in the Deptt. and help in upgrading the software's / Virus Detection mechanism would be provided by the firm.
- e. Contract should be **comprehensive (including replacement of parts at no extra payment except cartridge/Ribbon of the Printer)**. The rates quoted should cover the maintenance of operating system, software installation, installation of patches, data recover, virus checking/removal, configuration of e-mail/Internet, configuration of applications (client/server application).
- f. In case the firm is not able to accept the contract after it is awarded the EMD submitted with the tender will be forfeited.
- g. The act of backing out would automatically debar the contractor from any further dealing with the Authority.
- h. The authorized contact person (as specified in point 13 of Proforma-I) should be equipped with Mobile phones to ensure their availability. Numbers of phones would be provided immediately. If any authorized contact person is required to take leave, a suitable replacement would have to be provided.
- i. The Authority reserves the right to cancel the contract at any point of time if the firm does not provide satisfactory service.

- j. No advance payment in any case would be made. However, quarterly payment will be made, after receipt of a satisfaction report (Preventive Maintenance) signed by users of the computer /printer.
- k. A bank guarantee/FDR amounting to 5% of total AMC value shall be submitted to the Authority as Security Deposit (SD) within 7 days from the date of receipt of acceptance letter failing which EMD will be forfeited. Acceptance letter of the Authority will constitute an agreement between the Authority & vendor subject to depositing security deposit. The EMD will be released on submission of SD. If firm fails to fulfill contractual obligations SD will be forfeited.
- l. Specification / requirement as mentioned in the tender document should be strictly followed, otherwise the same would not be considered.
- m. Replacement of parts (if any) will be at the service provider's cost with original spares of the brand/make of the computer.
5. The Authority reserves the right to award the contract on the basis of quoted rates for each item of workseparately or collectively, i.e. printers, computers, Laptops etc.
6. List of all the item/configuration/serial number are attached in Annexure II. **There may be variation upto (±) 20% during the AMC period.**
7. Vendors should carefully check the list of equipments & their configuration before submission of offer.
8. **Validity of offer:-** offer submitted by the firm will be valid for 90 days. If proposal is withdrawn with this period, EMD will be forfeited and such firm will not be allowed to participate in future tenders.
9. **Termination:-** If services of firm are not found satisfactory, agreement will be terminated by giving 15 days notice and consequently Performance Security will be forfeited.

Tender Document not accompanied with duly filled in Proforma I, II and Annexure-I would be summarily rejected.

Director
M.P. Rural Road Academy
Bhopal (M.P.)

APPLICATION PROFORMA FOR AMC**GENERAL INFORMATION**

1.	NAME OF THE FIRM	
2.	CONSTITUTION OF THE FIRM	
3.	REGISTERED PERMANENT ADDRESS	
4.	Date of Commissioning of the firm (Attach certified copy of registration)	
5.	Whether registered with the M.P. Commercial Tax Department for Work Contract Tax & GSTN etc. (Attach certified copy of registration certificate)	
6.	TELEPHONES:	
7.	FAX:	
8.	E-MAIL:	
9.	LOCAL OFFICIAL ADDRESS OF THE FIRM	
10.	TELEPHONES:	
11.	FAXES:	
12.	E-MAIL:	
13.	NAME OF THE AUTHORIZED CONTACT PERSON/ REPRESENTATIVE DULY CERTIFIED BY THE HEAD OF THE FIRM.	
14.	PROFILE OF THE FIRM	
15.	ATTACH LAST 3YEARS PROFIT/LOSS ACCOUNT AND BALANCE SHEET	
16.	GST NO.	
17.	BHOPAL NAGAR NIGAM LICENCE NO.	
18.	EPF REGISTRATION NO.	

Signature with Seal
& full address of the Tenderer

PROFORMA - II
**Attach details
in exhibit**

S/No	Particulars	Page No.		
1	Certified copy of the registration of the Firm/Company (The firms should be in existence for over 5 (Five) years in the trade with the maintenance business).			
2	Last 3 each year's (2020-21, 2021-22, 2022-23) balance sheet showing the turnover of service business (more than Rs. 5 lacs per annum) or A certificate from Chartered Accountant in practice certifying and showing the turnover of service business (more than Rs. 5 lacs per annum) for the last 3 years separately (2020-21, 2021-22, 2022-23).			
3	Registration certificate for GST Registration.			
4	Provide certificate for OEM as per 3(1) of the tender condition. (DELL/HP/Lenovo..... etc.) (Attach Details)			
5	Performance certificate from atleast 3 clients as per 3(2). (Attach Details)			
6	Previous Experience: Give details in the proforma given below			
S/No.	Name of the Client	Details of service provided	Period	Amount of Service Contract

Signature with Seal
& full address of the Tenderer

Financial Bid

List of IT items for Comprehensive Annual Maintenance Contract

S. No.	Type	Qty	Rate per Unit perAnnum (in Rs)	Total Amount in Rs
1	2	3	4	5 = (3X4)
1	Desktop Computers	38		
2	Laptops	02		
3	Laser Printers (B&W)	02		
4	Photo Copier cum Scanner	02		
	Grand Total Amount in Rs			
	Grand TotalRs (in words)			

- Total amount is inclusive of all taxes but does not include GST.
- GST, as applicable on the date of payment will be paidseparately

Signature with Seal& Full
address of the Tenderer

Complete details of the hardware (configuration/ serial No...etc)

(A) Computers

Sr.No	CPU Sr. No.	Monitor Sr. No.	Configuration	Company
1	57N28Q2	DJDW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
2	57RY7Q2	JKDW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
3	57YW7Q2	3JCW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
4	57Y18Q2	3HCW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
5	57W08Q2	7JCW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
6	57V08Q2	609W2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
7	57VY7Q2	GHCW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
8	57X28Q2	IKDW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
9	57YY7Q2	GZ8W2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
10	57SV7Q2	6KDW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
11	57XW7Q2	3KDW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
12	57VX7Q2	9JDW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
13	57XV7Q2	4HCW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
14	57X18Q2	1JCW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
15	57Q28Q2	GKDW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL

16	57W28Q2	BJDW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
17	57W27Q2	4JCW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
18	57RW7Q2	GHCW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
19	57Y28Q2	3JDW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
20	57NY7Q2	3JDW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
21	57T18Q2	3Z8W2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
22	57XX7Q2	CG9W2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
23	57X08Q2	8KDW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
24	57V28Q2	DKDW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
25	57TY7Q2	2G8W2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
26	57TX7Q2	HZ8W2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
27	57V18Q2	GDDW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
28	57X38Q2	CX6H2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
29	57WV7Q2	5JCW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
30	57M38Q2	8HCW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
31	INA741ZW39	8CM7170NW1	HP ProDesk 600 G4 Core i5 7th generation Desktop Computer 4GB DDR4 1TB HDD	HP
32	57V38Q2	8Z8W2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
33	57T38Q2	6JCW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL

34	57XY7Q2	7HCW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
35	57W08Q2	5KDW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
36	57TZ7Q2	JZ8W2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
37	57P28Q2	FJDW2N2	Dell Optiplex 3050 Tower Desktop - Windows 10 Pro, 7th Gen Intel Core i5-7500 3.4 GHz, 4GB DDR4 Memory, 1TB, DVD Burner with Keyboard & Mouse.	DELL
38	8SSC80K2962F1WH7 8P050M	1S60G2AAR8CAU2 H627K6	Lenovo Desktop Intel® Celeron® CPU J3060 @ 1.60 GHZ, 2GB RAM, 500 GB ROM, 32 Bit with Keyboard & Mouse.	LENOVO

(B) Laptops

S. No.	Configuration	Company Name	Service Tag & Express service Code of Laptop
1	Laptop Dell Vostro Windows 10 Pro Intel® Core™ i5-1035G1 CPU @ 1.00GHz 1.19 GHz RAM 8 GB ROM 1 TB, 64 Bit OS	DELL VOSTRO	Service Tag 88PCN63 Express Service Code 17940568395
2	Laptop Lenovo Yoga Windows 10 Home Single Intel® Core™ i3-8130 CPU @ 2.20GHz RAM 4 GB ROM 1 TB, Screen Touch	Lenovo Yoga	Service Tag MP1DVH9N

(C) Printers

S. No.	Type of Printer	Model	Company Name	Serial No. of Printer
1	HP Laser jet Printer	Laser Jet Enterprise M 506	HP	PHCCQ01957
2	HP Laser jet Printer	Laser Jet Enterprise M 506	HP	PHCCQ01955

(D) Photocopy & Printers

S. No.	Type of Printer	Model	Company Name	Serial No. of Printer
1	Konica Minolta Photocopier, Scanner & Printer	Bizhub 206	KONICA MINOLTA	A8A6041024476
2	Konica Minolta Photocopier, Scanner & Printer	Bizhub 206	KONICA MINOLTA	A8A6041024713