



Rajasthan State Pollution Control Board

Headquarter, 4, Institutional Area, Jhalana Doongri, Jaipur-302004
Phone : 0141-2716809, 2716804 e-mail : member-secretary@rpcb.nic.in

Ref. No. : F-13(36)/RSPCB/ITS/2020-21/ 568
Bid No. : RSPCB/ITS/2021/ 03


Date : 17/06/2021

INVITATION FOR BIDS (IFB)

Name & Address of the Procuring Entity	Member Secretary Rajasthan State Pollution Control Board (RSPCB) 4, Institutional Area, Jhalana Doongri, Jaipur-302004
Name & Address of the Project Officer In-charge (POIC)	Name : Ravindra Gupta, ACP, RSPCB Address : 4, Institutional Area, Jhalana Doongri, Jaipur-302004 Email : acp.rpcb@rajasthan.gov.in
Subject Matter of Procurement	For Annual Maintenance Contract of Computers, Computers Peripherals and Networking Equipments at RSPCB
Bid Procedure	Offline Open Bid Method Two-stage: Technical bid & Financial bid
Bid Evaluation Criteria (Selection Method)	The tender will be finalized on the basis of the total bid amount for the AMC of all equipments as per tender document.
Website for downloading Bidding Document, Corrigendum's, Addendums etc.	Websites http://environment.rajasthan.gov.in/rpcb http://sppp.rajasthan.gov.in
Estimated Procurement Cost	Rs. 6.00 Lacs
Place, Start & End Date for the submission of Bids	Address : IT Cell, RSPCB, 4, Jhalana Institutional Area, Jaipur-302004 Start Date : 17/06/2021 End Date : 28/06/2021 at 3:00 pm
Date/ Time/ Place of Technical Bid Opening	Date & Time : 28/06/2021 at 4:00 pm Place: 4, Jhalana Institutional Area, Jaipur-04
Financial Bid Opening Date/ Time	Will be intimated to the technically qualified bidders.
Bid Validity	90 days from the bid submission deadline
Bid Fee	Rs. 400/- (Non Refundable)
Earnest Money	Rs. 6000/- (Refundable)

Note:

1. The procuring entity reserves the complete right to cancel the bid process and reject any or all of the bids.
2. No contractual obligation whatsoever shall arise from the bidding document/ bidding process unless and until a formal contract is signed and executed between the procuring entity and the successful bidder.
3. Procurement entity disclaims any factual/ or-other errors in the bidding document (the onus is purely on the individual bidders to verify such information) and the information provided therein are intended only to help the bidders to prepare a logical bid-proposal.
4. The provisions of RTPPA Act 2012 and Rules thereto shall be applicable for this procurement. Furthermore, in case of any inconsistency in any of the provisions of this bidding document with the RTPPA Act 2012 and Rules thereto, the later shall prevail.


Member Secretary



Rajasthan State Pollution Control Board

4, Institutional Area, Jhalana Doongri, Jaipur

Phone : 2716809

No. F13(36)/RSPCB/ITS/2021/568

Dated : 17/06/2021

Tender Document for Annual Maintenance Contract of Computers, Computer Peripherals and Networking Equipments

Sealed bids are invited from qualified Firms/Companies for the Annual Maintenance Contract for Computers/ Lap Tops/ Printers/ MFDs/ Photocopiers/ Network and Networking equipments (as per Annexure-III) and other related peripherals installed in Head Office, SEIAA, Regional Office Jaipur (North) and Jaipur (South) and in other offices related to the Rajasthan State Pollution Control Board in Jaipur.

Scope of Work :

The general scope of work includes maintenance of hardware, software and Network. The software maintenance includes loading/reformatting of software/discs with software like Windows 7 and above, Microsoft Office software, Internet Explorer, Outlook Express, Anti-virus software, Data retrieval and Installation/ removal of any other software purchased by the State Board from time to time and provide and maintain the required drivers (Pen drives, CDs & Floppies) for maintaining the equipment's. It also includes removal of virus and re-installation of software, if corrupted. Support for users and troubleshooting of commercial software packages mentioned above and others used by State Board.

The Hardware and network maintenance services will consist of

- a) Attending to complaints raised by various departments/individuals of the State Board on daily basis. Upkeep and maintenance of the hardware installed in the State Board.
- b) Onsite preventive and corrective maintenance of computers connected in LAN and peripherals at State Board –HQ, SEIAA and other offices of State Board in Jaipur.
- c) The maintenance contract will include necessary repairs to the installed systems, equipments and replacement of defective/damaged parts, components and other accessories free of cost.
- (d) Stand-by arrangement to be made in case the equipment is to be taken to workshop for repairs.
- (e) Any other maintenance work to be undertaken related to the Computers/ peripherals.
- (f) Provide all possible technical software support for the machines which are not included in the AMC (Newly purchased and under warranty machines).

The tentative list of computers, printers, MFDs, photocopiers, and networking equipments is attached as Annexure - III which may be changed. However new equipments purchased from time to time, after the expiry of warranty/ Guarantee period, will also have to be serviced/ maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for these newly added equipments.

The technical and financial terms and conditions of AMC shall be as follows :

Qualification Conditions of the Bidder :

1. The firm/company must be registered as a firm or as a company with the Registrar of companies. **Certificate in this regard should be enclosed with tender.**
2. The firm/Company should be in existence for over 5 years in the trade with the maintenance business and should have adequate qualified manpower having experience in maintenance of computers and other related peripherals.
3. The firm must have expertise in on-site maintenance and repair of servers, clients, stand alone computers, Laser/inkjet printers network components, scanners peripherals and other hardware parts and accessories.

4. The firm also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily Annual Maintenance of 50 or more computers connected in LAN under Windows environment in last two years. **A Performance Certificate to this effect from at least one Govt. Deptt./Public Sector Undertaking shall be furnished.**
5. The firm/Company should be Authorized Service Provider/ a business partner/ Dealer for any reputed manufacturer company for Computer and its peripherals or photo copiers.
6. The firm/company should have at least 5 computer hardware annual maintenance contracts in last two years with Government Department/Public Sector Undertaking/Banks/Ltd. Companies. The total value of which should not be less than Rs. 20 lakhs. A copy of work award document should be enclosed with tender.
7. The Service Providing Agency should have a minimum average annual turnover of Rs. 40 Lakhs during last 3 financial years i.e. 2017-18, 2018-19, 2019-20. A copy of turn over statement duly certified by a C.A in standard format must be enclosed with the tender document. Audited Balance sheet and other documents in support of annual turnover should be attached with tender.
8. The Agency should have not been black listed / defaulted by any of the Govt. Department / Public sector enterprise. **An Affidavit of such statement must be enclosed with tender.**
9. If the firm meets the above technical requirements, it may apply in the prescribed Performa at **Annexure-1** in sealed cover.

Bid Preparation :

10. Tender should be furnished in a properly sealed cover containing inside two separate sealed envelopes, one each for technical bid and financial bid superscripted as : “Technical Bid” or “Financial Bid”. The original tender document must be duly signed and stamped by the authorized signatory on each page and copy of the receipt issued by RPCB for purchase of tender document should also be enclosed along with the technical bid. In case the tender document is downloaded from RPCB’s website, DD of Rs. 400/- in favour of Member Secretary, Rajasthan State Pollution Control Board, Jaipur towards the cost of tender document be enclosed together with technical bid without which tender will not be considered.
11. **The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN number, service tax number along with Technical Bid.**
12. Technical bid shall not have the price portion but must include all the required technical particulars/commercial details about experience, infrastructure etc. Full particulars and descriptive literature should be forwarded with the technical bid and should be complete in all respects.
13. The rate may be quoted on comprehensive basis for the computers, laptops, printers, Photocopiers, networking equipments etc. in the Performa at Annexure-II.
14. The earnest money of Rs. 6000/- (Rs. Six Thousand only) through a demand draft payable at Jaipur in favour of Member Secretary, Rajasthan State Pollution Control Board must accompany with technical bid. Every bidder, if not exempted, participating in the bidding process must furnish the required earnest money deposit and other fee as specified in the Notice Inviting Bid (NIB). Provided that, during the period commencing from the date of commencement of the RTPP (Second Amendment) Rules, 2020 to 31-12-2021, in lieu of Bid Security Declaration may be given.
15. Bid received without earnest money or declaration as per the RTPP (Second Amendment) Rules, 2020 will be rejected out-rightly. The earnest money deposited by successful tenders may be adjusted against the Security deposit for the fulfillment of performance of the terms and conditions of the contract. No interest will be paid on the security deposit. Security deposit will be refundable after successful completion of the contract after the adjustment of dues against the contractors, if any. Earnest money received from other unsuccessful tenders will be returned without interest after finalization of tender.
16. The successful tenderer/firm will be required to deposit Security Deposit Rs. 15000/- in form of Banker’s cheque or DD in favour of Member Secretary, Rajasthan State Pollution Control Board payable

at Jaipur. The Security money will be released to contractor on successful completion of the contract.

17. **The Bidder will give the rates inclusive of all charges, Taxes etc excluding GST. GST will be paid extra as per rule. It is also noted that cost of resident engineer is also included in the AMC cost. No additional payment will be made in this account. The rates quoted should be net and no discount, free services/offers quoted will be considered.**
18. This tender is not transferable.
19. The Board may call original documents for verification.

Evaluation Criteria:

20. The tender will be finalized on the basis of the total bid amount for the AMC of all equipments as per Annexure-III offered for AMC at the time of opening of financial bid and not the items-wise lowest rates quoted by the bidders. However Board reserve the right to negotiate the bid amount item wise for reaching the minimum bid amount.

Resident Engineer :

21. **The vendor will provide one qualified resident service engineer at Head Office of the State Board on all the working days from 9.30 AM to 6.00 PM.** The engineer would be equipped with Mobile phone to ensure their availability as and when required. Rs. 500/- per day will be deducted if Service Engineer remains absent/leave without providing substitute. The Vendor will provide the credentials of qualification and experience of the resident engineer. If the services of the resident engineer will not be satisfactory to resolve the technical problems than vendor will replace the engineer with new engineer. The vendor will also provide the required tools and cleaning tools like blower etc. to repair or clean the equipments which are under AMC.
22. The resident engineer will provide all possible technical software support for the machines which are not included in the AMC (Newly purchased and under warranty machines).
23. The Resident Engineer from the Company will comply with all the security regulation in the State Board.
24. Resident Engineer should have sufficient and requisite knowledge of maintenance and trouble shooting in Windows/LAN etc. environment and should be capable to diagnose and to provide quick solutions. Resident engineer must be Graduate and have technical Diploma/Degree from any University or Institute of repute.
25. The Resident Service Engineers provided by the firm shall not be changed frequently. Only two changes in respect of resident engineer will be permitted during the year. For any subsequent change a penalty of Rs.2000/- would be charged. However, if the resident service engineer shall found incompetent by the State Board, he will be changed by the firm within 15 days after giving written notice in this regard.

Working Conditions :

26. The firm will prepare and maintain the complaint log books as per the instructions of the office for all the machines to be taken under the AMC and Preventive maintenance with virus detection and special cleaning of the Monitor, Printer, Key Board, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. **Preventive maintenance will be done on quarterly basis and a verified report will be provided with the bills of payment.**
27. The service engineers would take up any reported fault within four hours. 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.
28. The successful bidder shall provide necessary support for maintaining VIRUS free computer environment in the Department and help in upgrading the Software's/Virus Detection mechanism.
29. The parts replaced will either be new parts or in case new parts not available then parts equivalent in performance to new parts after due approval of the Board. Parts used for replacement must be genuine

parts with same specification as prescribed by the manufacturer of concerned machine. Any change in specification may be done only after prior written permission of the State Board.

30. Annual maintenance charges shall not include the cost of consumables and supply items such as media like magnetic tapes, cartridges and its parts, computer stationery, Laptop Batteries, CDs etc. Laser Printer maintenance charges include all parts including Fuser Assemblies, Fuser Units and Teflon Sheets. Pressure Roller etc. However, it does not include toner cartridges. Keyboard and Mouse will be included in the AMC and only good quality of keyboard and mouse (Dell or HP or Lenova) may be provided if replaced.
31. In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
32. This contract extends only to problems arising out of normal functioning of equipment and the contract does not cover physical breakage or break down/ damages arising due to fire, theft, riots, accidents earthquake storm and other natural calamities.
33. **The equipment will be handed over back in good working condition at the time of expiry of the contract. The successful bidder will take the charge of all the equipments within 15 days immediately after issue of the AMC order. Any defects or fault in equipments must be report to IT cell. Existing faults or defects in the equipment at the time of AMC will not be included in the AMC. However after repairing or replacing of that part, AMC will be applicable on that part also. It is also noted that if only parts like CD/DVD drive is not working than AMC will be applicable on that computer excluding only CD/DVD drive. Charges taken over for AMC of all the equipments must be completed within 15 days after the order. The list of equipments for AMC will also be verified by IT cell.**

Other Terms and Conditions of Contract :

34. The contract will be valid for a period of two years and may be increased for one year on satisfactory performance of the contract and mutual agreement of both the parties. 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 & firm will not be sublet to another.
35. If any PC/accessory is not repaired within twenty four hours, the firm will provide a standby PC/accessory. If, the firm fails to carry out repairs/ provide a stand-by PC/accessory within 24 hours after fault, to the satisfaction of the user, a penalty of Rs.100/- (Rupees One hundred only) per day or part thereof will be charged for delay beyond the 24 hours till such time the PC/accessories are repaired. In case where standby equipments have been provided, a period of 15 days may be provided for repairing.
36. **It may also be noted that in case of contractor backing out in midterm without any explicit consent of this Board or services found unsatisfactory, he will be liable to recovery at higher rates, vis-à-vis, those contracted with it, which may have to be incurred by the State Board on maintenance of machines for the balance period of contract through alternative means. Any act of backing out or unsatisfactory performance of services would automatically debar the firm from any further dealing with this Board and the Security deposit would also be forfeited.**
37. No advance payment in any case would be made. However, quarterly payment on pro rata basis on satisfactory rendering of service would be made.
38. The Board have reserve the right to add or remove any equipment from AMC at any time with written information to successful tenderer. Computer and printers will be included in the AMC after the expiry of warranty period. Payment for such equipments will be paid on pro rata basis for the period the equipments remains in AMC.
39. It may also be noted that successful bidder will sign contract letter with the Board within 15 working days after acceptance of tender. If contractor will fail to deposit performance security money within 15 working

days or fail to sign contract within the time limit than EMD deposited by the bidder will be forfeited and bidder will be debar from any further dealing with this board and the State Board will be free to give contract to other bidder.

40. The tenderers may represent themselves personally or through authorized representative, if any, at the time of opening of tender.
41. The Committee in order to satisfy itself may conduct a spot enquiry to verify soundness, capability and viability of tenderer.
40. The tender should be addressed to the Member Secretary, Rajasthan State Pollution Control Board, 4, Jhalana Institutional Area, Jaipur and may be submitted upto 3.00 P.M. on ___/___/2021 and technical bids will be opened on the same day at 3.30 p.m. before the parties which are present. Late submission of tenders will not be accepted. Tenders by Telex/Telegram/Fax/e-mail will not be accepted. Tenders may be submitted by Registered Post, by Hand in Person or by Courier. However, any delay on any account shall not be accepted as a reason for exception.
41. The financial bid of the technically qualified tenderers will be opened on the date and time fixed by RSPCB which will be informed telephonically or through given email id by tenderer at a later date. The financial bid of technically unqualified bidders will not be opened.
42. In case of any dispute arising out of the interpretation of this contract and its terms & conditions, etc. the same shall be resolved through arbitration. The Chairperson of the state Board shall be the arbitrator for the said purpose and the decision of such arbitrator shall be final and binding. The venue of arbitration shall be at Jaipur.
43. Area of jurisdiction of all the legal matters will be Jaipur.
44. Tender received after due date and time, those received without separate sealed cover and rates not quoted in specified Performa will not be accepted. The Board reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.
45. Rajasthan State Pollution Control Board reserves the right to accept or reject any or all tenders without assigning any reasons.

Member Secretary
Rajasthan State Pollution Control Board
Jaipur

ANNEXURE-I

Tender for the Annual Maintenance Contract for computers and peripherals

No. F13(36)/RSPCB/ITS/2020-21/

Date : ___/___/2021

Technical Bid

1. Name of the company / firm _____

2. Name of the Proprietor/ Partners in case of proprietary/Partnership firm. _____

3. Name of Directors in case of Pvt. Ltd. Company/firm _____

4. Address with Tele. No. fax NO. & e-mail _____

5. Contact person with Tele. No. fax NO. & e-mail _____

6. The tender fee amounting to Rs. 400/- has been deposited vide cash Receipt/DD No. and dated
7. Bank DD No. drawn on.....(bank) dated (Declaration for EMD) for Rs. 6000/- to cover earnest money is enclosed.
8. (a) The number of years of experience in business :
(b) Average turnover of business of last 3 years :
(c) The details of Govt. offices where the tenderer have completed the AMC in the Performa given below (Pls. enclose separate sheet.) :

Sr.	Name & address of the Govt. Deptt. With Telephone No.	Details of equipments & No.	No. of resident engineer provided	Period of contract	Contract Value

9. (a) Firm/Company Registration Number _____
(b) PAN Number _____
(c) GST Number _____
10. Details of Manpower (Category-wise- Total Strength, Name, Qualification, Length of Average Experience) (pls. enclose separate sheet)
11. Address of Workshop with area of premises. _____
12. Whether owned/rented _____
13. Name of Banker _____
14. Whether the firm/company is ISO certified? _____

15. The following documents should be submitted with the technical bid failing which the tender shall be rejected. The documents must be enclosed and arrange as per following sequence with the technical bids along with page numbers:

Sr.	Terms & Conditions of technical bids	Page No.
1	Copies of PAN/GST Number/ Registration No. of Firms.	
2	Performance certificate issued by a Government Department / PSU.	
3	Proof of having successfully executed minimum of one AMC of more than 50 computers connected under LAN environment for at least 2 years.	
5	The address of the Service Centers with contact Person, Name Telephone and Fax numbers at Jaipur.	
6	Certificate/undertaking regarding the firm has not been blacklisted by any Govt. Department.	
7	Certificate of being an Authorized Service Provider/ Channel Partner/Dealer of any reputed manufacturers like as Dell, HCL, HP, IBM, Compaq, Lenovo, Wipro, Accer, PCS, Kyocera, Sharp and expertise to provide the maintenance of various computers and peripherals of various make and models.	
8	Proof of past experience at least 5 years of doing Annual Maintenance Contract in Government Organizations/PSU.	
9	Certificate from five existing clients from Government Deptt. / PSUs having AMC.	
10	Details of manpower to be deployed by the firm in the prescribed format.	
11	A copy of the terms and conditions duly signed on each page by the tenderer in token of having understood and agreed to the same should be attached alongwith the tender.	
12	Accounts statements and other documents in support of average annual turnover.	

Declaration

We hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that in case any deviation is found in the above statement at any stage, the company/firm will be black-listed and will not have any deal with the Rajasthan State Pollution Control Board, Jaipur in future. We agree to abide by all the conditions mentioned in **Tender Notice No. F13(36)/RSPCB/ITS/2021** dated ___/___/2021 and also the further conditions of the said Tender Notice given in attached sheets. All the pages of which have been signed by us in token of our acceptance of the terms mentioned therein.

(Signature of authorized signatory with seal of firm/company)

ANNEXURE II**Tender for the Annual Maintenance Contract for computers and peripherals**

No. F13(36)/RSPCB/ITS/2021/

Date :

Name of the Firm _____

Financial Bid

S No.	Description	Quantity	Rate of AMC (inclusive of all charges excluding GST)	Total Cost (inclusive of all charges excluding GST)
(A) Maintenance of Computer Equipments and Peripherals				
1.	Upto P-i-5 /2 GB to 8 GB RAM/ 200 GB to 1 TB HDD/ TFT Monitor/ CD/DVD combo/writer/ROM Drive /Mouse/ Keyboard/Lan Card	70		
2.	Laptop i-5 to i7	10		
3.	LaserJet Printer B&W	30		
4.	LaserJet color Printer	04		
5.	Multi-Function Printer B & W A4	10		
6.	Multi-Function Printer B & W A3 (Photo Copiers)	10		
7.	Multi-Function Printer Color A4	3		
Sub Total (Computer)				
(B) Maintenance of Network and its Equipments				
1.	Maintenance of Network About 250 points (including the laying of cable, Fiber, Installation of IO Points etc.)	Lumpsum		
2.	Maintenance of Cisco 24 Port Switch-Catalyst 2960 Series	12		
3.	Maintenance of Cisco 24 Port Switch- SIG 95-24 Gigabit Switch	1		
4.	Maintenance of Cisco 24 Port Switch- SF 95-24 10/100 Switch	1		
	Maintenance of Cisco 16 Port Switch- Cisco IE 2000	2		
5.	Maintenance of Barcode 48 Port Switch - ICX 7450-48P	1		
6.	Maintenance of Cisco Router – 2800 Series	1		
7.	Maintenance of 5 Port Switch - D Link/Netcare/Tenda/EPC	20		
8.	Maintenance of 8 Port Switch - D Link/Netcare/Tenda/EPC	5		
9.	Maintenance of 16 Port Switch - D Link/Netcare/Tenda/EPC	2		
Sub Total (Network)				
Grand Total				
Total AMC Cost in words :				

(Signature of authorized signatory with seal of firm/ company)

ANNEXURE-III

The indicative list of systems & peripherals for AMC

Sr.	Description	Quantity
Maintenance of Computer Equipments and Peripherals		
1.	Upto P-i-5 /2 GB to 8 GB RAM/ 200 GB to 1 TB HDD/ TFT Monitor/ CD/DVD combo/writer/ROM Drive /Mouse/ Keyboard/Lan Card (HP/Dell/Lenova/ACER)	70
2.	Laptop i-5 to i7 (HP/Dell)	10
3.	LaserJet Printer B&W (HP/Canon)	30
4.	LaserJet color Printer (HP/Canon)	04
5.	Multi-Function Printer B & W A4 (HP/Canon)	10
6.	Multi-Function Printer B & W A3 (Photo Copiers) (HP/Canon/Kyocera/RIICOH/Samsung/Sharp)	10
7.	Multi-Function Printer Color A4 (Sharp)	3
Maintenance of Network and its Equipments		
1.	Maintenance of Network About 250 points (including the laying of cable, Fiber, Installation of IO Points etc.)	Lumpsum
2.	Maintenance of Cisco 24 Port Switch-Catalyst 2960 Series	12
3.	Maintenance of Cisco 24 Port Switch- SIG 95-24 Gigabit Switch	1
4.	Maintenance of Cisco 24 Port Switch- SF 95-24 10/100 Switch	1
	Maintenance of Cisco 16 Port Switch- Cisco IE 2000	2
5.	Maintenance of Barcode 48 Port Switch - ICX 7450-48P	1
6.	Maintenance of Cisco Router – 2800 Series	1
7.	Maintenance of 5 Port Switch - D Link/Netcare/Tenda	20
8.	Maintenance of 8 Port Switch - D Link/Netcare/Tenda	5
9.	Maintenance of 16 Port Switch - D Link/Netcare/Tenda	2

The above List of systems is indicative only. There may be change in quantity, configuration or Make of the system. Interested Bidders may contact to Board to take more information about the configuration/make/model of the equipments before filing the Bid.