

**SHIVSHAHI PUNARVASAN PRAKALP LIMITED  
(SPPL)**

**CIN : 70200MH1998SGC116664**

**Website : [www.sppl.biz](http://www.sppl.biz).**

No. SPPL/M(Admin)/Compu.Maint.Ser./ 87 /2023

Date: 18/01/2023

**TENDER DOCUMENT  
FOR  
ANNUAL MAINTENANCE CONTRACT FOR DESKTOP COMPUTERS,  
LAPTOPS, PRINTERS, NETWORKING, SOFTWARE & OPERATING  
SYSTEMS**

Name of Work	Annual Maintenance Contract for Desktop Computers, Laptops, Printers, Networking, Software & Operating Systems
Last Date and Time	3.00 pm on 31/01/2023
Time and Date of Opening of Bid	4.30 pm on 01/02/2023
Bid on website	<a href="http://www.sppl.biz">www.sppl.biz</a>
Contract Period	Two years from the execution of Maintenance Contract

Sealed Quotations are invited from experienced & professionally qualified Agencies/Firms to undertake Annual Maintenance Contract for Desktop Computers, Laptops, Printers, Networking & Systems installed in Shivshahi Punarvasan Prakash Ltd.(SPPL).

## **GENERAL INSTRUCTIONS TO BIDDERS**

1. Contractor will have to undertake Annual Maintenance Contract for Desktop Computers, Laptops, Printers, Networking, Software & Operating System installed in SPPL.
2. Contractor will be expected to provide timely & qualitative services during the specified period as per Annual Maintenance Contract to be executed with SPPL.
3. Contractor shall be expected to have adequate technical knowledge for providing Annual Maintenance Contract for Desktop Computers, Laptops, Printers, Networking, Software & Operating Systems relating to different platforms IT Hardware & Software.
4. Contractor must have minimum experience of 3 years in execution of similar Annual Maintenance Contract and would be required to submit a copy of certificate or documents to establish past experience of working for other Organizations/Clients.
5. Contractor or senior representatives who are so authorized must pay visit within 3 hours of report sent or communicated by SPPL.
6. Contractor will have to deploy trained and qualified professionals every working day at least 3 hours within working hours of SPPL office to inspect availability of services and also attend regular operational complaints as part of their Annual Maintenance Contract with SPPL.
7. Contractor will have to bear risks of loss of or damages to physical property and of personal injury and death which may arise during the performance of any work under Annual Maintenance Contract with SPPL.
8. Contractor will have to submit Quarterly Bills of all visits services made & provided to SPPL.
9. Contractor will have to inform SPPL about any Spare parts/Softwares etc. for discharge of their Annual Maintenance Contract if required. Their cost will be borne by 'SPPL'.
10. Contractor will have abide by any change in Taxation Structure & Tariffs/Rates effected by Central & State Government at the time of sanction of their bills & relevant amounts will be directly deducted by SPPL.

11. Contractor has to provide Non-Comprehensive Maintenance Service with no extra charges for any kind of particular service, however purchase of any Spare Parts of Consumables items like Drum, Toner etc. will be paid by SPPL. In case Non-Comprehensive Maintenance Service of branded Laptop/Printer/Scanner will be required to be procured only from Original Manufacturers.
12. Contractor under the Non-Comprehensive Maintenance Service will also have to provide temporary & functionally equivalent replacement in case any spare part/assembly is not immediately repairable or may require long time to repair and no extra charges will be permissible under Annual Maintenance Contract.
13. Contractor shall ensure that LAN does not have down time on the grounds that defective cable & installation points etc. for which required replacement items will be provided by SPPL.
14. Contractor shall have to bear burden of intermittent failures and repetitive problems, due to improper diagnosis or repair & the System will be treated as suffered down time and penalty amount may be imposed by SPPL.
15. Contractor should on his own upgrade the Anti-virus Software from time to time under intimation to SPPL.
16. Contractor will have to inspect all IT Hardware & Software and related Electronic Installation or Equipments, at least once a month for updation & general check up under intimation to SPPL.
17. Contractor will have to submit his offer in Two Envelope System containing 'Technical Bid' and 'Financial Bid' to SPPL. Submission of Self Attested copies of Supporting Documents/Proofs of Registrations for all Taxes stated in 'Technical Bid' form along with 'Technical bid' is mandatory. 'Technical bid' and 'Financial bid' will not be considered and treated as disqualified if these supporting documents/proofs are not submitted along with 'Technical Bid'.
18. Contractor who will be selected will have to execute the Annual Maintenance Contract on Stamp Paper and its expenses will not be borne by SPPL.

19. Contractor who will be selected will have to execute Annual Maintenance Contract initially for 2 years, which may be extended on existing rates & same terms and conditions for additional one year on performance evaluation by SPPL.
20. Contractor who will be selected will have to agree to resolve all disputes amicably with regard to implementation of Annual Maintenance Contract & those which remain unresolved may be conveyed to SPPL in writing along with reasons thereof for due consideration & final decision at the level of Managing Director.

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## **FORM FOR TECHNICAL BID**

- 1) NAME OF THE COMPANY/  
AGENCY/ FIRM :-
  
- 2) REGISTERED ADDRESS :-
  
- 3) POSTAL ADDRESS :-
  
- No. 1 & 2 proof Attached herewith)
- 4) PHONE NO. :-
- 5) FAX NO. :-
- 6) MOBILE NO. :-
- 7) EMAIL ID :-
- 8) GST REGISTRATION NO. :-  
(Self-Attested copies to be attached  
herewith)
- 9) PAN NO. (Self-Attested copy required) :-
- 10) WORKS EXPERIENCE CERTIFICATE :-  
(Self-Attested copies to be attached  
herewith)
- 11) NAME OF TECHNICAL STAFF :-  
WITH QUALIFICATION  
(a)  
(b)  
(c)
- 12) NAME OF ENGINEERS :-  
WITH QUALIFICATION  
(a)  
(b)  
(c)
- 13) ISO Certificate No. :- **YES / NO**

**(Authorized Signatory)  
With Rubber Stamp/Seal**

**Place :-**

**Date :-**

## FORM FOR FINANCIAL BID

SL No. of Tender :- SPPL/M(Admin)/Compu. Maint. Ser./87/2023

**Name & Address of the Bidder/        :-**  
**Firm/Company/Contractor etc.**

### QUOTATION FOR AMC OF COMPUTER, PRINTERS, NETWORKING & SOFTWARE SYSTEMS

Sr. No.	ITEM	QTY	AMC TYPE	RATE (ANNUAL) Rs.	TOTAL Rs.
1.	Desktop Computer	13	Non-Comprehensive		
2.	Laptop	01	Non-Comprehensive		
3.	3IBM Server	01	Non-Comprehensive		
4.	HP & Samsung Printers	10	Non-Comprehensive		
5.	HP Scanner 2400	02	Non-Comprehensive		
<b>TOTAL ANNUAL Rs.</b>					
In words Rs. _____					

I/We agree to supply the above service as per terms and Conditions mentioned in Tender Document. I/Our authorized representatives has visited your office and we fully understand the scope of work. Rate quoted are exclusive of applicable taxes. We confirm that adequate precautions will be taken at our end to ensure safety of employees of SPPL & no damages or taxes to any ITH database & Software & Hardware & Overall System installations of SPPL.

**Place:-**

**Date:-**

**SIGNATURE**  
**&**  
**RUBBER STAMP/SEAL**