

Punjab Remote Sensing Centre (PRSC)

**Facilities Management Services (AMC)
for
IT Equipments
At
Punjab Remote Sensing Centre,
LUDHIANA**

Date of Issue of Tender Documents	:	16 th Oct, 2019
Last Date of Issue of Tender Documents	:	1 st Nov, 2019 upto 04:00 pm
Last Date for submission of Bid	:	4 th Nov, 2019 upto 04:00 pm
Date of opening of Technical Bid	:	6 th Nov, 2019 at 12:00 noon
Date of opening of Commercial Bid	:	6 th Nov, 2019 at 04:00 pm



Punjab Remote Sensing Centre (PRSC)

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PUNJAB REMOTE SENSING CENTRE
(A Govt. Of Punjab Enterprise)
PAU CAMPUS, LUDHIANA
Phone No: 0161-2303484, Fax No: 0161-2303483

Tender No: Tender/PRSC/2019-20//0004

I. Tender Notice

Sealed Tenders are invited from Management Service Providers, herein called MSP on Two Bid Systems (Technical and Commercial Bids) for providing Facilities Management Services for IT Equipments (Annual Maintenance Contract herein called AMC) by Punjab Remote Sensing Centre, Ludhiana herein called PRSC on outsourcing basis. The manpower is required by PRSC for day to day repair and maintenance work of IT Equipments that includes Servers, Desktops, Laptops, Network wiring, Plotters, Printers, Scanners, Hubs and Switches for LAN Connectivity, Wi-Fi connections Internet, Scanner, installation and Configuring Computer Hardware, Operating Systems, Trouble shooting system, solving Hardware & Software faults, conducting electrical safety checks on computer maintenance task and such other related devices etc. These are indicative only and not exhaustive.

Detailed tender document containing terms & conditions may be downloaded by 1st November, 2019 (up to 04.00 p.m.) from website www.prsc.gov.in. The last date for submission of bid document is 4th November, 2019 upto 04:00 pm at the aforesaid address.

The Bidder may check the quantum of works to be performed at Punjab Remote Sensing Centre on any working day from 10.00 a.m. to 4.00 p.m. before submitting their Bid.

The Technical bid and commercial bid will be opened on 6th November, 2019 at Committee Room of Punjab Remote Sensing Centre.

Director

II. Schedule for Bid

**Tender Document
For
Providing Facilities Management Services for IT Equipments/AMC
(herein called MSP)**

Tender No: Tender/PRSC/2019-20/0004

Tender No.	EMD	Bid Document Cost (Non-Refundable)	Last Date & Time for Bid Submission	Date & time of Technical Bid Opening	Date & time of Commercial Bid Opening
Tender/PRSC/2019-20/ 0004	Rs.50,000/-	Rs.1,000/-	04-11-2019 upto 04:00 pm	06-11-2019 at 12:00 noon	06-11-2019 at 04:00 pm

Director

III. Eligibility Conditions for Bidder

1. The Bidder should be in existence for providing Facilities Management Services for IT equipments/AMC outsourcing business for at-least last 3 years. Certified Copy of Certificate of Incorporation and Memorandum and Articles of Association of the party/ firm should be attached.
2. The Bidder should have been incorporated as a Private/Public Limited Company or a Registered Firm or Society or Trust and should have relevant qualification and experience in providing such services (attach relevant documents).
3. The Bidder should have an average annual turnover of Rs.10 Lakh per annum or above in the last three years as on 31.03.2019 (Attach Certificate).
4. Bidder should have an experience of providing Services Facilities for IT equipments/AMC in similar categories in Government/Semi-Government/ Public Sector Undertaking and successfully completed similar works during last 3 years ending 31.03.2019. Please attach allotment letters, relevant certification & satisfactory completion certificates.
5. The Bidder should have an office in Ludhiana. The Bidder should clearly indicate the complete addresses of Lease/Rent/Owned Corporate Office, Branch Offices and name of Directors.
6. The Bidder should attach certified copies of Registration Number of PSU/ DGS & D/State Govt., EPF, ESI, Service Tax, License issued under Contract Labour (R&A) Act, 1970, Income Tax Permanent Account Number and Registration Number under Punjab Private Services Act, GST No. and Commercial Establishment Act 1958 etc., as may be applicable.
7. Bidder must give undertaking that "We have not been blacklisted or barred by any Central Govt./ State Govt./Centre/State Government Agency for any reason".
8. The bidder must pay an Earnest Money Deposit (EMD) of Rs. 50,000/- (Fifty thousand) along with the technical bid in a separate sealed envelop.
9. The tender fee & EMD must be submitted in the form of D.D. only in favour of the Director, Punjab Remote Sensing Centre payable at Ludhiana. Tenders without Tender fee and EMD shall be summarily rejected and no further communication will be entertained in whatsoever the case. Other conditions can also be added for rejection.
10. Consortium shall not be allowed for tender participation.

IV. Terms & Conditions

(a) General Terms & Conditions

1. The Earnest Money of Bidder whose tender is not accepted, will be refunded after finalization of the bid process.
2. The Earnest Money of the successful bidder will be deemed as security money for the performance of the services.
3. No correspondence/ discussion/ visits whatsoever will be entertained on the subject unless specifically asked for by this office after opening the tenders for technical discussion/ negotiations. Any violation of this will render the quotations invalid and firm is liable to be blacklisted.
4. Tender shall be valid for a period of 90 days from the opening of tender.
5. Punjab Remote Sensing Centre herein called PRSC reserves the right to call for technical clarifications/commercial negotiations. The company should depute competent representative for such matters.
6. No Zero rate or negative tender will be considered.
7. PRSC reserves the right to place order as per requirement of the Centre.
8. In case of future extension(s) the Agency shall pay a Performance Security to the tune of 10% of the total E.M.D. already deposited in the form of DD in favour of the Director, P.R.S.C payable at Ludhiana. The said performance security shall be refunded after 90 days of the completion/termination of the Contract without interest.
9. The successful bidder will have to sign, the contract agreement with PRSC, Ludhiana on a Non-Judicial stamp paper of Rs. 100/-
10. All other terms and conditions will be as per the agreement entered by the MSP with PRSC, Ludhiana.
11. The MSP shall be answerable to the Director, PRSC and /or to an Officer authorized by PRSC for coordinating the day-to-day work.

(b) Job Conditions

1. Punjab Remote Sensing Centre (PRSC) reserves the rights to fix the qualifications and remunerations as per instructions issued by Punjab Government as well as PRSC from time to time.
2. The work involves providing Facilities Management Services for IT equipments/AMC at PRSC, Ludhiana and anywhere in Punjab, or even outside of Punjab as per requirement of PRSC.
3. The strength or number of manpower can be decreased or increased, depending upon the requirement of PRSC from time to time.
4. The MSP will be responsible for and or in relation to the complete discipline of Manpower, so deployed, and shall ensure compliance of all applicable provisions contained in all enactments, laws, rules and instructions in force, as made applicable, from time to time in connection with or in relation to labour laws.
5. The decision of Director of PRSC or his authorized representative/ committee as the case may be, applicable pertaining to the quality and quantity of work/services performed by the manpower provided by the MSP will be final and acceptable to the MSP besides being binding. It shall be the responsibility of the contractor to rectify the deficiencies so pointed out without any extra payment. In the event of default by contractor, the Punjab Remote Sensing Centre reserve the right to get the work / services, so dropped, done at its own level at the cost, risk and responsibility of the contractor after giving a notice in regard thereto in writing and the expenditure so incurred by the PRSC will be recovered from the bills of the contractor or from any other outstanding dues, as it may deem fit.
6. The MSP will be solely responsible to fulfill all its obligations towards Services Facilities for IT equipments/AMC manpower deployed under the various relevant and applicable Acts amended from time to time and for the deposit of employee's and employer's share of statutory contributions to the ESI/EPF/EDLI or any other statutory due with the concerned department/authorities in the account of concern person at its own level besides maintaining such record in relation thereto as per rules.
7. The MSP shall take all necessary precautions and measures to prevent any electrical accident /IT Equipments unlawful act or disorderly conduct of any person so deployed and for the preservation of peace and protection of persons and property of Punjab Remote Sensing Centre, where they are employed.
8. For support services i.e. all categories specified by Punjab Remote Sensing Centre may prescribe uniform, which shall be the responsibility of the MSP for supplying to its staff, wherever applicable.
9. The manpower deployed by the MSP for the work shall be the employees of the MSP for all intents and purposes and in no case, there shall be any relationship of employer and employee between the said manpower and PRSC, Ludhiana and they shall not have any claim on regularization of their services in PRSC and other Government entity.

10. The MSP shall be solely responsible for fulfilling all of his obligations towards the persons deployed under any law e.g. Maternity Act Benefits, Shops and Establishment Act, GST and any other statutory obligations as applicable and amended from time to time.
11. There will be no change in the rate of items.
12. During the tenure of AMC if a new system/equipment is added (which needs AMC), the rate will be of the item in the AMC which has a similar or closest technical specification.

(c) Payment Terms

1. Mode of payment for providing manpower will be through cheque on receipt of bill and attendance duly verified from concerned agency/ persons.
2. The payment will be released for which contractor will have to submit the bill in duplicate duly pre-recipient to the Punjab Remote Sensing Centre for payment.
3. All Statutory liabilities shall be met by MSP.
4. Punjab Remote Sensing Centre will deduct T.D.S and any other applicable statutory deduction from monthly payment made to the contractor as per applicable rules.
5. The MSP shall provide Services Facilities for IT equipments/AMC as per the agreement made with the Punjab Remote Sensing Centre and if the quality and strength is found less, the proportionate recovery will be made.
6. The Punjab Remote Sensing Centre shall not be responsible for the payment of the wages/compensation/allowances or any other payment to the manpower engaged by the MSP e.g. ESI, EPF etc. The MSP will have to produce an NOC with regards to the above statutory requirements mentioning the no outstanding payments.
7. The manpower deployed for providing Services Facilities for IT equipments/AMC shall be under the overall control and supervision of the MSP and the MSP shall be liable for payment of their wages etc. and all other dues, which the MSP is liable to pay under the various labour Laws Regulations and other statutory provisions.
8. The MSP shall ensure that all the employees get minimum wages and other benefits as are admissible under various labour laws & any other applicable statutory obligations. The bidder shall provide full information, in respect of the wages or any other payment paid to the employee so deployed in conformity with the provisions of the MSP Labour (Regulations and Abolition) Act 1970 and Rules 1971, to the PRSC.
9. The MSP should have his/ her own EPF No. allotted by the respective authorities. The MSP will take necessary action at his level as per the statutory requirements of EPF authorities.

10. MSP will furnish the EPF No. and proof of deposit of the EPF contributions in respect of all the employees deployed for providing Services Facilities for IT equipments/AMC directly or indirectly engaged by MSP relating to services to be provided, to the PRSC on monthly basis or as per requirement of PRSC. Further, in case of any default or liability, which may arise to the PRSC on this account, PRSC will be at liberty to deduct such amounts from the MSP payments or from Performance Guarantee or any dues.
11. In case of employees deployed for providing Services Facilities for IT equipments/AMC is delayed, a penalty shall be levied equal to the daily wage rate of the respective delayed manpower (i.e. Man-month rate of the person / No. of working days of the month x No. of days absent/ delayed). This penalty shall be over & above the non-payment for absence of any such manpower (more than allowed leaves).
12. The MSP will submit to the PRSC the required documents of statutory taxes.

(d) Contract Period

1. The contract is applicable initially for a period of 12 months, if the services of the MSP found satisfactory contract may be extended for another period as deemed fit by Punjab Remote Sensing Centre. The decision of the PRSC in this regard shall be final in all matters related to this agreement.
2. In case, PRSC feels dissatisfied with the services, the contract is liable to be terminated at any time without any notice.

(e) Code of Conduct

1. MSP shall be responsible for the conduct and behavior of its employee. The Facility Management Agency MSP shall be fully responsible for any damage to the man and machine that occurs due to faulty workmanship during the period of the contract.
2. Services Facilities for IT equipments/AMC are required as per the PRSC requirements.
3. MSP deployed manpower will keep to the normal working hours of PRSC/State Government where they are placed. In case of providing Services Facilities for IT equipments/AMC same will be 24 hours and 7 days working.
4. The attendance of manpower resources will be marked in the register / digitally in attendance machine maintained by PRSC or as per PRSC directions.
5. In the event of any theft/loss occurred, any and all claims, liabilities damages, costs, charges, expenses, proceedings & actions of any nature whatsoever made or institute against or caused to suffer by PRSC directly or indirectly to the Punjab Remote Sensing Centre on an account of negligence of agency (MSP's) employees, the MSP shall make good the loss sustained by the PRSC either by the replacement, or by paying, or on payment adequate compensation as decided by PRSC.

6. The MSP will issue identity cards to their staff in consultation with officer authorized by the Punjab Remote Sensing Centre clearly indicating the place of deployment, i.e. PRSC failing which no entry will be allowed inside the premises. This will be provided by the MSP at its own cost.
7. Any accident/ damage/theft will be the entire responsibility of the MSP on account of personnel being provided.
8. The manpower employed by the MSP must have good character and sound health cleanliness without history of drug abuse/ alcohol etc. and without any past criminal record. The Bidder assigned the final contract will produce the police verification record as well as the medical fitness certificate of all the employees hired by it.
9. It shall be the duty of the MSP to ensure that no manpower shall create any disruption/ hindrance/ problem in the objectives & operation of PRSC.
10. The instructions/orders issued by the PRSC from time to time shall also be followed by the MSP and its persons.
11. In case, any of the persons so deployed by the MSP, does not work satisfactorily or perform his/her duties negligently or indulges in any unlawful activity and riots, the MSP shall take suitable action against such employees on the report of PRSC.
12. In case of any complaint/defect pointed out by the competent authorities the MSP shall immediately replace the particular person so deployed without further arguments.
13. The guidelines issued by Government from time to time with regards to implementation of any mandatory provision or other statutory requirements must be complied by the MSP.

(f) Other Conditions

1. All plans, drawings, specifications, designs and other documents prepared by the bidder in the execution of the contract shall become and remain the property of the PRSC, and before termination or expiration of this contract, the bidder shall deliver all such documents to the PRSC under the contract along with the detailed inventory thereof.
2. The MSP and their personnel shall not, either during the term or after expiration of this AMC, disclose any proprietary or confidential information relating to the services, contract or the client's business or operations without the prior written consent of the PRSC.
3. For purposes of this clause, "Force Majeure" means an event beyond the control of the bidder and not involving the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the PRSC either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
4. The PRSC reserves the right to offer the lowest total price (L1) to the other technically qualified bidders and split the order. However, it is clarified that splitting of the order would

be done in very exceptional case when the lowest bidder is not in a position to provide the support.

5. AMC/alternative arrangements at the cost of bidder will be made on the failure of the bidder to make IT equipments in working order as per Terms and Conditions. The difference of excess in cost thus incurred will be received from the bidder in a suitable manner and even from his pending bills, earnest money or security whichever is available.
6. All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the arbitrator(s) as per the provisions of the Arbitration Act. Such arbitration shall be held at Ludhiana only.
7. In all matters and disputes arising there under, the appropriate courts at Ludhiana alone shall have jurisdiction to entertain and try them.

Name of authorized signatory:

Signature:

Name of Bidder(s):

Seal of Firm:

Address:

V. Instructions to Bidder in addition to Terms & Conditions of Contract

1. Punjab Remote Sensing Centre intends to engage a competent agency for providing Services Facilities for IT equipments/AMC at Ludhiana/anywhere in Punjab.
2. Bidder responding the tender notice shall be deemed to be agreeable to the terms & conditions herein contained.
3. All the terms and conditions laid down in the tender shall be binding on the Bidder
4. Tender form should be filled in neatly, legible and carefully.
5. Punjab Remote Sensing Centre would not be under any obligation to give any clarification to the agencies whose bids are rejected.
6. Tenders must be submitted by hand/ by post at the Punjab Remote Sensing Centre, Ludhiana. Tender Document must be sealed and distinctly marked "Tender for providing Services Facilities for IT equipments/AMC" with proper specification of Categories. Tender enquiry reference and due date of opening must be marked boldly on the envelope.
7. While submitting tender, Bidder must submit EMD, Technical Bid and Financial Bid in separate sealed envelope.
8. Authorized Signatory should put signature and seal of firm on all pages. Bids without signature and seals of authorized signatory of firm will be rejected.
9. All the columns of the tender document shall be duly, properly and exhaustively filled in. The rates and units shall be mentioned clearly. Quotations shall always be both in the figures and words. The word "No Quotations" shall be written across any or all of the items in the scheduled for which a Bidder does not wish to a tender.
10. Punjab Remote Sensing Centre reserves the right to reject/cancel any or all or part of the tender of the Bidder without assigning any reason and shall also not bind to accept lowest tender. The decision of Punjab Remote Sensing Centre shall be final and binding.
11. No Zero rates quoted or negative bids will be considered.
12. Bidder failing to comply with all the terms & conditions mentioned in tender document would result in the tender being summarily rejected.
13. All disputes will be settled within the jurisdiction of Punjab Remote Sensing Centre, Ludhiana.
14. The instructions to Bidder shall also form part of the contract.

Note:- Punjab Remote Sensing Centre reserves the right to award the contract on merit base instead of the lowest bid.

Acceptance

I/We hereby declare that all the terms and conditions of tender document has/have been read by me/us and I/We accept all the terms and conditions mentioned in the tender and shall comply with them strictly.

Name of authorized signatory:

Signature:

Name of Bidder(s):

Seal of Firm:

Address:

Date:

The Bidder may check the quantum of works to be performed at Punjab Remote Sensing Centre on any working day from 10.00 a.m. to 4.00 p.m. before submitting their Bid.

VI. TECHNICAL BID

1. Tender Form No: Tender/PRSC /2019-20 /0004 Date: 16th October, 2019.
2. Name of the Business Entity :.....
3. Registration Address :.....
Telephone No. :
4. Name & Address of Branch (es), if any :.....
5. Type of Organization: (Sole Proprietorship/Partnership/
Private Limited/Cooperative body/ Company etc. :.....
6. Name of Proprietor/Partners/Directors
of the Organization/Firm :
7. Registration No. (Firm/Society etc.) :.....
8. PAN /TAN No. :.....
9. Service Tax No. :.....
10. GST No. :.....
11. E.S.I No. :.....
12. E.P.F No. :.....
13. Experience: Total No. of years :.....
(List of reference whenever provided such Facilities
Management Services for IT equipments/AMC
14. Number of Present Client(s) along with their full
addresses, telephone Nos., e- mail addresses etc. :
15. Total No. of Manpower deployed in a month :
16. Earnest money: Rs. 50,000/- (DD No. dated

Note:- (Attach Proof and Evidence in support of above information)

Name of authorized signatory: Signature:

Name of Bidder(s): Seal of Firm:

Address: Date:

VII. COMMERCIAL BID FOR PROVIDING SERVICE FACILITIES FOR IT EQUIPMENTS/AMC.

Sr. No.	Description	Consolidated Cost
1		

NOTE: PLEASE NOTE THAT PAYMENT OF ANY OTHER KIND OTHER THAN MENTIONED ABOVE, SHALL NOT BE MADE.

Attach complete details (split) of rates mentioned above and service tax, GST or any other charges on a separate sheet (If needed) for calculation purpose.

Name of authorized signatory:

Signature:

Name of Bidder(s):

Seal of Firm:

Address:

Date:

VIII. PROFORMA FOR UNDERTAKING REGARDING NEAR RELATIVE

To

The Director
Punjab Remote Sensing Centre
Ludhiana 141004.

Subject: Undertaking regarding near relative.

Dear Sir,

With reference to above, this is to inform you that no near relative is posted in Punjab Remote Sensing Centre (PRSC), Ludhiana.

Thanking you,

Yours faithfully,

Prop. Name & Signature:

Name of the Firm:

(Attest this document & submit it on Company Letter Head)

IX. PROFORMA FOR NO DEVIATION CERTIFICATE

To

The Director
Punjab Remote Sensing Centre
Ludhiana 141004.

Subject: No Deviation Certificate.

Dear Sir,

With reference to above, this is to inform you that we have not taken any deviation from tender clause. We hereby convey our qualified acceptance to the terms and conditions as stipulated in the tender.

Thanking you,

Yours faithfully

Prop. Name & Signature:

Name of the Firm:

(Attest this document & submit it on Company's Letter Head)

X. Check List for Technical-Bid for Providing Services Facilities for IT Equipments/AMC		
	Particulars	Proof attached at Page No.....to.....
1. Registration No:	No.....	
2. PAN No:	No.....	
3. Service Tax No.	No.....	
4. GST No.	No.	
5. ESI No.	No.....	
6. EPF No.	No.....	
7. > 3 years experience in related field(Years)	
8. Number of Clients for last 3 Years(Clients)	
9. Manpower Employed (Present)(Employees)	
10. Earnest Money	DD No..... Dated..... Rs. 50,000/-	
11. Tender Money	DD No..... Dated..... Rs.....	
12. Certificate of Incorporation	No..... Dated:.....	
13. Memorandum & Articles of Association	No.....	
14. Average annual turnover > 10 lacks in last 3 years	Rs.....(2016-17) Rs.....(2017-18) Rs.....(2018-19)	
15. Address of office at Ludhiana	Address	
16. Undertaking for Black List	Not Black Listed	
17. Splitting of rates mentioned in Commercial Bid		
18. Undertaking regarding near relative		
19. No Deviation Certificate		

Note: No item/column in the check list should be left blank.

Signature

Stamp of Firm/Company