



हाउसिंग एंड अर्बन डैवलपमेंट कॉर्पोरेशन लिमिटेड

(भारत सरकार का उपक्रम)

जम्मू क्षेत्रीय कार्यालय के मल्टी-फंक्शन प्रिंटरस की वार्षिक व्यापक रखरखाव अनुबंध (एएमसी) 2023-24 के लिए बिड्स / कुटेशन आमंत्रित करने हेतु निविदा की अंतिम तिथि 15.11.2023 (5:00 pm) है। वाकि सारी नियम व् शर्तें निविदा पत्र में कथित हैं।

No.HUDCO/JMRO/AMC Computers/2023/
Dt.07.11.2023

Sub: Bid/Quotations for Comprehensive Annual Maintenance Contract (AMC) of Multifunction Printers at HUDCO Jammu Regional Office, OB-8, HUDCO Bhawan, Railhead Complex, Jammu-180012.

Housing and Urban Development Corporation Ltd. (HUDCO), A Govt. of India Enterprise having its Regional Office at Jammu located at OB-8, HUDCO Bhawan, Railhead Complex, Jammu-180012 invites quotation for Comprehensive Annual Maintenance Contract (AMC) of Multifunction Printers for the period **2023-2024** as per details given at **Annexure-I** on the following terms and conditions.

GENERAL TERMS & CONDTIONS

1. The bids to be submitted in **two sealed cover envelopes separately as detailed below** on proper company stationery and proforma given, which shall be finally placed in one sealed cover envelope quoting clearly “**Comprehensive Annual Maintenance Contract (AMC) of Multifunction Printers (2023-2024)**”.

- a. First envelope shall contain Technical Bid as per **Annexure –II** alongwith proof of electronically deposit of EMD of Rs.1000/- (Rupees One Thousand only) electrically deposited in HUDCO Account as detail below:

Name of Beneficiary	Housing & Urban Development Corporation Ltd.
Bank Name	ICICI Bank
Branch	Railhead Complex, Bahu Plaza, Gandhi Nagar, Jammu (J&K)
IFSC Code	ICIC0001041
Account type & No.	Current A/c. No. 104105001091

- b. Second envelope shall contain Financial Bid as per **Annexure – III.**
2. The quotation/tender without EMD will be considered as unresponsive and rejected. The EMD of unsuccessful bidder shall be refunded.
 3. The technical bid of only those vendors who have submitted the EMD shall be opened and if found technically qualifying; the financial bid will be opened.
 4. The vender / firm should have its local office.
 5. The contract will be valid for one year from the date of awarding the AMC.
 6. The individual AMC rates and prevailing tax should be quoted in the relevant column of **Annexure-III.**
 7. Bidder, before submitting quotations, should clearly understand HUDCO’s requirements and, in case any information/clarification is required, he/she may visit HUDCO office during working days (Monday to Friday between 9.30 AM to 6.00 PM). It may be noted that no clarification/information, on or after closing date of tender/quotation will be entertained.
 8. Bidders who registered with MSME can also participate in the bidding process as notified by the Ministry of Micro Small and medium Enterprises, Govt. of India D.O. No.21(1)/2011 M.A. dated 25th April 2012. Also attach documentary evidence.

9. Quotations received late or after closing date, will not be considered. HUDCO will not be responsible for any postal delay.
10. The quotations found opened/ incomplete/not legible will also be rejected straightway.
11. The EMD amount of **Rs.1,000/- (Rs. One Thousand only)** of the successful bidder will be converted into security deposit. No interest will be paid on the security amount. The security amount will remain with HUDCO during the AMC period.
12. In case the successful vendor does not acknowledge/accept the AMC then the EMD deposited by the bidder shall be forfeited and the company can be debarred from dealing with HUDCO in future.
13. The vendor should quote considering technical specifications given in **Annexure-II**, failing which the tender is liable to be rejected without any further notice.
14. It may be noted that the financial bid should not contain anything except financial quote. If any condition found in the financial quote, the bid will be rejected.
15. The vendor should submit the bank details as mentioned in **Annexure-IV** for refunding the EMD amount or making other payments through E-payments.
16. HUDCO reserves the right to reject any or all bids without assigning any reason.
17. HUDCO reserves the right to accept bid/ quotation in full or in part.
18. The quotation should be sent in a sealed cover containing all the three envelopes super scribing **“Comprehensive Annual Maintenance Contract (AMC) of Multifunction Printers (2023-2024)”** and should be addressed to the Regional Chief either by post or deposited personally in tender box available at **Housing & Urban Development Corporation Ltd., Regional Office, HUDCO Bhawan, OB-8, Railhead Complex, Jammu (J&K)-180012,** on or before **15.11.2023** by **5.00 P.M.** HUDCO shall not be responsible for any delay & bids received late are liable to be rejected.
19. The bids/quotations shall be opened on **16.11.2023** at 10:00 am and the financial bids/quotations of the technically qualified bids shall be opened on **16.11.2023** at 11.00 am.

SCOPE OF WORK

1. The AMC will include the regular maintenance of the equipments, as and when required, labourcharges and component charges, including replacement of unserviceable parts also.
2. Details of items under AMC:

S.No	Items	Description	Make	Qty
1	MFP Printer	MFP : HP LaserJet MFP 128 FW (S.No.CNBKL8YFG5)	HP	1
2	MFP Printer	MFP : Epson – L565 (S.No.VJNY083383)	EPSON	1

Location of the above mentioned items : HUDCO Ltd, Jammu Regional Office, OB-8, HUDCO Bhawan, Railhead Complex, Jammu – 180012.

3. The vendor should submit documentary evidence in support of operational Local Office / repair centre address in Jammu with sufficient manpower strength.
4. The scope of work covers the following:
 - (i) In case, there is a requirement of replacing any component in the equipment during AMC period, the bidder is supposed to change the same with another component of same quality. In the event of bidder's failure to replace the material of same quality within time, the company reserves the right to get it replaced from any other source at the bidder's risk & cost and the cost shall be borne by the Vendor.
 - (ii) The Vendor shall rectify the fault at our office only. However, if the problem cannot be resolved at our office and the equipment is to be taken to the Service Center/ Workshop, standby arrangement of equivalent brand shall be made.
 - (iii) The Vendor will conduct the Preventive Maintenance of all the equipment at every quarter, which will include cleaning of machine, etc.
 - (iv) The Vendor will also be responsible for any kind of loss/ damage of equipments due to handling/ repair/ services/ transportation/transit by their engineer during the period of AMC either at the workshop or at HUDCO office and will replace/compensate equivalent to the loss.
 - (v) If required, HUDCO may include or exclude any equipment(s) under the same terms and conditions of this contract, the same shall be informed to vendor and proportionate payment for the same will be made accordingly.
 - (vi) During the AMC, if required by HUDCO, the machine may be relocated or shifted.
 - (vii) The vendor will depute its Service Engineer for the periodical services/ repairs etc. at least minimum 4 times a month, in addition to the fault complaints. The Vendor will maintain its log book for all repairs/complaints.
 - (viii) Penalty – The vendor is required to attend the complaint either same day or within 48 hours. However, if the problem is not being resolved within 48 hours a penalty of Rs.100/- per day will be imposed till the time problem is resolved. However, if Vendor is unable to resolve the problem within reasonable time, HUDCO will get the equipment repaired/serviced from any other source and the amount incurred by HUDCO along with penalty shall be deducted from the Vendor's quarterly payment.
 - (ix) If the services provided by service provider are found unsatisfactory, the HUDCO reserves the right to terminate the AMC contract without any further notice and anytime during the contract period.

5. It will be the responsibility of the service provider to ensure smooth running of the machines alongwith its installed software in healthy condition during the entire comprehensive AMC period.
6. The payment will be made quarterly after satisfactory completion of services and after receipt of bills from the Vendor.
7. The bill must be in compliance with Goods and Service Tax (GST) Rules/ GST Reverse Charge mechanism. Further, GSTIN alongwith CIN No. of vendor alongwith GSTIN of HUDCO should also be incorporated in the bill or invoice.
8. HUDCO shall make payment of bills after deduction of all applicable taxes through e-payment /RTGS mechanism.
9. No increase in AMC charges etc. shall be allowed during the AMC period. However, if there is any downward revision in tax during the validity of bid /AMC, the benefit of the same shall have to be passed on to HUDCO. All statutory taxes like Goods and Service Tax(GST) /VAT or any other taxes, if any will be paid as per the prevailing notified rate at that time.
10. The contract will be valid for one year from the date of awarding the AMC, which can be extended further on mutual consent.
11. Decision of Regional Chief, Jammu shall be final & binding on both the parties in respect of all matters of dispute arising out of this bid.

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**Regional Chief
JMRO**

LIST OF ITEMS UNDER AMC

S.No	Items	Description	Make	Qty
1	MFP Printer	MFP : HP LaserJet MFP 128 FW (S.No.CNBKL8YFG5)	H P	1
2	MFP Printer	MFP : Epson – L565 (S.No.VJNY083383)	EPSON	1

Technical Bid

1	Name of the Company:		
	a) Status (Private/PSU/Others):		
	b) Date of Establishment:		
	c) Present Manpower:		
2	a) Permanent Address: b) Local Address:		
3	Telephone:	Fax:	E-Mail:
4	Name and Phone/Mobile number of the CEO (in capital):		
5	Name and Phone/Mobile number of the contact person(in capital):		
6	Copy of 2 major orders of AMC done in the last two financial years		
7	No. of years of experience in the field		
8	Staff Strength/ No. of Engineers		

(Authorized Signature with seal)

Name of CEO _____

Address: _____

Annexure-III

FINANCIAL BID

S.No	Items	Description	Make	Qty	Total Qty.	Rate per Unit (in RS.)	Total Price (In Rs.)
1	MFP Printer	MFP : HP LaserJet MFP 128 FW (S.No.CNBKL8YFG5)	HP	1			
2	MFP Printer	MFP : Epson – L565 (S.No.VJNY083383)	EPSON	1			
		Total Taxable Price		2			
		GST, If any					
		Total Price including GST					

(Authorized Signature with seal)

Name of CEO _____

Address: _____

BANK DETAILS

The details of Bank A/c in which payment is to be transferred and other details are as follows:-

Bank Name: _____

Bank A/c No.: _____

Branch Address: _____

Bank City: _____

Branch Tel. No.: _____

A/C Type: Saving / Current

Bank Code: _____

MICR No.: _____

IFSC No. : _____

PAN No.: _____

GST No.: _____

- Photocopy of PAN may be attached herewith
- One cancelled cheque may also be attached.

(Authorized Signature with seal)

Name of CEO _____

Address: _____



हाउसिंग एंड अर्बन डैवलपमेंट कॉर्पोरेशन लिमिटेड

जम्मू क्षेत्रीय कार्यालय, ओ.बी.-8, हडको भवन, रेल हैड कम्प्लेक्स, जम्मू-१२

प्रिंटरस की वार्षिक व्यापक रखरखाव अनुबंध (एमसी) - 2023

ANNUAL COMPREHENSIVE MAINTENANCE CONTRACT OF MULTIFUNCTION PRINTERS

This document together with any attachments hereto affixed duly signed by **M/s.....** (herein after referred to as "Company") who has undertaken the job of maintenance of Computers and equipments and **Housing & Urban Development Corporation Ltd. (HUDCO), Regional Office, OB-8, HUDCO Bhawan, Railhead Complex, Jammu-180012** (hereinafter referred to as "Customer") constitutes the entire binding agreement entered into by and between **M/s.** and HUDCO for maintenance of equipments listed in clause 2.1 and on the terms and conditions specified in this document.

1. This contract shall remain in force for a period of one year commencing from to which can be further extended on mutual consent, if desired by HUDCO.
2. **EQUIPMENT AND CHARGES**
 - 2.1 **M/s.** obligations towards maintenance shall be limited to following equipment for which HUDCO shall pay to **M/s.** the maintenance charges as indicated below as per the terms and conditions given in this document.

Sl. No.	Item Description	Qty	Annual Charges (Rs.)
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3. **M/s.** and HUDCO may at any time mutually agree to include or exclude equipments in this contract which shall be covered by all terms and conditions of this contract and charges for which shall become payable to **M/s.** for the remaining pendency of the contract with effect from the date of their inclusion and as per the same payment terms on pro-rata basis, as is valid for the existing equipment at that time.
4. (a) **M/s.** will attend all the complaints etc. within reasonable period depending upon the urgency of the case after receiving the message.
(b) The **M/s.** shall carry out preventive maintenance/service of all equipment and give free technical advice.
5. AMC will cover every part of Computers, Laptop, Printer & UPS including LCD Panel & TFT (data recovery is essential), except consumables (like laptop battery, UPS batteries, toner cartridges, fuser assembly, Teflon, physically broken, burnt etc.).

6. The AMC is inclusive of labour charges as well as component charges. This may include replacement of unserviceable parts also.
7. The maintenance/service of the equipments shall be carried out on site and, if the situation so demands that the equipment (s) is required to be taken to the service centre, the agency to whom the above said AMC is awarded shall make requisite arrangements for carrying the same to its authorised centre at its own cost and risk and shall make standby arrangement for the equipment to be taken away for maintenance / service so that HUDCO work does not suffer in this process.
8. Routine onsite preventive service of the all the equipments covered under AMC shall be provided on monthly basis, besides complaint booking and will submit necessary report for the same.
9. It is also made clear that no increase in charges etc. shall be allowed during the period of AMC.
10. HUDCO reserves the right to terminate the AMC at any time without assigning any reason thereof.
11. If the **M/s.** wants to terminate the AMC of the equipment during the contract period the **M/s.** will be required to give a written notice to HUDCO at least three months in advance and till then the **M/s.** will continue to provide its services. Further, in the event of discontinuation of contract the **M/s.** will have to compensate the payment for that period.
12. Payment shall be released in four quarterly installments after providing satisfactory services.
13. The **M/s.** will provide services/depute its Engineer for the periodical services of equipment during the contract or extended period as well as during the notice period (as per schedule), without any extra charges over and above the rates specified under clause 2.1.
14. In the event of non-compliance within prescribed time the equipment will be got repaired/serviced from the other parties and the amount shall be deducted from the payment of AMC. In addition, penalty as may be decided by HUDCO shall be levied.
15. Any kind of loss/damage to the equipment(s) due to handling/repair/service either at the workshop or in the office of HUDCO will be the responsibility of the agency having the AMC and the agency will have to compensate for the same.

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16. The terms & conditions as indicated in HUDCO notice inviting tenders dt.09.04.2021, **M/s.** quotations dt..... and HUDCO work order dt..... shall also form part of this agreement.
17. Should any dispute or difference arise concerning the subject matter of these presents or interpretation of any covenant, clause or thing herein contained or otherwise arising out of this agreement, the decision of Regional Chief, Jammu shall be final & binding on both the parties in respect of all matters of dispute arising out of this agreement.

Further, all the terms and conditions as per HUDCO rules shall also be applicable to **M/s.**

**Signature for and on behalf
of HUDCO**

Name :

Designation:

Authorised Signatory

**Signature for and on behalf
of M/s.**

Name :

Designation:

Authorised Signatory