

ई-निविदा का संक्षिप्त सार

क्रमांक	विवरण	तिथि
1	ई-निविदा प्रपत्र का मूल्य	रु. 400.00 + जी0एस0टी0 18 प्रतिशत की रसीद
2	ई-निविदा की धरोहर धनराशि	रु0 1000.00
3	ई-निविदा जमा करने की अन्तिम तिथि	11 जुलाई, 2024 पूर्वान्ह 11.00 बजे
4	ई-निविदा टेक्निकल बिड खोलने की तिथि	11 जुलाई, 2024 पूर्वान्ह 11.30 बजे
5	ई-निविदा की फाइनैन्शियल बिड खोलने की तिथि	फाइनैन्शियल बिड खोलने की तिथि बाद में घोषित की जायेगी।
6	ई-निविदा की तकनीकी बिड एवं वित्तीय बिड खुलने का स्थान	विशेष सचिव, श्री राज्यपाल कार्यालय, राज्यपाल सचिवालय, उ0प्र0, गेट नं0- 9, सरोजनी नायडू मार्ग, लखनऊ।



राज्यपाल सचिवालय, उत्तर प्रदेश।

संख्या : जी- 3015 / जी0एस0

दिनांक : जुलाई 03, 2024

### ई-निविदा सूचना

राजभवन/राज्यपाल सचिवालय में स्थापित समस्त कम्प्यूटर एवं उससे संबंधित उपकरणों के दिनांक 01 अगस्त, 2024 से 31 जुलाई, 2025 तक के वार्षिक अनुरक्षण के संबंध में सुप्रतिष्ठित एवं पंजीकृत फर्मों/संस्थानों से ई-निविदा आमंत्रित की जाती है, जो कि ई-प्रोक्योरमेन्ट वेबसाइट <http://etender.up.nic.in> पर दिनांक 04.07.2024 से 11.07.2024 को पूर्वाह्न 11.00 बजे तक उपलब्ध रहेंगी। ई-निविदा से सम्बन्धित नियम व शर्तें तथा निविदा से सम्बन्धित जानकारी उपरोक्त वेबसाइट पर देखी जा सकती हैं। निविदा प्रपत्र की धनराशि ₹0 400.00 कोषागार, राज्यपाल सचिवालय में जमा करने तथा निविदा प्रपत्र के मूल्य पर ₹0 72.00 जी0एस0टी0 का भुगतान सम्बन्धित फर्म को स्वयं वाणिज्य कर विभाग में जमा करना होगा जिसकी प्रमाणित प्रति निविदा के साथ संलग्न करना अनिवार्य है।

ई-निविदा दिनांक 11.07.2024 को पूर्वाह्न 11.00 बजे तक ऑनलाइन प्राप्त की जायेंगी केवल ई-निविदा प्रपत्र का मूल्य नगद, जी0एस0टी0 रसीद की प्रमाणित छायाप्रति एवं धरोहर धनराशि ₹0 1,000.00 का एफ0डी0आर0 ऑफ़लाईन एवं उपरोक्त समयावधि से पूर्व राज्यपाल सचिवालय, लखनऊ में जमा करना होगा। जो संस्थाएँ पूर्व में निविदा प्रपत्र की धनराशि ₹0 400.00, जी0एस0टी0 ₹0 72.00 की रसीद एवं धरोहर धनराशि ₹0 1,000.00 का एफ0डी0आर0 ऑफ़लाईन जमा कर चुके हैं, उनको पुनः उक्त को कार्यालय में जमा करने की आवश्यकता नहीं है, केवल ऑन लाईन ई-निविदा करनी होगी। प्राप्त ई-निविदायें दिनांक 11.07.2024 को पूर्वाह्न 11.30 बजे निविदा समिति द्वारा अधोहस्ताक्षरी के कार्यालय में खोली जायेगी।

ई-निविदा की शर्तें आदि का पूरा विवरण, जो ई-निविदा प्रपत्र में अंकित होगा, का शत-प्रतिशत अनुपालन करना अनिवार्य होगा। अपर मुख्य सचिव, श्री राज्यपाल, उ0प्र0 किसी भी ई-निविदा को स्वीकार्य/अस्वीकार्य करने तथा शर्तों आदि में संशोधन, शिथिलता प्रदान करने का अधिकार बिना कोई कारण बताये सुरक्षित रखते है।

( बट्टी नाथ सिंह )

विशेष सचिव, श्री राज्यपाल, उ0प्र0।

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GOVERNOR'S SECRETARIAT,  
UTTAR PRADESH.**E- TENDER DOCUMENT**

Governor's Secretariat, Lucknow (U.P.) invites sealed tenders for 01 August, 2024 to 31 July, 2025 from reputed Firms for the Annual Maintenance Contract for Computers/ Printers and other related peripherals installed in Raj Bhawan/Governor's Secretariat, Lucknow (U.P.).

**INSTRUCTIONS TO THE BIDDER****1. General instructions**

The interested bidders shall have to purchase tender documents from the office of Governor's Secretariat, Lucknow (U.P.) from Treasurer and submit their Bid on prescribed formats with necessary documents, on or before the time and date fixed for the receipt of offers as set forth herewith in the tender documents. Offers received after stipulated time and date shall be summarily rejected.

The tenderer should deposit Rs. 400.00 only at the time of purchasing tender form and submit the copy of his GST registration. The tenderer will deposit the GST payable on the price of tender form in the office of Trade Tax office.

**2. Last date for Submission of Bid:**

Technical and Financial Bids placed separately along with the earnest money. Received tenders will be opened by the tender committee on dated 11-07-2024 at 1130.

**3. Submission of Bid**

(a) The bidder should be submit bids in two parts viz. 'Technical Bid' and 'Financial Bids'. The Technical Bid along with DDs for EMD.

(b) The firm fulfilling the technical requirements, shall have to submit their Technical Bid in the proforma placed at Annexure-I.

(c) The Financial Bid must be submitted on comprehensive basis in a separate proforma placed at Annexure-II which shall be opened only if the firm is found suitable and technically competent, based on the information provided in the technical bid.

**4. General Conditions**

The firm should be in existence for over 3 years in Lucknow. The firm must have expertise in preventive on-site maintenance and repair of servers, clients, stand-alone computers, Video Conferencing Solution(Codec), Laser / Inkjet printers, Network Systems, scanners peripherals and other hardware parts and accessories.

I) The firm must be registered with the UP Trade Tax/GST Department for Works Contract.

II) Copy of Income Tax return for filed during the past two years must be attached.

III) From the list of manpower provided in Annexure I, Computer Section of Raj Bhawan shall select a panel of competent engineers having requisite technical expertise and experience from whom the vendor shall designate one to report at Raj Bhawan Computer Cell during 9.30 AM to 6.00 PM on all days to attend service calls. These engineers should be equipped with Mobile phones to ensure their availability to do the maintenance and repair work. Under special circumstances, their services may be required for extended periods / holidays also.

IV) The contract will be valid for a period of One year( 01 August, 2024 to 31 July, 2025) and the period of AMC will be informed after finalization of the contract. The rates quoted will remain enforce for the full period of the contract. No demand for revision of rates on any account shall be entertained during the contract period. Payment for inclusion / deletion of any computer and its peripherals during the AMC period will be calculated on pro-rata basis.



- V) It will be open to Raj Bhawan Lucknow for extending the term of the agreement on the same terms and conditions for a further period of one year, if necessary.
- VI) A Service Report would be submitted to Computer Section for each complaint attended by the Service Engineer at Raj Bhawan providing complete details of the Service Call.
- VII) Advance payment shall be made on quarterly basis and subject to satisfactory performance of the contract during the previous quarter. Absence of satisfactory report from the Computer Section will attract imposition of deduction / penalty.
- VIII) It may also be noted that Additional Chief Secretary to the Governor, U.P. reserves the right to cancelled the tenders.

## 5. Technical Conditions

- I) The firm must have previous experience in maintaining Hardware and Network Systems in Government Organizations / PSUs. Performance certificates from the existing clients (Organizations) must be attached. Hardware sales, providing warranty through OEM and user training component should not be included, only maintenance of hardware and network systems by the firm to be indicated.
- II) The ratio of available trained / equipped manpower to equipment being maintained by them should be adequate.
- III) The firm must have their own repair lab in Lucknow and for procuring original spare parts; it should also have tie-ups / authorized service providers for reputed companies like Compaq, HP, Sun, IBM, & Cisco etc.
- IV) The Contract shall be on **comprehensive basis inclusive of repairs and replacement of parts with original spares** of the brand /make of computer system without any extra payment.
- V) Contractor shall provide original spare parts and supports for the said equipment at no extra financial cost. The faulty parts arising out of the replacement be contractor property. Comprehensive maintenance will not include the cost of consumable.
- VI) Preventive maintenance will be done by the contractor once in three months. A report for the preventive maintenance done by the vendor will be submitted to the Computer Section.
- VII) It may also be noted that in case of contractor backing out in midstream without any explicit consent of Raj Bhawan Lucknow, he will be liable to recovery at higher rates, vis-à-vis those contracted with it, which may have to be incurred by this dept. for maintenance of machines for the balance period of contract through alternative means.

## 6. Financial Conditions

- I) The earnest money of Rs.1,000/-(Rupees One Thousand only) through a demand draft on any scheduled bank in Lucknow drawn in favour of the Special Secretary cum Finance Controller, Governor's Secretariat, Uttar Pradesh, must accompany the "Technical Bid" Quotation letter, **Tender received without earnest money will not be considered.** Earnest money received from the tenderers will be returned without interest immediately after the process of selecting the awardee is over. The other requisite documents mentioned shall accompany the "Technical Bid". The Financial Bid / Quotation will be considered only after fulfillment of Technical Bid as stated above.
- II) The successful tender / firm will be required to furnish a security deposit of Rs. 25,000.00(Rupees Twenty Five thousand only) through FDR drawn on any scheduled bank in Lucknow & pledged in favour of the Additional Chief Secretary to Governor, Uttar Pradesh, which will be released to the contractor on successful completion of the contract.
- III) The above act of backing out would automatically debar the firm from any further dealing with Raj Bhawan Lucknow and the security deposit amount of Rs. 25,000.00(Rupees twenty five thousand) only would also be forfeited.
- IV) The service engineers would take up any reported fault immediately on intimation. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop for more than one working day, the firm would provide a stand-by having the same configuration. If, however, the firm fails to provide a standby equipment or fails to repair the equipment within 2 days, then a penalty of Rs.200/-(Rupees Two Hundred Only) per day will be charged or part thereof for delay beyond the two days till such time the equipment/s gets repaired.

(B.N SINGH)

SPECIAL SECRETARY TO GOVERNOR, U.P.

(B.N SINGH)  
SPECIAL SECRETARY TO GOVERNOR, U.P.



## Annexure-I

### QUOTATION FOR TECHNICAL BIDDING

#### **Annual maintenance contract for Raj Bhawan Lucknow**

The Technical Bids should include the following details / documents:-

1. The date of Commissioning of the firm and a certificate of its continuous functioning in the maintenance business.
2. Indicate the date from which the firm is continuously registered with the Uttar Pradesh Trade Tax Department for Works Contract. Please enclose a certified photocopy of the Firm's Registration Certificate with the Uttar Pradesh Trade Tax Department for Works Contract.
3. Indicate whether the firm is the authorized service provider / has tie-up with companies like Compaq, HP, IBM, SUN & CISCO. If yes, please attach certified photocopies of all the supporting documents.
4. Please provide the details of maintenance contracts executed by the firm during the last three years. Specifically, highlight those in the Government Sector. Hardware sales, providing warranty through OEM and user training component should not be included, only maintenance of hardware and network systems by the firm to be indicated: -

Sl. No.	Name and Address of the Client Organization	Maintenance Site / City	Details of Equipments (Network servers, clients & standalone PCs, laptops, printers, other peripherals)	Number of Equipments	Period of Contract	Contract Value (Rs. In Lakhs)

5. Details of Service Engineers: -

SL. No.	Name	Technical Qualifications	Area of Specialization	No. of Years of Experience in Computer Maintenance	Date of Joining the Firm	Service Area (Local / Out of Station)

6. Indicate whether the firm has expertise in maintaining computers and peripherals of different brands and vintage. If so, provide supporting documents.
7. Whether the firm has experience in LAN troubleshooting? If so provide supporting documents.
8. Whether the firm has experience in servers' maintenance? If so, provide support documents.
9. Whether the firm has a repair lab in Lucknow? Provide supporting document.

Signature & full address of the Tenderer

Signature & full address of the Tenderer