

**Embassy of India  
Kathmandu**

**Tender Notice**

**No.Kat/Estt/872/06/2017**

**Date: 30.06.2017**

**QUOTATION FOR ANNUAL MAINTENANCE CONTRACT (AMC) FOR COMPUTERS, PRINTERS, UPS, SCANNERS, LAPTOP**

Embassy of India, Kathmandu, invites sealed tenders under two-bid system from reputed and experienced agencies for '**Annual Maintenance Contract (AMC) For Computers, Printers, UPS, Scanners, Laptop**' at the given address.

2) The interested agencies/firms are required to submit the Technical and Financial bid separately. The bids in Sealed Cover-I containing "**Technical Quotation**" and Sealed Cover-II containing "**Financial Quotation**" should be placed in a third sealed cover super scripted "**Quotation for Annual Maintenance Contract (AMC) For Computers, Printers, Ups, Scanners, Laptop**" and should reach Head of Chancery, Embassy of India, Kathmandu on or before 20<sup>th</sup> July, 2017.

3) **No quotation will be accepted after last date of submission of quotation.**

4) **The Technical Quotation (Annexure-I) and Financial Quotation (Annexure- II) duly signed by the firm/agency should contain in the Envelope-3 super-scribed with "Quotation FOR Annual Maintenance Contract (AMC) For Computers, Printers, UPS, Scanners, Laptop".**

5) The quotation shall remain valid for 90 days from the date of receipt of the same. Any future clarification and /or corrigendum(s) shall be communicated through '**Tender Section**' on the Embassy website <http://www.indianembassy.org.np>.

**Head of Chancery  
Embassy of India  
Kathmandu**

**APPLICATION LETTER  
(Specimen)**

To

**Head of Chancery  
Embassy of India  
Kapurdhara Marg,  
Kathmandu, Nepal**

**Subject: Comprehensive Annual Maintenance Contract (amc) for Computers,  
Printers, Ups, Scanners, Laptop.**

Dear Sir,

In response to your Quotation Notice for the above mentioned contract, I/We, a Private/Public Ltd Company / Partnership / Sole Proprietor submit the tender/quotation with the following particulars:

<b>S. No.</b>	<b>Description</b>	<b>Particular</b>
1.	Name of the Firm	
2.	Year of establishment	
3.	Registration Number with a copy of registration certificate	
4.	Registered Postal Address	
5.	a. <a href="#">Tele.no.</a> b. Fax No. c. Mobile No. d. Website address, if any	
6.	Address of Branches, if any.	
7.	a. Name and address of Directors, in case of Company b. Name and address of Sole Proprietor c. Name and address of partners, in case of partnership firm	
8.	a. Name and designation of authorized signatory b. Address for communication <b>c. Contact details:-</b> 1) Phone:- 2) Mobile:- 3) Email 4) Fax-	

Having acquired the requisite information related to the subject work after visit of the site and examining the form of contract, nature, quantum of work as affecting the tender invited by on behalf of the Embassy of India, Kathmandu I/We, the undersigned hereby offer for **Comprehensive Annual Maintenance Contract (AMC) For Computers, Printers, UPS, Scanners, Laptop strictly in** accordance with the terms and conditions as indicated by you in the said document. We also agree to submit the bill on quarterly basis. I/We will always keep the Embassy indemnified of any claim/damages that Embassy may have to pay with respect to the service.

I/We understand that the Embassy reserves the right to reject any or all the quotations or accept them in part or to reject the lowest quotation without assigning any reasons. The Embassy further reserves the right to terminate the contract during its tenure at any time without assigning any reasons.

Thanking you,

Yours faithfully,

## **Term & Conditions**

- 1) The firm/bidder will depute two full time experienced and qualified Engineer to the Embassy premises so that they can rectify the faults instantly.
- 2) The other terms and conditions will be regulated as per the Terms and Conditions of the Model Maintenance Agreement attached with this letter of Invitation for Quotation.
- 3) In case of breach of any conditions of the contract and for all type of losses caused on the part of Contractor, the Embassy shall make deductions, as deemed fit, from the bills preferred by the Contractor or that may become due to the contractor under this or any other contract or may be demanded from him to be paid within seven days to the credit of the Embassy.
  - 4) The powers of the Embassy under these conditions shall in no way affect or prejudice the powers in certain events to terminate the contract vested in him/her as herein provided or to endanger forfeiture of deposit mentioned under clause above.
- 5) The prices should be quoted in Nepali Rupees only
- 6) Each bidder shall submit only one quotation;
- 7). Telex or Facsimile quotations are not acceptable
- 8). The quotation shall remain valid for a period not less than 90 days after the deadline specified for submission of quotations.
- 9). This office will evaluate and compare the quotations determined to be substantially responsive i.e. which are: Properly signed and Conform to the terms and conditions and specifications.
- 10). The Competent Authority will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest price.
- 11). Notwithstanding the above, the Competent Authority 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 the contract.
- 12). Various tax/other levies to be charged should be specifically indicated.
- 13). Incomplete bids are liable to be ignored.
- 14). The decision of the Embassy of India, Kathmandu shall be binding on all issues relating to quotation.
- 15). Submission of quotations: Sealed quotation super scribe on the envelope as "Quotation for Comprehensive Annual Maintenance Contract (AMC) for various brands of **"Computers, printers, UPS, Scanners, Laptop"** should be dispatched by registered post or delivered by hand to the following address:

**Head of Chancery, Embassy of India, P. O. Box No. 292, 336, Kapurdhara Marg,  
Kathamandu, Nepal**

## **ENVELOPE-1 : TECHNICAL QUOTATION**

**(In separate sealed Cover-I super-scribe as Technical Bid)**

### **CONTENTS**

1. Name of Company/ Firm/Agency
2. Name of proprietor / Director of Company / Firm / agency
3. Full Address of Reg. Office/ Telephone No./FAX No./ e-mail id/website address
4. Full address of Operating / Branch Office/ Telephone No./FAX No./ e-mail id/website address
5. T.I.N. No. (Attach copy)
6. The Firm/Agency shall have **at least 03 years experience** in these fields and shall submit the **self attested copies** of experience along with the tender documents.
7. Details of works of similar nature carried out in different or other similar organizations during the last 3 years ending.
8. Certificates provided for the works detailed in above shall clearly indicate the scope and nature of work undertaken and the value of various components of work as executed, in order to confirm conformity to the defined similar works.
9. General Terms and Conditions of the Contract to be fulfilled by the Tenderer/Bidder are given in **Annexure** and **the bidder shall submit them with technical Bid duly signed on each page in lieu of agreeing to them.**
10. The bidder should have an **office in Kathmandu, Nepal**
11. The bid shall be valid and open for acceptance of the Competent Authority of Embassy for a period of 90 days from the date of opening of the tenders and no request for any variation in quoted rates and withdrawal of tender on any ground by successful bidder shall be entertained.
12. Quotation received late (including postal delay)/ in open condition not meeting the tender conditions/incomplete in any respect are liable to be rejected.
13. The rates should be indicated both in words and figures. In case of discrepancy between the figure (number) and words, the rates given in the words only will be taken as authentic and no further clarification will be sought from the bidder.
14. No party shall be permitted to submit quotation for work in the Embassy of India, Kathmandu in which any of their near relatives is an employee. They shall also intimate the names of persons who are working with them in any capacity or subsequently employed by them and who are near relatives of any employee of the Embassy of India. Any violation of this condition which comes to the Notice of the Embassy of India after the contract is awarded will entitle the Embassy of India to treat the contractor as having committed a breach of contract and to exercise all the rights and remedies available to the Embassy of India, Kathmandu on account thereof.

Signature with Firm's Seal Name

Dated:\_\_\_\_\_

## **Declaration by the Firm/Agency**

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Date:

(Signature of Firm with seal)

Name:

Seal:

Address:

Phone No (O):

## **Scope of work**

1. The comprehensive maintenance includes **preventive maintenance**, quarterly regular services of the Computers and Peripherals and UPS and/or replacement of any items necessary for keeping the Desktops. Printers and UPS of, active and free from any defects or disturbance and also on any unscheduled call for corrective and maintenance services, taking appropriate measures/steps on time to set right the malfunctioning of the Desktops, Printers and UPS.
  
2. The comprehensive maintenance shall be carried out primarily at the premises of the Embassy during office hours. In case, the firm feels that the equipment cannot be repaired on-site, they will carry the defective equipment with the consent of officials after giving due receipt of the equipment and deliver back the repaired equipment at their own cost and risk to get it repaired promptly.
  
3. The Operating environment condition in which the equipment is presently installed is quite satisfactory and the firm will not raise any condition with regard to the working environments for the equipment covered under the Maintenance Contract.
  
4. The firm will depute minimum two technical persons at Embassy to attend on spot the complaints for any minor defect and that technical person will register the complaint on the complaint register with date and time and record the date & time of clearing the fault with satisfactory report signed by the concerned officer of the section.
  
5. Response time for maintenance call should not exceed 1 hour.
  
6. The system down time should not exceed 24 hours from the time at which the complaint was made. If the down time is more than 24 hours, the firm will provide a stand by system. In case the system is not repaired or an alternative system not supplied within the period of 24 hours from the time of failure report then the embassy may choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the second party from the subsequent payments.

### Pre-Qualification/Evaluation/Exclusion Criteria

Sl	Particulars	Details	Evaluation Marks
1	<b>Experience</b>	(a) The company/contractor should have at least Three years experience. (b) Preference will be given to those company/contractors which has experience in working with Diplomatic Missions/Govt. Departments/Hotels	04 01
2	<b>Registration No.</b>	The company/contractor should have a valid Registration Number either in India and/or Nepal	01
3	<b>Minimum Wages</b>	The contractor will provide Certificate/undertaking that he will pay not less than minimum wages fixed by GON	01
4	<b>Turnover</b>	The contractor should have a minimum turnover of IRs. 25 lakhs per year or equivalent in Nepalese Rupees	02
5	<b>VAT</b>	Certificate that company/contractor pays VAT regularly and their VAT dues are cleared either in India and/or Nepal	01
<p><b>NOTE:</b> Unprecedented situation: If after opening of financial bids it is found that there are more than one lowest bidders, in that case preference will be given to those contractors which scores more evaluation marks in the technical bids. Minimum 70% examination mark is required to shortlist the firms for opening of financial bids</p>			