

Tender Notice

Tenders are invited in sealed envelope from Vendors/Suppliers/Service Providers/Firms for providing AMC Services for Note Counting and Fake Note Detecting Machines installed in various Branches/SOs under Guwahati Divisional Office, LIC of India. The list of Branches/SOs are attached in Annexure I. This tender notice will also be available in the official website of LIC of India.

The Terms & Conditions of the tender are as follows

1. **SCOPE OF WORK** : Scope of work covered in this tender includes “Comprehensive **Annual Maintenance Contract for Bundle Note Counting Machines (NCM) / NCM cum Fake Note Detection Machines**” installed at various offices under LIC of India, Guwahati Division of the following makes - **ALBERTSON / CUSTERS / GODREJ / METHODEX / TVS** [Total = **75** number of machines (NCM cum Fake Note detector = 65 and Bundle NCM = 10)].
2. The Comprehensive AMC rates quoted will be per machine basis inclusive of all other charges but exclusive of GST. **Comprehensive AMC Rate for each Bundle NCM and for each NCM cum Fake Note Detector Machine are to be mentioned separately** in the supplied Performa (ANNEXURE-II) which may be collected from OS Department , Guwahati Divisional Office, LIC of India from 27.02.2025 to 10.03.2025 during office hours or downloaded from website of LIC of India.
3. The AMC shall be effective for a period of 1 (one) year from 01-04-2025 to 31-03-2026.
4. **Tender Fee**: An amount of Rs.100.00+ GST need to be deposited by the participating vendor at the cash counter of Guwahati Divisional Office, LIC of India as Tender Fee from 27.02.2025 to 10.03.2025 during office hours. . The tender fee may also be deposited through a Demand Draft of Rs.118.00 drawn in favour of LIC of India payable at Guwahati along with the tender documents.
5. Replace of all spares will be free of cost except cost of motor and motherboard.
6. Breakdown within Guwahati Municipal Corporation area has to be attended to within 48 hours and outside locations within 72 hours. Penalty @ Rs 200 per day shall be charged in case of any failure to repair/rectify the machine within the specified period.
7. In case the firm / company is unable to provide the relevant spares within 72 hours, LIC shall be free to procure the same from any other source and install it and get the machine repaired from such other source / third party – the cost of which shall be deducted from the AMC payment to be made to the firm / company, for the relevant quarter.
8. Four (4) numbers of preventive maintenance (PM) services shall have to be provided on quarterly basis besides attending to any number of breakdown calls, within the stipulated time frame, as stated in point 5 above.
9. Payments under the Contract would be made on quarterly basis on satisfactory completion of works based on bills raised on the last day of the quarter, which shall be payable by LIC, Guwahati Division subject to statutory and other deductions, penalties (if any), as per the Contract. **Payment will be made only on receipt of GST complied tax invoice.**
10. The contract is subject to termination at any point of time, if not found satisfactory by LIC or for any other reason whatsoever by serving 30 days notice in writing by LIC and 90 days notice in writing by the firm / company. If the contract is terminated by the firm / company, then penalty equivalent to 10 percent of the contractual amount of the unexpired period of the maintenance contract would have to be paid by the firm / company.
11. The firm / company shall at all times have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement.
12. The company / firm should have at least three years experience in the relevant field and documentary evidence of the same in the form of copies of contract papers / service agreements / payment orders / empanelment letters will have to be submitted as evidence.
13. All differences and disputes arising out of or in connection with this agreement shall be settled by mutual discussions and negotiations. If such disputes and differences cannot be settled and resolved by discussions and negotiations, then the decision of the Senior Divisional Manager, LIC of India, Guwahati Division shall be final and binding and no further representation would be entertained.
14. The Senior Divisional Manager, LIC of India, Guwahati Division reserves the right to alter / modify any or all the terms and conditions of this Tender and / or cancel this Tender at any point of time before finalizing or awarding the Contract, without assigning any reason whatsoever.
15. The exact number of machines to be brought under Comprehensive AMC shall vary to the extent of (+) / (-) 5 of the total stipulated number of 75 as specified in ANNEXURE-I.

16. The tender shall have to be submitted in a sealed envelope which shall be superscribed as - : **“TENDER FOR AMC OF NOTE COUNTING MACHINE, LIC, GUWAHATI”** and shall have to be submitted in the designated Tender Box kept at 4th Floor of LIC of India, Guwahati Divisional Office, Jeevan Prakash Building, S.S. Road, Guwahati – 781001 within the specified submission date. The tender may also be sent by post at the under mentioned address :

Manager (OS)

LIC of India,

Guwahati Divisional Office

Jeevan Prakash Building,

S.S. Road, Guwahati – 781001

The tenders must reach OS Department, Guwahati Divisional Office on or before 10.03.2025, 3.30 PM and the received tenders will be opened on the same day,i.e, on 10.03.2025 at 4 PM.

The tenders received either physically or by post after 3.30 pm on 10-03-2025 shall not be entertained in any way and LIC, Guwahati Division shall not be responsible for any kind of delay in delivery or wrong delivery or delivery failure, in any manner whatsoever.

17. The tenderer firm / company shall submit the following documents along with duly filled up ANNEXURE-II:

(i) Copy of Valid Trade License.

(ii) Copy of GST Registration Certificate

(iii) Copy of PAN card of the firm / company / proprietor

(iv) Copies of contract papers / service agreements / payment orders / empanelment letters for the years 2022-23, 2023-2024, 2024-25 from reputed organizations as evidence of experience in this field.

(v) Proof of payment of Tender Fee(Receipt Counterfoil) / Demand Draft of Rs.118.00 favouring LIC of India, payable at Guwahati.

**Sd/
SR DIVISIONAL MANAGER**