

## **E TENDER No. SYS/AMC/66/07/V/ 140**


# **BID DOCUMENT FOR ANNUAL MAINTENANCE CONTRACT (AMC) OF IT ASSETS IN ASSAM GAS COMPANY LIMITED**

## **OPEN DOMESTIC COMPETITIVE BIDDING**

*Assam Gas Company Limited  
P.O. Duliajan  
Dist Dibrugarh  
Assam - 786602*

## **SECTION-I**

# **INVITATION FOR BID**

 <p><b>ASSAM GAS COMPANY LTD.</b> (A GOVT. OF ASSAM UNDERTAKING) CIN:U11101AS1962SGC001184</p>	<p style="text-align: center;"><b>TENDER FOR ANNUAL MAINTENANCE CONTRACT OF IT ASSETS.</b></p>	<p style="text-align: center;">Tender No. <b>SYS/AMC/66/07/V/ 140</b> Dated 01/08/2021</p>
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## **Background**

Assam Gas Company Ltd. (AGCL) (here in after called as Owner/AGCL), is an ISO 9001: 2015 certified, 60 years old Natural Gas transmission and distribution company, wholly owned by the Govt. of Assam with its registered office at Duliajan, Dist: Dibrugarh, Assam 786602. The company transports Natural Gas through its integrated pipeline infrastructure to several market segments i.e., Power, Fertilizer, Petrochemicals, Industrial, Commercial, Domestic households & commercial establishments primarily located in upper Assam.

The present infrastructure of the company has a transportation capacity of about 6.0 MMSCM of gas per day.

At present, AGCL is transporting Piped Natural Gas (PNG) to 42000 nos. of domestic households and 1200 nos. of commercial establishments in Upper Assam.

AGCL invites e- bids on Open Domestic Competitive Bidding basis for a period of 03 (three) years, further extendable by 02 (two) years on a mutually agreed terms & conditions, for '**Annual Maintenance Contract (AMC) of IT assets in Assam Gas Company Limited** under single stage two envelop system from the eligible bidders meeting the Bid Evaluation Criteria as detailed herein. The bids are to be submitted on-line through e-procurement system of Govt. of Assam i.e., [www.assamtenders.gov.in](http://www.assamtenders.gov.in).

Your offer must be complete in all respect and must contain confirmation/compliance to all points of enclosed Bidding Documents without any deviations i.e., ZERO DEVIATION OFFER, failing which your offer will be liable for rejection.

### **1. The Scope of Work for the MA will include the following:**

**1.1 ANNUAL MAINTENANCE CONTRACT OF IT ASSETS:-**The Maintenance Agency (MA) shall provide the comprehensive maintenance Services for the computer systems covered under Maintenance Contract (MC) to keep the IT assets in proper working order. The maintenance services are to be provided at AGCL Head Quarter, Duliajan and other grid offices. The details of the main services to be provided, but not limited to, are as follows:

**1.2** Scheduled Preventive Maintenance (PM) as per activities specified in Schedule-1. PM is required to be carried out at least once in every three months.

**1.3** Corrective and remedial maintenance services to set right the malfunctioning of the systems and comprehensive maintenance services are for all constituent parts of PCs/Printers/UPS/Peripherals etc. This includes free replacement of all defective parts of PCs/peripherals like CPU, Motherboard, Hard disk, TFT, LCD, LED, Mouse, keyboard, SMPS, RAM, batteries of Notebook/laptop, PC's CMOS etc. The parts replaced will be new, preferably, of the same make as under this maintenance contract. The replacement shall be carried out to the satisfaction of Assam Gas Company Limited (AGCL). In the case of replacement of a part, the defective part shall become the property of the MA.

**1.4** Support services for proper functioning of operating system software like Windows Win7/Win8/Win 10/win 11/Linux etc. on PCs. ensuring proper functioning of LAN based software's. Configuration for shared Network devices like printers, scanners, Data backup/recovery etc. need to be carried out as and when required,.

**1.5** Logging in and monitoring of problems reported by various users.

**1.6** The MA could use following facilities for proper and prompt response: Scanning the logs is generated by antivirus software for identification of PCs having virus and take proper action to remove virus.

**1.7** The MA shall check on monthly basis that the PCs are loaded with the latest VIRUS- definitions.

**1.8** The MA shall ensure that the full configuration of the equipment is in proper working condition after repair and maintenance.

**1.9** AGCL reserve the right to change the equipment's at locations, if and when situation demands. AGCL also reserve the right to upgrade the IT infrastructure to meet its changing needs, as and when required.

**1.10** The fault shall be rectified within the same working day, as far as possible and in no case shall exceed 8 working hours, from the time of reporting of failure/defect. Failure/defect shall be rectified so as to make available a perfectly working PC / Laptop/Printer/UPS along with the peripherals. In case, failed component or as replacement, till the time the equipment is repaired to the satisfaction of the AGCL. In case it is not possible to repair the system within 8 working hours of complaint, a replacement shall be provided but the original shall be returned at the earliest within one week, duly rectifying the fault. Such replacement shall be of equivalent or higher configuration. In case the guaranteed repair time not being met, the following penalty shall be levied:

- a) Beyond 8 working hours (first day of receipt of complaint) and up to 16 working hours (2 days of receipt of complaint), the penalty shall be 2% per day of the value of AMC for the PC/Printer/UPS/Laptop in question. While calculating this penalty, a PC would be deemed to be down even if a peripheral attached to it i.e. Optical drive or hard disk is down. For printers the penalty will be calculated by treating each of them as a separate entity.
- b) Beyond 16 working hours, the penalty shall be 4% per day, with all other conditions remaining identical as at above. However, in case a working replacement is made within the above mentioned time, no penalty shall be levied for a period of one week. In case, the system is not returned duly rectifying the fault, within one week, above mentioned penalty at 4% per day shall be chargeable, from 8th day onwards.
- c) The MA shall ensure that the equipment is in good working condition and is with full configuration while handing over at the end of the AMC.
- d) No freight of any sort is admissible, for moving the equipment's. There should not be any revision of rate during the currency of the AMC.

**1.11** The maintenance services will be provided on all working days from 08.00 hrs.to16.00 hrs.(Monday to Friday).On Saturday from 08.00 hrs to 12.30 hrs .Provision of availability of service engineers on Sundays or other holidays should be made in case of exigency.

**1.12** Minimum of **two (2) experience service engineers** in hardware would be stationed at IT department of AGCL, Duliajan from Monday to Saturday. Any requirement on Sundays or holidays can be made good by compensatory reduced requirement on following days as decided by AGCL. It will be the responsibility of the MA to provide Boarding/Lodging to the Services Engineers.

**1.13** List of IT assets installed in AGCL, Duliajan is shown in **Annexure –IV**.

**1.14** The details of spare parts removed and replaced shall be duly entered into register and signed by both clients and MA's agents. This agreement include all the component of computers & peripheral e.g. CPU, Laptop, Monitor, UPS, Printer, Key Board, Mouse, Modem and scanner etc.

**1.15** Apart from consumables (printer cartridges/toners, laptop batteries, DVDs/CDs, ribbons, Fuser assembly, ADF, papers) and licensed software all other replacements if needed would be the responsibility of the MA. Items which are not explicitly mentioned in the scope of work enclosed, if those items are needed to be repaired/replaced, these would be done at extra cost on actual basis. Taking of backup will not be the responsibility of the MA but possible recovery on best effort basis after crashes will be their responsibility. Provision of Licensed Antivirus would not be the responsibility of the MA but preventing virus attacks and cleaning systems after such attacks would be their responsibility. In case of any confusion about the scope of work, decision of AGCL would be final. They would also be required to check optimum bandwidth utilization, collusion, data loss over the network, if any. Points of concern noticed by them along with explanatory note should be submitted to the IT department of AGCL in writing.

**1.16** Resident engineer posted by the MA shall be available throughout the working hours on all working days as mentioned in clause **1.12**. Replacement service engineer shall be posted, if the regular service engineer is on leave etc. In case of absence of any service engineer at the site, due to whatever reason, a penalty of Rs. 200/- per day will be levied.

**1.17** All leave and/or absence of the service engineers posted at AGCL, Duliajan will have to be planned in advanced and proper replacement to be made available. In order to meet the contingency arising out of sudden

and unplanned absence of the engineer, the service provider may get the profile of panel of engineers proposed to be substituted, approved from AGCL at the commencement of the contract and at such intervals as required.

**1.18** The MA shall provide a working substitute of the system or subsystem/sub-assembly etc. before taking the same for repairs at their workshop in case it is not possible to repair the same at the site for some technical reasons. The repaired system should be returned and installed with the original equipment at the site without any delay. All to and fro transportation and handling charges etc. will be at the risk and cost of the MA.

**1.19** In case the MA fails to repair any item to the full satisfaction of AGCL within a reasonable time, the AGCL shall be at liberty to get the same repaired by engaging any other agency as per the sole discretion of the AGCL, at the risk and cost of the MA. Necessary charges as given to other agency along with a penalty as per clause – **1.17** of this tender will be deducted. Besides this, if any equipment is out of order for a continuous period of one week or more for any reasons, despite intimating the same to the M A, then pro-rata maintenance charges shall be recovered from the MA.

**1.20** After completing the preventive as well as corrective maintenance work, the service engineer shall meet/communicate and take satisfactory performance certificate from the user of the computer. Only on production of this certificate, half yearly payments shall be made.

**1.21** During the currency of the contract, the MA shall not be entitled to assign this service arrangement or any benefit or interest herein to any other person or external agency without prior written consent of AGCL. AGCL reserves the right to add or withdraw any item or equipment to/from maintenance for any reasons during the currency of contract for which there shall be pro-rata adjustment in the maintenance charges on the basis of rates accepted as per Schedule of Work.

**1.22** The MA shall keep AGCL harmless and indemnified against any action brought against it or any action of its employees, third party, piracy issues etc. on account of any damages, loss to property or injuries occurred during the course of carrying out the maintenance of the system. MA shall be responsible for providing all the drivers needed for repair of any P. C. in case not available with the department.

**1.23** In the event the MA fails to provide the service as required then the AGCL shall be entitled to recover Liquidated Damages from them a sum equal to half percent of total annual maintenance contract value for each system for every working day of non-workability of the system, subject to a maximum limit of 5% of the contract value .

**1.24** The Liquidated Damages shall be recoverable from the MA for breach of the terms of the contract e.g. failure to complete the job as mentioned in the agreement to the full satisfaction of AGCL

**1.25** All the complaints received in person or over phone shall be entered in a Register and Register shall be duly maintained giving the following details: Date, Complaint no., Time of complaint, Nature of complaint, Complaint made by, Time of attending the complaint, Signature of the engineer who attended the complaint and Signature of the staff who made the complaint. The register will be used for monitoring the delays and the same is submitted to the AGCL.

**1.26** Rates accepted against the items shall be firm during the currency of the contract period of one year and not subject to any kind of price variation.

**1.27** AGCL reserves the right to terminate to agreement forth-with after giving seven days notice in case the maintenance contract or his engineer fails to attend the repeated complaint of AGCL or in the event of the services being found unsatisfactory.

**1.28** During Contract period, if any changes take place in configuration of PC system, the MA will also maintain the same without any additional charges. Similarly, if any PC system declared abandoned by AGCL administration, necessary charges for balance duration will be deducted. However, AGCL may ask for maintenance of computer/Printer which is not in original list in lieu of abandoned computer/Printer. Items replaced should have warrantee for minimum one year.

**1.29** In case the printer or any other items substitute is not of the same brand then MA is to provide the consumables for that period till the original printer or any other items is repaired.

## **2. Bidder Qualification Criteria (BOC):**

### **2.1 TECHNICAL**

1. The bidder should have extensive and proven mix of skill and expertise for last 7 years in the field of AMC of IT assets.
2. The Bidder must have an existing Office operational for last 3 years within the state of Assam for providing after sales service with name & contract details. Documentary evidence should be provided.
3. The bidder must provide the list of Service Engineers who will be in charge in the maintenance work of IT assets and their educational back ground & experience profile.
4. The bidder should have performed AMC of IT assets in at least 1(One) Govt./PSU/reputed Private Organization during the last 5 years period (April'2017 to March'2022). Documentary evidence to be provided.
5. The bidder should be an ISO 9001 Certified company. License / Certificate to be submitted.

### **2.2 COMMERCIAL**

- 2.2.1 The bidder should be financially sound to complete the work within the stipulated time.
- 2.2.2 Bidder shall submit EMD for an amount of Rs.**20,000.00** in the form of DD/online of a Nationalized/Scheduled Bank. EMD of unsuccessful bidders shall be returned. EMD of the selected MA shall be retained till submission of Performance Bank Guarantee. EMD shall not accrue any interest.
- 2.2.3 The bidder shall be a legal entity under the Companies Act/Partnership Act/ Societies Act and must have valid registration under Income Tax and Service Tax Acts. The necessary documents are to be enclosed.
- 2.2.4 The average annual turnover of the bidder during the last 3(Three) completed financial year ending 31<sup>st</sup> March'2021 should be **Rs 1 Crore** or above.
- 2.2.5 The bidder must have successfully completed or running projected of AMC of IT assets in India during the last three financial years i.e., 2019-20, 2020-21, 2021-22 in any Govt / Central Govt / PSU institutions
  - 2.2.5.1 Three-similar works each with executed value of not less than Rs.1.5 Lakhs each
  - OR
  - 2.2.5.2 Two similar completed total project works each with executed value of not less than Rs.2 Lakhs each
  - OR
  - 2.2.5.3 One similar completed total project work with executed value of not less than Rs. 3 lakh

**PO Copies and completion certificate/satisfaction certificate from users to be submitted**

### 3.0 DETAILS OF BID DOCUMENTS

Sl. No.	Description	Details
7.1	<b>Tender Document Number</b>	No. SYS/AMC/66/V/140 dated 01.08.2022
7.2	<b>Type of Tender</b>	E-Tender
7.3	Tender Document on Sale	12-08-2022 to 31-08-2022
7.4	Tender document fee	INR 2,000/- (Inclusive of GST)
7.5	Pre bid meeting date and venue	On 23-08-2022 at 1100 HRS. IST at AGCL's office Duliajan.
7.6	Bid Submission end date and time	31-08-2022 up to 1400 HRS
7.7	Un-Priced bid opening date and Time	31-08-2022 up to 1430 HRS
7.8	Place of Un-Priced bid opening	CM (System) Assam Gas Company Limited P.O. Duliajan, Dist. Dibrugarh, Assam-786602
7.9	Price bid opening date and time	Date and time shall be intimated later

### 4.0 EARNEST MONEY (EMD):

4.0.1 Bid must be accompanied by a bid security amount of Rs. 2,00,00/- (Indian Rupees Twenty thousand only)

4.0.2 EMD/ Bid Security may be paid online in following Bank Account of AGCL:

<b>Beneficiary Name</b>	<b>Assam Gas Company Limited</b>
<b>A/c No.</b>	<b>10494832011</b>
<b>Bank Name</b>	<b>State Bank of India, Duliajan Branch</b>
<b>IFSC Code</b>	<b>SBIN0002053</b>


### 5.0 TENDER PROCESSING FEE

5.1.1 Non- refundable tender processing fee of Rs. 2,000/- (Indian Rupees Two thousand only) related to e-procurement shall be paid online in following Bank Account of AGCL:

<b>Beneficiary Name</b>	<b>Assam Gas Company Limited</b>
<b>A/c No.</b>	<b>10494832011</b>
<b>Bank Name</b>	<b>State Bank of India, Duliajan Branch</b>
<b>IFSC Code</b>	<b>SBIN0002053</b>

#### Method of paying online tender processing fee:

Option 1: Internet banking through State Bank of India (SBI) or any other Banks listed at State Bank Multi Option Payment System (SBMOPS) on <http://assamtenders.gov.in>

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Option 2: In case of non-availability of net banking facility, bidders may submit tender processing fee using NEFT/ RTGS option from any bank against system generated prefilled challan.

Bidders which are registered as Micro / Small Companies / Industries under MSME act 2006 or registered as N.S.I.C shall be exempted from submission of Tender Processing Fee. Such bidders must furnish valid document i.e. valid on the date of bid submission date along with bid to avail the exemption.

**6.0 AMC RATE VALIDITY:** AMC rate should be valid for **365** days from the date of issue of **Work Order**. In exceptional circumstances, prior to expiry of the original bid validity period, AGCL may request the bidder to extend the validity period for a specified additional period.

**7.0 PERFORMANCE BANK GUARANTEE :** The successful Bidder will have to submit a Performance Bank Guarantee drawn on a Nationalized /Scheduled Bank for 10% of the value of the Work Order rounded off to the highest thousand rupees in favour of Assam Gas Company Ltd. at the start of the work. The Performance Bank Guarantee will remain in force throughout the period of contract, i.e., till successful completion of the entire work, and will be refunded thereafter.

**8.0 PAYMENT TERMS:** The Company will make payment to the MA as provided here under:

- 8.1 50% of the total AMC charges shall be paid on completion of 6(Six) months from the date of start of AMC, on production of bills by the service provider and the balance shall be paid after the end of the AMC term, subject to satisfactory performance of service and subject to deductions, if any, as per Clauses stated above. Payment will be made within 30 days from the date of submitting the bill completed in all respects. However no interest or claim will be payable for any delay beyond the period stipulated above, due to any reason whatsoever.
- 8.2 No interest will be payable on the Earnest Money or Security Deposit or any other amount payable to the MA under this contract.

**9. GENERAL:**

- a) AGCL reserves the right to accept or reject any or all the bids received at its discretion without assigning any reason whatsoever.
- b) Bidders to quote for complete scope of work as per bid document.
- c) Bids received through Fax / E-mail, will not be considered/accepted.
- d) Tenders have to be submitted duly filled in and signed by authorized person in ink pen or ball pen. Tenders written in pencil or erased /over-written will not be considered/ accepted.
- e) AGCL will not be responsible for cost incurred in preparation, delivery and postal delay of bids.
- f) The order shall be governed and interpreted in accordance with the applicable laws of India and Courts at Dibrugarh shall have exclusive Jurisdiction.
- g) In case of any dispute no idle charge will be considered.
- h) A pre-bid meeting has been tentatively scheduled at 11:00 am on 18.08.2022 at Duliajan 786 602 Dist: Dibrugarh Assam to offer clarifications required, if any, on the Tender documents and on the system requirements from the AGCL viewpoint. Tenderers are requested to intimate in advance their intent to attend the meeting at their own cost. Participation in pre-bid meeting by the Bidders at their own costs is **compulsory**. Bid submitted by the bidder without participating in pre-bid meeting will be rejected outright.
- i) AGCL reserves the right to award the work to a single bidder or may split the work to more than 01 (one) bidder as per the lowest total rates.

**MANAGING DIRECTOR**  
Assam Gas Company Limited



### INSTRUCTION TO BIDDERS (ITB)

1. **LANGUAGE OF BID** The bid prepared by the bidder must be written in English language, provided that any printed literature furnished by the Bidder may be written in another language so long as accompanied by an ENGLISH translation, in which case, for the purpose of interpretation of the bid, the ENGLISH translation shall prevail.

2. **BID PRICES**

- a) The prices quoted by the Bidders shall be exclusive of taxes. GST will be paid extra/separately.
- b) Offered Price shall be in BoQ format only. The price bids shall be opened only for technically and commercially qualified bidders.
- c) Prices quoted by the Bidder shall be firm and fixed during the Bidder's performance of the contract. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.
- d) All travel related expenses required for performance of the job shall be borne by the Bidder.

3. **BID CURRENCIES**

The Bidders shall submit bid in Indian Currency (Indian Rupees) and receive payment in such currency only.

4. **BIDS FROM CONSORTIUM**

Not applicable.

5. **ONE BID PER BIDDER:**

A bidder shall submit only one bid. Alternative bids are not acceptable.


6. **SUBMISSION OF BID**

- 6.1 Tender document may be downloaded from E-procurement portal prior to the deadline for submission of bids. The bids shall be submitted online. Users are requested to map their system as per the System settings available on the link "System Requirement and Registration Manual" on the E-Procurement portal.
- 6.2 After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as required, otherwise bid will be rejected. It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidders are advised that prior to bid submission they should read the Bid Submission manual available on E-Procurement portal.
- 6.3 Bidders may insert their e-Token/ Smart Card in their computer and Logon to E- procurement portal, using the User-Id and Password chosen during registration. Then they may enter the password of the e-Token/Smart Card to access the DSC.
- 6.4 Prior to bid submission, bidder should get ready with the documents to be uploaded as part of the bid as indicated in the tender document/ schedule. Generally, they can be in Excel/PDF/ZIP formats. No other format is accepted. If there is more than one PDF document, then they can be clubbed together in a ZIP file for uploading. Maximum Single file size permitted for uploading. is 20 MB. One can upload multiple of such files in case information to be uploaded in single file exceeds 20MB.
- 6.5 The bid both "Un-priced bid & Price Bid" (i.e., Part-I and Part-II) should be submitted online in the prescribed format. No other mode of submission is accepted.
- 6.6 Bid shall be digitally signed by the Authorized Signatory of the bidder and submitted "on-line". No hard copies of the documents (except those specifically asked in the tender document) are required to be submitted.

- 6.7 The bidders will have to accept unconditionally the online user portal agreement which contains the Terms and Conditions of NIT and other conditions, if any, along with online undertaking in support of the authenticity regarding the facts, figures, information and documents furnished by the Bidder online in order to become an eligible bidder.
- 6.8 The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the tender/bid document including terms and conditions without any exception and have understood the entire document and are clear about tender requirements.
- 6.9 The bidders are requested to submit the bids through online e-tendering system before the deadline for submission of bids (as per Server System Clock displayed on the portal). AGCL will not be held responsible for any sort of delay or the difficulties faced during online submission of bids by the bidders.
- 6.10 The bidder may seek clarification online only within the specified period. The identity of bidder will not be disclosed by the system. AGCL will clarify the relevant queries of bidders as far as possible. The clarifications given will be visible to all the bidders intending to participate in that tender. The clarifications may be asked from the day of "Pre Bid Clarification Start Date and Time" till "Pre Bid Clarification End Date and Time".
- 6.11. The tender document is available at [www.assamtenders.gov.in](http://www.assamtenders.gov.in) and NIT is available at [www.assamgas.org](http://www.assamgas.org) websites. The Bidder should read the terms and conditions along with bidder qualification criteria carefully and return one copy to AGCL duly signed and stamped in each page by them in token of having read, understood and accepted the terms and conditions along the Techno-commercial Bid (un priced).
- 6.12. For any question / clarifications required, the bidder can mail to e-mail id: info@assamgas.org at least 5(Five) working days before the scheduled date of Bid submission. Any modification of the Bidding Documents or bid specifications shall be made by the AGCL exclusively by issuing an addendum / corrigendum at the website [www.assamtenders.gov.in](http://www.assamtenders.gov.in).
- 6.13 Bidders shall, as part of their bid, submit a written power of attorney as per enclosed **Annexure II** authorizing the signatory for the tender.
- 6.14 The Bidder or his official representatives are required to attend the Pre-Bid meeting which will be convened at AGCL Corporate Office, Duliajan to clarify issues and to answer questions on any matter that may be raised at that stage. The tender document is available at [www.assamtenders.gov.in](http://www.assamtenders.gov.in) website. The Bidder should read the terms and conditions along with bidder qualification criteria carefully and return one copy to AGCL duly signed and stamped in each page by them in token of having read, understood and accepted the terms and conditions along the Techno-commercial Bid (un priced).

**7. CHECKLIST:**

TECHNO-COMMERCIAL BID		
Sl. No.	Particulars	SUPPORTING DOCs Page No
1	Covering Letter	
2	EMD of Rs 20000.00.	
TECHNICAL		
1	Bidder's Profile with documentary evidence for having an existing operational office within the State of Assam	
2	Past Experience of the bidder as per Bidder's Qualification Criteria. Work Orders, Completion certificates etc. are to be enclosed.	

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3	List of personal /manpower that will be engaged for the work and their qualification & experience.	
4	Signed & Stamped copy of the tender.	

**COMMERCIAL**

1.	Audited financial statements for the years 2018-2019, 2019-2020 & 2020-21	
2	Latest GST Registration No. to be provided	
3	PAN No. to be provided.	

**PRICE BID**

(shall be opened only for technically qualified bidders)

Sl. No.	Particulars	
1.	Priced offer in prescribed format as enclosed in <b>Annexure III.</b>	

**8. EVALUATION OF BID**


- a) The bids will be evaluated on basis of BQC. The job will be awarded to the technically qualified L1 bidder.
- b) The Company reserves the right to accept or reject any or all the Tenders without showing any reason thereof.

**9. AWARD OF WORK**

Bidders shall quote for complete scope of work as per bid document. Contract shall be awarded based on the lowest quoted price for total scope of work and capability of the bidder as assessed by the Company (AGCL).

## **SECTION-IV**

## **FORMS & FORMATS**


 <p><b>ASSAM GAS COMPANY LTD.</b> (A GOVT. OF ASSAM UNDERTAKING) CIN:U11101AS1962SGC001184</p>	<p style="text-align: center;"><b>TENDER FOR ANNUAL MAINTENANCE CONTRACT OF IT ASSETS.</b></p>	<p style="text-align: center;">Tender No. <b>SYS/AMC/66/07/V/ 140</b> Dated 01/08/2021</p>
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**FORM F-1**

**BIDDER'S GENERAL INFORMATION**

1.1	Bidder Name	
1.2	Name of Contact Person	
1.3	Numbers of Years in Operation	
1.4	Address of Registered Office	
1.5	Operation Address (If different from above)	
1.6	Telephone Number	
1.7	Mobile Numbers, if any	
1.8	E-mail address	
1.9	Website	
1.10	Fax Number	
1.11	ISO Certifications, if any (If yes, please furnish details)	
1.12	Bid Currency	
1.13	Port of shipment	
1.14	Whether Supplier/Manufacture/Dealer /Trader/Service provider	
1.15	Type of Material Supplies	
1.16	Nature of firm Partnership firm/Prop firm / LLP/ Private limited /Public Ltd/Others	
1.17	If others please specify	
1.18	Details of Directors/ Proprietors/ Partners	(Kindly attach separate sheets giving details for name of directors / proprietors and their stakes along with the supporting documents)
1.19	Bankers' Name	
1.20	Branch	
1.21	Branch Code	
1.22	Bank account numbers	
1.23	PAN No.	
1.24	TIN No.	
1.25	Whether SSI Registrant or not	
1.26	GSTN Registration no	

**Seal and signature of the Bidder**

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### FORM F-5


#### CHECK LIST FOR AGREED TERMS AND CONDITIONS

S. NO.	DESCRIPTION	BIDDER'S CONFIRMATION
1	Price Basis	FOT-Site (AGCL's Store)
2	Firm & Fixed Prices	Accepted
3	All Taxes, duties, levies, etc. included in price	Included
4	Validity of Contract & Delivery period (As per Tender document)	Accepted
5	Guarantee Clause	Accepted
6	Price Reduction Schedule as per Tender document	Accepted
7	Term of Payments (As per Tender document)	Accepted
8	Contract Performance Bank Guarantee to be submitted in Fifteen (15) days	Accepted
9	Validity of bid & bid security	Accepted
10	Tender fees amount submitted:	Yes
11	EMD of requisite amount submitted:	Yes
12	Price Quoted as per SOR.	Yes
13	Deviation / exception Form 7	Yes
14	Defect Liability Period	Accepted
15	GST @ ..... %	Included
16	Commercial terms of the Tender	Accepted

Name of the Bidder : M/s  
Signature :  
Name :  
Designation :

Date

seal:

 <b>ASSAM GAS COMPANY LTD.</b> <small>(A GOVT. OF ASSAM UNDERTAKING)</small> CIN:U11101AS1962SGC001184	<b>TENDER FOR ANNUAL  MAINTENANCE CONTRACT OF IT  ASSETS.</b>	Tender No. <b>SYS/AMC/66/07/V/ 140</b> Dated 01/08/2021
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FORM F – 3 A


ANNUAL TURNOVER  
**Bidder must fill in this form**

Annual Turnover data for the last financial year:

<b>Year</b>		<b>Amount (in INR)</b>
Year 1:	2020-21	
Year 2:	2019-20	
Year 3:	2018-19	

1. The information supplied should be the Annual Turnover of the bidder
2. A brief note should be appended describing thereby details of turnover as per audited results.

**SEAL AND SIGNATURE OF THE BIDDER**

	<b>TENDER FOR ANNUAL MAINTENANCE CONTRACT OF IT ASSETS.</b>	Tender No. <b>SYS/AMC/66/07/V/ 140</b> Dated 01/08/2021
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**FORM F-2**

**POWER OF ATTORNEY**

(To be submitted on Non judicial stamp paper of value Rs 1000/-)

Tender No.: \_\_\_\_\_

Tender Description: \_\_\_\_\_

Name of Bidder: \_\_\_\_\_

“The undersigned \_\_\_\_\_(Name of LEGAL PERSON\*) is lawfully authorized to represent and act on behalf of the company M/s \_\_\_\_\_(Name of bidder) whose registered address is \_\_\_\_\_ and does hereby appoint Mr./Ms \_\_\_\_\_ [name of authorized person/(s)] \_\_\_\_\_ (Designation) of M/s \_\_\_\_\_(Name of bidder) whose signature appears below to be the true and lawful attorney/(s) and authorize him/her to sign the bid (both digitally and manually) and all subsequent communications, agreements, documents etc., in the name and on behalf of the company in connection with the tender No. \_\_\_\_\_ for \_\_\_\_\_ (Name of work).

The Signature of the authorized person/(s) herein constitutes unconditional obligations of M/s \_\_\_\_\_ (Name of bidder)

This Power of Attorney shall remain valid and in full force and effect before we withdrawal it in writing (by fax, or mail or post). All the documents signed (within the period of validity of the Power of Attorney) by the authorized person/(s) herein shall not be invalid because of such withdrawal.

**SIGNATURE OF THE LEGAL PERSON**

(Name of person with Company seal)

**SIGNATURE OF THE AUTHORIZED PERSON/(S)**


(Name of person)

E-mail id: .....

Digital token no. used for uploading the bid: .....

(\* In case of a Single Bidder, Power of Attorney issued by the Board of Directors/ CEO / MD / Company Secretary of the Bidder/ all partners in case of Partnership firm/Proprietor (for Proprietorship firm) in favour of the authorized employee(s) of the Bidder, in respect of the particular tender for signing the Bid and all subsequent communications, agreements, documents etc. pertaining to the tender and to act and take any and all decision on behalf of the Bidder, is to be submitted.



	<b>TENDER FOR ANNUAL MAINTENANCE CONTRACT OF IT ASSETS.</b>	Tender No. <b>SYS/AMC/66/07/V/ 140</b> Dated 01/08/2021
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**Form 4**

**DECLARATION LIST**

I/We, .....certify that all the above submitted data and information pertaining to this proposal are correct and are true representation of the offer covered by our formal Proposal No. .... dated.....

I/We, hereby certify that I/We am/are duly authorized representative/s of the Tenderer whose name/s appears above my/our Signature.

Tenderer's Name : \_\_\_\_\_

Authorized Representative's Signature/s : \_\_\_\_\_

Authorized Representative's Name/s : \_\_\_\_\_  
(Typed)

Tenderer's Intent : The Tenderer hereby agreesfully to comply with the requirements and intent of this specification.

Authorized Representative's Signature/s : \_\_\_\_\_

SEAL OF THE  
THE FIRM/CONSULTANT

Signature/s \_\_\_\_\_

Name/s : \_\_\_\_\_

Designation/s : \_\_\_\_\_

FORM F – 7


DECLARATION (on Bidder's letter head)

To,  
The Managing Director  
Assam Gas Company Limited  
P. O – Duliajan  
Dist. Dibrugarh, Assam

We confirm that we are not under any liquidation, court receivership or similar proceedings.

We also confirm that we have not been banned or delisted by any Indian Government organisation or its undertaking from quoting.

SEAL AND SIGNATURE OF BIDDER

 <b>ASSAM GAS COMPANY LTD.</b> (A GOVT. OF ASSAM UNDERTAKING) CIN:U11101AS1962SGC001184	<b>TENDER FOR ANNUAL MAINTENANCE CONTRACT OF IT ASSETS.</b>	Tender No. <b>SYS/AMC/66/07/V/ 140</b> Dated 01/08/2021
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FORM F-6  
DEVIATION FORM (On Bidder's letter head)

To,  
The Managing Director  
Assam Gas Company Limited  
P. O – Duliajan  
Dist. Dibrugarh, Assam

Notes

- 1) BIDDER may give here a consolidated list of deviations / clarifications / comments for all sections of the bid documents which for an appropriate offer are considered unavoidable by him.
- 2) Deviations / clarifications mentioned elsewhere in the offer shall not be binding on the AGCL and any such deviations if indicated elsewhere other than this form will render the offer non-responsive and shall liable to be rejected.
- 3) BIDDER shall state the reason for the deviations in the remark column.
- 4) Only the deviations listed herein, in conjunction with the original Tender shall constitute the contract document for the award of the job of the BIDDER.

<b>Sec No./ Cls. No.</b>	<b>Page No.</b>	<b>Requirements as per tender</b>	<b>Deviation by Bidder</b>	<b>Clarification/Comments by Bidder</b>	<b>Remarks</b>

The bidder confirms that all clauses of the tender document, which are not listed above are fully complied by the bidder.

(Signature of the bidder)

**Form 9**

**EXPERIENCE LIST**

The Tenderer shall tabulate below a list of his experience as regards to the execution of such projects indicating as much details as possible, name of Client, year of execution and cost and other information. Tenderer shall follow this format and will be included in the Bid Evaluation Criteria part.

NAME OF PROJECT	APPLICATION	LOCATION	NAME OF CLIENT	SCHEDULED START DATE	ACTUAL START DATE	SCHEDULED COMPLETION DATE	ACTUAL COMPLETION DATE	ORDER VALUE IN RS.	REMARKS

SEAL OF THE  
COMPANY

Signature : .....

Name : .....

Designation : .....

**Annexure III**

**PRICE TABULATION FORMAT**

For item details refer to **Annexure IV.**

The following is the Price Tabulation Format which the Bidder will have to fill up online.

Maintenance of Assets:

Sl No	Asset Description	Quantity in Nos	Unit AMC Rate (In Rs)	GST (In Rs)	AMOUNT (In Rs)
1	Desktop PC	115			
2	Laptop	8			
3	Server	1			
4					
5	Laser Jet printer	92			
6	MFD Printer	8			
7	Colour Printer Cum Scanner	7			
8	UPS	142			
9	1 KVA UPS	13			
10	1.5-2 KVA UPS				
Total Amounts					

 <p><b>ASSAM GAS COMPANY LTD.</b> (A GOVT. OF ASSAM UNDERTAKING) CIN:U11101AS1962SGC001184</p>	<p style="text-align: center;">TENDER FOR ANNUAL MAINTENANCE CONTRACT OF IT ASSETS.</p>	<p style="text-align: center;">Tender No. SYS/AMC/66/07/V/ 140 Dated 01/08/2021</p>
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**F-10 (Proforma for Performance Guarantee - Unconditional)**

[on stamp paper of appropriate value]  
[from a scheduled bank]

To:  
The Managing Director  
M/S Assam Gas Company Ltd  
Duliajan, Assam  
Pin-786602

WHEREAS \_\_\_\_\_ (Name and address of Contractor) (hereinafter called "Contractor") had undertaken, in pursuance of Contract No. \_\_\_\_\_ to execute (Name of Contract and Brief Description of the Work) \_\_\_\_\_ (hereinafter called "the Contract").

AND WHEREAS it has been stipulated by you in the said Contract that the Contractor shall furnish you with a Bank Guarantee as security for compliance with Contractor's obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Contractor such a Bank Guarantee; NOW THEREFORE we hereby affirm that we are Guarantors on behalf of the Contractor, up to a total of (Amount of Guarantee in figures) \_\_\_\_\_ (in words \_\_\_\_\_), such amount being payable in the types and proportions of currencies in which the Contract price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of guarantee sum as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein. We hereby waive the necessity of your demanding the said debt from the Contractor before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Contract or the work to be performed thereunder or of any of the Contract documents which may be made between you and the Contractor shall in any way cease us from any liability under this guarantee, and we hereby waive notice of such change, addition or modification.

This guarantee is valid until the date \_\_\_\_\_ (calculated at **14 months** after Contract completion date).

SIGNATURE AND SEAL OF THE GUARANTORS \_\_\_\_\_

Designation \_\_\_\_\_

Name of Bank \_\_\_\_\_

Address \_\_\_\_\_


Witness \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Date.....

Place \_\_\_\_\_

 <p><b>ASSAM GAS COMPANY LTD.</b> ( A GOVT. OF ASSAM UNDERTAKING ) CIN:U11101AS1962SGC001184</p>	<p>TENDER FOR ANNUAL MAINTENANCE CONTRACT OF IT ASSETS.</p>	<p>Tender No. SYS/AMC/66/07/V/ 140 Dated 01/08/2021</p>
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**FORM F- 8**

**PROFORMA FOR LETTER OF AUTHORITY**

Ref. No.

Date:

To,  
The Managing Director  
Assam Gas Company Limited  
P. O – Duliajan  
Dist. Dibrugarh, Assam

Sub: Bidding Document for

We \_\_\_\_\_ hereby authorise following representative (s) to attend the Un-priced Bid opening and Priced Bid opening against above Bidding Document:

1. Name & Designation \_\_\_\_\_ Signature \_\_\_\_\_

2. Name & Designation \_\_\_\_\_ Signature \_\_\_\_\_

We confirm that we shall be bound by all and whatsoever our representative(s) shall commit.

Yours faithfully,

Signature  
Name & Designation  
For and on behalf of

Note: This letter of authority should be on the letterhead of the bidder and should be signed by a person competent and having the power of attorney to bind the bidder.

**SIGNATURE & SEAL OF THE BIDDER**

**ANNEXURE – IV**

SL NO	ASSET DESCRIPTION	REMARKS
1	Desktop PC	<b>Compaq 1310</b>
2	Desktop PC	<b>HCL</b>
3	Desktop PC	<b>Compaq Presario</b>
4	Desktop PC	<b>ACER VERITON</b>
5	Desktop PC	<b>ACER AWC230T</b>
6	Desktop PC	<b>ACER VERITON</b>
7	Desktop PC	<b>ACER VERITON</b>
8	Desktop PC	<b>ACER VERITON</b>
9	Desktop PC	<b>ACER VERITON</b>
10	Desktop PC	<b>ACER VERITON</b>
11	Desktop PC	<b>ACER VERITON</b>
12	Desktop PC	<b>ACER VERITON</b>
13	Desktop PC	<b>ACER VERITON</b>
14	Desktop PC	<b>ACER VERITON</b>
15	Desktop PC	<b>ACER AWC230T</b>
16	Desktop PC	<b>ACER AWC230T</b>
17	Desktop PC	<b>ACER AWC230T</b>
18	Desktop PC	<b>ACER ASPIRE</b>
19	Desktop PC	<b>ACER ASPIRE</b>
20	Desktop PC	<b>ACER VERITON</b>
21	Desktop PC	<b>ACER VERITON</b>
22	Desktop PC	<b>ACER VERITON</b>
23	Desktop PC	<b>LENOVO H520S</b>
24	Desktop PC	<b>LENOVO 57304283</b>



25	Desktop PC	<b>LENOVO 57304283</b>
26	Desktop PC	<b>LENOVO 57304283</b>
27	Desktop PC	<b>LENOVO 57306159</b>
28	Desktop PC	<b>LENOVO 57306159</b>
29	Desktop PC	<b>LENOVO 57306159</b>
30	Desktop PC	<b>LENOVO 3484A16</b>
31	Desktop PC	<b>LENOVO 3484A16</b>
32	Desktop PC	<b>LENOVO 3484A16</b>
33	Desktop PC	<b>LENOVO 57306159</b>
34	Desktop PC	<b>LENOVO 57306159</b>
35	Desktop PC	<b>LENOVO 57306159</b>
36	Desktop PC	<b>LENOVO 57306159</b>
37	Desktop PC	<b>LENOVO 57306159</b>
38	Desktop PC	<b>LENOVO H520</b>
39	Desktop PC	<b>LENOVO H520</b>
40	Desktop PC	<b>ACER VERITON</b>
41	Desktop PC	<b>LENOVO 10AS/A00LIH</b>
42	Desktop PC	<b>LENOVO 10AS/A00LIH</b>
43	Desktop PC	<b>LENOVO 10AS-A00LIH</b>
44	Desktop PC	<b>LENOVO 10AS-A00LIH</b>
45	Desktop PC	<b>LENOVO 10AS/A00LIH</b>
46	Desktop PC	<b>ACER VERITON</b>
47	Desktop PC	<b>ACER VERITON</b>
48	Desktop PC	<b>ACER VERITON</b>
49	Desktop PC	<b>ACER VERITON</b>
50	Desktop PC	<b>ACER VERITON</b>

51	Desktop PC	<b>ACER VERITON</b>
52	Desktop PC	<b>ACER VERITON</b>
53	Desktop PC	<b>ACER VERITON</b>
54	Desktop PC	<b>ACER VERITON</b>
55	Desktop PC	<b>ACER VERITON</b>
56	Desktop PC	<b>ACER VERITON</b>
57	Desktop PC	<b>ACER VERITON</b>
58	Desktop PC	<b>ACER VERITON</b>
59	Desktop PC	<b>ACER VERITON</b>
60	Desktop PC	<b>ACER VERITON</b>
61	Desktop PC	<b>ACER VERITON</b>
62	Desktop PC	<b>ACER VERITON</b>
63	Desktop PC	<b>ACER VERITON</b>
64	Desktop PC	<b>ACER VERITON</b>
65	Desktop PC	<b>ACER VERITON</b>
66	Desktop PC	<b>ACER VERITON</b>
67	Desktop PC	<b>ACER VERITON</b>
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71	Desktop PC	<b>ACER VERITON</b>
72	Desktop PC	<b>ACER VERITON</b>
73	Desktop PC	<b>ACER VERITON</b>
74	Desktop PC	<b>ACER VERITON</b>
75	Desktop PC	<b>ACER VERITON</b>
76	Desktop PC	<b>ACER VERITON</b>

77	Desktop PC	<b>ACER VERITON</b>
78	Desktop PC	<b>ACER VERITON</b>
79	Desktop PC	<b>ACER VERITON</b>
80	Desktop PC	<b>ACER VERITON</b>
81	Desktop PC	<b>ACER VERITON</b>
82	Desktop PC	<b>ACER VERITON</b>
83	Desktop PC	<b>ACER VERITON</b>
84	Desktop PC	<b>ACER VERITON</b>
85	Desktop PC	<b>ACER VERITON</b>
86	Desktop PC	<b>ACER VERITON</b>
87	Desktop PC	<b>ACER VERITON</b>
88	Desktop PC	<b>ACER VERITON</b>
89	Desktop PC	<b>ACER VERITON</b>
90	Desktop PC	<b>ACER VERITON</b>
91	Desktop PC	<b>ACER VERITON</b>
92	Desktop PC	<b>ACER VERITON</b>
SL NO	Desktop PC	<b>ACER VERITON</b>
1	Desktop PC	<b>ACER VERITON</b>
2	Desktop PC	<b>ACER VERITON</b>
3	Desktop PC	<b>LENOVO IDEA CENTRE</b>
4	Desktop PC	<b>LENOVO IDEA CENTRE</b>
5	Desktop PC	<b>LENOVO IDEA CENTRE</b>
6	Desktop PC	<b>LENOVO IDEA CENTRE</b>
7	Desktop PC	<b>ACER VERITON H310</b>
8	Desktop PC	<b>ACER VERITON H310</b>
9	Desktop PC	<b>ACER VERITON H310</b>

10	Desktop PC	ACER VERITON H310	<u><b>LIST OF IT ASSETS FOR AMC</b></u> <u><b>which may be increase or decrease</b></u> <u><b>from time to time</b></u>
1	Desktop PC	ACER VERITON H310	
12	Desktop PC	ACER VERITON H310	
13	Desktop PC	ACER VERITON H310	
14	Desktop PC	ACER VERITON H310	
15	Desktop PC	ACER VERITON H310	
16	Desktop PC	ACER VERITON H310	
17	Desktop PC	ACER VERITON H310	
18	Desktop PC	ACER VERITON H310	
19	Desktop PC	ACER VERITON H310	
20	Desktop PC	ACER VERITON H310	
21	Desktop PC	LENOVO 3484A16	
22	Desktop PC	ACER AWC230T	