

**TENDER DOCUMENT
FOR
PROVIDING COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT AND FACILITY MANAGEMENT SERVICES (FMS)
FOR
PC/LAPTOP/PRINTERS & IT PERIPHERALS WITH LEVEL 2 (FULL
COMPREHENSIVE WITH MANPOWER) SUPPORTS AT GGRC**



**Gujarat Green Revolution Company Limited,
Opp. GSFC University, GSFC Fertilizernagar,
Vadodara-391750 (Gujarat)**

Phone: 0265-2607515-20, 1800-233-2652,

Fax: 0265-2241685,

Website: www.ggrc.co.in

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E-TENDER NOTICE

1. **GUJARAT GREEN REVOLUTION COMPANY LIMITED** (hereafter referred to as **GGRC**) is working as an Implementing Agency on behalf of Government of Gujarat (GOG) and Government of India (GOI) to bring second Green Revolution in consonance with the Agriculture Policy and Vision of Government of Gujarat so as to save water, fertilizer and energy, besides multiple benefits to improve agricultural productivity and farmer's prosperity at large.
2. **GGRC** is pleased to invite "Tenders" from experienced firm /company /agency for **"PROVIDING COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AND FACILITY MANAGEMENT SERVICES (FMS) FOR PC/LAPTOP/PRINTERS & IT PERIPHERALS WITH LEVEL 2 (FULL COMPREHENSIVE WITH MANPOWER) SUPPORTS AT GGRC"**.
3. **Important details of E-Tendering**

Tender No.	:	GGRC/ SYSD/AMC-FMS/RFP/2022
Name of Work	:	PROVIDING COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AND FACILITY MANAGEMENT SERVICES (FMS) FOR PC/LAPTOP/PRINTERS & IT PERIPHERALS WITH LEVEL 2 (FULL COMPREHENSIVE WITH MANPOWER) SUPPORTS AT GGRC
Contract Period	:	One Year
Earnest Money Deposit (in Rs.)	:	Rs. 15000/- (Refundable)
Pre-Bid Meeting Date & Time	:	29th December, 2022 15:00 Hrs
Pre-Bid Meeting Venue	:	Discussion Room GGRC, Fertilizernagar, Vadodara.
Last Date of Tender and Submission of Document	:	9th January, 2023 18:00 Hrs

3.1 The financial bid shall be submitted online only at (n) Procure website www.nprocure.com Manual price bids will not be accepted under any circumstances.

4. Eligibility Criteria:

The eligibility criteria for invitation of bids are mentioned below. Only those Bidders, who satisfy all the eligibility criteria as mentioned herein below, may respond. Document in support of all eligibility criteria are required to be submitted along with technical bid.

1. The vendor should be firm /company registered in India with minimum Five Years of presence in India.
2. The Bidder should have turnover of Min. Rs.50 Lakhs per annum for the past 2 Financial years.
 - I). 2019-20
 - II). 2020-21
3. Bidder should have Minimum experience of 2 years for providing comprehensive annual maintenance contract and facility management services (FMS) for pc / laptop / printers & IT peripherals.

4. The E-Tender are in **two bid system i.e. Part –I- Technical Bid and Part-II -Financial Bid.**
 - 5.1 The Bidders who are interested in participating in the tender must read and comply with the General Terms and Conditions contained in the tender documents.
 - 5.2 Before quoting the rates, the Bidder should go through the Scope of Work, General Terms and Conditions to Bidder, Other Terms & Conditions and get himself fully conversant with them.
5. Company reserves the right to accept or reject any E-Tender Bid without assigning any reasons whatsoever and decision of the Company will be final and binding on all the Bidders.

PART A - GENERAL TERMS AND CONDITIONS

(A) TECHNICAL BID

1. Bidders have to submit **Technical Bid as per the Format attached at Part -I Bidder Profile** in Separate sealed envelope in **Cover-II**: mentioning “**Technical Bid**” with following documents:

- 1.1. **Bidder has to pay E.M.D. as mentioned in tender notice. The EMD is payable in favour of Gujarat Green Revolution Company Limited, Vadodara Drawn on any Scheduled Commercial Bank / Nationalized Bank by Demand Draft or Banker's Cheque or Direct deposit with Bank of Baroda Account No. 02090200000334, IFSC Code: BARB0FERTIL only.**

Bidder has to submit original DD / Banker's Cheque / Receipt of Direct deposit with (GGRC Bank Account) of EMD of Rs. 15,000/- in **Cover –I**: mentioning “**EMD for Tender**”. Tenders submitted without Earnest Money Deposit will be rejected without entering in to further correspondence in this regard and no reference will also be made.

The EMD of unsuccessful Bidder will be refunded after opening of commercial bid and finalization of the Work Order. The EMD of successful bidder will be refunded after receiving of security deposit. Such deposits shall not bear any interest. It will not be open to the Bidder to withdraw the tender.

If any Bidder withdraws or fails to accept the contract when awarded, the EMD shall be liable to be forfeited.

- 1.2. Certificate of Registration / Partnership deed or firm registration certificate / Shop and Establishment Certificate. (**Annexure –II**)
- 1.3. Bank Account No. and IFSC Code with copy of Bank Cheque. (**Annexure- III**)
- 1.4. EPF Number Allotment Letter (If Applicable) (**Annexure - IV**)
- 1.5. GST Registration (**Annexure- V**)
- 1.6. PAN Card(**Annexure-VI**)
- 1.7. Copy of Work Orders from Previous Clients / Current clients. (**Annexure -VII**)
- 1.8. Work Performance Certificate from past / Current Client in the **Format attached at (Annexure-VIII)**
- 1.9. Last two years Financial Turnover in the Format attached at **Annexure-IX**.
- 1.10. Details of minimum 5 peoples of staff for PROVIDING COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AND FACILITY MANAGEMENT SERVICES (FMS) FOR PC/LAPTOP/PRINTERS & IT PERIPHERALS WITH LEVEL 2 (FULL COMPREHENSIVE WITH MANPOWER) SUPPORTS AT GGRC available with the company to be given in the **Format attached at Annexure-X** of technical stage of tender. The copies of resumes and appropriate certificates should be submitted in Technical bid cover with above annexure.
- 1.11. The bidders have to sign undertaking in regard to Stop Deal / Black List Thereof in (**Annexure-XI**). This should be submitted with the technical bid.
- 1.12. Items to be covered under Comprehensive AMC (**Annexure-XII**)

The Bidder shall submit all the evidences, documents, attested copies of work orders & work completion certificates etc. as a proof with EMD and also provide the requisite details for meeting the prequalification requirements. GGRC will verify the experience, performance, capability & strength of Bidders, independently for awarding the service contract.

GGRC reserves the right to accept/cancel/reject any/all Bids without assigning any reason thereof. The tenders of qualified Bidder / Bidders shall only be considered for further evaluation.

2. The Bidders have to submit original DD / **Banker's Cheque** / Receipt of Direct Bank Deposit (GGRC Bank Account) of **EMD” in Cover –I** and **“Technical Bid”- in Cover –II** with necessary documents mention above in point no.1 in one sealed envelope super scribed **“Tender for PROVIDING COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AND FACILITY MANAGEMENT SERVICES (FMS) FOR PC/LAPTOP/PRINTERS & IT PERIPHERALS WITH LEVEL 2 (FULL COMPREHENSIVE WITH MANPOWER) SUPPORTS AT GGRC”** on or before the closing date and time of Tender to the following address:

Manager (Tech & MIS)
Gujarat Green Revolution Company Limited,
Fertilizernagar Township, P.O. Fertilizernagar, Dist: Vadodara, 391750

3. Tender documents will be accepted by RPAD / Speed Post / Courier or in Person only otherwise Tender will be rejected.
4. All the certificates/documents required for qualifying criteria should be submitted with Technical Bid for deciding of the opening of financial Bid.
5. GGRC reserves Rights to extend the due date for submission of Tender by issuing an amendment.
6. Tender, if not supported by required documents as mention above will not be considered and the Bidder would be construed as disqualified.
7. The Bidders submitting Tender without EMD or EMD for lesser amount would be construed as disqualified.
8. Any cost incurred in relation with the submission of bid will not be reimbursed by GGRC.
- 9. The Bidder must have to submit all required technical documents physically as well as upload online before last date of e-Tender**

(B) FINANCIAL BID

1. The Bidder has to submit **Financial Bid online only as per the attached format given in Part-II** through the web portal of n-procure at <https://www.nprocure.com> of this Tender document and no other format is acceptable.
2. GST if applicable shall be paid extra at actual by GGRC as per prevailing rates as declared by Central / State Government on submission of documentary evidence.
3. The Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable.
4. The GGRC may on its discretion extend the last date for submission of the bids and such extension shall be binding on all the Bidders. Addendum/Corrigendum/Re-tendering, if any in this regard, will be informed through email.
- 5. Financial bid must be submitted online only, if it is found in technical bid physical/online, straightaway bidder will be disqualified.**

(C) MODIFICATION AND WITHDRAWAL OF BIDS:

1. The Bidder may modify or withdraw the bid prior to the last date prescribed for submission of bids.
2. No Bid shall be modified subsequent to the deadline for submission of Bids.
3. No Bid shall be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of bid validity.

(D) PRE – BID MEETING

1. For the purpose of clarifications of doubts of the Bidders on issues related to the Tender, GGRC intends to hold a Pre-bid meeting. The date and venue of pre-bid meeting is mentioned in the E-Tender Notice.

2. No Individual correspondence will be accepted in this regards.
3. Only authorized representatives of Bidder who can participate and take on the spot decision of the deliberation will be allowed to attend the Pre-bid meeting. A letter to this effect must be carried by the person representing the Bidder at the time of pre bid Meeting.
4. Not more than 3 Representatives would be permitted from each Bidder at the time of the pre bid meeting.

(E) OPENING OF TECHNICAL AND FINANCIAL BID

1. Bids (complete in all respect) in separate sealed envelope received along with DD / Banker's Cheque / Receipt of Direct Deposit (GGRC Bank Account) of EMD (Physically) on or before closing date and time of tender will be opened. **Bid received without EMD and after due date will be rejected straightaway.**
2. The Technical bid should be complete in all respects, except prices, contain all information asked for and most importantly comply with the technically. The documentary proof in support of all Eligibility Criteria should be submitted along with technical Bid.
3. Incomplete bid or bids not confirming to the terms and conditions are liable for rejection by GGRC. Any Technical Bid, submitted with incorrect information will be liable for rejection. Further, if any Bidder is found to have submitted incorrect information at any time, he may be debarred from participation in the tendering processes.
4. A duly constituted **Tender Evaluation** will evaluate eligibility criteria of bidders. Technical bid of only those bidders, whose bids are declared eligible by the committee, will be evaluated.
5. It shall be noted that required documents submitted in separate sealed envelope along with the Technical bid will be perused/examined and in case of any deficiency, the Technical Bid will be rejected and Financial Bid will not be opened.
6. **Preliminary Examination:**
 - 6.1. The Company will examine the Bids for any computational errors, for sureties furnished by bidder, for authentication of documents submitted and completeness of the Bids.
 - 6.2. Arithmetical errors or any discrepancy will be rectified & will be binding to the bidders.
7. **The successful bidder (L-1) shall be decided only after successive tendering procedure by the Tender Evaluation.**
 - 7.1. GGRC will award the Contract to that bidder whose quotation has been determined to be substantially responsive and evaluated as the lowest quotation in conformity with the requirements of the specifications and documents contained herein, provided further that the bidder is determined and evaluated to be qualified to perform the contract satisfactorily.
 - 7.2. The successful bidder shall be intimated of his selection through the Letter of Intent or Letter of Award/ Work Order which shall be sent to him through e-mail, courier or registered mail.
 - 7.3. GGRC reserves the right to seek clarification or call for supporting documents from any of the Bidders, for which the concerned Bidder needs to submit the documentary evidence(s) as required by GGRC.
 - 7.4. GGRC reserves the right to resort to re-tendering without providing any reason whatsoever. GGRC shall not incur any liability on account of such rejection.
 - 7.5. This Tender is non transferable. The incomplete and conditional tenders will be summarily rejected;
 - 7.6. No Bidders will be allowed to withdraw after e-submission of bids/ opening of the tender; otherwise the EMD submitted by the firm will be forfeited;

8. Validity of Bids

- 8.1. **Bids shall remain valid and open for acceptance for a period of 60 days from the last date of submission of Bids.**

- 8.2. The GGRC reserves right to extend for another period of 60 days in addition to 60 days without giving any reasons thereof.
- 8.3. In case, GGRC calls the bidder for negotiation then this shall not amount to cancellation or withdrawal of original offer which shall be binding on the bidder.

9. Right of Acceptance

- 9.1. The GGRC reserve all rights to reject any bid including bids of those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind it to accept the lowest or any specific bids. The decision of the GGRC in this regard shall be final and binding.
- 9.2. Any failure on the part of the bidder to observe the prescribed procedure the bidder's bid is liable for rejection.
- 9.3. Any attempt to canvass for the work shall render the bidder's bids liable for rejection.
- 9.4. The GGRC reserves the right to award any or part or full Contract to any successful Contractor at its sole discretion and this will be binding on the bidders.
- 9.5. In case of failure to comply with the provisions of the terms and conditions mentioned by the Contractor that has been awarded the Contract, the GGRC reserves the right to award the work to the next higher bidder or any other Contractor and the difference of price shall be recovered from the Contractor, which has been awarded the initial Contract and this will be binding on the bidders. Security Deposit is also forfeited.
- 9.6. **GGRC may terminate the Contract if it is found that the Contractor is blacklisted on previous occasions by any of the Government Departments / Institutions / Local Bodies / Municipalities / Public Sector Undertakings / Private / Limited Companies.**
- 9.7. The Company reserves the right to amend/ modify the Bidding documents at any time prior to the deadline for submission of Bids, either at its own discretion or in response to the clarification requested by a prospective Bidder. In such case, the Company may in its discretion extend the deadline for submission of Bids in order to facilitate the prospective Bidders for incorporating the effect of the amendment in their Bids.

(F) NOTIFICATION OF AWARD BY ISSUANCE OF 'LETTER OF ACCEPTANCE'

1. After determining the successful bidder after evaluation, the GGRC shall issue a Letter of Acceptance (LOA) in duplicate, which will return one copy to GGRC duly acknowledged, accepted and signed by the authorized signatory, within seven (07) days of receipt of the same by the successful bidders.
2. The issuance of the Letter of Acceptance to the bidder shall constitute an integral part of the Agreement and it will be binding to the Contractor.

(G) PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule.

(H) SUBMISSION OF BIDS

1. The Bidders shall have a valid Class-III digital signature certificate for participation in the online tender. Without Digital Signature online tender process is not possible. The cost of

digital signatures, if any, will be borne by respective Bidders. For the same all may contact to following address:

E PROCUREMENT SUPPPORT

(n) Code solutions

A division of Gujarat Narmada Valley Fertilizrs Compnay Ltd.

301, GNFC Info Tower, Bodakdev, Ahmedabad-380054

Ph. 079-26857316/17/18,079-4007501/02/515/525 Fax-079-26857321

2. The Bidders shall have to submit bids before the last date of Tender submission and also as per the terms and conditions mentioned in this document.

(I) ASSISTANCE TO BIDDERS

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to **Shri Jignesh Patel (0265 – 2607518) or in person by visiting the GGRC during working hours (08.30 to 17.00) by taking prior appointment.**

PART B- OTHER TERMS AND CONDITIONS

1. The Rates quoted by bidder shall remain FIRM throughout the Contract period and shall not be subjected to any Price variation whatsoever in nature.
2. The Contractor will deploy manpower for satisfactory execution of the Jobs under the Proposed Contract. The manpower engaged by you will work effectively and be responsible for completion of the Jobs assigned to them by Company's Authorized Person or Contractor.

3. Security Deposit

- 3.1 The successful Bidder have to submit 5% Security Deposit Amount of Total Work order value in favour of "M/s Gujarat Green Revolution Company Limited" payable at Vadodara from any Public Sector Bank or schedule Private Sector Bank to GGRC within 15 days of receiving the Work Order.
- 3.2 Security Deposit will be released six (6) months after the completion of Work Order period.
- 3.3 GGRC reserves right to forfeit full Security Deposit amount to cover expenses / damages on non-performance of the contract by the Contractor and / or non-completion of the full period of contract awarded to the Contractor. The decision of GGRC in this regards shall be construed as final and binding.

4. PENALTY

Quality of Services will be monitored and in case Quality of Services is not upto the satisfaction of the Head of the Concerned Departments / Unit, following action will be taken:

- 4.1. Officer of the Concerned Department will issue two warning letters in writing at the interval of seven days in case of poor quality of work or non completion of work in time.
- 4.2. In case contractor whom the contract is given does not improve quality of work or does not complete the work even after two warning letters in writing, his contract will be terminated and Security Deposit will be forfeited and payment will not be made for poor quality of work or incomplete work.
- 4.3 On the failure of completion of work, Management will make the alternative arrangement to get the work fulfilled at the risk and cost of contractor who shall be liable to make good to the Company the additional charges, expenses, cost etc. that Company may incur or suffer thereby. The contractor shall not be however entitled to any gain resulting to the Company or from Company after making all alternative arrangements. The decision of the Company in this matter shall be final and legally binding on the contractor.
- 4.3. If the Contractor fails to perform his function, GGRC is free to engage another Contractor to carry out the work and in that case, GGRC will recover all the additional expenses incurred by it & penalty as decided by the Management from the Contractor.

5. SUB-LETTING

The contractor shall not sublet the whole or part of the work, except where otherwise provided by the contract. The Contractor shall not sublet any part of the work without the written consent of the concerned Unit OR Department Head and such consent if given shall not relieve the contractor from any liability or obligation under the contract and shall be responsible for the acts, defaults and neglects of any sub-contractor, neglects of the contractor, his agent, servants, or Employee.

6. ASSIGNMENT OR TRANSFER

You will not assign or transfer whole or part of the contract awarded to you hereunder or whole or part of your work, services, obligations, responsibilities, liabilities, and rights, hereunder or give a sub-contract for carrying out all or any of your works, services, obligations, responsibilities, liabilities, and rights hereunder to any other person or party without our prior written consent.

7. PAYMENT TERMS:

Amount payable would be as per the RFP quoted price and subject to negotiation by GGRC which will be reflected in Work Order.

Bidder will raise an invoice (hard copy) on quarterly basis after completion of each quarter.

All the Payments will be made, based on work order with supporting documents / evidence etc., Applicable Income Tax will be deducted from the payment.

Bidder will raise an invoice (hard copy) on quarterly basis after completion of each quarter. Payment will be done within 30 days after receiving an invoice.

8. TERMINATION OF CONTRACT

GGRC reserves the right to cancel the order placed on the selected Bidder by providing one months notice and recover expenditure incurred by GGRC on the following circumstances:

- 8.1 In case of any changes in GGRC's business plan, GGRC may terminate any part or entire services to be rendered by giving a notice period of one month.
- 8.2 The selected Bidder commits a breach of any of the terms and conditions of the bid.
- 8.3 The progress regarding execution of the order accepted, made by the selected Bidder is found to be unsatisfactory.
- 8.4 If the selected Bidder does not perform satisfactorily or delays execution of the contract, GGRC reserves the right to get the balance contract executed by another party of its choice by giving one month notice for the same. In this event, the selected Bidder is bound to make good the additional expenditure, which GGRC may have to incur in executing the balance of the contract. This clause is applicable, if for any reason, the contract is cancelled.
- 8.5 In addition to the cancellation of work order, GGRC reserves the right to appropriate the damages through encashment of Performance Guarantee given by the Bidder.
- 8.6 The bidder shall not assign or sublet his scope of work or any part thereof; any breach of this condition shall entitle the GGRC to terminate contract and selected Bidder liable for payment to the GGRC in respect of any loss or damage arising or ensuing from such termination.
- 8.7 The Contractor can terminate the Contract by giving three month's written notice to the Company.
- 8.8 The Contractor shall prefer a claim for any dues in writing within 30 days from the date of termination or completion of agreement, failing which such claim for any dues shall be deemed to have been waived and the Company shall be discharged and released from all liabilities under this agreement in respect of such claim for any dues.

9. LANGUAGE OF THE TENDER:

All information in the bid shall be in English. Information in any other language shall be accompanied by its translation in English. Failure to comply with this may disqualify a bid. In the event of any discrepancy in meaning, the English language copy of all documents shall govern. Notarized copy of certificate / documents provided in Hindi / Gujarati will be accepted.

10. **AMENDMENT OF TENDER**

At any time prior to the deadline for submission of Tender, GGRC, Vadodara for any reason, whether at its own initiative or in response to the clarifications requested by prospective Interested bidders, may modify the Tender document by amendment.

The same amendment will be notified in leading newspaper and on GGRC website (www.ggrc.co.in) and changed modification will be binding on them. In order to allow prospective Agencies a reasonable time to take the amendment into account in preparing their Tender document, GGRC, Vadodara, at its discretion, may extend the deadline for the submission of Tender.

11. **REJECTION OF TENDER:**

The Bidder is expected to examine all instructions, terms, conditions, schedules and other details called for in this specification and keep himself fully informed about all which may, in any way, affect the work, or cost thereof. Failure to furnish the required information or submission of tender not as per the specification will be at the Bidder's risk and may result in rejection.

The offer may be rejected in case the bidding schedules / annexure are not filled/ Partially filled and if particulars are not given in format prescribed in the tender documents.

12. **INTELLECUAL PROPERTY**

GGRC retains all rights to its pre-existing intellectual property and any intellectual property it creates in connection with the agreement; and the Bidder assigns to organization all rights in any work product developed.

Bidder pursuant to the agreement shall be deemed to be owned by the organization. If the Bidder will not agree to an assignment, then the Bidder should, at a minimum, grant organization a perpetual, irrevocable, worldwide, royalty-free license to use the work product developed pursuant to the agreement.

13. **FORCE MAJOURE**

13.1 Force majeure is herein defined as any cause, which is beyond the control of the selected Bidder or GGRC as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance, such as:

- a. Natural phenomenon, including but not limited to floods, droughts, earthquakes, epidemics, etc.
- b. Acts of any Government, including but not limited to war, declared or undeclared, priorities, quarantines, etc
- c. Terrorist attacks, public unrest in work area, etc.

13.2 If a Force Majeure situation arises, either party (GGRC & Bidder) shall within ten (10) days from the occurrence of such a cause notify the other in writing of such causes. The Bidder or GGRC shall not be liable for delay in performing his / her obligations resulting from any Force Majeure cause as referred to and / or defined above.

In case of forced circumstances, the contractor may be informed by the Company one Day in advance pertaining to stoppage of full or part of the job work as per the **Scope of Work** explained to you and bill will be paid on the basis of total amount of work performed by the Contractor. For resumption of the work, the contractor will be informed one day in advance.

14. DISCIPLINE

- 14.1 No information about GGRC can be used by the Bidder in whatsoever circumstances for any purpose. Breach of this will legally be filed as per the Govt. of India IT Act 2008. Permission of GGRC will be required before Bidder uses GGRC's name for any referrals.
- 14.2 Since the personnel of the Bidder have to work in GGRC, they shall adhere to all administrative and safety requirements of GGRC.

15. SETTLEMENT OF DISPUTES AND ARBITRATION

In case any dispute or difference whatsoever arises between the parties hereto in respect of or relating to or touching this tender and Contract from the tender, then the parties shall try to settle every such dispute or differences amicably. Any such dispute or differences, which the parties cannot resolve in an amicable manner, shall be finally settled in accordance with the Arbitration and Conciliation Act, 1996 and Rules framed there under. The decision of Arbitrator shall be final and binding on the parties. Arbitration proceedings shall be conducted in Vadodara and the language of Arbitration shall be English. Notwithstanding the existence of any such dispute or difference or any reference thereon, the liabilities and obligations under this contract will continue to be fulfilled by the parties hereto during the arbitration proceedings.

16. JURISDICTION OF COURTS:

This shall be construed and governed by the laws of Republic of India and the parties hereby submit to the exclusive jurisdiction of the Vadodara Courts of Law.

PART C - SCOPE OF WORK

1. Scope of work:-

- Comprehensive onsite Support and Maintenance for PC systems Hardware (Desktops)
- Comprehensive onsite Support and Maintenance for Laserjet Printers
- Onsite support for other peripherals like Scanners, Data Cards (R-Connect/BSNL/TATA), etc.
- Hardware Troubleshooting and Performance tuning.
- Help Desk Support
- Software Support (OS Recovery & software Installation)
- Back Office Support for Complex problem escalation.
- Preventive Maintenance
- Virus detection and removal.
- Installation of standard software like Operating Systems (Windows / Linux), MS Office, Open Office, Antivirus, acrobat reader, Internet, email, etc.
- Coordination of refilling through software requests from individual users. Software to be provided by FM or to be developed in-house.

2. Spare parts:

- Vendor shall maintain the spares at its office & Onsite and shall provide all necessary spare parts for maintaining the equipment. Vendor shall arrange for standby in case of equipment failure and also repair of the defective parts.
- In the event of non-availability of component of the same part number as of the failed component, vendor shall arrange for an equivalent components on the standby basis.
- In case of non availability of any spares or same capacity/type of parts for replacement of obsolete items like motherboards, HDDs etc. in the local IT market, Vendor will intimate the same. On that occasions Vendor shall replace with new one but may be higher capacity or whatever equivalent available.
- Vendor shall maintain sufficient standby spares such as PCs with Color Monitor, Printer, and printer's accessories at the customer location.
- GGRC shall provide with a storage space keeping the spares.
- All issues related to spares to be resolved within 2 days (including Holidays) from the date of complaint.

3. Call Schedule & Failure Tracking:

- Vendor shall provide maintenance service for 24 x 7.
- The faulty part replacement including delivery and installation will be done by Vendor.
- If any out-side agency is called in by Vendor to assist in repairing the machine, all charges for such outside agency will be borne by Vendor.
- GGRC will make any modifications, alterations, or additions to the equipment under maintenance agreement by taking Vendor into confidence.
- Any service outside the scope of this agreement, vendor will furnish it at mutually agreed rates.
- Job involves full time monitoring, planning, and reporting and record maintenance functions of the items under scope. The team members are expected to have good communication ability and aptitude to maintain records in line with ISO standards and GGRC requirement.
- Manage call handling and monitoring thru software if possible.

4. Location of the Work

- **Locations to be covered** - GGRC-(Complete HO, office/board meeting venue and executives' residences in Fertilizernagar)
- **Support Window** – General shift - as per GGRC working hours). However if required in any emergency, residential engineer should be available (including Sunday & Holiday & Overtime period)

5. Help Desk Services

❖ List of Deliverables -

- ✓ Front-line response to end-users over the phone/software interface, remote access and on-site with the objective of problem diagnosis and resolution.
- ✓ Log user calls and give them a trouble ticket with tentative attendance time.
- ✓ Assign severity level to each call
- ✓ Track each call to resolution
- ✓ Calls escalate, i.e. escalating calls to the designated authority.
- ✓ Maintain full database of call logged for future support through software.
- ✓ Generate call reports using Help Desk Tools.
- ✓ Analyze the call statistics
- ✓ Provide Daily pending call report/daily activity report
- ✓ Provide weekly & monthly help desk statistics
- ✓ A detail escalation matrix with contact name, contact number
- ✓ Replacing Desktops that are not repairable immediately with the Stand-by in order to minimize downtime during Peak Hours.
- ✓ Support on desktop OS and OA software (Windows, MS Office, Open Office, Internet, e-mail, etc.)
- ✓ Configuring the printers and resolving printing problems of the users.
- ✓ Resolving network connectivity problems at the client end
- ✓ Performing any Install, Move, Add or Change at the client level
- ✓ Record all installation of new machines, movement within site, changes in configuration of machines.
- ✓ If required to FORMAT the PC, it is necessary to take data back up
- ✓ Sufficient spares for computers, printers, networks etc should be kept at GGRC site.
- ✓ Network Fault Management - Identifying faults and getting them resolved.
- ✓ Configuration management of the network devices. Updating the documentation of the network setup
- ✓ Fault Management – to detect, log, notify users of, and (to the extent possible) automatically fix network problems to keep the network running effectively.

6. Man power deployment Plan

- One FM resident engineer is required.
- Engineer should be the employee of respective company, who will get the order.
- Minimum Qualification of engineer must be Diploma with minimum one year experience in such type of client side job.
- Comply with the GGRC Health, Safety and Security rules & regulations at all times.
- It should be necessary to provide vehicles and Mobile phone to all Engineers for attending remote location call and fast call response.
- Frequently changes in Manpower from GGRC site should be avoided.
- Manpower deployment would be as mutually agreed.
- A copy of the short Resume of the total Engineers Proposed for the GGRC site should be accompanied with the offer. Vendor has to replace any engineer within one week whose performance is not found acceptable to GGRC.

7. Review Methodology

- The Designated Manager from Vendor will monitor the performance against the agreed service levels, and report the same to GGRC. GGRC may also put into place its own audit of the services provided. These would form the basis of regular and formal review meetings between respective company and GGRC to review performance, and to address any areas of concern.
- The Designated Manager will intimate to GGRC, matters that may adversely impact the supply of services. The improvement plans would be carried out within a mutually agreed time frame.

8. Infrastructure provided by GGRC for FMS

- Seating arrangement for engineers.
- GGRC will provide E-mail & internal telephone facility to communicate with the end users.
- Internet connectivity for accessing technical details and downloading drivers and other relevant technical information.
- Storage space stocking files, manuals, spares etc.

9. General Terms & Conditions

- Vendor may have to give presentation of the methodology of the job, facilities, etc. if required.
- All related equipment required for repairing should be provided by the Vendor
- Necessary consumables like Printer Cartridges, Toners, Ribbons, CDs, and Floppies etc shall be provided by GGRC.
- ASSET Management & Call Monitoring software should provided by respective Vendor.
- The Contract will be for a period of minimum 1 year. However, Vendor can end the contract after giving notice period of 3 months.
- Lapses and delays in maintenance beyond 48 hours would attract penalty as deduction of %value of equipment's ratio with total AMC contract for the period of downtime.
- GGRC has some systems under warranty; the vendor has to provide first level assistance to users of these computers as well.
- In order to maintain the highest level of efficiency, smooth functioning of the operations and minimum downtime, the vendor shall be single point of contact for all users The vendor shall maintain a detailed log of all the complaints received from the users (either written / verbal /e-mail /phone Call).
- Vendor shall maintain a comprehensive register of the IT assets covering all details such as serial number, configuration details, software assets, movement of computers, changes in configuration.
- All the components of the Laser Printers, which include complete assembly and network card, except the Toner Cartridge are covered under comprehensive contract.
- If a PC/other peripheral is likely to remain non operational for a period of more than 48 hours due to break down, replacement of PC peripherals to be provided till the time the PC/peripheral is restored to the working status.
- Replacement of defective parts (parts beyond repair) should be done of the same make and configuration or of better make and higher configuration with the consent of GGRC at no additional cost.
- Preventive maintenance of the PCs and Peripherals to be carried out once in every three months. The first preventive maintenance would be at the execution stage of the contract and the other after three months. Preventive maintenance should be done to the satisfaction of GGRC. In addition to preventive maintenance, related cleaning of inside of PCs and printers, cleaning of outer side of the Keyboards, Mouse, CPU, Monitor and Printer with proper non harmful solution should be used in order to remove surface dirt, at the time of PM.
- A list of detailed qualified service engineers to be submitted (Basic Qualification + Any certification). Minimum Qualification of all engineers must be Diploma with minimum one year experience in such type of client side job.

10. List of Minimum Spares to be maintained at GGRC Site

Sr. no.	Equipment Name	Qty.
1	Complete PC	02
2	SMPS (Mix of all types required)	01
3	Mother Board (Mix of all types required)	01 each
4	RAM (Mix of all types required)	01 each
5	Hard Disk (Mix of all types required)	02 each
6	Key Board (USB)	2
7	Mouse (USB)	2
8	NIC Card	2
9	CD ROM	2
10	USB Cables	2
11	Printer Data cables	2
12	Power Cord	3
13	Monitor 19" Color	2
14	Cleaning Materials like Isopropyl alcohol etc	1 set
15	Small Blower for Cleaning/Preventive Maintenance	1
16	Digital Multi meter	1
17	Crimping Tool	1
18	Tools & Tackles	1

Bidders Profile

Performa for Bidders Profile to be submitted physically with required documents mentioned at "**General Terms and Conditions**" specified at Sr. No.1.

BASIC INFORMATION OF BIDDER

1. Name of the Organization :
2. Contact Person :
- *3. Official Address :
.....
.....
.....
4. Mobile No. :
5. Telephone No. :
6. Fax No. :
7. Email Address :
8. Details of DD/Banker' Cheque /
Direct Deposit in Bank of EMD
(as **Annexure-I**) :

* Documentary proof of address shall be attested with this Form.

ORGANISATION DETAILS

1. Constitution
(whether Sole Proprietorship /
Partnership / Private Ltd / Public Ltd. /
Public Sector :
2. Names of Proprietor/ Partners /
Directors / CEO :
3. Registration Certificate / Partnership
deed / Shop establishment
certificate(as **Annexure
II**) :
4. Bank Details :
- Bank Name with branch :
- Account No. :
- IFSC Code :
- (Bank Cheque as **Annexure-III**)

REGISTRATION WITH STATUTORY AUTHORITIES

1. EPF Registration (if applicable, as
Annexure-IV) :

2. GST No.: (as **Annexure-V**) :
3. PAN No.: (as **Annexure-VI**) :

DETAILS OF WORK EXPERINECE & WORK COMPLETION CERTIFICATE

1. Please provide below details of past work experience in reverse chronological order including your current Contracts and attach Work Orders. (as **Annexure VII**):

SR NO	NAME & ADDRESS OF THE ORGANIZATION	NAME OF THE CONTACT PERSON & PHONE NO.	VALUE OF CONTRACT	PERIOD OF CONTRACT (SPECIFY FROM TO DATE)
1.				
2.				
3.				

2. Work Performance Certificate from past / Current Client in the **Format attached at Annexure-VIII**
3. Last two years Financial Turnover in the **Format attached at Annexure-IX**

DETAILS OF STAFF AVAILABLE FOR EXECUATTION OF WORK

1. Details of staff available with the company for execution of work (to be submitted physically with “Technical bid cover.” As per Annexure - X)

LIST OF ITEMS FOR WHICH AMC/FMS TO BE PROVIDED

1. List of items for which AMC – FMS to be provided at GGRC by the Bidder (Annexure - XII)

STATUS OF COMPNAY

1. Whether your company was black listed by any company or organization Yes / No (To be submitted as per the Format attached at **Annexure- XI** with “Technical bid cover.”) :

Signature of Bidder: Name : Designation:		
Date:	Place:	Company's Round Seal

Annexure –I

DD/ Banker's Cheque of EMD

Original DD / **Banker's Cheque / Receipt of Direct deposit with Bank** for EMD of Rs. 15,000/- to be submitted Physically in **cover –I**.

Annexure –II

Copy of Registration Certificate / Partnership deed / Shop Establishment Certificate should be **submitted** physically as **annexure-II** in Technical bid cover- II.

Annexure –III

Copy of Bank Cheque should be submitted physically as **annexure-III** in Technical bid cover- II

Annexure –IV

Self Attested Copy of EPF no. allotment letter if Applicable should be submitted physically as **annexure-IV** in Technical bid cover- II

Annexure –V

Self Attested Copy of GST Certificate should be submitted physically as **annexure- V** in Technical bid cover

Annexure –VI

Self Attested Copy of PAN Card should be submitted physically as **annexure-VI** in Technical bid cover- II

(Annexure –VII)

Copy of Work Orders from Previous Clients should be submitted physically as **annexure-VII** in Technical bid cover- II

FORMAT OF WORK PERFORMANCE CERTIFICATE
(Filled by Current /Past Clients and to be submitted in Technical bid cover- II)

1. Name of the Contract and Location:
2. **Scope of Contract:**
3. **Date of Commencement & Period :**

This is to certify that the work under the above named contract, including all amendments thereto,
has been satisfactorily completed or satisfactorily performing by
.....

accordance with the terms of the contract.

During the period we found their services satisfactory.

This certificate is issued for tender purpose.

Seal of the Organization

Date : _____

Place : _____

Signature of the Competent Authority with Name and Designation

FORMAT FOR FINANCIAL TURNOVER (CAPACITY)
(To be submitted in Technical bid cover- II)

CERTIFICATE

This is to certify that M/s. _____ having its office at

_____ has achieved the following turnover during the last Two Financial year.

FINANCIAL YEARS	ANNUAL TURNOVER (In Rs. CR)
2019-2020	
2020-2021	

The above figure has been verified from the documents produced and it is true and correct to the best of our knowledge and belief.

Signature of the Chartered Accountant	Name of Chartered Accountant/ Firm	:	_____
	Reg. No	:	_____

Date : _____

Place : _____

Note: It is mandatory to certify by Chartered Accountant (Company Auditor) with name and signature. The certified copy of balance sheet for last two years duly audited / certified by Chartered Accountant along with CA certificate for turn over & Net worth and a copy of Un-Audited Balance Sheet for the Current Financial Year to be submitted in physical in Technical bid cover along with this annexure.

FORMAT FOR DETAILS OF STAFF AVAILABLE WITH THE COMPANY FOR EXECUTION OF WORK***(To be submitted in Technical bid cover- II)**

Sr. No.	Discipline	Name	Qualification	Additional Certification, if any	Total Experience, no. of years	Remarks
1	Hardware / Network Engineers					

***If required a separate sheet can be attached with this format.**

Above furnished is true and correct to best of my knowledge.

Signature of Bidder: Name : Designation:		
Date:	Place:	Company's Round Seal

Note: The copies of resumes and appropriate certificates should be submitted in Technical bid cover with above annexure.

UNDERTAKING IN REGARD TO STOP DEAL / BLACK LIST THEREOF**(To be filled by bidder and submitted in Technical bid cover- II)****Sub: Undertaking in regard to Stop Deal / Black List thereof.****Ref: TENDER NOTICE NO. GGRC/ SYSD/AMC-FMS/RFP/2022**

I / We _____ authorized signatory of M/S
 _____ hereby declare that M/S
 _____ is not stop deal/blacklisted by GGRC/ GSFC or
 its subsidiary companies or by any Central/State Government PSU / Govt. Company or by any
 Central/State Government Department in India.

Note: Bidders has to reproduce above declaration in the text box area with filling of all blanks

Above furnished is true and correct to best of my knowledge.

Signature of Bidder: Name : Designation	
Place:	Company's Round Seal:

Item Details for AMC / FMS					
Item Type	Brand	Configuration	QTY		
			AMC	FMS UNDER WARRANTY	Total
DESKTOP	Dell	DELL OPTIPLEX 980 &990 (i3 2GB,500 GB HDD)	58		58
	Dell	DELL OPTIPLEX 3020 (i3 2GB,500 GB HDD)	40		40
	Dell	T1500 (core i5 4 GB)	10		10
	Lenovo	Neo 50T (i3, 8GB,1 TB HDD,256 GB SSD)		50	50
	Dell	7820 (Intel-Xeon Silver 8GB, 1 TB HDD,256 GB SSD)	7		7
	Lenovo	Thick centre	1		1
	Dell	Dell All in one	1		1
	SONY	SONY All in one	1		1
	HP	Pavilion (i5, 4GB,1 TB HDD)		1	1
	IBALL	Assamble PC	1		1
		Total	119	51	170
LAPTOP	Dell	Latitude E5450	30		30
	Dell	Vostro 3550	4		4
	Dell	Vostro 14	3		3
		Total	37	0	37
PRINTER	HP	Laserjet p1566	27		27
	HP	Laserjet 1522	1		1
	HP	415	1		1
	HP	HP 1536DNF MFP	1		1
	HP	HP LASERJET 1020	2		2
	HP	HP LASERJET 1312	1		1
	HP	HP LASERJET pro M274m	1		1
	CANON	LBP 2900B	5		5
	HP	Hp LaserJet M 226DN	3		3
	HP	Color Laserjet CP1020 NW	2		2
	HP	P1108	20		20
		Total	64	0	64
SCANNER	CANON	CANOSCAN 3000EX	1		1
	CANON	CANOSCAN LIDE100	3		3
	HP	Scanjet 200	1		1
		Total	5	0	5
Projector	OPTICA	SMART MINI PROJECTOR	10		10
		Total	10	0	10
Grand Total			235	51	286

Bidders Eligibility Criteria

Sr. No	Criteria	Compliance (YES/NO)	Proof to be submitted
1	The vendor should be firm /company registered in India with minimum Five Years of presence in India.		Certificate of Incorporation to be provided. Proof of orders of similar nature over a period of last five years
2	The Bidder should have turnover of Min. Rs.50 Lakhs per annum for the past 2 Financial years. I). 2019-20 II). 2020-21		last two years duly audited / certified by Chartered Accountant along with CA certificate
3	Bidder should have Minimum experience of 2 years for providing comprehensive annual maintenance contract and facility management services (FMS) for pc / laptop / printers & IT peripherals.		Purchase order copy OR client certificate should be attached as proof.

PART-I- Technical Bid

Sr. No	Item Description	Specification	Compliance (Yes/No)	Remark
1	PROVIDING COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AND FACILITY MANAGEMENT SERVICES (FMS) FOR PC / LAPTOP / PRINTERS & IT PERIPHERALS AT GGRC			

PART-II- Financial Bid

(To be submitted online only)

FINANCIAL BID FOR PROVIDING COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AND FACILITY MANAGEMENT SERVICES (FMS) FOR PC/LAPTOP/PRINTERS & IT PERIPHERALS WITH LEVEL 2 (FULL COMPREHENSIVE WITH MANPOWER) SUPPORTS AT GGRC (amount in ₹)

Sr. No	Item Description	Rate in Rs. (Excluding Taxes)
1.	*PROVIDING COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AND FACILITY MANAGEMENT SERVICES (FMS) FOR PC/LAPTOP/PRINTERS & IT PERIPHERALS WITH LEVEL 2 (FULL COMPREHENSIVE WITH MANPOWER) SUPPORTS AT GGRC	

*** Taxes extra as applicable.**

CHECKLIST

(TO BE SUBMITTED IN PHYSICAL FORM IN SEAL COVER OF “EMD COVER DOCUMENTS” AS WELL AS “TECHNICAL BID COVER DOCUMENTS”)

SR NO	NAME OF DOCUMENT	SUBMITTED YES / NO
1.	Technical Bid (Part-I) Bidders Profile	
2.	Original DD / Banker's Cheque / Receipt of Direct deposit with Bank (GGRC Bank Account) of EMD of Rs. 15,000/- Physically in cover –I	
3.	Registration Certificate / Partnership deed / Shop Establishment Certificate. (Annexure –II)	
4.	Copy of Bank Cheque (Annexure –III)	
5.	Self Attested Copy of EPF no. allotment letter if Applicable (Annexure –IV)	
6.	Self Attested Copy of GST Certificate (Annexure –V)	
7.	Self Attested Copy of PAN Card (Annexure –VI)	
8.	Copy of Work Orders from Previous Clients / Current clients (Annexure –VII)	
9.	Format of work Performance Certificate (to be filled by past / Current Client) (Annexure –VIII)	
10.	Format for financial turnover (capacity) Annexure –IX and Attested Copy of the Audited Balance Sheets for the completed two Financial Years and unaudited balance sheets of current year physically along with Annexure –IX.	
11.	Format for details of Staff for available with the company Format attached at Annexure-X	
12.	Undertaking in regard to Stop Deal / Black List (Annexure-XI)	
13.	Item Details for AMC / FMS (Annexure-XII)	
14.	Technical Bid	
15.	Financial Bid (To be Submitted Online Only)	

Signature of Bidder: Name : Designation	
Place:	Company's Round Seal: