

**Office of Joint Director**  
**Flood Management Improvement Support Centre**  
**2<sup>nd</sup> Floor, Jal Sansadhan Bhawan, Anisabad, Block-A, Patna - 800002**  
**Email Address: fmiscbihar@gmail.com**  
**Phone No. 0612 - 2256999**

Quotation No. (Short): FMISC/ 09 /2023-24

**Short Notice Inviting**

Quotation for 'Comprehensive Annual Maintenance Contract (CAMC) of Desktops, Laptops & Printers'

Letter No.: - 1118 / Patna

Date: 7/11/2023

- 1) Joint Director, Flood Management Improvement Support Centre, Patna invites sealed most competitive quotation from the intending reputed Bidder/ Supplier/ Firm/ Vendor/Service Provider for 'Comprehensive Annual Maintenance Contract (CAMC) of Desktops, Laptops & Printers'. Details and the quotation documents are available on the Website: <https://fmiscwrdbihar.gov.in/fmis/> & <https://wrdb.fmiscwrdbihar.gov.in/>.
- 2) The quotation document contains the following Annexures:
  - (i) Brief Description of the Goods
  - (ii) General guidelines for Quotation
  - (iii) Technical Specification
  - (iv) Information Sheet of Bidder
  - (v) Undertaking by the Bidder
  - (vi) The Financial Bid

**Important Dates**

Last Date and Time of Submission -	<b>Date: 16/11/2023, Time 15:00 Hrs</b> <b>(Accepted only through speed post/registered post/courier/ Physical delivery)</b>
Cost of Quotation Document -	<b>Not Applicable</b>
Bid Security/ Earnest Money Deposit -	<b>₹5,000/- (Rupees Five Thousand Only)</b>
Date & Time of Opening of Technical Bid -	<b>Date: 16/11/2023, Time 15:30 Hrs.</b>
Date & Time of Opening of Financial Bid -	<b>Date: 16/11/2023, Time 16:00 Hrs.</b>

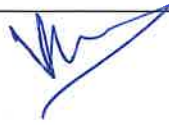
  
Joint Director

Flood Management Improvement Support centre,  
Patna

7/11/23

**Annexure (i) - Brief Description**

S.NO.	Brief Description of the Goods	QTY.	Technical Details
01	DESKTOPS (HP/Dell/PCS)	25 No.	<b>Annexure (iii)</b>
02	HP Work Stations	08 No.	
03	Dell Laptops	15 No.	
04	HP Laser Jet 3050 Printer	01 No.	
05	HP Laser Jet 1536 DNF MFP Printer	01 No.	
06	HP Laser Jet P 1606 DN Printer	01 No.	
07	HP design jet T520 e Printer	01 No.	
08	HP Laser Jet MFP M427DW Printers	04 No.	
09	HP Officejet 7110 Series Printers	02 No.	
10	TOSHIBA e-STUDIO5008A Printer	01 No.	
11	Canon image RUNNER Advance C3530 Printer	01 No.	

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## Annexure (ii) – General Guidelines for Quotation

- 1) The Bidder must unconditionally accept all of the terms and conditions of this quotation document. Without such a certificate, the 'quotation' will be rejected. On this matter, no correspondence from the Bidder will be accepted.
- 2) On all pages, the individual signing the Quotation or other documents must include his full name below his signature.
- 3) Eligibility of the Bidder - To avoid rejection or disqualification of the Quotation, the Bidder should verify its eligibility conditions as indicated below before submitting it and enclosing the required papers in the order listed below.
  - (i) The Bidder should have an office/a service base in Patna, Bihar. In this regard, the Bidder shall produce supporting evidence in the form of a certificate of incorporation mentioning the address/ rent or lease agreements of the premises.
  - (ii) The Service Provider should have an average annual turnover of at least ₹ 5 Lakh (Rupees Five lakhs Only) during the last three financial years (2019-20, 2020-21, 2021-22 or 2022-23) or The Startup/MSME should be incorporated as a private limited company or registered as a partnership firm or a limited liability partnership. In this regard, the Bidder shall produce Audited Balance Sheet and Profit & Loss Statement by a statutory auditor/Chartered Accountant.
  - (iii) The Suppliers/ Firms/ Vendors /Service Providers that have been blacklisted /debarred in participating in any procurement activities by any State or Central Government or other government organizations in India are not allowed to bid. In this regard, the Bidder shall produce a Notarized Affidavit on stamp paper of adequate value that the agency has not been blacklisted/debarred from participating in tender/bids by any State or Central Govt. organization in India or PSU.
  - (iv) Bidder should ensure support from Canon and Toshiba for printer.
- 4) The AMC Quotation must be submitted in two parts :(A) Technical bid & (B) Financial bid. The two bids must be submitted in two separate sealed envelopes marking the Bid's name and must be put in the single outer cover subscribing as '**Annual Maintenance Contract (AMC) of Desktops, Laptops & Printers**' and also the quotation number.
- 5) Bid Security/Earnest Money Deposit (EMD) of ₹ 5,000.00 (Five thousand only) will be paid in the form of a Bank/ Demand Draft duly pledged; in favour of Joint Director, Flood Management Improvement Support Centre, Patna, payable at Patna must be submitted in original. Scanned copies of bank drafts will not be accepted. The Bid Security/EMD will not carry any interest.
- 6) Submission of Quotation and Other Documents Required -



- (i) The quotation documents must be filled in completely and signed by the authorized signatory of the Bidder on all the pages as acceptance of all the guidelines, terms and conditions laid in this quotation document.
- (ii) The completed document must reach to "Office of Joint Director, Flood Management Improvement Support Centre, 2<sup>nd</sup> Floor, Block-A, Jal Sansadhan Bhawan, Anisabad, Patna - 800002 by the last date of submission under a sealed cover by *speed post/registered post/courier/Physical delivery*. The quotations received after the due date & time are liable to be rejected. The Quotation by FAX/ e-mail or any other media will not be entertained.
- (iii) The envelope containing the Quotation must be super-scribed as 'Annual Maintenance Contract (AMC) of Desktop, Laptops & Printers' and the quotation number with the due date & time of submission.
- (iv) The **Office of Joint Director** is not responsible for delay, loss or non-receipt of quotation documents sent by the posts.

The Quotation should contain the following documents.

**A. Technical Bid containing -**

- (i) Self-attested copy of PAN, GST registration and incorporation issued by appropriate government authority for the required services.
- (ii) The technical proposal as per quotation.
- (iii) The Applicant must be a Company registered under Indian Company Act, 1956. Registered with the Service Tax, Income Tax, and Sales Tax, Provident Fund authorities in India
- (iv) The firms having blacklisted/ debarred in participating in any procurement activities by any State or Central Government or any other govt. organization in India are not allowed to bid.
- (v) Bidder must submit a copy of similar experience in a Govt. Ministry or Department/Public Sector company/Government autonomous body (Self-attested copies of work orders)
- (vi) Any other documents in support of the eligibility of the Bidder.

**B. Financial Bid containing -**

- (i) Cost for 'Annual Maintenance Contract (AMC) of Desktop, Laptops & Printers' in the prescribed format (**Annexure v**).
- 7) The Quotation is liable to be cancelled, and the Bid Security/ EMD shall be forfeited in the event of any failure to comply with any of the clauses of the terms and conditions of this quotation document or in the event of Bidder withdrawing his offer before the expiry of the bid. A bid without the required Bid Security/ EMD amount will be summarily rejected.
  - 8) There will be no exemption for startup and MSME on any ground.
  - 9) The **Office of Joint Director** reserves the right at the time of award of the order to increase or decrease the quantity of the Goods specified in the Financial Bid without any change in the unit price of the items.



- 10) The quotation document is not transferable. The quotations submitted by the bidder in a proforma other than those mentioned in the quotation document shall not be accepted. While filling up the forms / offering any other information, it shall be done using typewriting/ printing.
- 11) **Bid Price and its Validity -**
- (i) The contract shall be for the full quantity as described. The bidder shall quote the rate per unit item.
  - (ii) The quotation shall contain the firm and final rates in clear and unambiguous terms in Indian Rupees. Corrections, if any, shall be made by crossing out, initialling, dating and rewriting.
  - (iii) All duties, taxes and other levies payable by the Supplier under the contract shall be included in the total price.
  - (iv) The bidder shall also indicate the applicable prevailing GST.
  - (v) The rates quoted by the Bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
  - (vi) Quotation shall remain valid for not less than 90 days after the deadline date specified for submission.
  - (vii) The bidder shall have ISO 9001:2015 certification
- 12) **Evaluation and Award of Contract -**
- (i) The Purchaser will evaluate and compare the quotations determined to be substantially responsive, i.e., which -
    - are properly signed; and
    - Conform to the terms and conditions and specifications.
  - (ii) On all the matters relating to this quotation call document, the decision of the **Office of Joint Director** shall be final and binding, and the same cannot be referred to the court of law. The **Office of Joint Director** reserves the right to reject any or all of the quotations without assigning any reason whatsoever.
  - (iii) The **Office of Joint Director** reserves the right to call the bidders and to conduct negotiations, if necessary and can select more than one bidder for one or more items at its discretion.
  - (iv) Any deviation in technical specifications shall not be entertained.
  - (v) The **Office of Joint Director** may reject the bid even if accepted, but the successful bidder fails to execute any guidelines, terms and conditions mentioned in this quotation document or misrepresent or conceals any fact that may otherwise affect the quotation. In that case, Bid Security/ EMD amount will be forfeited.
  - (vi) The Client/Purchaser will award the contract to the Bidder whose Quotation has been substantially responsive and offered the lowest evaluated quotation price.

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- (vii) Notwithstanding the above, the Client/Purchaser reserves the right to accept or reject any quotations, cancel the bidding process, and reject all quotations at any time prior to the award of the contract.
- (viii) The Bidder whose Bid is accepted will be notified by contract/ Purchase Order/ Work Order award by the Client/ Purchaser before the quotation validity period expires. The terms of the accepted offer shall be incorporated into the contract/ Purchase Order/ Work Order award.

13) **Delivery Period -**

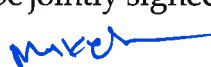
- (i) All the goods are located at FMISC, 2<sup>nd</sup> Floor, Jal Sansadhan Bhawan, Block-A, Anisabad, Patna as mentioned in Annexure (i). In case the supplier/ Vendor/ fails to provide the services as per the service level agreement, the **Office of Joint Director** reserves the right to cancel the purchase/award order and to place orders with other firms without assigning any reason thereof.

14) **Services and Payment -**

- (i) Intending Vendor are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their bids as to the nature of the ground, the form and nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their bid. The vendor should be ready to service all parts with no exclusion except physical damage arising due to natural disaster, fire, short circuit.
- (ii) Vendor will have to conduct quarterly onsite preventive maintenance (PM) to ensure that the device is functioning without defect. No call for PM activity will be logged by FMISC. Updated upgrades and patches by the vendor shall be applied as required.
- (iii) In case of software/hardware issue, vendor shall reinstall or install the software and hardware and reconfigure the device.
- (iv) Hardware: Vendor will provide replacement of defective spares and consumables except printer toner for all the hardware's covered under Comprehensive AMC.
- (v) Repairs of the equipment against the complaint lodged will be attended on-site immediately in case of minor faults (within three hours).

The major faults shall be resolved within 8 working hours by replacement of faulty equipment with available spares or by providing similar standby equipment to user.

The system shall be kept for 48 hours for trouble free operation after which the system shall be deemed to be commissioned. The date and time of commissioning shall be jointly signed by FMISC, Patna and Bidder.

**Table – Initial Response/Issue Resolution Time**

Description of business Hours	Initial Response Time	Issue Resolution Time
During Prime Business Hours (07:00 AM to 9:00 PM)	3 hrs	8 hrs

(vi) **Penalty Terms:** After 8 working hours, a penalty of 0.5% of contract value per day with a maximum of 10% of contract value will be deducted from the quarterly bill. Taxes extra as applicable.

(vii) **Payment Terms:** No advance payment will be admissible. Payment will be made on quarterly basis after the submission of invoice at the end of quarter.

**15) Other terms and conditions -**

(i) The **Office of Joint Director** reserves the right to cancel the purchase order if the Goods supplied fail to meet the specification mentioned within the terms and conditions of this quotation document. The **Office of Joint Director** shall not be held responsible for any loss or damage suffered by the bidder due to the cancellation of the purchase order.

The contract will be valid for one year from date of work order/SLA. FMISC can terminate the work order by giving one month prior notice to the service provider.

(ii) Any dispute arising from the deal shall be subjected to the court's jurisdiction at Patna within the State of Bihar.

(iii) Each Bidder shall submit only one Quotation.

**16) Billing Address - Office of Joint Director, Flood Management Improvement Support Centre, 2<sup>nd</sup> Floor, Jal Sansadhan Bhawan, Anisabad, Block-A, Patna - 800002**

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**Annexure (iii) -Technical Details**

<b>S.NO</b>	<b>DESCRIPTION</b>	<b>SERIAL NUMBER/SEVICE TAG(S/N)/EXPRESS SERVICE CODE</b>
	<b>WORKSTATION</b>	
1	HP XW 4400	SGH7210DD8
2	HP XW 4400	SGH7210DD9
3	HP XW 4600	SGH950RZDB
4	HP XW 4600	SGH950RZD9
5	HP XW 4600	SGH950RZD8
6	HP Z600	SGH950RZD2
7	HP Z400	SGH237SPVG
8	HP Z400	SGH237SPVH
	<b>DESKTOP</b>	
9	PCS	7S09533
10	PCS	7S09534
11	HCL	3073A1394541
12	HP COMPAQ 8200 ELITE	INA147XJKR
13	HP COMPAQ 8200 ELITE	INA126QQDP
14	HP COMPAQ 8200 ELITE	INA147XJK8
15	HP COMPAQ 8200 ELITE	INA147XJL9
16	HP COMPAQ 8200 ELITE	INA147XFLY
17	HP COMPAQ 8200 ELITE	INA147XJLP
18	HP COMPAQ 8200 ELITE	INA147XJJT
19	HP COMPAQ 8200 ELITE	INA147XJJX
20	HP COMPAQ DC7800P	INA84003H9
21	HP COMPAQ DC7900P	INA93408CV
22	HP COMPAQ DC7800P	INA84003N4
23	HP COMAPQ DX 2280 MT	INA72602TP
24	HP COMPAQ	INI72602V3
25	DELL OPTIPLEX 3050(MMC)	2JBJZL2
26	DELL OPTIPLEX 3050(MMC)	1JVCZL2
27	DELL OPTIPLEX 3050(MMC)	2JCDZL2
28	DELL OPTIPLEX 3050(MMC)	2JBHZL2
29	DELL OPTIPLEX 3050(MMC)	2JCJZL2
30	DELL OPTIPLEX 3050(NHP)	28FJ9R2
31	DELL OPTIPLEX 3050(NHP)	28CG9R2
32	DELL OPTIPLEX 3050(NHP)	28BF9R2
33	DELL OPTIPLEX 3050(NHP)	28FC9R2
	<b>PRINTER</b>	
34	HP LASERJET 3050	CNCJ151526
35	HP LASERJET 1536DNF MFP	CNF8DD4B48
36	HP LASERJET P1606DN	VNC3P09403
37	HP DESIGNJET T520 e-Printer	CN5C27M07D
38	HP LASERJET MFP M427DW(MMC)	PHBLK6TBFY
39	HP LASERJET MFP M427DW(MMC)	PHBLK6TBL1
40	HP LASERJET MFP M427DW(MMC)	PHBLK6TBHC

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41	HP LASERJET MFP M427DW(MMC)	PHB8K4R0F6
42	HP OFFICEJET 7110 SERIES(MMC)	CN6BI6R06T
43	HP OFFICEJET 7110 SERIES(MMC)	CN6BI6R05D
43	TOSHIBA e-STUDIO5008A(MMC)	CGHG 26417
44	CANON IMAGE RUNNER ADVANCE C3530(NHP)	XYL00760
	<b>LAPTOP</b>	
45	DELL LATITUDE 3580	4G61SJ2/9684749486
46	DELL LATITUDE 3580	JF61SJ2/42276018350
47	DELL LATITUDE 3580	GF61SJ2/35745671342
48	DELL LATITUDE 3580	HF61SJ2/37922453678
49	DELL LATITUDE 3580	CF61SJ2/27038541998
50	DELL LATITUDE 3580	DF61SJ2/29215324334
51	DELL LATITUDE 3580	FF61SJ2/
52	DELL LATITUDE 3580	IG61SJ2/
53	DELL LATITUDE 3580	2G61SJ2/5331184814
54	DELL LATITUDE 3580	3G61SJ2/7507967150
55	DELL INSPIRON 15 5000(NHP)	BNVY142
56	DELL INSPIRON 15 5000(NHP)	GPVY142
57	DELL INSPIRON 15 5000(NHP)	9NVY142
58	DELL INSPIRON 15 5000(NHP)	FMVY142
59	DELL INSPIRON 15 5000(NHP)	JLVY142

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**Annexure (iv) – Information Sheet of Bidder**

#	Description	To be filled by the Supplier/ Vendor/Service Provider, as applicable
1.	Name of the Supplier/ Vendor/Service Provider, as applicable	
2.	Address with phone No./FAX/ e-Mail	
3.	Contact Person(s) Phone No./Mobile No.	
4.	Details of Bank Draft towards the cost of quotation documents	
5.	Details of Bank Draft towards EMD	
6.	GST registration details	
7.	PAN Details	
8.	Similar Experience Details (with proof of orders from the organization)	

DECLARATION: We hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that if any deviation is found in the above statement at any stage, the quotation is liable to be rejected.

(Signature of the Authorized signatory of the Bidding Organization)

Name :

Designation :

Date :

Seal :

Business Address:

**Annexure (v)**

**Annexure (v) - The Financial Bid**

FORMAT OF QUOTATION

#	Name of Annual Maintenance Contract (AMC) of Desktops, Laptops & Printers', as applicable of Goods/ Equipment/ Hardware/ Software/ Services, as applicable	Unit	Qty.	Unit Price	Total Amount	GST%	Total Amount with GST
			(A)	(B)	(C=A*B)	(D)	(E=C+(C*D))
1.	DESKTOPS (HP/DELL/PCS)	25					
2.	HP WORK STATIONS	8					
3	DELL LAPTOPS	15					
4	HP LASER JET 3050 PRINTERS	1					
5	HP LASER JET 1536 DNF MFP PRINTERS	1					
6	HP LASER JET P 1606 DN PRINTERS	1					
7	HP DESIGN JET T520 E PRINTER	1					
8	HP LASER JET MFP M427DW	4					
9	HP OFFICEJET 7110 SERIES	2					
10	TOSHIBA E-STUDIO5008A PRINTER	1					
11	CANON IMAGE RUNNER ADVANCE C3530 PRINTER	1					
<b>Total Amount:</b>					-		-

Gross Total Cost: ₹.....

We agree to **Annual Maintenance Contract (AMC) of Desktops, Laptops & Printers'** accordance with the quotation document for a total contract price of ₹..... (Amount in figures) (□ ..... amount in words) within the period specified in the Invitation for Quotations.



Signature of Supplier/  
Vendor/Service Provider, as  
applicable