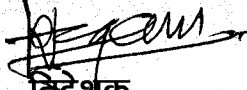


मध्यप्रदेश ग्रामीण सड़क अकादमी

(म. प्र. ग्रामीण सड़क विकास प्राधिकरण के अधीन)
वाल्मी हिल्स, भोपाल (म.प्र.)

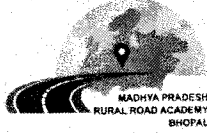
संक्षिप्त निविदा आमंत्रण सूचना क्रमांक 04 दिनांक 17/11/2021

मध्यप्रदेश ग्रामीण सड़क अकादमी में स्थापित 1 सर्वर, 38 कम्प्यूटरर्स, 2 लेपटॉप, 2 प्रिंटरर्स एवं 2 फोटोकॉपी मशीन के वार्षिक रखरखाव कार्य (द्वितीय आमंत्रण) हेतु मोहरबंद निविदाएं दिनांक 07/12/2021 अपराह्न 3:00 बजे तक आमंत्रित की जाती है। तकनीकी बिड उसी दिनांक को अपराह्न 3:30 बजे खोली जाएगी। निविदा प्रपत्र कार्यालयीन समय में दिनांक 06/12/2021 को सायंकाल 5 बजे तक रूपये 1120/- जमा कर प्राप्त की जा सकती है। विस्तृत जानकारी विभागीय वेबसाइट www.mprra.com एवं कार्यालय के नोटिस बोर्ड पर देखी जा सकती है।


निदेशक

मध्यप्रदेश ग्रामीण सड़क अकादमी,
वाल्मी हिल्स, भोपाल (म.प्र.)

102649



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

Phone No.: 0755-2499054

www.mprra.com

Email : director.mprra@gmail.com

No. 773/04/Estt./MPRRA/2021

Bhopal, Dated 17/11/2021

DETAILED NOTICE INVITING TENDERS For AMC of Computers (Second Call)

1. Madhya Pradesh Rural Road Academy (MPRRA), here in after referred as authority having 1 Server, 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, Kaliasoat Dam Bank, Kolar Road, Bhopal upto **3 PM on 07/12/2021**. The tender form can be purchase from this office upto **5:00 PM on 06/12/2021** after depositing tender cost of **Rs. 1120/- (Rs. One thousand One hundred Twenty 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 upto one year on the same rate, terms & conditions.

Qualifying Criteria

1. The firms should be in existence for over 5 (Five) years in 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 MPRRA, 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.

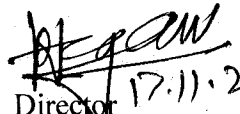
5. The firm must provide necessary support for maintaining VIRUS free computer environment in the department.

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 P.M on 07/12/2021**. The **Technical bid** would be opened on the same day at **3:30 PM**. 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 Server
 - ii. Rs 100 /- per working day – for Computer
 - iii. Rs 100 /- per working day - for Printer.
 - iv. 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 quotations for each item of work separately or collectively, i.e. printers, computers, servers, 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.

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


Director 17.11.21
M.P. Rural Road Academy
Bhopal (M.P.)