



TENDER NO.04/2021-22

Tender for AMC (Annual Maintenance Contract) of computers, printers, Laptops, Networking & EPABX Intercom system,etc at Dahej SEZ Ltd, Ta: Vagara,Dist:Bharuch FOR A PERIOD OF ONE YEAR

1. Detail of tender

Name of Work: AMC (Annual Maintenance Contract) of computers, printers, Laptops, Networking & EPABX Intercom system,etc at Dahej SEZ Ltd, Ta: Vagara,Dist:Bharuch

2. Submission of Tender

Quotation/Offer in sealed cover (mentioning name of work on cover) shall be submitted to: Office Of Dahej SEZ Limited, Dahej SEZ Part – 1, At & Post – Dahej, Ta – Vagra, Dist – Bharuch on or before **02.08.2021(Up to 5:00PM) by RPAD/Speed post/Courier/Hand delivery** The tender/ offer shall be submitted to address mentioned below in sealed cover super scribe “***Tender for AMC (Annual Maintenance Contract) of Computers, Printers, Laptops, Networking & EPABX Intercom system, etc at Dahej SEZ Ltd, Ta: Vagara,Dist: Bharuch***”

Tender must be submitted in two separate cover mentioned “Technical Bid” & “Financial bid” indicating name of work “Tender for AMC (Annual Maintenance Contract) of computers, printers, Laptops, Networking & EPABX Intercom system, etc at Dahej SEZ Ltd, Ta: Vagara, Dist: Bharuch”

Address:

Office of Dahej SEZ Limited, Dahej SEZ Part – 1, At & Post – Dahej, Ta – Vagra, Dist – Bharuch

Tender will be submitted by RPAD/ Speed post/Courier/Hand delivery

Note: Demand draft (DD) for Tender FEE & EMD must be attached with Technical bid. If original DD for EMD & Tender FEE is not attached with “Technical Bid” then tender will be automatically rejected for further process.

Tender validity period—60 Days from the date of opening of price bid.

3. **TENURE OF CONTRACT:** The tenure of the contract shall be **one year** and it may be extended for another one year on mutual terms & condition at the direction of DSL.

4. **Opening of Tender**

- **Technical bid** will be open on **05.08.2021(Time 2:00 PM)** in office of Dahej SEZ Ltd, Dahej SEZ-1.
Technical bid will be evaluated by DSL based on the pre-qualification criteria as mentioned in the tender and must be binding to all bidders. No any clarification / documentation will be shown to any bidder for evaluation process done by DSL.
- **Price Bid** will be open on **09.08.2021(Time 2:00 PM)** in office of Dahej SEZ Ltd, Dahej SEZ-1.

Note:

- Bidders are allowed to remain present during opening of bids. Bids will be open by committee of DSL.
- Qualified bidder will be intimated by DSL to remain present during opening of price bid.
- **Price bid of only technical qualified bidder will be open.**
- **During opening of price bid, only qualified bidder allowed to remain present during opening of bid.**

5. **Tender Fees, EMD,SD.**

- **Tender Fees (Non-Refundable):** ₹590/- (₹500+90 --18 % GST) in the form of Demand Draft of any scheduled bank in favour of "Dahej SEZ Ltd."
- **Earnest Money Deposit:** ₹1000/-

Each tender must be accompanied by a tender guarantee bond (Earnest Money Deposit) of Rs.1000/- (Rupees one thousand) in the form of Demand Draft of any scheduled bank in favour of "Dahej SEZ Ltd."

The Earnest Money Deposit will be refunded to the unsuccessful Tenderers after the award has been finalized/ tender validity period expired, as per prevailing norms of the DAHEJ SEZ LIMITED without any interest.

The Earnest Money Deposit (Tender guarantee) will be forfeited in the event, the successful Tenderer fails to accept the contract and fails to submit the Security Deposit to the DSL as stipulated in this tender documents within 15 days after receipt of notice of award of contract. In such case, the DSL may disqualify the Tenderer from tendering for further works.

The Earnest Money Deposit of the successful tender shall be adjusted against Security Deposit.

No interest shall be paid by the owner on Earnest Money Deposit as well as Security Deposit.

6. SECURITY DEPOSIT:

(i) The successful bidder shall be required to deposit a security deposit of 10 % of contract value in the form of Demand Draft drawn in favour of Dahej SEZ Ltd. payable at par.

(ii) The amount of security deposit is liable to be refunded within 30days from the date of expiry of contract.

(iii) No interest shall be accrued on the said security deposit.

(iv) Security deposit will be forfeited if Firm/contractor/agency fails to execute the works as per terms and conditions mentioned in the tender.

(v) EMD of successful bidder shall be adjusted against security deposit.

7. GENERAL TERMS AND CONDITIONS

1. Any damage caused to the property of Dahej SEZ due to the negligence on the part of the firm/agency/contractor will be liable to be compensated by the firm/agency/contractor.
2. Agency/Contractor shall be responsible to abide by all statutory obligations to deployment of man power, labour / worker.
3. Agency/Contractor shall take necessary safety arrangements to ensure safety of the persons deployed by them. DSL shall not be responsible for any injury/death caused to their personnel or any other person while working under this contract.
4. Contractor will make his own arrangement for all Tools, manpower, equipment's etc.
5. Maintenance work will be carried out only on working days of Dahej SEZ Limited during office hours.
6. Preventive maintenance based on the specific need of each unit of the equipment as determined by company, including fabrication, necessary adjustments and replacement of unserviceable minor parts. Unscheduled on-site remedial maintenance, on request for repairing functions including reasonable replacement of unserviceable parts. The parts replaced will be new parts or parts equivalent to new in performance. These parts shall be furnished on an exchange basis. The removed parts will become the property of DSL.
7. If agency/ Contractor fails to provide service in time then DSL will engage another agency to carry out maintenance/repairing works and cost will be recovered from due payment.(Excluding material cost).

8. Agency has to receive the satisfactory installation report from end user/ concern official.
9. If Agency fails to attend the complaint within 48 hours then DSL reserved the right to carryout required maintenance /repair/ replacement at risk & cost of agency and payment for the same shall be deducted from due payment to agency. Also in such case penalty of Rs. 1000 will be imposed on agency by DSL.
10. DSL will award the work to agency who has quoted overall lowest amount/ whose quoted price found over lowest.

8. THE SCOPE OF WORK(TECHNICAL TERMS AND CONDITIONS)

1. Agency must visit for maintenance service work in each quarter.
2. The following operations should be performed during preventive maintenance.
 - A. Physical cleaning of the monitor, CPU, Keyboard, Mouse, speaker, Printer and any other associated peripherals, Laptops, etc (as per tender work.).
 - B. Run scan disk, Disk clean up utility, Registry clean up, Disk defrag (if required).
 - C. Remove temp internet files, cookies, adware and spy wares
 - D. Update the antivirus patches and critical updates for the O.S.
 - E. The necessary software drivers for the machines should be made available by the agency.
 - F. To check Desktops, laptops, Printers, networking, Scanners EPABX intercom system, Routers and give solution if problems found.
3. The Complaint calls will be attended within 24 hours from lodging complaints.
4. The total AMC chargers will be paid in 4 quarter instalments after completion of each quarter Service.
5. The agency will be responsible for taking backup of data available on the Desktop computers, laptops / server before attending to the fault and restore all backup data after maintenance / repair.
6. The agency shall be responsible for any loss or damage caused to any equipment owing to negligence on his part.
7. Agency has to submit the satisfactory installation report from end user/ concern official.
8. If for any reason, Desktops, laptops, Printers to be taken out for repairing/maintenance from Dahej SEZ office, in such condition, agency has to provide **stand by computer Systems/ Multi-function Printers/ LaserJet printers/Laptops** without any extra charge/ cost.
9. DSL reserved the right to increase/ decrease Item/Quantity and must be binding to bidder. Payment for extra quantity shall be paid as per tender rate.
10. For any extra item/ Quantity, agency has to obtain approval from DSL authority.
11. SAFETY CODE - The Firm/Agency/Contractor shall take necessary safety arrangements to ensure safety of the persons. DSL shall not be held responsible for any injury/death caused to personnel/any person while working under this contract. Contractor has to give compensation in case of any accident/ damage and DSL shall not be held responsible in any case.
12. TOOLS & EQUIPMENTS & Manpower- the Firm/Agency/Contractor shall arrange at his own expense all necessary tools and equipment& Manpower required for execution of the work.

13. Food & accommodation - The agency shall arrange at his own expenses food and accommodation for the person deployed to this contract.

9. Payments Terms and Conditions.

1. Payment will be release on quarterly basis i.e (After every 3 Months) after completion of maintenance service in each quarter.
2. Invoice, Packing List and other documents must be in the name of M/s. Dahej SEZ Limited, SEZ Developer, Dahej SEZ Part-1, At & Post – Dahej, Tal-Vagra, Dist – Bharuch-392140, Gujarat otherwise tax benefit amount deducted along with GST from RA bill / final bill of contractor by Dahej SEZ Limited.
3. You are required to ensure that all the benefits available to the supplier of the SEZ Developer need to be availed like GST, etc., failing which it will be deducted from RA Bill / Final Bill of the Contractor with applicable GST.
4. You will issue Invoice as per CGST Rules, 2017. The supply of goods and services or both to SEZ Developer are zero rated supplies as per Section 16 (1) (b) of IGST Act, 2017 and you will have to execute Bond with Bank Guarantee/ LUT with your Jurisdictional GST Officers irrespective whether you are registered or not under GST (in other words, supplies to SEZ are considered as zero rated inter-state supplies and if the person is providing inter-state supplies, he has to compulsorily get registered with GST authorities irrespective of the threshold limit of the turnover as per Section 24(1) of CGST Act, 2017). Please provide us your GSTN Number along with GST Registration Certificate, a Copy of the Bond/LUT executed with the GST Department and a copy of Bank Guarantee provided to the GST Department. Please ensure that you mention the details of Bond/LUT in the Invoice issued under Rule 46 of CGST Rules, 2017, failing which we will deduct the amount equivalent to GST payable under RCM from the payment to be made to you against execution of this work.
5. You will provide us the copy of GSTN number at least 10 days in advance before start of the said work and / or declaration as required by DSL and before issuing Invoice, you will provide us a copy of Bond & Bank Guarantee/LUT submitted to the GST Authorities for making zero rated supply of goods and services or both to SEZ Developer.
6. The items is to be supplied at following address:-

M/s. Dahej SEZ Limited, SEZ Developer,
Dahej SEZ Part-1, At & Post – Dahej,
Tal-Vagra, Dist – Bharuch-392140,
Gujarat.
GST No. 24AACCD8098E2ZK
7. The agency shall also depute its authorized personnel to rectify defects in the event of any breakdown during the contractual period without any extra charges.
8. Maintenance work will be carried out only on working days of Dahej SEZ Limited during office hours.
9. Preventive maintenance based on the specific need of each unit of the equipment as determined by company, including fabrication, necessary adjustments and replacement of unserviceable minor parts. Unscheduled on-site remedial maintenance, on request for repairing functions including reasonable replacement of unserviceable parts. The parts replaced will be new parts or parts equivalent to new in performance. These parts shall be furnished on an exchange basis. The removed parts will become the property of DSL.

10. If agency/ Contractor fails to provide service in time then DSL will engage another agency to carry out maintenance/repairing works and cost will be recovered from due payment. (Excluding material cost).
11. On expiry or termination of the contract, the firm shall hand over all the systems in perfect working condition, failing which payment of last quarter will be deducted on pro-rata basis for non-working of systems.

Dahaj SEZ Ltd.

10. Eligibility Terms and Conditions.(Pre-qualification criteria) (Bidder must submit the following documents along with bid)

1. The Service Provider must be registered as a firm or company.(Document Required – **GST & firm Registration details**)
2. Agency must have min. 5 years' experience in similar type of work i.e. **AMC (Annual Maintenance Contract) of computers & printers/Networking & EPABX Intercom system** (Document Required: **Work order /Completion Certificate of Similar work**).
3. Agency must completed minimum one work order for AMC of 30 computers or more i.e Single work order for AMC of 30 Desktop Computers (Document Required- **Work order / Completion Certificate of AMC of 30 Desktop Computers.(Must mention Quantity in Work order / Completion Certificate.)**).
4. The Supplier/Bidder must have a valid PAN / TAN /GST Number and copy of same shall be submitted along with tender. (Document Required- **PAN/TAN/GST details**).
5. The Agency must have authorized dealer/retailer (Dell /HP) since last Two years (Document required- **Authorized dealer Certificate / Retailer.**)

Note: Bidder fails to fulfil the above criteria will be automatically rejected for further process of Tender. DSL reserved the right to seek any additional information / clarification from any bidder.

11. Pre-Bid Meeting & Site Visit:

Interested agency / contractor must visit on **27.07.2021(11:30 am)** at Dahej SEZ Ltd., Dahej office to get clear scope of work and terms & conditions etc.

Please note that any query raised after 27.07.2021 (Up to 5.00 PM) will not be clarified by DSL.

Any change in date /time will be published on DSL website www.dahejsez.com. **Minutes of meeting will be published on our website-www.dahejsez.com**

12. Cancellation of Tender.

Quotation / offer which are not properly sealed by wax or tape will be rejected. Any rectification / modification / correction if any regarding this notice hereinafter made shall be seen in the corrigendum to this tender notice on web site: www.dahejsez.com and must be binding to all agencies / contractors. Right to reject any or all the Quotations/offers without assigning any reasons thereof are reserved by DSL.

13. RESOLUTION OF DISPUTE –

In case of any dispute, the decision of CEO, DSL shall be final and must be binding to bidder.

RIGHTS RESERVED:

Without assigning any reason, The Dahej SEZ Limited reserves the right to reject the lowest or any other or all tenders which in the opinion of The Dahej SEZ Limited does not appear to be in its best interest and the tenderers shall have no cause of action or claim against the Dahej SEZ Limited or its officers, employees, successors, or assignees for rejection of his tender.

The Dahej SEZ Limited further reserves the right to withhold issuance of the notice to proceed, after execution of the contract agreement for a period of 30 days and no additional payment will be made to the successful tenderer on account of such withholding. The Dahej SEZ Limited is not obliged to give reasons for any such action.

During tender validity period, if any Tenderer withdraws, or makes any modifications or additions in the terms and conditions on his own in his tender, then The Dahej SEZ Limited shall, without prejudice to any right or remedy be at liberty to reject the tender and forfeit the Earnest Money Deposit in full. Such Tenderer may be disqualified from tendering for further works under the jurisdiction of The DAHEJ SEZ LIMITED. Conditional tenders are liable to be rejected.

The Dahej SEZ Limited reserves right to increase or decrease the scope of work and split the tender in two or more parts without assigning any reason, even after the award of contract.

CHIEF EXECUTIVE OFFICER

DAHEJ SEZ LIMITED

DAHEJ.

SIGNATURE AND SEAL OF THE CONTRACTOR:

NAME AND ADDRESS:

DATE:

AMC of computers, printers, Laptops, Networking & EPABX Intercom system, etc at Dahej SEZ Ltd, Dahej. (1 year).

Price Bid (Without Material)Dahej SEZ					
Sr. No	Item	Units	Quantity	Rate (Without GST) in Rupee (₹). Per Unit/no.	Total Amount (Without GST) (for 1 year)
1	Desktop Computers	No.	30		
2	Multi-function Printers	No.	6		
3	LaserJet printers	No.	14		
4	High speed Scanner	No.	2		
5	EPABX Intercom system with total 30 users(SEZ 1 & 2)	No.	2		
6	Laptops	No.	4		
7	Networking	Job.	Job.		
Total Amount per year (without GST)=					

DSL will award the work to agency who has quoted overall lowest amount. Lowest amount (L1 bidder) will be considered based on Total Amount (Without GST).

Name of Agency

Sign & Seal