

**INVITATION FOR QUOTATIONS FOR ANNUAL MAINTENANCE SERVICE FOR
IT EQUIPMENT OF AIWTD SOCIETY**

To

Dear Sirs,

Sub : INVITATION FOR QUOTATIONS FOR ANNUAL MAINTENANCE SERVICE FOR IT EQUIPMENT OF AIWTD SOCIETY

1. You are invited to submit your most competitive quotation for the following activity:-

Brief Description of the services: Annual maintenance service for IT equipment of AIWTD Society
2. Government of India has applied for financing from the World Bank equivalent to US\$ 88 Million towards the cost of the Assam Inland Water Transport (AIWT) Project and intends to apply part of the proceeds of this credit to eligible payments under the contract for which this invitation for quotations is issued.
3. The AIWT Project in Assam state is being implemented by Assam Inland Water Transport Development Society (AIWTDS), which is an autonomous society registered under the Societies Registration Act.
4. To assist you in the preparation of your quotation, we are enclosing the following :
 - i. Instructions to Bidders (in two sections).
 - ii. Terms of Reference and Scope of works
 - iii. Draft Contract Agreement format which will be used for finalizing the agreement for this Contract.
5. You are requested to provide your offer latest by 1400 hrs (IST) on 8th January'2020 at the office address mentioned below.
6. Quotations will be opened in the presence of Bidders or their representatives who choose to attend at 1500 hrs (IST) on 8th January'2020 in the office of AIWTDS.
7. We look forward to receiving your quotations and thank you for your interest in this project.

Pabitra Ram Khaund
Additional State Project Director
Assam Inland Water Transport Development Society
3rd Floor of DIWT Office, Ulubari, Guwahati
Email: dir.iwtds-as@gov.in
Website: www.aiwtdsociety.in
www.iwtdirectorate.assam.gov.in

Instructions to Bidders

SECTION - A

1. Scope of services

The Assam Inland Water Transport Development Society (AIWTDS) (Employer) invites quotations for the services as mentioned in the table given below

Brief Description of the services: Annual maintenance service for IT equipment of AIWTD Society

The successful bidder will be expected to complete the services as specified in Section C: Terms of Reference,

2. Qualification of the bidder: The bidder shall provide qualification information which shall include:-

- a) Average annual fees received from IT equipment annual maintenance services for the last 3 preceding years (Financial Year 2018-19,2017-18, 2016-17):
Rs.5,00,000.00 (Five Lakhs). Copy of Accounts for last 3 years i.e for FY 2018-19 , 2017-18, 2016-17.
- b) Details of any litigation, current or during the last 3 years in which the bidder is involved, the parties concerned, and disputed amount in each case ; and
- c) Valid GST registration, PAN Card, Trade License.

3. To qualify for award of the contract the bidder:-

should have satisfactorily completed IT equipment annual maintenance service - at least two similar project of value each not less than Rs. 50,000.00 in the last three years; i.e FY 2018-19 , 2017-18, 2016-17.

Details of the service executed by the firm should be furnished along with the Experience certificates/Client certificate/ Payment proof alongwith work order.

For this purpose, "Similar project" means "IT equipment annual maintenance service or any similar structures."

4. Bid Price

- a) The contract shall be for the whole of IT equipment annual maintenance services as mentioned in the Terms of reference (ToR) and Item list. Corrections, if any, shall be made by crossing out, initialling, dating and re writing.
- b) All duties, taxes, charges and other levies payable by the bidder under the contract shall be included in the total price.

- c) The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
- d) The rates should be quoted in Indian Rupees only.

5. Submission of Quotations

- 5.1** The bidder is advised to visit the site of works at his own expense and obtain all information that may be necessary for preparing the quotation.
- 5.2** Each bidder shall submit only one quotation. Bidders shall not contact other Bidders on matters relating to this quotation.
- 5.3** The quotation submitted by the bidder shall comprise the following :-
 - (a) Quotation in the format given in **Section B**.
 - (b) Signed Terms of Reference given in **Section C**; and
 - (c) Qualification information form given in Section B duly completed alongwith all documents in support of “Qualification of Bidder” as stipulated in clause 2 & 3.
- 5.4** The bidder shall seal the quotation in an envelope addressed to the Additional State Project Director, Assam Inland Water Transport Development Society, 3rd floor, DIWT Office, Ulubari, Guwahati (Purchaser). The envelope will also bear the following identification:-
 - Quotation for annual maintenance service for IT equipment of AIWTD Society
 - Do not open before 8th January’2020.
- 5.5** Quotations must be received in the office of the AIWTDS (Employer) not later than the time and date given in the letter of invitation. If the specified date is declared a holiday, quotations shall be received upto the appointed time on the next working day.
- 5.6** Any quotation received by the AIWTDS (Employer) after the deadline for submission of quotations will be rejected and returned unopened to the bidder.

6. Validity of Quotation

Quotation shall remain valid for a period not less than 120 days after the deadline date specified for submission.

7. Opening of Quotations

Quotations will be opened in the presence of bidders or their representatives who choose to attend on the date and time and at the place specified in the Invitation for Quotations for Annual Maintenance Service for IT equipment of AIWTD Society.

8. Information relating to evaluation of quotations and recommendations for the award of contract shall not be disclosed to bidders or any other persons not officially concerned with the process until the award to the successful bidder is announced.

9. Evaluation of Quotations

The Employer will evaluate and compare the quotations determined to be substantially responsive i.e. which

- (a) meet the qualification criteria specified in clause 2 & 3 above and submit all documents in support of qualification;
- (b) are properly signed ; and
- (c) conform to the terms of reference, without deviations.

10. Award of contract

(a) The Employer will award the Annual Maintenance Contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest evaluated quotation price and who meets the specified qualification criteria.

(b) Performance Bank guarantee @ 5 % of the contract value needs submitted by the lowest evaluated quotation price bidder before the contract signing. Performance Bank guarantee will be released after 28 days of satisfactory completion of 12 months of contract period.

10.1 Notwithstanding the above, the Employer reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.

10.2 The bidder whose bid is accepted and emerges as the L1 after evaluation will be notified of the award of contract by the Employer prior to expiration of the quotation validity period.

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SECTION - B

- 1. Format for Qualification Information.**
- 2. Format for Submission of Quotation.**

QUALIFICATION INFORMATION

1 For Individual Bidders

1.1 Principal place of business: _____

1.2 Total value of IT equipment maintenance service performed in the last three years (in Rs. Lakhs)

20 _____

20 _____

20 _____

1.3 Service performed as IT equipment annual maintenance service firm (in the same name) on works of a similar nature over the last three years.

<u>Project Name</u>	<u>Name of Employer</u>	<u>Description of service</u>	<u>Contract No.</u>	<u>Value of contract (Rs.Lakhs)</u>	<u>Date of issue of work order</u>	<u>Stipulated period of completion</u>	<u>Actual date of completion</u>	<u>Remarks explaining reasons for delay and service completed</u>
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Existing commitments and on-going services:

<u>Description of service</u>	<u>Place & State</u>	<u>Contract No. & Date</u>	<u>Value of Contract (Rs. Lakh)</u>	<u>Stipulated period of completion</u>	<u>Value of services* remaining to be completed (Rs. Lakhs)</u>	<u>Anticipated date of completion</u>
(1)	(2)	(3)	(4)	(5)	(6)	(7)

* Enclose a certificate from Employer concerned.

1.4 Proposed subcontracts and firms involved.

Sections of the services	Value of Sub-contract	Sub-contractor (name & address)	Experience in similar service
*	*	*	*
*	*	*	*
*	*	*	*
	*	*	

1.5 Name, address, and telephone, telex, and fax numbers of the Bidders' bankers who may provide references if contacted by the Employer.

1.6 Information on litigation history in which the Bidder is involved.

Other party(ies)	Employer	Cause of dispute	Amount involved	Remarks showing present status
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QUOTATION

Description of the services: Annual maintenance service for IT equipment of AIWTD Society

To : Additional State Project Director, AIWTD Society, 3rd Floor DIWT office,
Ulubari, Guwahati-781007.

Subject : Quotation for annual maintenance service for IT equipment of AIWTD Society

Reference : Letter No.....dated.....from.....

Sl. No.	Equipment Type	Quantity	Quoted Unit Rate in Rs.	GST per unit	Total amount inclusive of all taxes in Rs.
1	Computer (Desktop) {Lenovo intel PCQ AIO, 4 GB DDR3 Ram, 1 TB HDD}	12 Nos			
2	Computer (Desktop) {Lenovo intel Core i3 AIO, 4 GB DDR3 Ram, 1 TB HDD}	2 Nos			
3	Computer (Desktop) {Asus AIO, intel core i5 AIO, 4GB DDR3 Ram, 1 TB HDD}	1 No			
4	Computer (Desktop) {Lenovo AIO, intel core i5 AIO, 4GB DDR3 Ram, 1 TB HDD}	1 No			
5	Laptop	4 No			
6	Router/ Switch	1 No			
7	Photocopier machine {Richo MP 2014, copier/print/scan/copy/22ppm/A3/A4/A5/legal}	1 No			
8	Printer {Cannon Model no. 2900, B/W inkjet, print/scan/copy/18ppm}	1 No			
9	Printer {Hp printer Lazer jet Pro M104A, only print, 20/ppm}	6 Nos			
10	Printer scanner {Canon multifunctional printer, 18/ppm/colour/ Tank, printer}	2 Nos			
11	Projector {Benq MS531P, 3000 lumes, HDMI/ VGA}	1 No			
12	Tablet PC {Samsung Tablet Tab S3}	1 Nos			
13	UPS for Desktop	17 Nos			
14	LAN Setup maintenance (Network, devices etc.) with capacity of 48 nodes	1 unit			
15	Software installation (as per requirement in any PC/Laptop which are not included in AMC)	Per PC/Laptop 1 unit			

- Actual quantity may slightly vary.

This quotation and your written acceptance of it shall constitute a binding contract between us. We understand that you are not bound to accept the lowest or any quotation you receive.

We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery or collusive arrangements with the competitors.

We hereby confirm that this quotation is valid for 120 days as required in Clause 6 of the Instructions to Bidders.

We have not been debarred/removed from approved lists/(dealings suspended) by the Central/State Governments or by the World Bank.

Yours faithfully,

Authorized Signature : Date: _____

Name & Title of Signatory : _____

Name of Bidder : _____

Address : _____

** To be filled in by the Bidder, together with his particulars and date of submission at the bottom of this Form.

SECTION - C

1. Terms of Reference

Proposal for Annual maintenance service for IT equipment of AIWTD Society

1. Introduction

The Directorate of Inland Water Transport, Government of Assam (DIWTA) established in 1958 and part of the Assam Transport Department is currently responsible for developing, maintaining and regulating IWT services in the state. It also operates and maintains many of the passenger transport services, ferry terminals and navigation aids on both Brahmaputra and Barak Rivers.

With an objective of transforming the quality of inland water transport services and integrating high quality passenger, cargo and vehicle ferry services into Assam's wider transport network, the Government of India has applied for financing from the World Bank toward the cost of the Assam Inland Water Transport Project (AIWTP). DIWTA has constituted Assam Inland Water Transport Development Society (AIWTDS) and has been implementing Assam Inland Water Transport (AIWT) Project with World Bank's Assistance.

2. Need for IT equipment maintenance :

An annual maintenance contract (AMC) is an agreement with a service provider for repair and maintenance of property used by AIWTD Society. The service will be required for maintenance of all IT equipment owned by AIWTD Society. The service provider should take care about improving day to day operations of AIWTD Society.

3. Objectives

The objective of the annual maintenance contract for IT equipment is to ensure uninterrupted official activities of AIWTD Society which requires dependence on IT equipment.

4. Detailed Scope of Work

The detailed scope of services for IT equipment maintenance would be as follows:

Reporting at site: The service provider have to ensure that its personnel for trouble shooting reports at site within 4 hours from the time of registration of complaint about IT equipment failure.

Duration of the service: The duration of the maintenance service will be dependant on the nature of maintenance required.

Equipment: Equipment will include all types of IT equipment (hardware) utilized by AIWTD Society.

Specification: Any type of IT hardware specification may require maintenance.

Software installation: As and when required software installation have to be done regarding Operating Software(OS), Anti Virus and Tally or any other software.

“Software” means all different software programs on a computer, such as applications and the operating system.

Repairing of IT Equipment: Repairing of IT equipment shall be done in the office of AIWTD Society. AIWTD Society shall not allow any of it’s IT equipment to be taken out of office for repairing in normal circumstances. AIWTD Society will allow to take out IT equipments only in special circumstances when specialized equipments required to repair and such equipments are not feasible to bring in AIWTD premises.

The maintenance service should be available on all working days from 9.30 AM to 6.30 PM. Availability of service engineer on Sundays or other holidays(even beyond office hours) should be ensured in case of exigency without any additional cost.

AIWTD Society will not be held responsible fully or partially for any dispute that may arise between the AMC vendor and his engineers whatsoever.

In case there is a requirement to replace a part(s) of an IT equipment, the service provider shall provide AIWTD Society three quotations of the said item. AIWTD Society shall decide whether the rates quoted in the quotations submitted are reasonable or not. If not AIWTD Society shall itself collect quotations of the said item. The purchase of the item shall be done by the service provider at the rate decided by AIWTD Society. The service shall submit bills accordingly to AIWTD Society.

Secondary data back up: The annual maintenance service provider shall facilitate AIWTD Society to keep secondary Data back-up.

Duration of Annual IT equipment maintenance Contract initially will be 12 months which can be extended further subject to satisfactory performance.

Payment Schedule: Payment shall be made on bi-annual basis within 30 days from receipt of bill along with certifies log sheet record.

List of Key Professional Positions

S. No.	Team Composition	Min. Years of Professional Experience	Minimum Qualification/ Area of Experience
1	Team Leader	7 to 10 years of experience in computer hardware & networking	Diploma in Computer Hardware & Networking from a recognised institute.
2	IT Technician	3 to 5 years of experience in computer hardware & networking	Diploma in Computer Hardware & Networking from a recognised institute.

Section – D

DRAFT CONTRACT FOR SERVICES

**LUMP-SUM PAYMENTS
(IBRD/IDA FINANCED)**

CONTRACT

THIS CONTRACT ("Contract") is entered into this *[insert starting date of assignment]*, by and between *Assam Inland Water Transport Development Society (AIWTDS)* ("the Client") having its principal place of business at *Third Floor - DIWT Office, Ulubari, Guwahati*, and *[insert Service Provider's name]* ("the Service Provider") having its principal office located at *[insert Service Provider's complete postal address]*¹.

WHEREAS, the Client wishes to have the Service Provider perform the services hereinafter referred

to, and WHEREAS, the Service Provider is willing to perform these services, NOW THEREFORE

THE PARTIES hereby agree as follows:

1. Services	(i) The Service Provider shall perform the services specified in Annex A, "Terms of Reference and Scope of Services," which is made an integral part of this Contract ("the Services"). (ii) The Service Provider shall provide the personnel listed in Annex B, "Service Provider's Personnel," to perform the Services. (iii) The Service Provider shall submit to the Client the reports in the form and within the time periods specified in Annex C, "Service Provider's Reporting Obligations."
2. Term	The Service Provider shall perform the Services during the period commencing <i>[insert starting date]</i> and continuing through <i>[insert completion date]</i> , or any other period as may be subsequently agreed by the parties in writing.
3. Payment	A. <u>Ceiling</u> For Services rendered pursuant to Annex A, the Client shall pay the Service Provider an amount not to exceed <i>[insert amount]</i> . This amount has been established based on the understanding that it includes all of the Service Provider's costs and profits as well as any tax obligation that may be imposed on the Service Provider. B. <u>Schedule of Payments</u> The schedule of payments: Payment shall be made on bi-annual basis within 30 days from receipt of bill along with certified log sheet record.

	<p>C. <u>Payment Conditions</u> Payment shall be made in Indian Rupees (<i>INR</i>), no later than 30 days Service provider shall submit invoices in duplicate to the Coordinator designated in paragraph 4. Payments shall be made to Service Provider's bank account [<i>insert banking details</i>]</p> <p>D. <u>Payment for spares/ consumables:</u> Payment for spares/ consumables, if any will be at actual as per the provision described in Terms of Reference.</p> <p>E. <u>Performance Bank Guarantee:</u> Performance Bank guarantee @ 5 % of the contract value needs submitted by the lowest evaluated quotation price bidder before the contract signing. Performance Bank guarantee will be released after 28 days of satisfactory completion of 12 months of contract period.</p>
4. Project Administration	<p>A. <u>Coordinator.</u> The Client designates Mr./Ms. [<i>insert name</i>] as Client's Coordinator; the Coordinator will be responsible for the coordination of activities under this Contract, for acceptance and approval of the reports and of other deliverables by the Client and for receiving and approving invoices for the payment.</p> <p>B. <u>Reports.</u> The reports listed in Annex C, "Service Provider's Reporting Obligations," shall be submitted in the course of the assignment, and will constitute the basis for the payments to be made under paragraph 3.</p>
5. Performance Standards	<p>The Service Provider undertakes to perform the Services with the highest standards of professional and ethical competence and integrity. The Service Provider shall permit, the Bank and/or persons or auditors appointed by the Bank to inspect and/or audit its accounts and records and other documents relating to the submission of the Proposal to provide the Services and performance of the Contract. Any failure to comply with this obligation may constitute a prohibited practice subject to contract termination and/or the imposition of sanctions by the Bank (including without limitation s determination of ineligibility) in accordance with prevailing Bank's sanctions procedures.</p>
6. Inspections and Auditing	
7. Confidentiality	<p>The Service Providers shall not, during the term of this Contract and within two years after its expiration, disclose any proprietary or confidential information relating to the Services, this Contract or the Client's business or operations without the prior written consent of the Client.</p>
8. Ownership of Material	<p>Any studies reports or other material, graphic, software or otherwise, prepared by the Service Provider for the Client under the Contract shall belong to and remain the property of the Client. The Service Provider may retain a copy of such documents and software.</p>
9. Service Provider Not to be Engaged in Certain Activities	<p>The Service Provider agrees that, during the term of this Contract and after its termination, the Service Providers and any entity affiliated with the Service Provider, shall be disqualified from providing goods, works or services (other than consulting services that would not give rise to a conflict of interest) resulting from or closely related to the Consulting Services for the preparation or implementation of the Project</p>

10. Insurance	The Service Provider will be responsible for taking out any appropriate insurance coverage.
11. Assignment	The Service Provider shall not assign this Contract or sub-contract any portion of it without the Client's prior written consent.
12. Law Governing Contract and Language	The Contract shall be governed by the laws of Republic of India , and the language of the Contract shall be English.
13. Dispute Resolution⁴ 14. Corrupt and Fraudulent Practices	Any dispute arising out of the Contract, which cannot be amicably settled between the parties, shall be referred to adjudication/arbitration in accordance with the laws of the Client's country. The World Bank requires compliance with its policy in regard to corrupt and fraudulent practices as set forth in Procurement Guidelines. In further pursuance of this policy, Bidders shall permit and shall cause its agents (whether declared or not), sub-contractors, sub-Service Providers, service providers, or suppliers and any personnel thereof, to permit the Bank to inspect all accounts, records and other documents relating to any prequalification process, bid submission, and contract performance (in the case of award), and to have them audited by auditors appointed by the Bank.
15. Termination	The Client may terminate this Contract with at least ten (10) working days prior written notice to the Service Provider after the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause: (a) If the Service Provider does not remedy a failure in the performance of its obligations under the Contract within seven (7) working days after being notified, or within any further period as the Client may have subsequently approved in writing; (b) If the Service Provider becomes insolvent or bankrupt; If the Service Provider, in the judgment of the Client or the Bank, has engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices (as defined in the prevailing Bank's sanctions procedures) in competing for or in performing the Contract. (c) (d) If the Client, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.

FOR THE CLIENT

FOR THE SERVICE PROVIDER

Signed by _____

Signed by _____

Title: _____

Title: _____

LIST OF ANNEXES

Annex A: Terms of Reference and Scope of Services

Annex B: Service Provider's Personnel

Annex C: Service Provider's Reporting Obligations