



BHARAT SANCHAR NIGAM LIMITED
(A GOVERNMENT OF INDIA ENTERPRISE)
OFFICE OF THE GENERAL MANAGER TELECOM DISTRICT
BERHAMPUR-760001

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LIMITED TENDER DOCUMENT
FOR ANNUAL MAINTENANCE OF COMPUTERS AND
PRINTERS

Tender No. GC-280/Part-X/2018-19 /01 dated at Berhampur 30/08/2018.

Form Sl.No :

Date of Issue :

Payment Particulars :

Last Date of Receipt of Tender Paper	Time and Venue of Opening Bids
13.30 Hrs of 24-09-2018	16.00 Hrs of 24-09-2018 at SDE(Computer), 3 rd Floor, Room No. 309

Tender Paper Cost: Rs.236/-

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BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)
O/o General Manager Telecom District,
Berhampur-760001

NOTICE INVITING TENDER

Lr no:-GC-280/Part-X/2018-19/01

dated at Berhampur the 30-08-2017.

**LIMITED TENDER NOTICE FOR ANNUAL MAINTENANCE OF COMPUTERS,
AND PRINTERS**

On behalf of the Bharat Sanchar Nigam Limited, Berhampur the Tape/Wax sealed Limited tenders are invited by the General Manager Telecom District, BSNL, Berhampur for “ANNUAL MAINTENANCE OF COMPUTERS AND PRINTERS ” from the bonafide and experienced Company/ Firms available at Berhampur with validity period of contract for one year and extendable for another six months from the date of agreement, if required. The description of the items and quantity are enclosed in a separate sheet at Annexure-A. Tenderer's profile is enclosed at Annexure-B. The estimated cost of tender is Rs.1,90,000/- (approx).

Intending eligible bidders should submit the DD, worth Rs.5000/- (Rupees Five thousand), drawn in favour of “**Accounts Officer (Cash), O/o the GMTD, BSNL, Berhampur (Gm)**” towards the EMD in the Technical bid. Successful bidder will have to deposit additional Rs.10,000/- , so that the performance Security deposit will be Rs.15000/-.

Schedule of Tender

1. Designation & address of the Authority inviting Tender	GMTD, BSNL, Berhampur (Gm)
2. Tender No.	GC-280/Part-X/18-19/01
3. Time & last date of submission of tender	13.30 hrs of 24-09-2018
4. Time & date of opening of tender	16.00 hrs of 24-09-2018
5. Minimum validity of Tender offer	Six months from the date of opening
6. Duration of contract	One year from the date of execution of Agreement

The tender should be submitted in a sealed cover superscribed as “**Tender for Maintenance of PCs and Printers** ” and should be addressed to “The General Manager, BSNL, Telephone Bhawan, 3rd floor, Berhampur (Gm)-760001” . The completed tender paper along with requisite documents may be sent either by Registered post or may be dropped in the Tender Box available in the Computer Section, 3rd floor, Room No. 309 on or before 13.30 hours of **24.09.2018**. The rates quoted should be inclusive of all taxes.

The undersigned reserves the right to reject any or all the tenders without assigning any reasons thereof and not bound to accept the lowest tender.

General Manager,
Berhampur Telecom District.

1. **Eligibility**

- 1.1 The Firm who is having the experience of maintaining more than 50 PCs with peripherals and switched Ethernet LAN system for more than one year in any reputed institution or firm is desirable.
- 1.2 A certificate regarding such satisfactory maintenance work carried out by the party may be attached. Experience certificate Performa is available at Annexure-D.
- 1.3 The Firm should have adequate physical infrastructure to support AMC project like in-house test and repair center at Berhampur. This may be inspected by BSNL authorities in case of need.
- 1.4 The Firm should have valid GST NUMBER.

2. **Terms & Conditions of Bidding**

- 2.1 Cost of Tender Paper Rs.236/- is to be paid in the shape of Bank Draft drawn in favour of the Accounts Officer (Cash), O/o the GMTD, BSNL, Berhampur, which is not refundable.
- 2.2. Earnest Money of Rs.5,000/- (Rupees Five thousand only) is to be paid in the shape of Bank Draft drawn in favour of the Accounts Officer (Cash), O/o the GMTD, BSNL, Berhampur and this should be attached along with the Tender document.
- 2.3. The Tenderer has to fill up the Annexure-B, i.e, Tenderer's profile.
- 2.4. The E.M.D collected will be kept as Security Deposit for successful Tenderers till completion of the valid period of agreement; the E.M.D amount will bear no interest. In case of unsuccessful Tenders, the amount will be refunded after finalisation of the Tender. Tender submitted without E.M.D is liable for rejection.
- 2.5 The Supplier shall furnish performance security to the BSNL for an amount of Rs.10,000/- in the form of Bank Guarantee on/or before execution of agreement. The Performance Guarantee should be valid for a period of 18 months from the date of execution of agreement. In case of extension of AMC, the performance security is to be extended accordingly.
- 2.6 The Tenderers are required to quote the rate in the prescribed proforma at the Annexure-A. The rates quoted should be inclusive of all taxes. The transportation charges will be born by the Tenderers. The rate should be quoted in figures and words.
- 2.7 Conditional Tenders are liable for rejection.
- 2.8 BSNL reserves the right to disqualify such bidders who have a record of not meeting contractual obligations against earlier contracts entered into with the erstwhile BSNL. BSNL also reserves the right to blacklist a bidder for a suitable period in case if he fails to honour his bid without sufficient grounds.
- 2.9 Only one rate should be quoted against each item, quoting of multiple rates against a single item may lead to rejection of the bid.
- 2.10 The prospective bidder has to take the BSNL personnel for inspection of the sites where they

are already doing AMC contract for verification, if necessary, at their own cost.

2.11. The successful Tenderers will be required to sign an agreement with the B.S.N.L, Authority in the enclosed format.

2.12. The agreement shall be in force for a period of one year initially, which shall be extendable by a further period up to six months on same terms and conditions by giving one week's notice in writing, if decided upon to do so by BSNL.

2.13. The rate will remain valid for one year from the date of signing the contract & during the extended period, if any.

2.14. If Successful Tenderers fail to sign the agreement within the stipulated time period, their tender will be cancelled and the EMD/security deposit will be forfeited.

2.15. The Tenderers will be required to submit the self attested Xerox copies of valid up-to-date Income Tax clearance certificate/PAN card ,GST Registration Certificate along with the tender and the originals will be verified at the time of signing the agreement.

2.16. Bidders agree to do all things not limited to providing GST compliant Tax Invoices or other documentation as per GST law relating to the supply of goods and/or services covered in the instant contract like raising of and /or acceptance or rejection of credit notes/debit notes as the case may be, payment of taxes, timely filling of valid Statutory Returns for the tax period on the Goods and Service Tax Network (GSTN), submission of general information as and when called for by BSNL in the customized format shared by BSNL in order to enable BSNL to update its database etc. that may be necessary to match the invoices on GST common portal and enable BSNL to claim Input Tax Credit in relation to any GST payable under this contract or in respect of any supply under this contract.

2.17. Bidders are required to ensure that in respect of invoices raised to BSNL, the correct invoices must appear in the GSTR 2A of BSNL. If the correct invoice does not appear in the GSTR 2A of BSNL then payment is still to be released but the GST component of the invoice is to be withheld. The withheld GST component is to be released only after the invoice is auto populated in GSTR 2A of BSNL within 180 days from the date of invoice. In case of reversal of Input Tax Credit due to non-appearance of invoices in GSTR 2A within said time limit, then interest amount may be recover from the pending payments of the bidders.

2.18. In case Input Tax Credit of GST is denied or demand is recovered from BSNL by the Central/State Authorities on account of any non-compliance by bidders, including non-payment of GST charged and recovered, the Vendor/Supplier/Contractor shall indemnify BSNL in respect of all claims of tax, penalty and/or interest, loss, damages, costs, expenses and liability that may arise due to such non-compliance.

BSNL, at its discretion, may also withheld/recover such disputed amount from the pending payments of the bidders.

2.19. The approximate requirement of the above contracted items have been indicated in the Annexure-A, which may be increased or decreased at the discretion of the General Manager Telecom District, Berhampur.

2.20. Incomplete tenders are liable for rejection. The General Manager Telecom District, Berhampur (Gm) reserves the right to reject one or all tenders or even the lowest tender without assigning any reason thereof.

2.21. The General Manager Telecom District, Berhampur (Gm) reserves the right to approve one or more tenderers for the above Tender or for each time, separate tenders may be approved for the purpose.

2.22. In case of any dispute arising during the execution of the contracts or interpretation of any clause mentioned in this tender, the decision of the General Manager Telecom District, Berhampur (Gm) will be final and binding.

3. Scope of Work:

3.1 The Comprehensive AMC must be for the diagnosis and rectification of faults in the Computer systems, peripherals and switched Ethernet LAN along with maintenance of softwares like Windows 98/2000/XP/Windows 7/8.1/10, MS Office, Linux, Internet Explorer, etc. The vendor shall assist the user in taking back-ups if Hard Disk needs to be formatted along with preventive maintenance of computer systems/ peripherals and LAN and shall also include repair/ replacement of faulty components in Computer Systems and switched Ethernet LAN.

3.2 Maintenance service shall consist of Corrective Maintenance of Computers, Printers etc. will include supply and replacement of parts.

3.3 Repair/replace of faulty parts including Teflon, Pressure Roller and Head of Printer etc will be done by the vendor on free of cost ,excluding UPS Battery, Cartridge, Ink and Paper.

3.4 Maintenance service shall *not cover* any prevention, detection or vaccinations of any kind of VIRUS whatsoever from the computer system.

3.5 Provision of maintenance service will be confined by the bidder to local working hour's i.e. 10.00hrs to 17.30 hrs for 6 days in a week.

3.6 The Vender will provide power-conditioning equipment for the computer. Any damage caused due to use of defective power conditioning equipment shall be covered under this contract .

3.7 Systems have to be maintained during the entire period of contract in working condition with regular

Quarterly Preventive Maintenance, servicing of the computer hardware and software (including power cords with plugs and printer cables, 9 to 25 pin converter) ,switched Ethernet LAN (including connectivity of all nodes to the floor switch/ central switch) and other equipments, checking with software test programs and removal of fault on calls including removal of any functional disorder of the computer systems such as viruses, corruption of software programs and data.

- 3.8 The computer maintenance firm shall maintain a log book in which separate pages should be allotted to each computer system and its peripherals. The firm shall record the calls attended and quarterly regular services rendered and get the signature of the user along with the User's name, Designation, stamp, Telephone and Room Number. Original of the call reports shall be attached with the bills for payment.
- 3.9 The computer maintenance firm shall also execute any addition/ deletion/ shifting of Computers and its peripherals as per requirement. The consumable items like Floppies, Printer Heads, Ribbons, CD-ROMs, toner Cartridges/ drums, Cassettes and S.M.F. batteries shall not be covered under this contract. Consumable items listed herein and antivirus packages for removal of virus shall be provided by BSNL.
- 3.10 Hard Disks shall be covered under AMC, and in case hard disk goes faulty in any machine the same shall be replaced with Hard Disks of SEAGATE/ SAMSUNG make of the same or higher capacity. Similarly if any motherboard goes faulty it shall be replaced either by a similar motherboard or else with an Intel Motherboard. SMPS, all types of VDUs (Monitors), Keyboards, and Ethernet Cards should be kept in sufficient numbers as stand byes by the supplier for supply to BSNL free of cost as a replacement against faulty ones.
- 3.11 The selected bidder during the Course of attending "On Call Service" or during the course of Preventive Maintenance Service, noticing requirement of any spare parts shall replace such parts and clear the fault at the site of equipment. Replacement of parts should be done with the approval of BSNL personnel and a record is to be maintained with the computer in-charge. Necessary and sufficient spares have to be kept ready with them for immediate replacement. All such spare units brought and stored by the contractor in the computer room will have to be kept and maintained in an inventory register to be kept with the computer in-charge.
- 3.12 Preventive maintenance will be carried out during the last month of each quarter. Preventive maintenance will include inspection of each system, scanning for Virus, scanning of hard disk for any defects/ problems therein and obtain a satisfactory working certificate from the user after cleaning of the system i.e. PC / Monitor/ Printer/ Key Board /CD ROM Drive/FDD and other accessories with a

blower/ vacuum cleaner as per requirement and wiping the surface of the systems with a good quality cleaning liquid, cloth and brush etc. On no account, equipment or its accessories shall be allowed to be taken out of its normal installed location. Only replacement of sub assemblies of the whole unit on a like-by-like or later version basis will be permissible and the replacement of such assemblies should be done with the written approval of maintenance In-charge of BSNL. Before taking up preventive maintenance, the contractor will submit a schedule of preventive maintenance.

- 3.13 During preventive maintenance , the contractor/his representative should take signature from the user of the concerned PC and other computer peripherals. Preventive maintenance report should be submitted along with the bill which is mandatory and in absence of such report the bills will not be entertained.
- 3.14 The contractor/vendor shall also supply manpower for shifting of PCs, Printers and other peripherals as and when required within the premises of BSNL offices, which includes all BSNL offices i.e. Telephone Bhawan, Berhampur, BSNL Office at Brahama Nagar, BSNL Office near P&T Colony, BSNL Office at First Gate, BSNL Office at Aska, BSNL Office at Bhanjanagar, BSNL Office at Chatrapur, BSNL Office at Digapahandi, BSNL Office at Paralakhemundi for all the systems under AMC. Routine cleaning of all the PCs and their accessories has to be carried out once in a month with a good quality cleaning liquid, cloth and brush etc.
- 3.15 The maintenance engineer of the AMC vendor will submit a service slip to BSNL in-charge after each replacement of parts showing the parts removed and parts installed with full details of the part name, type, model No, Serial No. etc.
- 3.16 The vendor shall be required to depute at the minimum **one** resident Engineers and one helper for AMC of Computer Systems & printers at BSNL Office. The duty hours for the Engineers shall be from 10:00 Hrs to 17:30 Hrs on all working days.
- 3.17 All faults booked before 11.00 Hrs. on any working day will have to be rectified on the same day. Fault booked after 11.00 Hrs. will have to be attended latest by next day. In case the firm fails to rectify within the time frame he has to provide a standby identical system on the next working day before 11.00 Hrs. and take parallel action for repairing. If the firm fails to make the system working by any of the two options penalty of Rs 100/- (Rs. one hundred only) will be imposed per working day per system from the next working day of the booking of the fault.
- Fault booked will be treated as rectified if and only if the AMC Contractor gets satisfactory report from the user on the date of rectification. Every weekend the AMC Contractor will have to bring his records of booking and repairs carried out for verification and signature of computer in-charge.
- i) Penalty for absence of one engineer shall be Rs.500/- per day. For absence of helper Penalty shall be Rs 200/- per day.

- 3.18 Breakdown period will include Saturdays, Sundays and Holidays also.
- 3.19 In case of non-adherence to preventive maintenance schedule, a penalty of 10% of the total of AMC charges for the quarter for every such failure in a quarterly schedule will be recovered.
- 3.20 In case of fault where no STAND BY is provided and fault persists beyond ONE WEEK or faulty equipment is taken by vendor for repair and not returned within ONE WEEK after repair, BSNL shall be at liberty to get the same repaired from outside source and recover the cost from AMC Vendor from the pending AMC bill or from performance bank guarantee.
- 3.21 All the systems are to be taken over for maintenance by the firm simultaneously along with signing of the agreement in working condition. AMC vendor may inspect and bring out faulty units that he is not in a position to take over for AMC without repairs. (The repair may have to be got done by outgoing AMC vendor or by BSNL as applicable) If no such list/information is submitted within 7 next working days it will be treated as all the machines have been taken over by him and no separate letter will be issued by BSNL in this regard. In case of major repairs requiring in any machine for which separate charges are to be claimed, the contractor may submit a detailed estimate for approval of the competent authority of BSNL within a period of one week from the date of agreement and thereafter all the systems shall be deemed to have been taken over by the vendor satisfactorily and no such claim will be entertained.
- 3.22 A monthly computerized record of call reports has to be maintained serially for the number of complaints attended on call basis and a report for carrying out monthly routine cleaning of Computer Systems / Accessories and report of quarterly preventive maintenance shall be furnished to the respective BSNL in-charge of maintenance by the 7th of the following month both in the form of hard and soft copy. The quarterly bills/claims shall not be entertained in case this is not followed strictly.
- 3.23. Frequent faults of same nature in the same PCs and peripherals, etc. will be considered inefficient attendance by the AMC contractor and if repeated faults of same nature in the same PC or peripherals are noticed frequently, notice of termination for the company will be issued.
- 3.24 The AMC Vendor should have his own repair centre for repairing of the computer systems, Laser Printers, Inkjet Printers and DOT MATRIX printers and Monitor. For the repair of LCD Monitor, vendor should have sufficient expertise/ resources and vendor will have to produce a proof of infrastructure and expertise/ resources available for this purpose. BSNL may physically verify infrastructure and manpower of the vendor.
- 3.25 The AMC Vendor should keep 10% of (AMC quarterly cost) maintenance spare at his site/workshop for prompt servicing all the items covered under AMC.
- 3.26 It should be ensured by the AMC contractor that before installing any software in the PCs of BSNL whether it is a licensed version of the original software. Unauthorized/unlicensed software should not be installed in the PCs of BSNL.
- 3.27 The tender will be finalized after taking the sum of the rate quoted multiplied by units.

3.28 Payment will be made on quarterly basis based on the number of PCs and peripherals etc. taken over /removed from AMC on prorata basis. Following documents are to be submitted at the end of each quarter for making payments:

- (i) Copy of work order along with details of taken over items.
- (ii) Call reports & preventive maintenance reports in original signed and stamped by the user/ officer with date as per logbook.
- (iii) Pre receipted AMC bill in duplicate.

4. Payment of Bills

4.1. The Payment of Bills will be done after the end of the each quarter.

4.2. All statutory taxes as applicable shall be deducted at source before payment.

5. Rejection of Tender

5.1. Incomplete Tender, ambiguous and conditional rate, unsealed, late receipt will be rejected.

6. The Security deposit may be forfeited.

6.1 If the Successful bidder fails to sign the agreement.

6.2 If the Successful bidder fails /neglects any of his obligations under the contract.

7. PENALTY

7.1 (a) If due to unavoidable circumstances, it will not be possible to rectify the faults within the stipulated period, the vendor is bound to maintain the service by providing standby systems/items having specifications not lesser than the faulty item(s). In any case if the repair /replacement of defective components are not completed within 20 days, the penalty as per clause (c) below shall be imposed.

(b) The contractor, if fails to rectify minor/major faults within the stipulated duration as above shall be charge penalty as under;

(i) Major faults Rs 400/- per day

(ii) Minor faults Rs 200/- per day.

(c)The entire process of repair /replacement of defective component has to be completed within 20 days. In case of delay beyond 20 days the vendor shall be charged penalty @ Rs500/- per day for thirty days and beyond that @ Rs. 1000/- per day.

(d) All faults rendering 50% or more of a hardware/software inaccessible will be termed as **major faults** need to attended/rectified within **12 to 24 hours**.

(e) Faults which otherwise do not affect proper functioning/service will be treated as minor faults.

(f) All **minor faults** are to be repaired/rectified within 6-12 hours and major faults need to repaired/rectified within **12 to 24** hours of reporting.

8. PRICE VARIATION

8.1 The BSNL shall not be responsible for any escalation on prices of goods/services what-so-ever or any increase in duties, levies or taxes on respect there of what-so-ever and the Contractors rates and Contractors obligation shall remain unaffected by such escalation and/or increase.

9.FORCE MAJEURE

If, at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages/penalty against other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such an event come to an end or cease to exist, and the decision of the Purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reasons of any such event for a period exceeding 60 days, either party may, at its option, terminate the contract.

10. COURT JURISDICTION:

10.1 Any dispute arising out of the tender/ bid document/ evaluation of bids/ issue of APO shall be subject to the jurisdiction of the competent court at the place from where the NIT/ tender has been issued.

10.2 Where a contractor has not agreed to arbitration, the dispute/ claims arising out of the Contract/ PO entered with him shall be subject to the jurisdiction of the competent Court at the place from where Contract/ PO have been issued. Accordingly, a stipulation shall be made in the contract as under.

“This Contract/ PO are subject to jurisdiction of Court at **Berhampur** only”.

ARBITRATION

10.3 In the event of any question, dispute or difference arising under this agreement or in connection there with except as to matter the decision of which is specifically provided under this agreement, the same shall be referred to sole arbitration of the General Manager, BSNL, Berhampur or in case his designation is changed or his office is abolished then in such case to the sole arbitration of the Officer for the time being entrusted whether in addition to the functions of the General Manager, BSNL, Berhampur or by whatever designation such officers may be called (hereinafter referred to as the said officer) and if the General Manager, BSNL, Berhampur or the said officer is unable or unwilling to act as such the sole arbitration or some other person appointed by the General Manager, BSNL, Berhampur or the said officer. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act, 1996. There will be no objection to any such appointment that the arbitrator is Government Servant or that he has to deal with the matter to which the agreement relates or that in the course of his duties as Government Servant he has expressed views on all or any of the matter under dispute. The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred, being transferred or vacating his office or being unable to act for any reasons whatsoever such General Manager, BSNL, Berhampur or the said officer shall appoint another person to act as arbitrator in accordance with terms of the agreement and the person so appointed shall be entitled to proceed from the stage at which it was left out by his predecessors.

10.4 The arbitrator may from time to time with the consent of parties enlarge the time for making and publishing the award. Subject to aforesaid Arbitration and Conciliation Act 1996 and the Rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.

10.5 The venue of the arbitration proceeding shall be the Office of the General Manager Telecom, BSNL, Berhampur or such other places as the arbitrator may decide.

List of documents to be attached with the Tender.

Sl. No.	Description of the necessary documents
1.	Cost of Tender Paper :- Rs.236/- , DD to be attached along with Tender Paper
2	EMD of Rs.5000/- in the shape of DD to be attached along with Tender Paper. The Tenderer has to fill up the attached VENDOR MASTER FORM along with EMD amount.
3.	Self attested photo copy of Experience certificate establishing the vendor's capability of the maintenance of the PCs, Printers, from the officer with proper office memo no.
4.	Self attested photo copy of the Valid PAN Card
5.	Self attested photo copy of GST registration certificate
6.	Self attested declaration of In-house test & repair centre address.
7.	Name of service engineers.
8.	The Tender document to be signed by the Bidder on all Pages with Seal.

VENDOR MASTER FORM

(The details listed will be used for making all payments against POs / WOs, refund of EMDs / SDs, intimation of payments by email, issue of TDS certificates, C Form for CST purchases etc.)

(*) Minimum Required Fields to be Filled by the Company/Vendor. Please Attach copies of the supporting documents.

Title* :

Name* :

Address * :

Town/District* :

City* :

State* :

Postal/Pin code* : Country* :

Contact Details:

Telephone Number : Fax No. :

Email_id :

(Mandatory for E-Tendering)

Name of Contact Person : Mobile No. :

Alternate Contact Person : Mobile No. :

Tax information:

PAN :

Service Tax reg. no. :

LST (Local VAT reg.No.) : CST Reg. No :

Tax Registration no. :
(for Foreign Vendors)

Income Tax Exemption details:

IT exemption no. : IT exemption rate :

IT Exemption date :

IT exemption date from : IT exemption date to :

Excise Details:

Excise reg. no. :

Excise Range :

Excise Division :

Excise Commissionerate :

Payment Transaction/Bank Details:

Bank Country :

Bank Name :

Bank Address :

Bank A/c No :

Bank IFSC :

Account holder's Name :

Type of Account : Savings(10) ☐ Current(11) ☐

SWIFT Code :
(for Foreign Vendors)

IBAN :
(for Foreign Vendors)

(Enclose a blank Cheque / a photocopy of the Cheque to verify A/c No. & Bank details)

Industry Status:

Micro/ SSI Status : Yes ☐ No ☐

1. I/We hereby authorize BSNL to make all payments to us by cheque /direct credit to our bank account details which are specified above.
2. I/We hereby authorize BSNL to deduct bank charges applicable for such direct bank payments.

Note:

1. If PAN is not provided, TDS @20% will be deducted wherever applicable.
2. If Excise Registration/Service Tax Registration/VAT Registration Number is not provided, then the taxes will not be paid wherever applicable.
3. If Bank Particulars are not provided, the payment will be made by Cheque only.
4. If the relevant documents for Micro/SSI status are not provided, then the relevant exemptions will not be given.

Company / Vendor Authorized Signatory / Designation

Date:

Company Seal

(For Office Use)

Vendor Account Group : Payment Method :

TDS Type - Invoice : TDS Code - Invoice :

Checked by:	Authorized by (Finance)	SAP Vendor Master Created on	SAP Vendor Code

ANNEXURE-A

Sl.no	Name of the Item	Quantity in numbers	Rates quoted/unit	
			In figure	In words
1	PC P-IV & Dual Core	98		
2	PRINTER 80 COLUMN (DMP)	18		
3	PRINTER 132 COLUMN (DMP)	3		
4	PRINTER LASER JET (HP P1007/1020Plus/1108 HP M1319FMFP (All-in-one) Samsung ML1640/1610 Canon LBP2 900B	34		
5	PRINTER LASERJET (HP 5200L)	3		
6	PRINTER LASERJET (HP 4250 , HP P3005n)	2		

Signature of tenderer
Name :
Address:
Tel. No.
Mob. No.

ANNEXURE - B
TENDERER'S PROFILE

3.1 General:

3.1.1 Name of the Tenderer /Firm

3.1.2 Name of the person submitting the tender whose Photograph
is affixed Shri/Smt.....

(In case of Proprietary/Partnership firms, the tender has to be
signed by Proprietor /Partner only, as the case may be)

3.1.3 Address of the Tenderer /Firm

3.1.4 Telegraphic Address.....

3.1.5 Tel.No. (with STD Code) (O)..... (Fax) (R).....

Mobile:-

3.1.6 Registration & incorporation particulars of the firm:

- i. Proprietorship
- ii. Partnership
- iii. Private Limited
- iv. Public Limited

(Please attach attested copies of documents of registration /Incorporation of your firm with the competent
authority as required by business law)

3.1.7 Name of the sole proprietor/ partners/ Director(s) of Pvt. Ltd Co.:

S. No	Name	Father's Name	Designation
1.			
2.			
3.			
4.			
5.			

3.1.8 Details of the Bidder's Bank for effecting e-payments:

- (a) Beneficiary Bank Name:.....
- (b) Beneficiary branch Name:.....
- (c) IFSC code of beneficiary Branch.....
- (d) Beneficiary account No.:.....
- (e) Branch Serial No. (MICR No.):.....

3.1.9 Experience certificate of the tenderer :-

3.1.10 Infrastructural capabilities:

- a. Address of the in-house repair & test centre:-
- b. No. of service engineers available :-

Passport size
Photograph of the
tenderer/authorized
Signatory holding
Power of Attorney
Duly attested

c. Quantity of computer peripheral spares available:-

- (i) Hard Disk:-
- (ii) RAM :-
- (iii) SMPS :-
- (iv) Mother Board

3.1.11 Details of Technical and Supervisory Staff:

Sl.No	Name	Qualification	Designation	Remarks
1				
2				
3				

3.1.12 Details of CST/OST

- 1. PAN Number and Aadhar No.
- 2. GST NUMBER

I/We hereby declare that the information furnished above is true and correct.

Place:

Date:

Signature of Tenderer/Authorized Signatory

Name of the Tenderer

Seal of the Tenderer

Read, understood & complied
Signature of the tenderer

ANNEXURE-‘C’

PROFORMA FOR NO NEAR RELATIVES CERTIFICATE WORKING IN BSNL

Certificate to be given by the contractor in respect of no near
Relative (s) in BSNL of the contractor.

I,
S/o.....resident of
.....
hereby certify that none of my near relative(s) as defined in the tender document is/are employed any where in BSNL as per details given in tender document. In case at any stage, it is found that the information given by me is false/incorrect, BSNL shall have the absolute right to take any action as deemed fit, without any prior intimation to me.

Signature of the bidder with seal

Note : In case of proprietorship firm, certificate will be given by the proprietor, for partnership firm, certificate will be given by all the partners and in case of Private Ltd. Company, by all the directors of the company separately.

ANNEXURE-‘D’

Experience Certificate

Lr.No.....

This is to certify that M/s _____ have undertaken Maintenance (AMC) of our _____ nos of Computers, Peripherals, and Network Items located at _____ for the period from _____ to _____. The performance of the firm is satisfactory.

(Signature of the authorized signatory of the Organization)

Office Seal

Name:-

Contact Telephone Numbers:-

AGREEMENT

An agreement made on this day between GMTD, Berhampur, BSNL include his successors and assignees on the one part and. Sri/ M/s. having his/ its residence/ Office at (Actual through its constituted attorney hereinafter called "Successful Tenderer" (Which term shall include their heirs, executors, successors and assignees on the other parts.

Whereas the BSNL is desirous of getting executed for Maintenance of Computers and Printers under GMTD, Berhampur, BSNL as detailed in Tender No GC-280/Part-X/2018-19/01 dated at Berhampur 30-08-2018 .

And whereas the Successful Tenderer is ready and willing for maintenance of computers & printers in accordance with the terms & conditions laid down in the Tender.

Now through this agreement, it is hereby agreed and declared as follows.

1. The Tender notice, General Terms and conditions stipulated in the Tender Document , Tender schedule, vide Tender No. GC-280/Part-X/2018-19/01 Dated 30-08-2018 (along with its enclosures) annexed hereto and such other additional particular instructions drawing as may be found requisite to be given during execution of the work shall be deemed and taken to be integral part of this contract and also be deemed to be included in the expression " Agreed documents" wherever herein used.
2. In consideration of the payment to be made to the Success Tenderer for the maintenance of computers , printers and supply of Lan Card &RAMs the Success Tenderer hereby agrees with the GMTD, Berhampur, BSNL that the Success Tenderer shall carry out the works in accordance with the agreed document and the work orders given time to time.
3. The party at second part called as "Successful Tenderer " also declares that none of his/her relatives as defined in the tender document is working as an employee in BSNL in Orissa Telecom Circle.
4. The GMTD, Berhampur, BSNL reserves the right to amend, modify or cancel this Tender at any time without assigning any reasons.

5. The Tender shall be in force for twelve months with effect from to
.....

In witness where of the particulars here to have executed these present the day and the year first
above written.

Signed & delivered by &
on behalf of the Supplier

Signed & delivered for & on behalf
of GMTD, Berhampur ,BSNL.

In the Presence of :

1. Signature:
Name:
Designation:

2. Signature:
Name:
Designation:

In the Presence of :

1. Signature:
Name:
Designation:

2. Signature:
Name:
Designation: