

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

Quotation No. (Short): FMISC/05/2025-26

Short Notice Inviting

Quotation for 'Annual Maintenance Contract (AMC) of UPS'

Letter No.: - 838 / Patna

Date: 01/09 / 2025

- 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 'Annual Maintenance Contract (AMC) of UPS'. Details and the quotation documents are available on the Website: <https://fmiscwrdbihar.gov.in/fmis/>
- 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) The Financial Bid

	Important Dates
Last Date and Time of Submission -	Date: 15/09/2025, Time 15:00 Hrs <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 -	₹9,700 (Nine Thousand Seven Hundred only)
Date & Time of Opening of Technical Bid -	Date: 15/09/2025, Time 17:00 Hrs.
Date & Time of Opening of Financial Bid -	Date: 15/09/2025, Time 17:30 Hrs.


Joint Director

Flood Management Improvement Support centre,
Patna

Letter No.: 838 / Patna

Date:- 01/09 / 2025

Copy to: Mr. Prem Kumar, Software Engineer, Mr. Dheeraj Kr. Singh Web Master/Web Design Specialist, FMISC Patna for information and Publication at FMISC Website.

Enclosure:-Soft copy


Joint Director

Flood Management Improvement Support centre,
Patna

Annexure (i) – Brief Description

S.NO.	Brief Description of the Goods	QTY.
01	UNILINE ONLINE UPS 20 KVA	01 No.
02	UNILINE ONLINE UPS 5 KVA	01 No.
03	VERTIV ONLINE UPS 30 KVA	02 Nos.

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[Signature]

Annexure (ii) – General Guidelines for Quotation

- 1) The Bidder must unconditionally accept all of the terms and conditions of this quotation document.
- 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 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/ existing rent or lease agreements of the premises.
 - (ii) The Suppliers/ Firms/ Vendors /Service Providers should have **similar experience of two years** in Govt. Ministry or Department/Public sector/Government Autonomous Body. **In this regard, the Bidder shall produce Work/Purchase orders with its completion certificates.**
 - (iii) 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) 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 UPS'** and also the quotation number.
- 6) Bid Security/Earnest Money Deposit (EMD) of **₹9,700 (Nine Thousand Seven 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.
- 7) Submission of Quotation and Other Documents Required –
 - (i) The quotation documents must be filled 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, 2nd 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 **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 Registration** issued by appropriate government authority for the required services.
- (ii) 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.
- (iii) Bid Security/Earnest Money Deposit (EMD) **₹9,700 (Nine Thousand Seven Hundred only)** 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 (There Will be no exemption for **Startup** and **MSME** on any ground) otherwise without EMD of required amount, the Technical bid will not be entertained.
- (iv) For similar experience verification, the Bidder shall produce Work/Purchase orders with its completion certificates.
- (v) The service provider should have an average annual turnover of at least 5 lakh rupees (Rupees five lakhs only) during the last three financial years (2021-22, 2022-23 and 2023-24). In this regard the firm shall produce valid supporting document.
- (vi) 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.

B. Financial Bid containing -

- (i) Cost for 'Annual Maintenance Contract (AMC) of UPS' in the prescribed format (**Annexure iv**).
- 8) 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

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his offer before the expiry of the bid. A bid without the required Bid Security/ EMD amount will be summarily rejected.

- 9) There will be no exemption for **startup** and MSME on any ground.
- 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.
- 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, 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.
- 13) **Evaluation and Award of Contract** -
 - (i) The Purchaser will evaluate and compare the quotations determined to be substantially responsive, i.e., which -
 - All the essential documents mentioned in the General Guidelines for Quotation are submitted and properly signed .
 - (ii) On all the matters relating to this quotation, the decision of the **Office of Joint Director** shall be final and binding . 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 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.
 - (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 (As Per **Eligibility of the Bidder and Technical Bid**) 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) 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 monthly 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 for all the hardware's covered under AMC Within the Issue Resolution Time as mentioned below. The spare replacement shall be of the equivalent and compatible or accepted by client and of the same or higher configuration.
- (v) Repairs of the equipment against the complaint lodged will be attended on-site immediately in case of minor faults (within three hours) ,where minor faults signifies no part replacement required.

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.

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. Additional Taxes 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 the Quarter .
- 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.
- 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, 2nd Floor, Jal Sansadhan Bhawan, Anisabad, Block-A, Patna - 800002**



Annexure (iii) – 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 Proof with phone No./FAX/ e-Mail	
3.	Contact Person(s) Phone No./Mobile No.	
4.	Details of Bank Draft	
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 hereby agree to all Terms and Conditions of this quotation .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) - The Financial Bid

FORMAT OF QUOTATION

#	Name of Annual Maintenance Contract (AMC) of UPS , 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	UNILINE ONLINE UPS 20 KVA	01					
2	UNILINE ONLINE UPS 5 KVA	01					
3	VERTIV ONLINE UPS 30 KVA	02					
Total Amount:					-		-

Gross Total Cost: ₹.....

We agree to **Annual Maintenance Contract (AMC) of UPS'** 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