

**TENDER DOCUMENT
FOR**

**ANNUAL MAINTENANCE AND SERVICE CONTRACT
FOR COMPUTER HARDWARE, UPS & NET WORKING**



**PUNJAB ALKALIES & CHEMICALS
LIMITED**

SCO 125-127, SECTOR 17-B,

CHANDIGARH-160 017

Email: jasbirsingh@punjabalkalies.com

DISCLAIMER

1. This Tender document is not an agreement or offer by the Punjab Alkalies & Chemicals Limited to the prospective Bidders or any other party. The purpose of this Tender document is to provide interested parties with information to assist in the formulation of their Bid.
2. While this Tender document has been prepared in good faith, neither the Punjab Alkalies & Chemicals Limited nor its employees make any representation or warranty express or implied as to the accuracy, reliability or completeness of the information contained in this Tender document.
3. Neither the Punjab Alkalies & Chemicals Limited, its employees will have any liability to any Bidder nor any other person under the law of contract, tort, the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this Tender document, any matter deemed to form part of this Tender document, the information supplied by or on behalf of Procurer/ Authorized Representative or its employees, or otherwise arising in any way from the selection process for the said supply of power.

1.1 **INTRODUCTION**

PUNJAB ALKALIES & CHEMICALS LIMITED (“PACL” or “the Company”) is a Public Limited Company formed under the Companies Act, 1956. It was promoted by the Punjab State Industrial Development Corporation Limited (PSIDC), a wholly owned Punjab Government Company. The Company’s registered office is located at Chandigarh.

PACL is one of the largest manufacturers of Caustic Soda (NaOH) in the Northern part of India with an installed capacity of 99000 Tons Per Annum (TPA). The Company is engaged in the manufacture and sale of Caustic Soda Lye, Liquid Chlorine, Hydrochloric Acid, Sodium Hypochlorite and Hydrogen Gas. The Company’s plant is located at Naya Nangal, District Ropar, Punjab.

PACL has two manufacturing units viz. Unit-I & II, both located at Nangal-Una Road, Naya Nangal, District, Ropar, Punjab. Both the Units are engaged in manufacture of Caustic Soda, Liquid Chlorine, Hydrochloric Acid and other products such as Sodium Hypochlorite and Hydrogen. Unit-I & II have a capacity of 100 TPD and 200 TPD respectively.

1.2 **SCOPE OF WORK:**

- a) To maintain trouble free working of Computer Hardware including system software & networking (under UNIX as well as windows). It includes internet/ e-mail/ win proxy smooth working support.
- b) Any other Computer Hardware equipment, which may have got left out inadvertently in Annexure ‘A’ or such equipment, which are under warranty with OEM and shall come under AMC later on, will be covered under AMC on prorata basis at the specified rate for an equivalent equipment in the AMC. Scope of service and bill of quantities are as per enclosed **Annexure ‘A’**.
- c) This is a comprehensive contract. Hence all spares will be replaced/ repaired by you without any extra charges. Replacement of consumables like printer heads, ribbons, cartridges, floppies, toners, tape/ CD media, all types of batteries (except CMOS batteries) are excluded from your scope of work. Rest all parts/ consumables are included in your scope. You will also provide replacement of faulty equipment power cables/ connectors/ interface cables/ maintenance kit (Teflon fuser assembly of laser printers), if required at any point of time. You will also get the hardware equipment repaired without any extra charges, which might have got damaged due to any natural reasons which are unintentional on the part of PACL.
- d) The calls shall be lodged telephonically or through email. For telephone calls, the time of registering complaint will be mutually/ judiciously decided. For email lodging of calls, the time of sending the email will be treated as the time of lodging the complaint.
- e) For our calls, you shall depute your Engineer to within 2 hours of the time of lodgement of the complaint with you, if the call is lodged before 2.00 PM. However, in case the complaint is lodged after 3.00 PM, you shall depute your Engineer latest by 10.00 AM on the following working day. In case you fail to depute your Engineer in time (as stated above) on receipt of our

complaint, PACL shall be at liberty to get the calls attended from a third at your risk and cost after 24 hours of registering call. The expenses incurred for the same will be recovered from you.

- f) Calls related to Servers or any other critical equipment shall be accorded priority by you.
- g) You shall ensure early morning (say by 10.00 AM) deputation of your Engineer for attending calls at PACL. We shall maintain register specially to monitor the time-in and time-out of your Engineer at PACL's end.
- h) While attending any call for the first time, your Engineer shall inform us about the maximum time for repair/ replacement, if he is not able to rectify fault in one go. At this stage itself the decision to provide the standby equipment from your side will also be mutually taken and accordingly recorded in the call sheet of first call.
- i) If contractor does not provide standby equipment in stipulated time or does not rectify/ replace the faulty equipment as agreed in the 1st call sheet, PACL shall be at liberty to arrange repair/ replacement from a third party at contractor's risk and cost after giving 24 hours notice.
- j) Fortnightly reconciliation of pending calls shall be jointly drawn and exchanged through email.
- k) You shall depute your Engineer for quarterly preventive maintenance of all hardware covered under your AMC and ensure smooth working of equipments.
- l) Monthly review meeting on 1st Monday of every month shall be held between contractor & PACL.

1.3 TERMS OF PAYMENT: Quarterly payment against submission of bills shall be made subject to completion of all calls related to that quarter.

1.4 VALIDITY OF CONTRACT: This contract shall be valid for a period of one year.

1.5 BID DOCUMENTS & SUBMISSION OF BIDS:

The bid document complete in all respects should reach in the office of PACL at the address given below before the closing time for submission of bids at the following address on or before the last date of submission:

EXECUTIVE DIRECTOR (MATERIALS & PROJECTS)
PUNJAB ALKALIES & CHEMICALS LIMITED,
SCO 125-127, SECTOR 17-B,
CHANDIGARH - 160 017

The bidders have the option of sending the bid by registered post/speed post/courier or submitting the bid in person, so as to ensure that the bids are received at the

above address of the Company, by the date and time indicated in the tender documents. Bids submitted by Fax/ telegram/email will not be accepted.

The Bid and all related correspondence and documents should be written in the English language. Supporting documents and printed literature furnished by Bidder with the Bid should also be written in English language only. The original Bid and the supporting materials, which are not written in English, will not be considered by PACL.

The Financial Bid shall not be opened in the presence of the bidders. The Evaluation of bids and selection of bidder shall be done by PACL as per the criteria laid down in the Materials Manual of the Company and PACL shall not be under obligation to share the same with the bidders or their local partners.

1.6 LAST DATE FOR SUBMISSION OF BID

Bidders after visiting PACL's Site should submit their bid latest by 16.03.2019 up to 1700 hours IST at the specified address in the manner as mentioned in the tender documents.

1.7 OTHER TERMS AND CONDITIONS:

- a) GST as applicable will be paid extra.
- b) Income tax as applicable will be deducted at source.

1.8 SECURITY DEPOSIT:

You shall arrange to deposit interest free security of Rs 10,000/- in form of Demand Draft, which will be released after successful completion of the contract. In case the performance is not found satisfactory, Security Deposit will be forfeited and the contract shall be cancelled.

1.9 GOODS & SERVICE TAX: Goods & Service Tax as applicable shall be paid extra.

2.0 GENERAL:

- a. You shall abide by all the statutory requirements under various labour Laws/ Acts like ESI, Housekeeping, PF, Workers Compensation Acts etc.
- b. Income Tax shall be deducted at source, as applicable.
- c. You will mention PAN No. on the top of invoice while submitting the bill, failing which no payment will be released.
- d. As per child labour act, you shall not employ any person below the age of eighteen (18) years.
- e. We reserve the right to accept /reject in part or full any or all offers without assigning any reason thereof.

2.1 ARBITRATION CLAUSE:

In all cases of dispute or disagreement between the purchaser and the supplier as to any matter arising out of or relating to this purchase order/work order and provided no understanding between the purchaser and the supplier can be reached for the settlement of the difference, the matter shall be referred to the sole arbitration of the

Managing Director Punjab Alkalies & Chemicals Ltd or any officer appointed by him on his behalf in accordance with arbitration and conciliation Act, 1996. The award given by such arbitrator shall be final conclusive and binding upon the parties to this purchase/work order. The arbitration proceed shall be held at Chandigarh.

Notwithstanding any pending reference to arbitration both parties shall proceed with execution of their commitments under the purchase order/work order until the arbitration award is known, unless the question of such continuance is a subject matter of such proceedings.

2.2 LAW & ITS JURISDICTION:

The contract shall be governed by the laws of Govt. of India in force from time to time and shall be deemed to have been concluded in the Union Territory of Chandigarh. All suits and proceedings shall be subject to jurisdiction of the courts at Chandigarh only.

Thanking you,

Yours faithfully,
For Punjab Alkalies & Chemicals Ltd,

(Jasbir Singh)
Manager (Purchase)
Mobile: 8054017719
e-mail: jasbirsingh@punjabalkalies.com