

BALMER LAWRIE & CO. LTD.,
Associate Services
32, MANALI, CHENNAI – 68.
(Regd. Office: 21, Netaji Subhas Road, Kolkata – 700 001)

PH: 044 – 2594 6551 / 6500

FAX: 044 – 2594 1156 / 2594 5006

Ref: BL/AS/MAN/HW/LT/201718/0039

Date : 22.12.2017

Due Date: 12.01.2018

To

NOTICE INVITING TENDER
Comprehensive AMC for Desktop PC / Laptops / Printers

Balmer Lawrie (hereinafter referred to as BL) invites online tenders from competent and experienced IT Hardware AMC providers with sound technical and financial capabilities for Providing comprehensive AMC services for Desktops / Laptops / Printers for the period of one year tentatively from 16-01-2018 to 16-01-2019 **as per the Summary of Hardware asset details at glance given below and the detail asset details given Annexure-A,**

Note: Offers from new Hardware AMC Provider, fulfilling the eligibility criteria will also be considered for the tender.

Hardware Description	Model	No's
CHIRAG DESKTOP	I532W1	2
DELL DESKTOP	DELL OPTIPLEX 3020	16
HCL DESKTOP	HCL 406G1	1
HCL DESKTOP	INFINITI A355	19
HCL DESKTOP	INFINITIBL1280	2
HP DESKTOP	COMPAQ 8200 ELITE	22
WIPRO DESKTOP	WIPRO 70WGS70205W7-0030	19
ZEBRONICS DESKTOP	ZEBRONICS	1
ZENITH	CORP G35L	11
	Total Desktop's	93
DELL LAPTOP	DELL 3440	11
HCL LAPTOP	HCL M1044	6
HCL LAPTOP	HCL ME 54	1
HP LAPTOP	HP PRO BOOK 440 G1	2
	Total Laptop's	20
TVSE -DOT MATRIX PRINTER	MSP355	2
EPSON HEAVY DUTY DOT MATRIX PRINTER	EPSON DLQ3500	5
EPSON HEAVY DUTY DOT MATRIX PRINTER	Epson DLE 3500	2

Signature of Tenderer :

Date:

Seal:

Total Printer

9

A.M.C Location coverage

**Chennai
Coimbatore
Hyderabad
Bangalore
Ambur**

1. Scope of Work:

The scope of work under this tender shall cover comprehensive AMC for various types IT hardware as listed in Schedule of Quantities- **Annexure - A**.

Incident Call Logging	Thru Email or Phone
Onsite Maintenance support	Hardware Break Fix Incident
AMC -TYPE	Comprehensive AMC
BREAK-FIX SUPPORT	Break-Fix support for Asset & make mentioned in Annexure-A
RESPONSE TIME	Local 4 Hours
ANNUALIZED UPTIME	95%
SERVICE WINDOW	9.00 AM to 5.30 PM Monday to Saturday
RESOLUTION TIME	Resolution within one Day
SERVICE COVERAGE	Skill & Spare replacement
ONSITE ENGINEER SUPPORT	One Full time Engineer support to be provided at Manali Site
SERVICE PERIOD	One year
MODE OF SUPPORT	On Site Support
UPTIME METHODOLOGY	Annualised

2. Prequalification requirement:

Party should have

- 1. GST Registration;**
- 2. PAN No.,,**
- 3. Work Experience:**

The tenderer should have successfully executed Invoice copies / IT hardware maintenance contracts in the last 3 years. Copies of work orders for the AMC executed during any of the last three financial years (i.e, 2014-15 or 2015-16 or 2016-17) shall be submitted as hard copy.

- 4. The tenderer should not have been blacklisted by any PSU/Govt. Department (a self-certification is required). This is subject to verification by Balmer Lawrie and if found to be false, the bidder may be debarred from participating in the tender, or order already placed will be cancelled.**

The offer will be rejected in the absence of the above registrations, work experience, Relevant certificate copies should be submitted as hard copies.

Price-bids of such tenderers, who are determined to have complied with the above eligibility criteria, and duly filled up the tender document, will only be considered.

Even though the tenderers meet the above qualifying criteria, they are liable to be disqualified / debarred / suspended / blacklisted if they have

- Furnished false / fabricated particulars in the forms, statements and /annexure submitted in proof of the qualification requirements and/or

3. Taxes & Duties:

All taxes, duties, levies etc are extra as applicable, kindly provide rates as per Annexure – A in e-portal.

The contractor shall issue the GST invoice so that equivalent amount may be availed as GST / applicable tax credit by BL.

The processing of invoice should be as per the GST Act. Any penalties due to the non-adherence will be deducted from the contractor's invoice, The vendor has to provide HSN CODE / SAC code for the Item mentioned in Annexure -A.

4. Non Conformance:

The tenders not conforming to the above mentioned requirements stated under Cl:2 are liable to be rejected.

5. Validity of offer:

Tenderers shall keep their offer valid for a period of **60 days** from the due date for submission of tender.

6. Visit to our factory:

The tenderer, at the tenderer's own cost/responsibility is advised to visit our unit at Manali between 9.30 am to 4.30 pm on all working days and examine for obtaining all information that may be necessary for preparing the Tender for entering into a contract, for the tendered AMC work. **(Contact Person: Suresh babu 9840300825)**

7.(a) CONDITIONS / PROCEDURE FOR ON-LINE BID SUBMISSION

The bidder would be required to register on the e-procurement market place <https://balmerlawrie.eproc.in> and submit their price bids online. **No offline bids shall be entertained by the Tender Inviting Authority.** The bidders shall submit their eligibility and qualification documents, Technical bid, Financial bid etc., in the standard formats prescribed in the Tender documents, displayed in eProcurement web site. The bidders shall upload the scanned copies of all the relevant certificates, documents etc., in support of their eligibility criteria / technical bids in the eProcurement web site.. The bidder shall sign on the statements, documents, certificates, uploaded by him, owning responsibility for their correctness/authenticity.

8. (b) PRICE BID SUBMISSION ONLINE:

Price bid shall be as per Annexure -A which needs to be submitted ONLINE as per following steps:

Step(1) Bidders shall download all the 4 pages of Annexure-A (given in 'pdf' format) and take a print out.

Step(2) Rates shall be filled in manually on the print out copy of Annexure-A (in highlighted cells).

Step(3) Filled in 4 pages shall be duly signed and stamped with company seal.

Step(4) All the 4 pages filled in as above, shall be scanned and uploaded in e-portal as softcopy in 'pdf' format and follow the procedure given in e-portal for e-bidding.

9. Registration with eProcurement platform

For registration and online bid submission bidders may contact HELP DESK of M/s C1 India Pvt., Ltd., or they can register themselves online by logging in to the website <https://balmerlawrie.eproc.in>

10. Digital Certificate authentication

The bidder shall authenticate the bid with his Digital Certificate before submitting the bid electronically on eProcurement platform and the bids not authenticated by digital certificate of the bidder will not be accepted on the eProcurement platform.

All the bidders who do not have Digital Certificates need to obtain Digital Certificate. They may contact Help Desk of C1 India Pvt Ltd.

11. Corrigendum to tender

The bidder has to keep track of any changes by viewing the addendum / corrigendum's issued by the Tender Inviting Authority on time-to-time basis in our website www.balmerlawrie.com and our eProcurement platform www.balmerlawrie.eproc.in. The Company inviting tender shall not be responsible for any claims / other issues arising out of this.

12. Bid Submission Acknowledgement

The user should complete all the processes and steps required for bid submission. The successful bid submission can be ascertained once acknowledgement is given by the system through bid submission number after completing all the processes and steps. Tender Inviting Authority and C1 India Pvt. Ltd. will not be responsible for incomplete bid submission by users. Users may also note that the incomplete bids will not be saved by the system and are not available for the Tender Inviting Authority for processing. Before uploading scanned documents, the bidders shall sign on all the statements, documents, certificates uploaded by him, owning responsibility for their correctness / authenticity.

13. PRICE BID TO BE UPLOADED ON-LINE ONLY (Refer 8 (b))

SUBMISSION OF OFF-LINE PRICE BID WILL DISQUALIFY THE BIDDERS's PARTICIPATION IN THE TENDER

Evaluation of the price bids of qualified bidders will be done and overall lowest landed rate including both the items (Net of Service Tax, if any as applicable) shall be taken as L1 price and next lowest as L2 price and so on. The order will be awarded to L1

quoted bidder

14. GENERAL

BL shall not take any responsibility for any delay or non-receipt of said documents. If any of the documents furnished by the bidder is found to be false / fabricated, the bidder is liable for black listing, cancellation of work and criminal prosecution.

BL reserves the right to accept any tender in whole or split the order or reject any or all tenders without assigning any reason.

BL shall not be bound to accept the lowest tender and reserves the right to accept any or more tenders in part. Decision of BL in this context shall be final and shall be binding on the bidders.

It may be noted that the terms not mentioned in the offer shall be considered as per our tender terms and conditions only.

Whenever there is a duplication of clause in the terms and conditions, the clause which is beneficial to the Company will be considered applicable at the time of any dispute

It shall be understood that every endeavor has been made to avoid error which may materially affect the basis of the tender and the successful bidder will take upon himself to provide for risk of any error which may subsequently be discovered and shall make no subsequent claim on account thereof.

15. DISCLAIMER CLAUSES:

Neither the Company (Balmer Lawrie & Co. Ltd.) nor the service provider (C1 India Pvt. Ltd.) is responsible for any failure of submission of bids due to failure of internet or other connectivity problems or reasons thereof.

16. TENDER DOCUMENT (EXCLUDING PRICE BID) SUBMISSION:

Your offline document (excluding price bid) shall comprise the following:

- A **covering note** in your letter head
- **Annexure-1** duly filled in, signed with seal
- **Annexure-2** Your Terms and conditions duly signed with seal in all the pages
- Relevant **copies of certificates/ registrations/Documentary proof for Work experience/Self- Declaration as per clause 2** etc as per prequalification requirement.

17. EVALUATION OF BIDS:

Price given in **Annexure-A** shall be used for grading the bidders. **Priced offers of those tenderers who fulfil the pre-qualification criteria as per clause 2.0, alone will be considered for price evaluation.** Evaluation of the price bids of qualified bidders will be done and overall lowest landed rate including both the items (Net of

Service Tax, if any as applicable) shall be taken as L1 price and next lowest as L2 price and so on. The order will be awarded to L1 quoted bidder.

18 AWARD OF CONTRACT

The contract will be awarded to the lowest quoted (L1) tenderer (including both the items) based on their rates provided in **Annexure-A**.

If required, the Company would carry out negotiation with the tenderers and it would be in the interest of the tenderers to give their most competitive rates

Your offline tender comprising all the above documents shall be kept in a sealed envelope subscribed as 'Unpriced Offer for Comprehensive Annual Rate Contract for IT Hardware Asset at BL' and should reach the undersigned at our Manali works at the following address on or before 12.01.2018.

For Balmer Lawrie & Co Ltd

Manager –IT

Associate Services
32, Sathangadu Village, Manali,
Chennai – 600068.

Phone : 044 – 25946651 / 25946500

Fax : 044 – 25941156

email : sureshbabu.p@balmerlawire.com

for BALMER LAWRIE & CO LTD

Manager (IT)

**Encl: Annexure-1 (Contractor De
Annexure-A (Schedule of IT Assets)**

Signature of Tenderer :

Date:

Seal: