

# Royal Government of Bhutan

## DZONGKHAG ADMINISTRATION SARPANG



### Bidding Document

For

### ANNUAL MAINTENANCE CONTRACT FOR;-

1. Computers/Laptops.
2. LaserJet Printer & Accessories.
3. Air Conditioners.
4. Digital Duplicating Machines & Accessories.
5. Refrigerators.

### Bid Reference No:

SD/PRO-01/2020-2021/155 dated 13th July 2020





## ANNUAL MAINTENANCE CONTRACT

## Invitation for Quotation (IFQ)

**Project title:** Annual Maintenance Contract.

**Source of Funding:** RGoB Funding

**Contract Ref:** Dy. Chief Procurement Officer, Dzongkhag Administration, Sarpang.

To:

\_\_\_\_\_

\_\_\_\_\_

Dear Sir/Madam,

1. You are invited to submit your priced bid for the following items:-

➤ **Annual Maintenance Contract.**

2. Price quotations will be evaluated for all the items together and contract awarded to the bidder offering the lowest quoted rate for maximum items (lot wise). If a Price Schedule shows items listed but not priced, their prices shall be assumed to be included in the prices of other items.
3. The bidder(s) shall submit one original of the priced quotation with the Form of Bid and clearly marked ORIGINAL. In addition, the bidder(s) should also submit one copy marked as COPY. The quotation including all documents in the attached format should be sealed in an envelope as required by PRR 2019 clause 5.1.7.2 and addressed to and delivered at the following address.

Your quotation in the required format should be addressed and submitted to:

***Dasho Dzongdag,***  
***Dzongkhag Administration,***  
***Sarpang***

and delivered to the Sr. Procurement Officer, Sarpang Dzongkhag.





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4. The deadline for receipt of your quotation(s) by the purchaser at the indicated address is **31<sup>st</sup> July 2020 at 10:00 am**. The bid will be opened on the same date in the **DT Hall at 11:00 am**.
  5. The bid shall be accompanied by a bid security of **Nu.5,000/-** (Five thousand Only) in the form of cash warrant, demand draft or unconditional Bank Guarantee in favour of **Dasho Dzongdag**, Dzongkhag Administration, Sarpang valid till 60 days. Any bid not accompanied by bid security shall be treated as non responsive.
  6. Quotation by fax or by electronic means **are not** acceptable
  7. The quotation should be submitted as per the following instructions and in accordance with the attached Contract. The attached Terms and Conditions of Supply is an integral part of the Contract.
    - a) **PRICE:** all prices shall be quoted in Ngultrum. The quoted price shall be inclusive of all related costs including taxes, duties and other levies to the final place of delivery.
    - b) **EVALUATION OF QUOTATION:** offers determined to be substantially responsive to the technical specifications will be evaluated by comparison of their quoted prices. In evaluating the quotations, the purchaser will determine for each quotation the evaluated price by adjusting the priced quotation by making any correction for any arithmetical errors as follows;
      - (i) where there is a discrepancy between amounts in figures and in words, the amount in words will govern;
      - (ii) where there is discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted shall govern unless in the opinion of the Employer there is an obviously gross misplacement of the decimal point in the unit rate, in which case the line item total as quoted shall govern, and the unit rate shall be corrected.
      - (iii) if the supplier refuses to accept the correction, this quotation will be rejected and the bid security shall be forfeited.

- c) **AWARD OF PURCHASE ORDER:** the award will be made to the bidder as per **clause No 2** above and that meets the specifications. The successful bidder will sign a contract as per attached form of contract and terms and conditions of supply.
- d) **VALIDITY OF THE OFFERS:** your quotation(s) shall be valid for a period of **ONE** year from the deadline for receipt of quotation(s).
8. Further information can be obtained from: **Dy. Chief Procurement Officer at the telephone No 06-365474 during the Office hours.**
9. The **Dzongkhag Administration, Sarpang** has a budget allocation for the purchase of Goods and wishes to apply some of that allocation for the purchase of Goods for which this Request for Quotation is issued.
10. The quotation(s) will be opened in the presence of bidders or their representatives who choose to attend at the specified venue and time.
11. Depending on the final requirement, the purchaser may increase or decrease the quantities by fifteen percent (15%) of the purchase order.
12. The Purchaser is not bound to accept the lowest bid and reserves the right to accept or reject any or all the bids without assigning any reason whatsoever.
13. The bidder whose bid is accepted will be notified of the award of contract by the Purchaser prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the supply order (sample form attached).





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**Documents required to be submitted as part of the Quotation**

**The original and copy of quotation submitted by the supplier shall comprise the following:**

- (a) A duly completed and signed priced quotation as per the Schedule of Items and the Priced Quotation.
  - (b) **Valid Retail License for computers and Electronics** WITH *well established & operational service centre in existence without which your bid shall be considered as Non-responsive to the instruction of the bidding document.*
  - (c) A valid Tax Clearance Certificate;
  - (d) The required bid security
  - (e) Any other requirements specified in this document
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## **Terms and Conditions for the Supply of Goods and Payment.**

The Terms and Conditions hereinafter may only be varied with the written agreement of the Purchaser and no terms and conditions put forward at any time by the Supplier shall form any part of the Contract.

1. *The rate quoted should be DDP Dzongkhag/Schools/Geogs & Community Centres under Sarpang Dzongkhag and inclusive of all charges/levies/taxes.*
2. *A lump sum amount of Nu 10,000/- (Ten thousand only) should be deposited as a performance security in the form of cash warrant, demand draft or unconditional Bank Guarantee issued by a financial institution located in Bhutan that shall be valid for a period of twelve months from the date of issue of Letter of Acceptance*
3. *The winning bidder should respond promptly within 12 hours from the date of work order and rectify the equipments within 2 days for minor breakdown and within 15 days for the major breakdown.*
4. *The broken/damaged goods shall be returned at the cost of bidder and same shall be replaced in specified time.*
5. *The rate quoted shall not be subject to change under any circumstance and shall remain valid for 365 Days from the date of award notification.*
6. *The materials to be supplied should conform with the specifications and subject to testing as may be necessary. Inferior materials shall be rejected & shall be replaced within 7 Days with original ones.*
7. *The bidder for the AMC should submit the name list and contact numbers of at least TWO employees/technicians working in the firm with relevant technical knowledge without which your bid will be non-responsive.*
8. *Any items found defective during the warranty period shall be replaced/supplied by the contractor at his/her own cost, if the supplier fails to rectify or replace, the purchaser shall do it at the cost of the supplier.*
9. *The payment of the bill shall be arranged within thirty days upon submission of original bill and TPN number, against the completion of actual goods supplied as per the supply order.*



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10. *If the selected bidder fails to rectify the equipments within the stipulated time the liquidity damage will be charged as per the bidding documents.*
  11. *If the selected bidder fails to supply the goods or execute the work within the stipulated time the liquidity damage will be charged at [0.1] percent for every day of delay.*
  12. *During the contract period, the firm must render unfailing services. If failed, the Dzongkhag Administration shall have a right to forfeit the performance security deposit and recover the positive difference in the contract amount with the next lowest bidder or procure the items from the Open market and recover the positive difference between market and quoted amount.*
  13. *If the successful bidder fails to sign the contract agreement within the deadline specified in the letter of acceptance, it shall be dealt as per Chapter VI-Clause 6.1.2/sub-clause 6.1.2.3 (d) of PRR-2019*
  14. *The bidder(s) are required to quote the rate **ONLY** in the price schedule/bill of quantity provided with the bidding document without any alteration thereto. Failing to adhere to this terms & conditions shall be considered as Non-compliance to the instruction of the bidding document.*
  15. ***The Bidder should have well established & operational service centre without which your bid will be considered non-responsive to the instruction of the bidding documents. The Bidders may be asked to furnish the proof of having the fully operational service centre and the Officials from the Dzongkhag may visit to authenticate the same.***
  16. *Although, contract will be awarded LOT WISE based on the lowest quoted rates for maximum items However, the lowest quoted rate of the other bidder within the lot will be taken into account while placing the work/supply order.*
  17. *The Purchaser reserves the right to reject all or any of the quotations without assigning any reasons thereof.*
  18. *The decision of the Tender Committee shall be final and binding.*



## Contract Agreement

THIS CONTRACT AGREEMENT made on the ..... day of.....month, 2020,  
BETWEEN

- (1) **Dasho Dzongdag, Dzongkhag Administration, Sarpang** and having its principal place of business at **Sarpang** (hereinafter called "the Purchaser"), and
- (2) Ms....., a corporation incorporated under the laws of Bhutan and having its principal place of business at ..... (hereinafter called "the Service Provider").

WHEREAS the Purchaser invited Bids for certain Goods and ancillary services, viz.,  
[.....]  
and has accepted a Bid by the Supplier for the supply of those Goods and Services

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall constitute the Contract between the Purchaser and the Supplier, and each shall be read and construed as an integral part of the Contract, viz.:
  - (a) This Contract Agreement;
  - (b) Terms and Conditions;
  - (c) Technical Requirements (including Schedule of Supply and Technical Specifications);
  - (e) The Supplier's Bid and original Price Schedules;
  - (f) The Purchaser's Notification of Award of Contract;
  - (g) The form of Performance Security;
3. This Contract shall prevail over all other Contract documents. In the event of any discrepancy or inconsistency within the Contract documents, then the documents shall prevail in the order listed above.
4. In consideration of the payments to be made by the Purchaser to the Service Provider as hereinafter mentioned, the Service Provider hereby covenants with the Purchaser to provide the Goods and Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.



5. The Purchaser hereby covenants to pay the Service Provider in consideration of the provision of the Goods and Related Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Bhutan on the day, month and year indicated above.

**1. For and on behalf of the Purchaser**

*Dasho Dzongdag*

in the presence of *Dy. Chief Procurement Officer*

**2. For and on behalf of the Supplier**

- i. Signature of Suppliers or authorized representative of the Supplier (Affix Legal Stamp)*
- ii. Title or designation: - \_\_\_\_\_*
- iii. CID No: - \_\_\_\_\_*

in the presence of : - *i. Signature of Witness (Affix Legal Stamp)*

*ii. Name of the official witness \_\_\_\_\_*

*iii. CID No: - \_\_\_\_\_*



## Performance Security

*[The bank, as requested by the successful Bidder, shall fill in this form in accordance with the instructions indicated]*

Date: *[insert date (as day, month, and year) of Bid submission]*  
IFB No. and title: *[insert no. and title of bidding process]*

Bank's Branch or Office: *[insert complete name of Guarantor]*

**Beneficiary:** *[insert complete name of Purchaser]*

**PERFORMANCE GUARANTEE No.:** *[insert Performance Guarantee number]*

We have been informed that *[insert complete name of Supplier]* (hereinafter called "the Supplier") has entered into Contract No. *[insert number]* dated *[insert day and month]*, *[insert year]* with you, for the supply of *[description of Goods and related Services]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, a Performance Guarantee is required.

At the request of the Supplier, we hereby irrevocably undertake to pay you any sum(s) not exceeding *[insert amount(s)<sup>1</sup> in figures and words]* upon receipt by us of your first demand in writing declaring the Supplier to be in default under the Contract, without cavil or argument, or you needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This Guarantee shall expire no later than the *[insert number]* day of *[insert month]* *[insert year]*,<sup>2</sup> and any demand for payment under it must be received by us at this office on or before that date. We agree to a one-time extension of this Guarantee for a period not to exceed *[six months]* *[one year]*, in response to the Purchaser's written request for such extension, such request to be presented to us before the expiry of the Guarantee.

*[signatures of authorized representatives of the bank and the Supplier]*





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## Bank Guarantee for Advance Payment

*[The bank, as requested by the successful Bidder, shall fill in this form in accordance with the instructions indicated.]*

Date: *[insert date (as day, month, and year) of Bid submission]*  
IFB No. and title: *[insert number and title of bidding process]*

*[bank's letterhead]*

**Beneficiary:** *[insert legal name and address of Purchaser]*

**ADVANCE PAYMENT GUARANTEE No.:** *[insert Advance Payment Guarantee no.]*

We, *[insert legal name and address of bank]*, have been informed that *[insert complete name and address of Supplier]* (hereinafter called "the Supplier") has entered into Contract No. *[insert number]* dated *[insert date of Contract]* with you, for the supply of *[insert types of Goods to be delivered]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, an advance payment is to be made against an advance payment guarantee.

At the request of the Supplier, we hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of *[insert amount(s) in figures and words]* upon receipt by us of your first demand in writing declaring that the Supplier is in breach of its obligation under the Contract because the Supplier used the advance payment for purposes other than toward delivery of the Goods.

It is a condition for any claim and payment under this Guarantee to be made that the advance payment referred to above must have been received by the Supplier in its account *[insert number and domicile of the account]*

This Guarantee shall remain valid and in full effect from the date of the advance payment received by the Supplier under the Contract until *[insert date<sup>3</sup>]*. We agree to a one-time extension of this Guarantee for a period not to exceed *[six months][one year]*, in response to the Purchaser's written request for such extension, such request to be presented to us before the expiry of the Guarantee.

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*[signature(s) of authorized representative(s) of the bank]*

**AMC of Desktop/Laptop computers LOT 1**

Sl#	Particulars	Unit	Rate
1	<b>Desktop Computers</b>		
	De-assembling, servicing and re-assembling	Charge	
	Troublingshooting	Charge	
	Reformatting	Charge	
	Installation of hardware	Charge	
	Installation of anti-virus	Charge	
	Installation of MS office/Dzongkha software	Charge	
	Installation of windows	Charge	
	Internet confugration & troubleshooting	Charge	
2	<b>Laptops</b>		
	De-assembling, servicing and re-assembling	Charge	
	Troublingshooting	Charge	
	Reformatting	Charge	
	Installation of hardware	Charge	
	Installation of anti-virus	Charge	
	Installation of MS office/Dzongkha software	Charge	
	Internet confugration & troubleshooting	Charge	
	Installation of windows	Charge	





**AMC of Laserjet Printer & Accessories.LOT-2**

Sl. No	Particulars	Unit	Rate/Charge
1	Inspection/checking	Charge	
	Maintenance	Charge	
	<b>a. Fuser Film</b>		
	i. 1000/1010/1020/1300/1150/1320/1160	No	
	ii. 2015/2100/2200/2300/2035/2055/401	No	
	iii. 3005/3015/4000/4050/4100/4200/4250/15	No	
	iv. 5100/5200	No	
	v. All multifunction A4 size	No	
	vi. All multifunction A3 size	No	
	<b>b. Pressure Roller</b>		
	i. 1000/1010/1020/1300/1150/1320/1160	No	
	ii. 2015/2100/2200/2300/2035/2055/401	No	
	iii. 3005/3015/4000/4050/4100/4200/4250/15	No	
	iv. 5100/5200	No	
	v. All multifunction A4 size	No	
	vi. All multifunction A3 size	No	
	<b>c. Heating Element</b>		
	i. 1000/1010/1020/1300/1150/1320/1160	No	
	ii. 2015/2100/2200/2300/2035/2055/401	No	
	iii. 3005/3015/4000/4050/4100/4200/4250/15	No	
	iv. 5100/5200	No	
	v. All multifunction A4 size	No	
	vi. All multifunction A3 size	No	
	<b>d. Pick Gear</b>		
	i. 1000/1010/1020/1300/1150/1320/1160	No	
	ii. 2015/2100/2200/2300/2035/2055/401	No	
	iii. 3005/3015/4000/4050/4100/4200/4250/15	No	
	iv. 5100/5200	No	
	v. All multifunction A4 size	No	
	vi. All multifunction A3 size	No	
	<b>e. Pickup Roller</b>		
	i. 1000/1010/1020/1300/1150/1320/1160	No	
	ii. 2015/2100/2200/2300/2035/2055/401	No	
	iii. 3005/3015/4000/4050/4100/4200/4250/15	No	
	iv. 5100/5200	No	
	v. All multifunction A4 size	No	
	vi. All multifunction A3 size	No	
	<b>f. Fuser Assembly</b>		
	i. 1000/1010/1020/1300/1150/1320/1160	No	
	ii. 2015/2100/2200/2300/2035/2055/401	No	
	iii. 3005/3015/4000/4050/4100/4200/4250/15	No	
	iv. 5100/5200	No	
	v. All multifunction A4 size	No	
	vi. All multifunction A3 size	No	





<b>g. Clutch</b>		
i. 1000/1010/1020/1300/1150/1320/1160	No	
ii. 2015/2100/2200/2300/2035/2055/401	No	
iii. 3005/3015/4000/4050/4100/4200/4250/15	No	
iv. 5100/5200	No	
v. All multifunction A4 size	No	
vi. All multifunction A3 size	No	
<b>h. Power Supply Board</b>		
i. 1000/1010/1020/1300/1150/1320/1160	No	
ii. 2015/2100/2200/2300/2035/2055/401	No	
iii. 3005/3015/4000/4050/4100/4200/4250/15	No	
iv. 5100/5200	No	
v. All multifunction A4 size	No	
vi. All multifunction A3 size	No	
<b>i. Heater Lamp</b>		
i. 1000/1010/1020/1300/1150/1320/1160	No	
ii. 2015/2100/2200/2300/2035/2055/401	No	
iii. 3005/3015/4000/4050/4100/4200/4250/15	No	
iv. 5100/5200	No	
v. All multifunction A4 size	No	
vi. All multifunction A3 size	No	
<b>j. Main Board</b>		
i. 1000/1010/1020/1300/1150/1320/1160	No	
ii. 2015/2100/2200/2300/2035/2055/401	No	
iii. 3005/3015/4000/4050/4100/4200/4250/15	No	
iv. 5100/5200	No	
v. All multifunction A4 size	No	
vi. All multifunction A3 size	No	
<b>k. Display Cable</b>		
i. 1000/1010/1020/1300/1150/1320/1160	No	
ii. 2015/2100/2200/2300/2035/2055/401	No	
iii. 3005/3015/4000/4050/4100/4200/4250/15	No	
iv. 5100/5200	No	
v. All multifunction A4 size	No	
vi. All multifunction A3 size	No	



### AMC for Refrigerator/Fridges & Accessories LOT-3

Sl#	Particulars	Unit	Rate/Charge
1	Changing thermostat switch	Charge	
	Changing relay switch	Charge	
	Changing timer switch	Charge	
	Changing Bimetal Switch	Charge	
	Changing bulb holder/bulb	Charge	
	Changing new Compressor	Charge	
	Repairing Compressor	Charge	
	Changing cooling coil	Charge	
	Gas filling	Charge	
	Changing Capillary pipe	Charge	
	Changing frost free heater	Charge	
	Changing cooling fan	Charge	
	Changing stainer	Charge	
2	Thermostat Switch	No	
	Relay switch	No	
	Cooling coil	No	
	Condenser	No	
	Bimetal switch	No	
	Timer switch	No	
	Cooling fan	No	
	Frost free heater	No	
	Bulb	No	
	Bulb holder	No	
	Capillary pipe per feet	No	
	Stainer	No	
	Compressor	No	





### AMC of Digital Duplicating Machine & Accessories LOT-4

Sl#	Particulars	Unit	Rate/Charge
1	a. Inspection/checking	Charge	
	b. Maintenance	Charge	
2	a. Fuser Film	No	
	b. Pressure Roller	No	
	c. Heating Element	No	
	d. Pick Gear	No	
	e. Pickup Roller	No	
	f. Fuser Assembly	No	
	g. Clutch	No	
	h. Power Supply Board	No	
	i. Heater Lamp	No	
	j. Main Board	No	
	k. Display Cable	No	
	l. Image processing(IP) board	No	
	m. High voltage transfer(HVT)	No	
	n. Scanning unit	No	
	o. Laser unit	No	
	p. Drum unit assembly	No	
	q. Paper exit sensor	No	
	r. Solenoid/Relay switch	No	





# AMC of Air Conditioner & Accessories LOT5

Sl#	Particulars	Unit	Rate/Charge
1	Inspection/checking	charge	
	Maintenance	charge	
2	Remote Control	No	
	Display Board	No	
	Gas per kg (R410)	Per Kg	
	Gas per kg (R32)	Per Kg	
	Compressor	No	
	Fan Motor	No	
	Printed circuit Board	No	
	Capacitor	No	
	Sensor	No	
	Indoor fan motor	No	
	Outdoor fan motor	No	
	Fan motor	No	
	Indoor rotator	No	

