



AHMEDABAD MUNICIPAL CORPORATION

E-TENDER FOR PROVIDING AND INSTALLING

- i3 INTEL Processor based COMPUTER SYSTEM
- A4 Size Monochrome All in one Laser Printer

**AMC-HEALTH-UHC-CHC-SYS-PRN-
2023-24-15**

**ISSUE DATE
LAST DATE OF
SUBMISSION**

**14/03/2024
03/04/2024 up to
16.00 hrs**

**DATE OF
TECHNICAL BID
OPENING**

**03/04/2024
16.30 hrs**

MUNICIPAL COMMISSIONER

AHMEDABAD MUNICIPAL CORPORATION

SARDAR PATEL BHAVAN, DANAPITH,

AHMEDABAD-380 001

PHONE : 91-079-25391811-30; ext:-434 Fax: 91-079-25350926

www.ahmedabadcity.gov.in

email: egovtender@ahmedabadcity.gov.in

2024

-: T E N D E R :-

From :-

To :-

Municipal Commissioner

Ahmedabad Municipal Corporation

"Sardar Patel Bhavan", Danapith

Ahmedabad - 380 001.

Subject : Tender for providing and installing

- **i3 INTEL Processor based COMPUTER SYSTEM**
- **A4 Size Monochrome All in one Laser Printer**

for Ahmedabad Municipal Corporation.

Dear Sir,

We hereby offer to supply the items listed in **Schedule - A** as per specification attached herewith. Our quotations are shown in the attached Tender Schedule. We will supply the designated items at the firm prices quoted in electronics format and in full compliance with the terms and conditions.

A receipt of the tender fee of **Rs. 3,600/- (Rs. Three Thousand Six Hundred Only) Non-Refundable.** and earnest money deposit of **Rs. 5,25,000/- (Rs. Five Lacs Twenty Five Thousand only)** paid in the form of D.D. or BG of any bank given in annexure-4 is attached herewith separately.

		Bank name and DD no.
Tender Fee	Rs. 3,600/- (Rs. Three Thousand Six Hundred Only)	
EMD	Rs. 5,25,000/- (Rs. Five Lacs Twenty Five Thousand only)	

Truly yours,

DATE : __/__/__

**Signature of Bidder
including title and capacity
in which tender is made.**



**GENERAL CONDITIONS
INVITATION & INSTRUCTION FOR BIDDERS**

General Conditions: Invitation & Instruction for Bidders

1. Invitation:

- 1.1. E-Tenders are invited by Ahmedabad Municipal Corporation, in two stage (1) Technical bid & (2) Commercial bid in the prescribed form for providing and installing required computer system & printers from reputed and established International/National manufacturers/ Resellers having good nationwide networking, sales and services. **Tender is available on <https://tender.nprocure.com> and www.ahmedabadcity.gov.in website.** At time of opening tender only technical bid will open. Commercial bid of short listed bidders will open after evaluating technical bid. Date & time of opening of commercial bid will be declared later & informed to bidders.

2. Purchase of Documents:

- 2.1 Tender fee for Tender Document is **Rs. 3,600/- (Rs. Three Thousand Six Hundred Only)** which shall be in favour of The Municipal Commissioner, Ahmedabad in a form of demand draft of any bank listed in Annexure - 4 payable at Ahmedabad. Cheques will not be accepted in any circumstances. Tender fee is nonrefundable. Bidder must submit online information of draft of tender fee like number, date, bank & value on line.

3. Whom to Contact :

Name	Designation	Contact No.
Mr. Sarang Modi	Manager (E-Gov)	9376016782
Mr. Pruthesh Kayastha	System Engineer	9377482403
Mr. Dhawal Pandya	Jr. System Engineer	9712970987

May be contacted for any further information on the tender.

4. Earnest Money Deposit :

- 4.1. Tender should be accompanied by Earnest Money Deposit of **Rs. 5,25,000/- (Rs. Five Lacs Twenty Five Thousand only)** which shall be in favour of The Municipal Commissioner, Ahmedabad in a form of demand draft or in the form of an unconditional Bank Guarantee (which should be valid for six months from the last date of bid submission) in the name of Ahmedabad Municipal Corporation of any bank listed in Annexure-4 of Ahmedabad only. Cheques will not be accepted in any circumstance. Bidder must submit online information of draft or Bank Guarantee of EMD like number, date, bank & value.
- 4.2. **Tender form not accompanied by Earnest Money Deposit and Tender Fee shall be rejected as non-responsive. No exemption will be given for tender fee & E.M.D. to any bidder.**
- 4.3. If, during the Tender validity period, the Bidder withdraws his tender, the Earnest Money Deposit shall be forfeited.
- 4.4. The Earnest money deposit will be returned to the unsuccessful Bidders only after the decision taken on this tender item by The Municipal Commissioner. The earnest money deposit will be returned to the successful Bidder only after the submission of

security deposit as per the prevailing rules and regulations of The Ahmedabad Municipal Corporation.

- 4.6 The Successful Bidder shall complete the assigned work within **45 days**, once he is intimated about the acceptance of his Tender.

- 4.7 Consortium / Joint Ventures of firms not allowed.

4.8 Amendment of Bidding Documents (Corrigendum)

- 4.8.1 At any time prior to the deadline for submission of bids, AMC may, for any reason, whether its own initiative or in response to the clarification request by a prospective bidder, modify the bidding documents.

- 4.8.2. The corrigendum will be published on website **<https://tender.nprocure.com> & www.ahmedabadcity.gov.in.**

- 4.8.3 In order to allow prospective bidders reasonable time to take into consideration the amendments while preparing their bids AMC, at its discretion, may extend the deadline for the submission of bids.

5. Tender Validity Period :

- 5.1. The tender shall be valid for a period of not less than **180 days** from the date of Bid opening.
- 5.2. In exceptional circumstances, AMC may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder may refuse the request without forfeiting its E.M.D. A Bidder granting the request will not be permitted to modify its bid.
- 5.3. AMC can give repeat order up to 25 % within tender validity period on same tender price as per work order.

6. Submission of Tender :

- 6.1. Draft of tender fee & EMD, Copy of tender duly signed & stamped on each pages of tender & technical bid must be submitted in one sealed cover and shall super scribe "TENDER FOR PROVIDING AND INSTALLING COMPUTER SYSTEM & PRINTER FOR AMC, TENDER NO.:- AMC-HEALTH-UHC-CHC-SYS-PRN-2023-24-15 of Ahmedabad Municipal Corporation" and Company's name and address, contact nos of office and mobile nos.
- 6.2. Cover of above said items will be submitted in the office of the **Tender Officer, Central Record Department, Ahmedabad Municipal Corporation, B Block, mezzanine Floor, Sardar Patel Bhavan, Danapith, Ahmedabad** before opening of tender through Hand delivery or Registered Post or speed post shall only be considered as a valid tender. Telegraphic tenders will not be entertained.
- 6.3. Tender received late on account of any reason will not be considered.

6.4 Bidder must quote separated price for each item as commercial bid IN ELECTRONIC FORMAT ONLY as per attached format on the <https://tender.nprocure.com> website.

7. Closing & opening of Tenders:

- 7.1. Closing of tender will be at **16:00 hrs** on Date: **03/04/2024**.
- 7.2. Only technical bid will be opened online at **16:30 hrs** on Date: **03/04/2024**.
- 7.3. Commercial bid of short listed Bidders will be open electronically after evaluating technical bid. Date & time of opening of commercial bid will be declared later & informed to bidders.

8. Capability of Bidder:

- 8.1. Tender must be signed by an authorized person of bidder.
- 8.2. The certificate from the Firm/Company should be attached with Tender stating authority to sign such Tender by above person.
- 8.3. Bidder's Sign, designation, full name, occupation, phone no., mobile no, E-mail address and addresses shall be stated below their signature on all Schedules, continuation sheets and all other pages on which he makes entry. Bidder must sign & stamp of his company on each page of tender.

8.4 Bidder must provide following as technical bid as Eligible Criteria in ANNEXURE-C.

- 8.4.1 The bidder must have a turnover of Rs. 60 Lacs (Minimum) in the each year. Bidder must submit copies of Audited Annual Accounts for last three years (2020-21, 2021-22, 2022-23) with the bid. The copies of Audited Annual Accounts balance sheet for last three years shall be attached along with the tender & must indicate turnover in it. If audited financial statements are not available then in such case bidder must submit CA Certificate specifying the turnover details & documents of turnover justification.

The Bidder must fill & submit on separate sheet in require format as per Annexure-C Form 1 & must clearly show on which page turnover reflect for given three years. (Put a label on page where turnover is shown in balance sheet year wise).

- 8.4.2 (a) The bidder must have one office in Ahmedabad. Please attach the copy of any of the following: Property tax bill/Electricity Bill/Telephone Bill of last three years one per year, PAN Card & GST Registration. (The Bidder must fill & submit on separate sheet in require format as per Annexure-C Form 2.).

(b) Service Station of the supplied brand must be in Ahmedabad. Bidder must submit the Service Station details. Please attach the copy of any one of the following

of service station: Property tax bill/Electricity Bill/Telephone Bill of last three years one per year & GST Registration. The Bidder must fill & submit on separate sheet in require format as per Annexure-C Form 3.

Bidder must ensure that the warranty support & service should be available up to delivery locations to provide repairing cum replacement services of faulty equipment within 48 hrs.

- 8.4.3 The bidder must have at least 3 work orders of each of minimum 45 nos. of computer system installations & 3 work orders of each of minimum 16 nos. printer installations in last 3 years (i.e. 2020-21,2021-22, 2022-23) (Multiple Orders of Single site/firm can be considered). Out of the three orders, one order must from Central government or state government or local government or Nationalize bank or PSU body. Notarized Purchase orders must be submitted along with the bid. The Bidder must fill & submit on separate sheet in require format as per Annexure-C Form 4.

OR

The bidder must have at least 2 work orders each of minimum 60 computer system installations & 2 work orders of each of minimum 22 printer installations in last 3 years. (i.e. 2020-21,2021-22, 2022-23) (Multiple Orders of Single site/firm can be considered). Out of the three orders, one order must from Central government or state government or local government or Nationalize bank or PSU body. Notarized Purchase orders must be submitted along with the bid. The Bidder must fill & submit on separate sheet in require format as per Annexure-C Form 4.

OR

The bidder must have at one work order sites each of minimum 100 computer system installations & one work order of each of minimum 38 printer installations in last 3 years. (i.e. 2020-21,2021-22, 2022-23) (Multiple Orders of Single site/firm can be considered). This order must from Central government or state government or local government or Nationalize bank or PSU body. Notarized Purchase orders must be submitted along with the bid. The Bidder must fill & submit on separate sheet in require format as per Annexure-C Form 4.

- 8.4.4 Warranty/license information of three years of supplied computers & printers by bidder must show on OEM web site.
- 8.4.5. Bidder must submit bid specific MAF certificate from OEM (on OEM original letterhead) that bidder is authorized dealer/reseller of OEM and OEM will provide support the computer and printer spares for 3 years.
- 8.4.6 AMC may ask bidder to supply one computer system & printer for evaluation at AMC. Bidder can take back computer system & printer after final decision taken by The Municipal Commissioner. The computer system & printer would be thoroughly checked by AMC or third party.

- 8.4.7 Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 published by Ministry of Finance, Dept. of Expenditure, Public Procurement division regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this as per **Annexure-5** and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

8.5. Disqualification:

- 8.5.1. Even though the Applicants meet the required criteria, they are subject to be disqualified if Applicant or any of its constituent partner/s, director/s have: - Made misleading or false representation in the forms, statements, and attachments submitted; or - Been debarred or terminated or blacklisted by Central Govt. organization / State Govt. organization / AMC / Any Municipal Corporation / ULB s etc.
- 8.5.2. If, any of the directors, partners or the proprietor has a criminal history or has been convicted by any court of law for any of the offenses under any Indian laws.
- 8.5.3. If, any criminal proceeding is pending in any court of law in India against any of the directors, partners or a proprietor and if any such proceeding culminates into conviction.
- 8.5.4.. If a bidder has any objection or complaint than he can raise it only after opening of technical bid and before opening of commercial bid. If any bidder raise objection / complaint after opening of commercial bid than that bidder will be considered as an intentionally affecting tender process and creating pressure on authorities and will be debar for 5 years and his E.M.D. will be forfeited. If any objection/complaint received which is not raised by bidder taken part in tender than such objection/complaint will not be considered.
- 8.5.6. Bidder must submit self-declaration for point no. 8.5.1, 8.5.2 & 8.5.3 collectively.

9. Bidder Must Submit:

- 9.1 The tender form is to be completed by ink or by typewritten without alteration or modifications. Changes if any must be initialed by the person signing the tender. Additional pages must be serially numbered.
- 9.2. The tender will be disqualified if complete information, as called for, in the technical bid & commercial bid, is not provided.
- 9.3. Any tender containing vague and indefinite expressions will not be considered.
- 9.4. Bidders must furnish all technical data, descriptive literature, leaflet and supplementary description, current specification in English language only. They

may point out any special features and advantages of the equipment offered by them.

- 9.5. No modification can be done in tender once it is submitted to tender Officer's office in Ahmedabad Municipal Corporation.
- 9.6. While tenders are under consideration, Bidders and their representatives or other interested parties shall refrain from contacting by any means or by any persons or representatives of Ahmedabad Municipal Corporation on matters relating to the tenders under study. If necessary, Bidder may raise their query through E-mail mention in tender (egovtender@ahmedabadcity.gov.in) before three days of tender submission. No queries will entertain by E-governance department after above period.
- 9.7. Drawings, data and descriptive literature as required in the specification must be submitted with the tenders and shall include sufficient detailed performance information to allow evaluating the items as to soundness, reliability, serviceability and efficiency. If drawings, data and / or literature are submitted that would require modification to meet the specifications, these modifications should be clearly indicated. Failure of information to show that the item offered confirms to the specifications may result in rejection of the tender.
- 9.8. Printed terms and condition of the tender will not be considered as forming part of tender. In case any terms and condition of the contract or items in drawings, data and literature are not applicable to this tender, Bidders are warned to intimate separately on their own letterhead. Cancellation of any term and condition of the Bidder form will not be entertained in any circumstance.

10. Spare parts :

The Bidder shall submit

- 10.1. For Computer system & printer, all spare parts (included all hardware & plastics part, like mother board, hard disk, power supply, switches, cables, sensors in case of computer & printers & gears, teflon & pressure roller in case of printer (except toner) considered necessary, for the equipment to be operated and maintained in a satisfactory manner for a **period of 3 years for computers & printers from the date of invoice for order given by AMC. Plastic part damage by user will not be covered in warranty.** If computer system or printer or its part is found not repairable or repeatedly giving problem, Bidder must replace new computer system or printer or its part within warranty period.
- 10.2. In case the quoted Item is not available in the market, the bidder will have to supply Higher Version of that Item in the quoted cost in the same time duration with prior approval of Ahmedabad Municipal Corporation. No “End of Life” product should be quoted to minimize such instances till the bid validity (Make & Model quoted by the bidder should be available till the bid validity, duly supported for spares/OEM support for 5 year).
- 10.4. A guarantee of the availability of all spare parts shall be provided with the tender.

10.5. One set of illustrated spare parts catalogues shall be provided with the tender.

11. Price Schedule – Commercial Bid

11.1. All tender prices should be on a fixed and firm price basis for delivery at destination.

11.1.1. All tender prices must be filled in the format prescribed in Commercial Bid in electronic format only. Do not submit commercial bid physically along with copy of tender & technical bid.

11.2. Prices and other taxes should be inclusive of the following required Computer system & printer.

11.2.1. Ex-factory price (Including packing and forwarding)

11.2.2. Freight

11.2.3. Insurance in transit up to destination

11.2.4. GST and any other taxes

11.2.5 Other cost up to the point of destination including assembly testing and agent commission and unloading and stacking at site as directed.

11.2.6. Total cost delivered to destination.

11.3 All columns of commercial bid should be filled correctly online.

11.4 Prices must be stated online separately for each item in commercial bid.

11.5. The prices shall be written in both words and in figures. In case of ambiguity in price quoted in figures and words, the same quoted in words shall prevail.

12. Successful Tenders:

12.1. Commercial bid of short listed Bidders are open after evaluating technical bid. L1 is considered on total of computers & printers as per commercial bid. Municipal Commissioner of Ahmedabad Municipal Corporation, however, reserves the right to change above criteria or reject any or all tenders without assigning any reason.

12.2. The award of contract will normally be made within one month after the date of opening of tenders.

12.3 A.M.C. reserves the right at the time of award of contract to increase or decrease by 25% the quantity specified for any item.

12.4. Any revision and amendments to the tender will be publish on web site <https://tender.nprocure.com> & www.ahmedabadcity.gov.in

- 12.5. Contract shall mean acceptance of tender issued against this tender.
- 12.6. The successful Bidder will sign an agreement within 15 (fifteen) days period from the date of acceptance of purchase order as per enclosed format **Annexure -1** on the Govt. stamp paper of Rs. 300/-.
- 12.7. The successful Bidder(s) will pay Performance Bank Guarantee @ 5 % of total order value within 15 days from the date of acceptance of Purchase order (for warranty period + extra 3 months) payable at Ahmedabad in favor of Ahmedabad Municipal Corporation of any bank as per attached list in annexure-4. The Performance Bank Guarantee will be returned after the Warranty period + extra 3 months. The Bank Guarantee shall be as per the enclosed format **Annexure-2** or in the format acceptable to the A.M.C on stamp paper of Rs. 300/-.
- 12.8. In case the awardee i.e the selected Bidder fails to supply goods in time or specified quantity and quality of the performance of such supply/supplies is/are not found up to the mark or found of an inferior quality vis-a-vis specifications, the Earnest Money Deposit and/or Security Deposit will be forfeited at once.
- 12.9 Bidder must fill detail given in **Annexure-3. Submit all documents given in form. It is compulsory for payment procedure.**
- 12.10. All goods to be supplied should be of specified or higher speed/technology/version & not older than one year in market.
- 12.11. Technical details of goods to be supplied should be submitted along with the tender.
- 12.12. Corrections, erasures made in the tender format(s) and other paper(s) including pasted slip(s) if any, should be invariably initialed. No negotiations as to rate(s) quoted will be made unless it is deemed necessary in context of the configurations and quality of the Computer & printer system required.
- 12.13. It should be noted that the lowest rate(s)/price(s) will not be the sole criterion for accepting tender for any of the goods but emphasis will be given to the quality of the products and ever the readiness to offer innovative technology thereof. Any offer / tender not meeting the terms and conditions mentioned herein above will be liable for rejection without assigning any reason thereof.
- 12.14. In case, the successful Bidder will not supply the ordered items for any reason, AMC may give work order to L2 bidder if L2 bidder will agree to match price of L1 bidder & so on.
- 12.15. The selected Bidder must submit excel sheet of calls done by his engineers as given by AMC officials on 1st week of every month. It is compulsory for bidder engineer to mention complain date & time & call closing date & time. The call report must match with above mention excel sheet. If it is matched the call will not consider.
- 12.16. If bidder fails to submit call excel worksheet per month said in point 12.15 than Rs. 500/- of penalty will be charged & deducted from security deposit per event.

13. Delivery and Payment:

- 13.1. Time of delivery is important. Complete delivery of each item at the destination shall be within **45 days** from the date of the receipts of the order of accepting the tender i.e. firm order from A.M.C.
- 13.2. The Bidder shall deliver the equipment at the destination as specified by the A.M.C. at different locations where actual computer system & printer requires to be installed. The Bidder will also require supervising the final assembly of equipment at the site and give-working test as well as after sales services provided in the tender.

13.3. Payment terms

- 75% against delivery and Subject to submission of the agreement paper, 5% Performance Bank Guarantee for warranty period (+ 3 months extra) and Performance invoice in triplicate. (Bank guarantee must only be of any Bank per attached list in Annexure-4).
- 25% after successful submission of installation report.
- As decided by AMC

14. Equipment transit:

- 14.1. It is responsibility of bidder to provide coverage for all items, against transit risks, incident to acquisition transport and delivery of equipment up to destination. The coverage shall be as to allow complete replacement of any item lost or damaged.
- 14.2. In case of damage or loss in transit up to destination it shall be the responsibility of the seller.
- 14.3. The seller shall take immediate steps to replace the damaged equipment in transit.

15. Packing and Marketing:

- 15.1. All items ordered should be processed and packed suitably safe delivery at destination as per commercial practice.
- 15.2. The seller shall insert in each case a packing list fully item-wise to show the case numbers, contents, gross and net weight and cubic measurements. One copy of the packing list should accompany the dispatched documents sent to consignee.

16. Quality:

- 16.1. All materials used for the manufacture of the equipment to be furnished, shall confirm to the relevant International/Indian Standards.

- 16.2. The design and workmanship shall be of superior quality so as to ensure satisfactory operation of the equipment in the topic under humid and dust condition.
- 16.3. The design and production of equipment shall be in accordance with modern practices.
- 16.4. All similar component parts of similar equipment shall be interchangeable with one another.

17. Title:

- 17.1. Both legal and equitable title to the material, equipment and software covered by the contract shall pass on to the A.M.C.
- 17.2. In Case of all Software registration (Operating system, Antivirus, printer driver or any other software required registration) liability will rest only on the sellers. Registration must be done under the name of The Municipal Commissioner, Ahmedabad Municipal Corporation.

18. Penalty Clauses:

18.1 Delivery:

Bidder shall complete delivery within **30 days** from date of issuing purchase order. In case of delay in delivery, a penalty will be calculated at the rate of **0.5% per week of delay**.

Delay in excess of **15 days** after given 30 days delivery period will be sufficient cause for termination of the contract and Earnest Money Deposit will be forfeited.

18.2. Warranty :

- 18.2.1. During warranty period, if the complaint is not attended and successfully repaired within **48 clock** hours, the penalty of **Rs 250/-** per day per computer system & printer will be charged. This penalty will be deducted from bank guaranty at the end of contract period (3 years for computers & 3 year for printers). Same condition will apply in the annual maintenance contract after warranty period if AMC will take service contract from bidder. If bidder fails to submit calls excel worksheet per month said in point 12.15 than **Rs. 250/-** of penalty will be charged & deducted from security deposit per event.
- 18.2.2. If bidder fails to submit call excel worksheet per month said in point 12.15 than Rs. 500/- of penalty will be charged & deducted from security deposit per event.
- 18.2.3. The amount of Operational/Warranty period Penalty shall be subject to a maximum limit of 10% of the total contract value.

19. Supervision During Assembly, Erection at site and after sales services:

- 19.1. As the rates mentioned in the commercial bid to that the tender are F.O.R. Ahmedabad, the awardee of contract shall deliver the equipments free at the specified places.
- 19.2. The selected bidder shall depute his representative free of all charges to supervise the unloading and transportation so as to prevent any damages due to mishandling in these operations, to supervise erection or assembly of equipment at the specified location & during the inspection of materials.
- 19.4. This erection supervisor shall be fully responsible for the assembly of the equipment and give test before handing over the equipment.
- 19.5. The services of the erection supervisor shall be provided free of all charges.

20. Training :

- 20.1. The selected bidder may delegate one expert to train the staff of A.M.C. in operation of Computer system & printer if require.

21. Erection and Maintenance Manual:

- 21.1 Detailed operation, maintenance and repair manuals prepared in English language shall be supplied with the each Computer system & printer free of cost.

22. Contract documents and matters to be treated as confidential:

- 22.1. All documents, correspondence, decision and orders concerning the contract shall be considered as confidential and/or restricted in nature by the seller and he shall not divulge or allow to access to them by any unauthorized person.

23. Special Condition:

- 23.1. The supply will be covered by **3 Years** of comprehensive onsite performance warranty period on all Computer systems (included all hardware & plastics part, like mother board, hard disk, RAM, power supply, switches, cables, sensors, LED screen) & **3 Year** of comprehensive onsite performance warranty period on all printers (included all hardware & plastics part, like mother board, power supply, switches, cables, sensors, gears, teflon & pressure roller in case of printer except toner) from the date of invoice. Bidder should give the software support like reinstalling Operating System & other software due to corruption of Operating System & other software or formatting the hard disk for 3 years after successful installation. In case of formatting hard disk due to any corruption in Operating System or software by virus or any reasons, it is responsibility of Bidder to take important backup of that system on pen drive or USB HDD or on network or in other partition. Bidder must support for virus problem for 3 year. **Bidder must deploy one Support Engineer at AMC office throughout the Warranty period. Also Bidder must provide one telephone/mobile no. on which AMC officials can log complaint. AMC officials will not complaint on OEM telephone no or Toll free no.** If system & printer or any part of them is not working properly after

repairing/ replacing or repeatedly fail, Bidder must replace same with new one. Same will be applied after warranty period if AMC will take service contract from bidder after warranty period.

- 23.2. The selected Bidder must submit excel sheet of calls done by his engineer as given by AMC officials which are logged by AMC officials through given telephone/mobile no. by bidder on 1st week of every month to know the call status. It is compulsory for bidder engineer prepare call report for each call & to mention complain date & time & call closing date & time on each call report. The detail of call report must match with above mention excel sheet. If it is matched the call will not consider.
- 23.3. Supplier shall have adequate experienced and trained personnel for assuring prompt service facility. Also bidder must deploy one support engineer at AMC office throughout the warranty period.
- 23.4. Bidder/OEM shall have their service center at Ahmedabad city.
- 23.5. Their service engineers shall have to check and service the Computer system & printer periodically and repair/replace any component which is found defective, free of cost as part of preventive service maintenance which includes periodical visit of the service engineers at least 4 times in a year and quick response to the call for break down within warranty period. He maintain service record of all systems & printer as per above conditions. If system & printer or any part of them is not working properly after repairing/ replacing or repeatedly fail, Bidder must replace same with new one.
- 23.6. During warranty selected Bidder shall close complaint within **48 clock** hours of the call for the same on each site where will deliver by AMC, otherwise penalty will charge as per 18.2.1.
- 23.7. **During warranty period, maintenance and support time will be during working hours of AMC on each site where Computer system & printer will deliver by bidder.**
- 23.8. Bidder must provide onsite service to solve problem of all hardware, software (OS, general software, printer driver & virus related problem) for 3 years for computers & printers & after warranty if AMC take service contract from bidder. These computer systems & printers will be given to all offices of AMC. So, Service will be provided all offices for warranty period of 3 years for computers & printers & after warranty if AMC take service contract from bidder.
- 23.9. Bidder must make provision of minimum 1 nos. of each Computer system parts like Hard Disk, RAM, motherboard, power supply & all printer parts at bidder office in case of failure for immediate replacement.
- 23.10. If AMC wish to give work order for maintenance of computer system & printer after 3 years warranty than bidder must give support as per conditions of this tender of computer system & printers. Security deposit as per maintenance cost & period will deposit by bidder.

- 23.11. Bidder must kept record of installed antivirus key in each system given by AMC & must mention in installation report.

24.

24.1 FORCE MAJEURE

The supplier shall not be liable for forfeiture of his performance security, liquidated damages, or termination for default if and to the extent that his delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purpose of this clause, “Force Majeure” means an event beyond the control of the supplier and not involving the supplier’s fault or negligence and not foreseeable.

Such event may include, but are not limited to, acts of the Government in its sovereign or contractual capacity, war or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If the Force Majeure situation arises, the supplier shall promptly notify AMC in writing of such conditions and the cause thereof. Unless otherwise directed by AMC in writing, the supplier shall continue to perform his obligations under the Contract as far as it is reasonably practical, and shall use reasonable alternative means for performance not prevented by the Force Majeure

24.2 RESOLUTION OF DISPUTES

AMC and the supplier shall make every effort to resolve dispute amicably by direct informal negotiation in case of any disagreement or dispute arising between them or in connection with any of the terms & conditions of the contract or part of the terms & conditions of the contract or touching to interpretation of any or part of the terms & conditions of the contract.

24.3 ARBITRATION

If, after thirty (30) days from the commencement of such informal negotiations, AMC and the supplier have been unable to resolve amicably a contract dispute, the dispute will be referred for arbitration to an arbitrator to be appointed by mutual consent whose decision will be final and binding on both the parties. The proceedings shall be conducted in Ahmedabad and as per Indian Arbitration & Reconciliation Act, 1996. The language of the proceedings shall be in English only

24.4 GOVERNING LANGUAGE

The contract shall be written in English. All correspondence and other documents pertaining to the contract that are exchanged by the parties shall be written in English.

24.5 APPLICABLE LAW

The contract shall be interpreted in accordance with appropriate Indian law.

24.6 NOTICES

Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by fax and confirmed in writing to the party's address. A notice shall be effective when delivered or on the notices effective date, whichever is later.

For the purpose of all notices by the Supplier to AMC, these shall be sent, or on changed address, if informed in writing by AMC to the supplier, at the following address:

**The Municipal Commissioner
Ahmedabad Municipal Corporation
Sardar Patel Bhavan, Danapith
Ahmedabad – 380 001.**

For the purpose of all notices by AMC to the supplier, these shall be sent on the following address or on changed address if informed in writing by the supplier to the AMC.

Company: *(To be filled in at the time of Contract signing)*

24.7 BINDING CLAUSE

All decisions taken by the Municipal Commissioner, AMC regarding the processing of this tender and award of contract shall be final and binding on all parties concerned.

AMC, reserves the right: -

- o To vary, modify, revise, amend or change any of the terms and conditions mentioned above; or
- o To reject any or all the tender/s without assigning any reason whatsoever thereof or to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

24.8 INTERPRETATION OF THE CLAUSES

In case of any ambiguity in the interpretation of any of the clauses in the Bid document or the Contract Document, the interpretation of Municipal Commissioner of Ahmedabad Municipal Corporation of these clauses shall be final and binding on all parties. Bidders shall carefully examine the Tender Documents and fully inform themselves as to all the conditions and matters which may in any way affect the work or the cost thereof. Verbal clarification and/or information given by the E-Governance Department , AMC shall not be binding on the AMC.

24.9 Stamp Duty and Legal Charges

It shall be incumbent on the successful Bidder to pay stamp duty on the contract and legal charges for preparation of the contract agreement.

- 24.10** Bidders not submitting the above mentioned information along with their tenders, the tender will not be considered for evaluation and the bid will be outright rejected.

DECLARATION FORM

- (i) I/ We hereby declare that I / We have visited the site and fully acquainted myself / ourselves with the local situations.
- (ii) I / We hereby declare that I / We carefully studied the conditions of contract, specifications and other documents of this work and agree to execute the same accordingly.

Declaration Certificate

I / We hereby declare that my / our near relatives are not working in Ahmedabad Municipal Corporation in any capacity as on today. (As an Concerned Dy. Municipal Commissioner, Asst. Managers, E-Governance Department or upto class I and II officers of AMC department)

I/We have thoroughly read, studied and understood the instructions for the tender formats as well as the terms and conditions referred to herein-above and same are acceptable to us.

Signature Of Bidder
Designation :
Name :
Company's Stamp



SCHEDULE – A

TECHNICAL SPECIFICATION AND RELATED INFORMATION, APPROXIMATE REQUIREMENT OF AHMEDABAD MUNICIPAL CORPORATION

(A) Computer System:- (300 Nos.)

Brand:- _____ **Model:-** _____ **Processor:-** _____

Sr. No.	Item	Parameters	Comply (Yes / No)
1	Architecture	SFF / Tower	
2	Processor	13th Generation Intel Core i3 (4 Core 3.4Ghz) OR Equivalent AMD Ryzen 3 or Higher	
3	RAM	1 x 8 GB DDR4-3200MHz or higher with 1 DIMM slot free, Expandable Up to 64 GB	
4	Chipset	Q670, AMD Pro 565 or Higher	
5	Graphics	Integrated on board graphics controller, Integrated audio chip	
6	Hard Drive SSD	1 TB PCIe NVME SSD Hard Disk, Pre-Loaded OS installed on SSD	
8	Display	19.5” inch Backlit HD LED Monitor HD 1600 x 900 Resolution 60 Hz, with VGA+ HDMI Port. (LED Monitor should be of same OEM make as Computer). TCO 8.0 Certified or Higher	
9	Slots	Total 2 PCIe (1 Nos. PCIe x1, 1 Nos. PCIe x16) Slot	
10	Input	USB Keyboard (Keyboard should be of same OEM make as Computer) OEM logo embossed / etched / Printed (No Stickers)	
11	Pointing Device	USB Mouse (Mouse should be of same OEM make as Computer) OEM logo embossed / etched / Printed (No Stickers)	
12	Power Supply	180 W typical 85% Efficient PSU or Higher	
13	Port and Interface	1 x RJ-45 port 10/100/1000 Mbps (rear), 1-Serial Port, 8 USB port minimum 3 x USB 3.2 Gen2, 1 x Universal Audio Jack, 1 x VGA /DP Port (rear), 1 x HDMI port (Default Display Output), intrusion censor, discrete TPM 2.0	
14	Operating System	Factory Preloaded Latest Microsoft Windows 11 Professional with latest updates, OS Build & Version should be Latest. OEM must support recovery media creation through its website to reinstall the operating system when required and bring the computer back to its original condition as configured by the OEM. OEM must have facility to download updates of device drivers and firmware on its website.	
15	Certification	ENERGY STAR® 8.0 / BEE Qualified, EPEAT OR RoHS, UL/CE/FCC or equivalent third-party certification from reputed Agency, Microsoft Windows Operating system Hardware Certification, TCO 8.0 certified or higher for CPU & monitor.	
16	Warranty	3 years comprehensive OEM on-site warranty. Warranty should be visible on the OEM official website and the relevant certificate for the same needs to be furnished on OEM letterheads.	

(B) A4 Size All in One Laser Printer: - (110 Nos.)

Brand:-_____Model:-_____

Sr. No.	Feature	Detailed Specification	Comply (Yes / No)
1	Speed	27 PPM or higher	
2	Technology	Mono Laser	
3	Functions	Print Copy Scan ADF, Flatbed	
4	Memory	Minimum 64 MB or Higher	
5	Tray Capacity	150-sheet input tray or higher	
6	Duty cycle	Minimum 15,000 pages or higher	
7	Resolution	600 x 600 dpi or more	
8	Connectivity	Hi-Speed USB 2.0, Wi-Fi	
9	Tray Capacity	150-sheet input tray or higher	
10	Toner Capacity	Toner have capacity to print 1100 Pages or higher in standard condition & should be composite.(No separate drum & toner)	
11	Warranty	3 Year Onsite comprehensive warranty	

Signature Of Bidder

Designation :

Name :

Company's Stamp:



TECHNICAL BID

ANNEXURE -C

ELIGIBILITY CRITERIA

1) Form no. 1: Financial strength of the bidder

Sr. No.	Financial Year	Turnover (Rs.)	Audited Account submitted? (Yes/No)
1	2020-21		
2	2021-22		
3	2022-23		
	Total		

Note: Please fill this form the audited Annual Accounts for the last three financial years.

2) Form no. 2: Office in Ahmedabad

Sr. No.	Address	Contact Person	Contact nos.	Type of supporting document attached
1				
2				

Note:- Attach the copies of any two of the following: Property tax bill/Electricity Bill/Telephone Bill & GST Registration as a proof of office in Ahmedabad.

3) Form no. 3: Warranty support & repairing cum replacement service up to delivery locations

Sr. No.	Address	Contact Person	Contact nos.	Type of supporting document attached
1				
2				

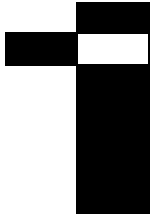
4) Form No. 4: Experience Details (Customer References)

Sr. No.	Name of the Organization	Contact Person	Contact no.	Address	Date/period of implementation.	No of Computer system Installations
1						
2						
3						

Note: Please fill this form and submit the supporting documents for each customer reference. Failing the same may lead to the rejection of the bid. You may mention more details by adding multiple rows.

5) Declaration for required in point. 8.4.8.

6) Declaration form required in point 8.5.1., 8.5.2 & 8.5.3 collectively.



COMMERCIAL BID

Tender for Providing and Installing Computer System & Printer.

AMC-HEALTH-UHC-CHC-SYS-PRN-2023-24-15

**Bidder must be submit commercial bid in electronic
format only on <https://tender.nprocure.com>.**

Signature Of Bidder
Designation :
Name :
Company's Stamp:

COMMERCIAL BID
(TO BE SUBMITTED ONLINE IN ELECTRONIC FORMAT ONLY)

Price for providing and installing Required Computer system & printer as per specification shown in schedule-A. Price should be clearly **mention inclusive of GST, Other levies and any other charges. Total price of Computer system & printer will be considered for evaluating.**

(A) Commercial Bid:-

Item No.	Item	Qty	Rate per unit (In Figures) Rs. without GST	Total Amount (In Figures) Rs. without GST	GST in %	Total Amount (In Figures) Rs. with GST
1	Desktop With 3 years comprehensive warranty	300 (Nos.)				
2	A4 Size All in One Monochrome Laser Printer With 3 year comprehensive warranty	110 (Nos.)				
Total						

Signature of Bidder
Designation :
Name :
Company's Stamp:

ANNEXURE – 1
CONTRACT AGREEMENT

THIS AGREEMENT made on the _____ day of _____, 20____ Between _____ (Name of purchaser); of _____ (Address of Purchaser) hereinafter "the Purchaser" of the one part and _____ (Name of Supplier) of _____ (Address of Supplier) hereinafter called "the Supplier" of the other part:

WHEREAS the Purchaser is desirous that certain Goods and ancillary services viz., _____ (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the supply of those goods and services in the sum of _____ (Contract Price in Words and Figures) hereinafter called "the Contract Price in Words and Figures" hereinafter called "the Contract Price."

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

- 1 In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
- 2 The following documents shall be deemed to form and be read and construed as part of this Agreement, viz. :
 - 2.1 The Bid Form and the Price Schedule submitted by the Bidder;
 - 2.2 Terms and conditions of the bid
 - 2.3 The Purchaser's Notification of Award
- 3 In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
- 4 The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.
- 5 Particulars of the goods and services which shall be supplied / provided by the Supplier are as enlisted in the enclosed annexure :

TOTAL VALUE:

DELIVERY SCHEDULE:

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Name, Signed, Company Name, Sealed

Said _____ (For the Purchaser)

In the presence of _____ (Name & signed)

Name, Signed, Company Name, Sealed and Delivered by the

Said _____ (For the Supplier)

In the presence of _____ (Name & signed)

ANNEXURE - 2

SPECIMEN OF BANK GUARANTEE /STAMP/(SECURITY DEPOSIT)

1. In consideration of the Municipal Corporation, Ahmedabad (Gujarat) India (here in after called the Corporation) having agreed to exempt _____ (here in after called the Firm) from the demand under the terms and conditions of the Tender Notice No. _____ dated _____ for the supply of _____ (here in after called the Tender) of Security Deposit for the fulfillment by the Firm on the terms and condition contained in Tender No. _____ dated of a bank guarantee for Rs. _____. We, Bank. _____ (here in after referred to as "the Bank") do hereby undertake to pay to the Corporation an amount not exceeding Rs. _____ against any loss or damage caused to or suffered or would be caused to or suffered by the Corporation by reason of any breach by the said Firm of any of the terms and conditions contained in said Tender.

2. We _____ Bank do hereby undertake to pay the amount due and payable under this guarantee, without any demand but merely on a demand from the Corporation stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Corporation by reason of any breach by the said Firm of any of terms or conditions contained in said Bidder by reason of the Firm's failure to fulfil their obligations towards their tenders. Any such demand made of the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____.

3. We, _____ Bank, further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the validity of the said dues tender, and that it shall continue to be enforceable till all the dues of the Corporation, under or by virtue of the said tender have been fully paid and it's claim satisfied or discharged or till the Corporation certifies that the terms and conditions of the said tender have been fully and properly carried out by the said Firm and accordingly discharges the guarantee. Unless a demand or claim under this guarantee is made on us in writing, on or before the _____, we shall be discharged from all liability under this guarantee thereafter.

4. We, _____ Bank, further agree with the Corporation that the Corporation shall have the full liberty, without our consent and without affecting in any manner our obligations hereunder, to vary any of the terms and conditions of the said tender or to increase or decrease the quantity or to postpone or cancel the said tender and forbear or enforce any of the terms and conditions relating to the said tender, and we shall not be relieved from our liability by reason of any such variation or extension being given to the said Firm or for any forbearance, act or commission on the part of the Corporation or any indulgence by the Corporation to the said Firm or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

8. We, _____ Bank, lastly undertake not to revoke this guarantee during its, currency, except with the previous consent of the Corporation in writing. Dated the _____ day of _____ 2024. for _____ Bank.

ANNEXURE – 3



Ahmedabad Municipal Corporation

Party / Contractor / Service Provider's Enrollment Form

Party Code

(for Office Use Only)

AMC Reg. No.

Registration Class

Full name (Owner)

Full Name (Company)

Present Address

City

State

Permanent Address

City

State

Telephone (O)

STD Code

Tel. No.

Mobile

+ 9 1

eMail ID - 1

eMail ID – 2

Type of Company

(Tick Wherever Applicable)

☐

Company

☐

HUF

☐

Individual

☐

Firm

☐

Partnership

☐

Others (Pls. Specify)

PAN No.

TIN No.

GST No.	<input type="text"/>
PEC No.	<input type="text"/>
PRC No.	<input type="text"/>
P.F. Reg. No.	<input type="text"/>
E.S.I. No.	<input type="text"/>

Bank Account Detail

Bank Name & BRANCH	A/C TYPE	Account No.	MICR No.	NEFT/RTGS No.

Name & Signature of Applicant with Seal

FOR OFFICE USE ONLY

ENTER BY	
EMP. NO.	<input type="text"/>
DATE	<input type="text"/>
DEPARTMENT	<input type="text"/>
SIGN OF EMPLOYEE	<input type="text"/>

VERIFY BY

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

AUTHORISED BY

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

IMPORTANT INSTRUCTION

1	Form to be Filled in BLOCK LETTERS ONLY.
2	ALL DATES SHOULD BE IN "DDMMYY" FORMAT
3	Please provide copy of Bank Account's Pass Book with sign & seal of company or Cancelled Cheque
4	Please provide copy of PAN No. & GST Registration Form with sign & seal of company
5	Please provide copy of E.S.I. No. & P.F. No. IF APPLICABLE with sign & seal of company
6	Please provide Documents Related to type of Company if Pvt. Ltd. submit company memorandum copy
For more information e-mail us at egovtender@ahmedabadcity.gov.in OR contact E-Governance Department	

ANNEXURE – 4

A. Guarantees issued by following banks will be accepted as SD/EMD on permanent basis.

- All nationalized Banks

B. Guarantees issued by following banks will be accepted as SD/EMD for the period up to March- 31, 2022. The validity cut-off date in the GR is with respect to the date of issue of Bank Guarantee irrespective of the date of termination of Bank Guarantee.

- Commercial Banks:-

1. RBL Bank
2. Axis Bank
3. ICICI Bank
4. HDFC Bank
5. Kotak Mahindra Bank
6. IndusInd Bank
7. DCB Bank
8. Tamilnadu Mercantile Bank
9. Ujjivan Small Finance Bank
10. A U Small Finance Bank
11. Federal Bank
12. Equitas Small Finance Bank
13. Bandhan Bank
14. Standard Chartered Bank
15. City Union Bank

- Co-operative and Rural Banks Of Gujarat :-

1. The Mehsana Urban Co-operative Bank Ltd
2. The Ahmedabad Mercantile Co-Operative Bank Ltd
3. Nutan nagrik Sahakari Bank Ltd
4. The Kalupur Commerical Co-operative Bank Ltd
5. Rajkot Nagarik Sahakari Bank Limited
6. The Gujarat State Co-Operative Bank
7. Sarswat Bank
8. Saurashtra Gramin Bank

ANNEXURE – 5

On letterhead of Bidder

Sub : Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 published by Ministry of Finance, Dept. of Expenditure, Public Procurement division

Ref: Bid Number: _____

Dear Sir,

I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India. I certify that we as a bidder and quoted product from following OEMs are not from such a country or, if from such a country, these quoted products OEM has been registered with competent authority. I hereby certify that these quoted product & its OEM fulfills all requirements in this regard and is eligible to be considered for procurement for

Bid number _____.

Item Category Quoted Make & Model

No.	Item Category Quoted	Make & Model

In case I'm supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority, otherwise Ahmedbad Municipal Corporation reserves the right to take legal action on us.

(Signature)

Authorized Signatory of **M/s <<Name of Company>>**

On letterhead of OEM

Sub : Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 published by Ministry of Finance, Dept. of Expenditure, Public Procurement division

Ref: Bid Number: _____

Dear Sir,

I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India. I certify that our quoted product and our company are not from such a country, or if from such a country, our quoted product and our company have been registered with competent authority. I hereby certify that these quoted product and our company fulfills all requirements in this regard and is eligible to be considered for procurement for

Bid number _____.

Item Category Quoted Make & Model

No.	Item Category Quoted	Make & Model

In case I'm supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority; otherwise Ahmedbad Municipal Corporation reserves the right to take legal action on us.

(Signature)

Authorized Signatory of **M/s <<Name of Company>>**