

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

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Quotation No. (Short): FMISC/ 12 /2023-24

**Notice Inviting**

Quotation for 'Comprehensive Annual Maintenance Contract (CAMC) of Audio & Video System'

Letter No.: - 1209 / Patna

Date: 29 / 11 / 2023

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

**Important Dates**

Last Date and Time of Submission -	<b>Date: 11/12/2023, Time 15.00 Hrs</b> <i>(Accepted only through speed post/registered post/courier/ Physical delivery)</i>
Cost of Quotation Document -	<i>Not Applicable</i>
Bid Security/ Earnest Money Deposit -	₹ 7500/- <i>(Rupees Seven Thousand Five Hundred Only)</i>
Date & Time of Opening of Technical Bid -	<b>Date: 11/12/2023, Time 15:30 Hrs.</b>
Date & Time of Opening of Financial Bid -	<b>Date: 11/12/2023, Time 16.00 Hrs.</b>

  
Joint Director

Flood Management Improvement Support Centre, Patna

### Annexure (i) – Brief Description

#	Brief Description of the Goods	Quantity
a)	Bose Accoustimass System	1
b)	Bose Speaker (small)	4
c)	Bose Speaker (medium)	6
d)	Yamaha Power Amplifier MA2120	1
e)	Yamaha Natural Sound Network Receiver R-N402	1
f)	Yamaha AG06 Mixing Console	1
g)	Wireless Handheld Microphone Shure PG58	2
h)	Wireless Desktop Base Microphone Shure MX890 P4	5
i)	Wireless Receiver SLX4	5
j)	Bodypack Transmitter (Collar Mike) Shure BLX1 K3E	1
k)	Wireless Receiver Shure BLX4	1
l)	Dual Channel Wireless Receiver Shure BLX88	1
m)	8 Channel Digital Intellimix Automatic Mixer Shure SCM820	1
n)	Aten HDMI Cable 15 Mtr 2L-7D15H	1
o)	HDMI Cable 15 Mtr	1
p)	15U VALRACK AUDIO RACK	1
q)	3U D-Link Rack	1
r)	Speaker cable 80 Mtr	1
s)	Sony LED 4K Smart TV 65" KD-65X9000E	1
t)	LG LED Display 75"	2
u)	LG 97" Video Wall 47LV35A	1

## 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 'quotations' 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) The Bidder is advised to visit and examine the Site of maintenance, including others necessary as required and its surroundings and obtain all information for itself on its responsibility for preparing the quotation and entering a contract for successful execution. The costs of visiting the Site shall be at the Bidder's own expense.
- 4) 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 a local support network with 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 of the premises.
  - (ii) The Bidder shall have sufficient relevant similar experience on the Quotation calling date in Govt. / Public Sector in India. **In this regard, the Bidder shall produce Work/Purchase orders with its completion certificates.**
  - (iii) The Service Provider should have an average annual turnover of at least ₹ 5 lakhs (Rupees Five lakhs Only) during the last three financial years (2018-19, 2019-20, 2020-21 or 2021-22). In this regard, the Bidder shall produce Audited Balance Sheet and Profit & Loss Statement by a statutory auditor/Chartered Accountant.
  - (iv) The Bidders/ 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.
- 5) **Cost of quotation documents:** The quotation documents cost is not applicable. The quotation documents can be downloaded from the website: <https://www.fmiscwrdbihar.gov.in/fmis>
- 6) The 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 **'Comprehensive Annual Maintenance of Audio & Video System'** and also the quotation number.

- 7) Bid Security/Earnest Money Deposit (EMD) of ₹ 7500.00 (Seven Thousand Five hundred 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.
- 8) 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. (This document should be printed on both sides of the A4 paper sheet).
  - (ii) The completed document must reach to "Office of Joint Director, Flood Management Improvement Support Centre, 2<sup>nd</sup> Floor, 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 'Comprehensive Annual Maintenance of Audio & Video System' 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) Work/Purchase orders with its completion certificates. Any other documents in support of the eligibility of the Bidder.
- (iii) 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 and regarding the correctness of the document submitted.
- (iv) The Service Provider should have an average annual turnover of at least ₹ 5 lakhs (Rupees Five lakhs Only) during the last three financial years (2018-19, 2019-20, 2020-21 or 2021-22). In this regard, the Bidder shall produce Audited Balance Sheet and Profit & Loss Statement by a statutory auditor/Chartered Accountant.
- (v) Bid Security/Earnest Money Deposit (EMD) of **₹ 7500.00 (Seven thousand five hundred 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. EMD is Mandatory otherwise

without EMD of required amount, the Technical bid will not be entertained.

B. Financial Bid containing -

- (i) Cost for 'Comprehensive Annual Maintenance of Audio & Video System' in the prescribed format (Annexure v).
- 9) 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.
- 10) 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.
- 11) 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.
- 12) 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, initialing, dating and rewriting.
  - (iii) All duties, taxes and other levies payable by the Service provider 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.
- 13) **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
  - (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.
- (iv) 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.
- (v) The Service provider shall not assign or makeover the contract, the benefit or burden thereof to any other person, persons, or body corporate. The Service provider shall not underlet or sublet to any person(s) or body corporate for the execution of the contract or any part thereof.
- (vi) The Client/Purchaser will award the contract to the Bidder whose Quotation has been substantially responsive and offered the lowest evaluated quotation price.
- (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.

14) **Services and Payment -**

- (i) The Service provider shall have a service support base in Patna, Bihar and shall submit a full detailed address with (24 x7) phone no., fax no. and e-mail ID of the contact person.
- (ii) The Service provider must take care of technological changes
- (iii) Vendor will have to conduct monthly onsite preventive maintenance (PM) to ensure that the device is functioning without defect. No call for PM activity will be logged by FMISC.
- (iv) Since dust accumulates inside the system (preventing critical components from cooling properly), vendor should physically clean the system as well.
- (v) In case of software/hardware issue, vendor shall reinstall or install the software and hardware and reconfigure the device.
- (vi) This scope also includes cables, connectors, fixtures and fittings being used in the systems.
- (vii) Managing Configuration of all the above equipment's. Maintenance/Support/changes in configuration of existing audio and video infrastructure installed to enable all the equipment to work in tandem.
- (viii) In case of repair of parts/whole item/devices/equipments, the components/devices/instruments being used shall be in original supplied by the OEM without interruption in the service. Normally, repair work

shall be done at the FMISC location and in case repair is to be carried out in Service Centre/OEM carry the equipment with prior permission of Joint Director, FMISC during the period, uninterrupted service shall be ensured by replacing with the equivalent item without any extra cost to FMISC.

- (ix) Hardware: Vendor will provide replacement of defective spares for all the hardware's covered under Comprehensive AMC.
- (x) The spare replacement shall be of the equivalent and compatible or accepted by client and of the same or higher configuration and original supplied by the OEM.
- (xi) **Penalty Terms-** 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 24 working hours by replacement of faulty equipment with available spares or by providing similar standby equipment to user. After that period, 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.

An experienced staff shall be deputed on the day of any important seminar/workshop/conference etc. in the said premises. A request to that effect will be communicated to the firm well in advance. If the staff does not turn up, 5% of quarterly invoice shall be recovered from the firm.

- (xii) 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.
- (xiii) The Service provider shall submit all bills in triplicate on hard copy.
- (xiv) All payments will be released based on separate invoices submitted to the **Office of Joint Director** by the Service provider /Vendor.

15) **Period of Contract -**

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

Each Bidder shall submit only one Quotation.

16) **Other terms and conditions -**

- (i) Any dispute arising from the deal shall be subjected to the court's jurisdiction at Patna within the State of Bihar.
- (ii) Each Bidder shall submit only one Quotation.

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



**Annexure (iii) - Information Sheet of Bidder**

**Information Sheet of Bidder**

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

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 (iv)**

**Undertaking by the Bidder**

**(on Vendor/ Service provider letterhead)**

**Quotation Ref.**

**Date:**

To,  
Joint Director  
Flood Management Improvement Support Centre  
(FMISC)  
2<sup>nd</sup> Floor, Block-A, Jal Sansadhan Bhawan  
Anisabad, Patna-800002

**Sub: Self-certificate regarding Total Responsibility**

Dear Sir,

This is to certify that we undertake total responsibility for the successful Comprehensive Annual Maintenance of Audio & Video System as per the requirements and terms and conditions as per *Quotation No. \_\_\_ No. of Quotation Document (Name of the Service)*.

We enclose all the sheets of this quotation document duly signed by us on every page as a token of accepting all the guidelines, terms and conditions in this quotation document. In case of non-observance of any of the guidelines, terms and conditions mentioned in this quotation document by us, we understand that our quotation/purchase order (as the case maybe) may be cancelled. We hereby agree to provide Comprehensive Annual Maintenance of Audio & Video System as per the terms and conditions of this quotation call document if we are offered to execute the contract.

Thanking you,  
Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization)

Name :  
Designation :  
Date :  
Seal :  
Business Address:

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

FORMAT OF QUOTATION

#	Name of Maintenance item, 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	Bose Accoustimass System	1			-		-
2	Bose Speaker (small)	4			-		-
3	Bose Speaker (medium)	6					
4	Yamaha Power Amplifier MA2120	1			-		-
5	Yamaha Natural Sound Network Receiver R-N402	1					
6	Yamaha AG06 Mixing Console	1					
7	Wireless Handheld Microphone Shure PG58	2			-		-
8	Wireless Desktop Base Microphone Shure MX890 P4	5			-		-
9	Wireless Receiver Shure SLX4	5					
10	Bodypack Transmitter (Collar Mike) Shure BLX1 K3E	1					
11	Wireless Receiver Shure BLX4	1					
12	Dual Channel Wireless Receiver Shure BLX88	1					
13	8 Channel Digital Intellimix Automatic Mixer Shure SCM820	1					
14	Aten HDMI Cable 15 Mtr 2L-7D15H	1			-		-
15	HDMI Cable 15 Mtr	1			-		-
16	15U VALRACK AUDIO RACK	1			-		-
17	3U D-Link Rack	1					
18	Speaker cable 80 Mtr	1			-		-
19	Sony LED 4K Smart TV 65" KD-65X9000E	1			-		-
20	LG 97" Video Wall 47LV35A	1			-		-
21	LG LED Display 75"	2					
Total Amount:					-		-

Gross Total Cost: ₹ .....

We agree to provide Comprehensive Annual Maintenance of Audio & Video System in 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 Vendor/Service Provider