

M.P. STATE AGRO INDUSTRIES DEVELOPMENT CORPORATION LIMITED:
Panchanan, 3rd Floor, Malviya Nagar, Bhopal-462003.



**TENDER DOCUMENT FOR
ANNUAL MAINTNENACE CONTRACT
OF COMPUTERS, PERIPHERALS, REFILLING of CARTRIDGE AND NETWORKING**

CONTRACT NO: HO/COMPUTERS/AMC/2022-23/

DATE : 16.03.2023

PRICE: Rs.2000.00 each

ASSISTANT MANAGER (COMPUTERS)
MP STATE AGRO IND.DEV.CORPN.LTD.BHOPAL



M.P. STATE AGRO INDUSTRIES DEVELOPMENT CORPN.
LTD. Panchanan, 3rd Floor, Malviya Nagar, Bhopal-462 003
Phone: 0755-2760517/2551652/2551756/2556857; FAX 0755-2557305
Email: mpagrohbpl@gmail.com www.mpagro.org

No. HO/COMPUTERS/AMC/2022-23/

DATE : 16.03.2023

N.I.T. FOR AMC OF COMPUTERS, PERIPHERALS, REFILLING AND NETWORKING

Online Tenders are invited through www.mptenders.gov.in from experienced firms for **Annual Maintenance Contract (AMC) of computers, peripherals, refilling of cartridge and Networking** for a period of three years on yearly renewable basis. Tender documents can be purchased by paying online payment of Tender Document Fee Rs. 2000/- and Rs. 10,000/- as EMD at www.mptenders.gov.in. Last date of bid submission is **31/03/2023 up to 05:00 pm**. Tender Document can be seen at Corporation's website www.mpagro.org Amendments, if any, will be published only on above websites. No further notification will be made in the news papers.

ASSISTANT MANAGER (COMPUTERS)



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REF. HO/COMPUTERS/2022-23/

Dated : 09.03.2023

**ONLINE TENDER FOR ANNUAL MAINTENANCE CONTRACT OF
COMPUTERS, PERIPHERALS DEVICES & REFILLING OF CARTRIDGE**

(IMPORTANT DATE FOR ONLINE TENDER)

Sl. No.	Particulars	Timeline
1	Availability of Tender Documents on website www.mpagro.org	From 16.03.2023 to 31.03.2023 till 5:00 pm.
2	Uploading of Tender Documents at website: www.mptenders.gov.in	From 16.03.2023 to 31.03.2023 till 5:00 pm.
3	Last Date for Bid Submission	31.03.2023 till 5:00 pm. online
4	Cost of Tender Document(Non Refundable).	Rs. 2000/- (Rs. Two Thousand only) shall be paid online at www.mptenders.gov.in
5	Earnest Money Deposit (EMD)	Rs. 10,000/- (Rs. Ten Thousand only) shall be paid online at www.mptenders.gov.in
6	Opening of Technical Bids	On 31.03.2023 at 05.30 P.M.
7	Opening of Financial Bids	Financial Bids will be opened of technically qualified bidders after evaluation.
8	Contract Duration	THREE YEAR

Note:

1. If on above dates is declared holiday next working day will be reckoned as date of opening .
2. First time user of the www.mptenders.gov.in required registration of their firm at the website and Class III digital Signature for bidding. Registration fee (if any) and digital signature charges, shall have borne by bidder.
3. Bidders are advised to submit their bid well in advance before due date. No claim for non submission of their bid due to technical problem of the website on last date and time will be accepted.
4. Processing fee charged by website will not be refunded by Corporation at any case.



M.P. STATE AGRO INDUSTRIES DEVELOPMENT CORPN.
LTD.Panchanan, 3rd Floor, Malviya Nagar, Bhopal-462 003

TERMS & CONDITIONS:

Date of issue of N.I.T. 16th MARCH 2023
Date of receipt of tender up to 05:00 PM on 31st March 2023
Date of opening of tender 05:30 PM on 31st March 2023

1. Online Tenders are invited on behalf of the M.P. State Agro Industries Development Corporation Limited for the **Annual Maintenance Contract of Computers, peripherals, refilling of printer cartridge and Networking** for 3 years which can be extend further 3 years on mutual consent of both parties on yearly renewal basis from reputed and eligible firms (see eligible criteria) **upto 5:00 pm on 31st March 2023** and will be opened on **same day** at 5:30 PM in the presence of the offerer who choose to be present.
2. **AMC ITEMS -**
 - a) Comprehensive Maintenance of the Computers and Printers and Networking as mentioned at Annexure - I.
 - b) The Contractor shall require maintaining and ensuring 95% uptime of working of all computers and peripherals. The AMC includes :
 1. **COMPUTERS AND PRINTERS** - Complete hardware, keyboard, mouse, software installed, virus protection, detection and cleaning and excluding printer cartridge. The Contractor will assure that replaced parts of the Computers and Printer will be as same as original Configuration and Company, specially Motherboards and TFT Monitors. The AMC also includes cleaning of dust and dirt from the interior and exterior of the machines. The Contractor will assure that refilling of cartridge of printer has to been done at same day or next day as the priority.
 2. **Preventive Maintenance** - The Contractor shall be visiting the office in working day to make computers and printers DUST FREE with suitable blower every quarter (during May to June every month).
 2. **NETWORKING** - All computers are connected with LAN. Maintenance and replacement of LAN Switches, Connecting Cables, Connectors etc. The Contractor will be responsible for maintaining of Networking and Internet connectivity of every Computer connected with Network. AMC of computers, printers and Networking will be awarded as a group to a one bidder (L1 in total value of all items), hence quotation of rates for all items is necessary.
3. Interested bidder can bid online through www.mptenders.gov.in by paying Rs. 2000/- (Rs. Two Thousand only) Tender Document Fee and Rs. 10000/- (Rs. Ten Thousand only) for EMD online payment at portal. Tender Document can view at www.mpagro.org .



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5. No offer without Tender Document Fee and EMD will be entertained, in any circumstances.
6. The selected offerer will be called as Contractor.
7. The EMD of **selected Contractor** shall be kept as **Performance Security**.
8. The performance security will only be discharged / refunded after successful completion of the contract.
9. **Agreement** will be executed on non-judicial stamp of Rs. 1000/- between The Corporation and the Contractor as per DRAFT given at **Annexure VI** with successful bidder.
10. Though the AMC is invited for three years which can be extend further 3 years on mutual consent of both parties but the same will be yearly renewable basis and the continuance of the contract after every year will depend upon the performance of the Contractor. It will be the full discretion of the Corporation either to renew or cancel the contract at any time.
11. The payment of the AMC will be made on quarterly basis. This payment will be made only after expiry of each quarter. The Contractor will have to furnish bills along with *Service Call Reports* duly signed by the user and a certificate stating that there is no complaint pending for rectification.
12. The Contractor will insure at least one visit of their qualified service engineer every working day on pre-decided time. No telephone call will be made from Corporation for routine visit, though he will provide complete details i.e. Name of Engineers, Mobile Nos., Land Line nos. of company and address etc.

Rectification of the complaints should be in our office premises only. Computer or printer will not allow to taken out from office for repairing. The Contractor has to attend the complaint same day and rectify the same within three working days failing which the Corporation may impose Rs. 300/- per complaint per machine, and the same will be deducted from the bill as penalty. However, if the Contractor provides stand-by arrangement of same configuration within 3 days, the Corporation shall not charge any penalty if the defective machine is rectified and installed within 5 days from the date of lodging of complaint. The Contractor will insure that the replaced part of the Machine will be same as original configuration, make and model.

13. The Corporation may impose penalty @ Rs.500/- per machine/complaint if the complaint is not attended and/or rectified within the period of 5 days from the date of lodging of complaint. If the complaint is pending for rectification more than 5 days, Corporation may get the machines spared from any other sources at the cost of the Contractor. Corporation may also cancel the contract and forfeit the EMD in case of not attending complaints in given time.
14. The Contractor will keep a register with them to make entries of the complaints lodged and will be shown to the Corporation, if required.
15. The Corporation may cancel the AMC anytime, if the Contractor failed to provide required/desired level of quality service and forfeit the Performance Security.
16. All the decisions of Managing Director of the Corporation will be binding to both the parties and all disputes will be under the jurisdiction of Bhopal Court only.

ASSISTANT MANAGER (COMPUTERS)



**M.P. STATE AGRO INDUSTRIES DEVELOPMENT CORPN.
LTD.** Panchanan, 3rd Floor, Malviya Nagar, Bhopal-462 003

ELIGIBILITY CRITERIA

The Bidder has:

1. Minimum 3 year experience of AMC of Computers and Printers / maintenance of LAN Network of Government / PSU offices.
2. Own qualified technical staff / Hardware / Network engineers.
3. Minimum turnover of Rs. 3 Lakh per year (2019-20, 20-21, 21-22) from AMC Business.
4. PAN No. / GSTN / Aadhar Card.



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LIST OF DOCUMENTS

List of mandatory documents to be uploaded and at portal(self-certified with seal and signature)

S.N.	TYPE OF DOCUMENTS	
01	TENDER DOCUMENT FROM PAGE No. 1 TO 15 WITH SEAL AND SIGNATURE OF THE BIDDER	
02	COMPANY PROFILE - Annexure II	
03	Scan copy of online payment receipt of Tender documents fee and E.M.D.	
04	Authority letter for authorized signatory (in case of Limited/Pvt. Ltd. company - resolution of board of directors). Not applicable in case of Proprietorship firm if submitted by the proprietor himself.	
05	Self Certified Copy of PAN card	
06	Self Certified Copy of AADHAR card of authorized signatory	
07	Self Certified Copy of GSTN.	
08	Self Certified Copy GST return for the quarter ending on 31.12.2022	
09	Undertaking for registration (annexure-III) on non-judicial stamp paper of Rs. 500/- duly notarized	
10	Experience certificate / copy of orders as mentioned in ELIGIBILITY CRITERIA	



ITEMS TO BE GIVEN IN AMC

COMPUTERS -

ANNEXURE-I

No.	MAKE/MODEL and Configuration	Qty.	RATE PER COMPUTER	TOTAL AMOUNT
A	B	C	D	E (Cx D)
1	ACER i3, Windows 11 Home 8 GB RAM, x64 bit operating system, 1TB HDD / ACER 21'5" TFT MONITOR Keyboard/Mouse etc.	06		
2	LENOVO THINK CENTRE Intel Core i5/2GB/500 GB HDD 18.5" TFT MONITOR Keyboard/Mouse etc.	09		
	HP - DESKTOP CORE-i3-4160 / 4 GB RAM / 64 bit 500 GB HDD / 18.5" TFT MONITOR Keyboard/Mouse etc.	18		
	ACER VERTION Q87 M200 INTEL i3/ 4 GB RAM DDR 3 / 500 GB HDD / ACER 18.5" TFT MONITOR Keyboard/Mouse etc.	08		
4	Other brands Wipro System, 4 GB RAM and x32 bit Operating System with Window 7 Keyboard/Mouse etc.	01		
	Total	42 Nos.		

PRINTERS

No.	Configuration	Qty.	RATE PER PRINTER	Refilling Cost	TOTAL AMOUNT
A	B	C	D	E	F (Cx D)
1	Multifunction Laser Printer HP M128FN	01			
2	MFP HP M1536	01			
3	MFP HP M1136	02			
4	HP PRO M12A	05			
5	HP Laser Printers - 1020/1022/ P1007/P1108	12			
6	Brothers printers (MFP and Single function)	04			
7	Brother Color Printer	01			
		26 Nos.			

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REFILLING OF PRINTER CARTRIDGE

No.	Configuration	Qty.	RATE PER PRINTER CARTRIDGE	Refilling Cost	TOTAL AMOUNT
A	B	C	D	E	F (Cx D)
1	Multifunction Laser Printer HP M128FN	01			
2	MFP HP M1536	01			
3	MFP HP M1136	02			
4	HP PRO M12A	05			
5	HP Laser Printers - 1020/1022/ P1007/P1108	12			
6	Brothers printers (MFP and Single function)	04			
7	Brother Color Printer	01			
		26 Nos.			

NETWORKING

No.	DESCRIPTION	Qty.	TOTAL AMOUNT
1	LAN SWITCHES - 24 PORTS D-LINKS	05	
2	COMPUTERS CONNECTED WITH LAN	-	
3	CONNECTING CABLES ETC.	-	

COMPUTERS, REFILLING OF CATRIDGES AND PERIPHERALS DEVICES AVAILABLE IN OUR AGRO COMPLEX, INDRAPURI AND BRANCH OFFICE, PUTLIGHAR, BHOPAL

COMPUTERS -

No.	MAKE/MODEL and Configuration	OFFICE	Qty.	RATE	TOTAL AMOUNT
A	B	C	D	E	F (D x E)
1	LENOVO THINK CENTRE Intel Core i5/2GB/500 GB HDD 18.5" TFT MONITOR	BIO FERTILIZER PLANT	2		
2	ACER VERTION Q87 M200 INTEL i3 / 4 GB RAM DDR3/500 GB HDD / ACER 18.5" TFT MONITOR	DISTRIC MANAGER, BHOPAL	1		
3	LENOVO THINK CENTRE ACER i3 WINDOW 11 HOME, MONITOR 21'5"	RM OFFICE, BHOPAL	3		

PRINTERS -

No.	MAKE/MODEL and Configuration	OFFICE	Qty.	RATE	TOTAL AMOUNT
A	B	C	D	E	F (DxE)
1	LASER PRINTER HP P1008	BFP	2		
2	LASER PRINTER HP P1008	DISTRIC MANAGER, BHOPAL	1		
3	MULTI FUNCTION PRINTER HP	RM OFFICE,BHOPAL	1		

Note :

1. All the computers and peripherals are in working condition, connected with LAN using Windows XP/Windows 7/Windows 8.1, equipped with CD Drive/DVD Drive, Mouse, Keyboard and other basic peripherals. AMC charges will be inclusive of all taxes, GST Service Tax and levies for a period of one year.
2. The Corporation may add or withdraw any item any time from the AMC and the amount of the item may be added or deducted from remaining period of the AMC accordingly. AMC of all items will be awarded to one bidder.
3. The actual configurations and make/model of the Computers/printers etc. may vary from the above, **so offerer may inspect the items to be covered under AMC/LAN Switches and Network during office hours.**



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FORMART FOR SUBMISSION OF COMPANY PROFILE

ANNEXURE-II

Name of the Company	:	
Address	:	
Contact Person	:	
Phone & Fax No.	:	
Email address	:	
GSTN	:	
PAN No.	:	
Name of partner(s), if any	:	

Signature of the Offerer

ANNEXURE-III

**UNDERTAKING FOR ANNUAL MAINTENANCE CONTRACT
OF COMPUTERS, REFILLING OF CARTRIDGES &
PERIPHERALS DEVICES**

We,
(name of company) wish to sign the Annual Maintenance Contract (AMC) for the computers, refilling of cartridges and peripherals available in the district offices (Bhopal) and headquarters as per list mentioned in the Contract document.

We undertake to abide the terms and conditions and thereby maintain the computers, printers, refilling of cartridges and peripherals offered by the Corporation for the AMC for the required period under the conditions hereto mentioned on the rates to be finalized and specified in the agreement, at places to be specified by the MP State Agro Industries Development Corporation Limited within the specified contract period.

Should this contract be accepted, we hereby agree to abide by and fulfill all the terms of this contract and all of the conditions of contract annexed hereto or in default thereof to forfeit by the Corporation, or his successors, the penalties or sum of money mentioned in the said conditions.

We undertake that our firm has neither been Blacklisted/Debarred by any Government / Government Undertaking / Bank nor penalized on the same ground. We also undertake that no legal proceeding is pending in any Courts on the same grounds.

The sum of Rs. 10,000/- (Rupees Ten thousand only) is paid online as Earnest money which shall be retained by the Corporation, on account of the Security Deposit which is specified in this document.

Signature of Offerer Dated:.....

Witness:

Address:

(UNDERTAKING SHOULD BE SUBMITTED ON NON-JUDICIAL STAMP OF RS. 500/-)

AGREEMENT

This agreement made at Bhopal this day of.....between Madhya Pradesh State Agro-Industries Development Corporation, 'Panchanan Bhawan, 3rd Floor, Malviya Nagar, Bhopal, M.P. hereinafter referred to as the 'Corporation' which expression shall unless repugnant to the context or meaning thereof includes its successors and assigns on the one part.

AND

M/s. having its office at..... through Shri designation (hereinafter referred to as the Contractor whose expression unless repugnant to the context and meaning thereof includes its assigns, successors and administrations on the other part.

WHEREAS the Corporation invited Tender for Annual Maintenance Contract of Computers, Refilling and Peripherals on the terms and conditions envisaged in the terms schedule issued with the Rate Contract Offer Document and purchased by the Contractor.

AND WHEREAS the Contractor has accepted each and every term and condition contained in the AMC Tender Document, while submitting his offer.

AND WHEREAS the Corporation accepted the offer submitted by the Contractor vide its letter of acceptance no.dated in consideration of the premises and the mutual premises and undertakings hereinafter specified and for other good and valuable consideration this agreement witness and is hereby agreed on the conditions of the Tender. The following documents shall form and be constructed a part of the Agreement Deed:-

- a. The Tender submitted by the Contractor including all the annexure attached thereto.
- c. The letter of acceptance dated ----- issued by the Corporation.
- d. The offer submitted by the Contractor.
- e. The rates mentioned in annexure to agreement.

The aforesaid documents shall be taken as complementary and mutually explanatory of one another but in case of discrepancies and ambiguities shall take precedence in the order set out above. In this regard the decision of Managing Director, M.P. State Agro-Industries Development Corporation Limited shall be final.

cont.....2

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IN WITNESS WHEREOF the parties hereto have signed this agreement on the day and year referred to above.

ASSISTANT MANAGER (COMPUTERS)

WITNESSES:

- 1.
- 2.

Contractor

(AGREEMENT SHOULD BE SUBMITTED ON NON-JUDICIAL STAMP OF RS. 1000/- AFTER ACCEPTANCE OF THE OFFER NOT AT THE TIME OF BIDDING)