

TENDER DOCUMENT

FOR

“AMC OF COMPUTER, NETWORK PERIPHERALS”



CCS NATIONAL INSTITUTE OF AGRICULTURAL MARKETING
KOTA ROAD, BAMBALA
NEAR SANGANER, JAIPUR – 302033
PHONE NO. 0141 – 0141-2795104

COST : RS. 500/-

TENDER FORM FOR “AMC OF COMPUTER, NETWORK PERIPHERALS AND UPS”

Mandatory qualifying requirements for awarding of comprehensive Annual Maintenance Contract of computer, network peripherals and UPS

1.	Name of the Organization/Firm	
2.	Name(s) of the Proprietors/Partners/ Directors	
3.	Registered Address, Telephone & Fax No., Email id and website	
4.	Other Address of any branches with their telephone No. and Faxes	
5.	GST/ Commercial Tax/Registration details:	
6.	Permanent Account Number of the firm. Copy of Pan Card to be attached	
7.	ESI, Provident Fund Number allotted by Regional Provident Office, if applicable. Copy of the same to be attached	
8.	Authorized partner certification from HP and Dell	
9	Name(s) of the Public Sector/Govt. Organizations to whom similar services have been provided by the firm (Please attach the service Certificate from Govt. Office/Public Sector) Minimum 3 firms are mandatory	
10	Total number of employees employed in the organization a) Qualified Graduate Engineers b) Others,	

11	Minimum 50 Lakhs turnover for each year for last three financial years in computer and UPS services, maintenance Details of Bank turnover for the last Three (3) financial year (with documentary proof in the form of audited P&L A/c and Balance Sheet)	<ol style="list-style-type: none"> 1. 2. 3.
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NOTE: Upload attested photocopies of above certifications.

WHEREAS

- 1 CCS NIAM is desirous of entering in to a Comprehensive maintenance contract with vendor for “**AMC OF COMPUTER, NETWORK PERIPHERALS AND UPS**” as listed in Annexure-A
2. Vendor is desirous of renting such services under terms and conditions as per this contract.

MAINTENANCE

All the Computers, LAN, Software and their peripheral will be put in working condition before entering into contract by CCS NIAM.

INCLUSION AND EXCLUSION OF PARTS OF COMPUTERS AND PRINTERS

All the parts of the computer systems, LAN, printers and UPS SYSTEM including all hardware except the printer tonners/ cartridges, laptop battery and UPS batteries . Any Sort of physical damage or electrical burn component will not be covered under AMC. When all the above parts are not repairable the same will be required to be replaced by the vendor as per the same configuration and OEM product free of cost. If same configuration is not available, the parts have to be replaced of superior configuration.

SCOPE AND SERVICE

Vendor agrees to provide the following Services under the Contract to keep the Systems in good working condition.

- (A) Vendor shall provide one resident engineer during the Office hours for all working days i.e. Monday to Saturday 9: 00 AM to 5:30 PM

and whenever required on need-based even for closed holidays also. If the positioned Engineer happens to be on leave, alternate arrangement will be made by the Vendor. If Service Engineer is absent in any working days, penalty of Rs. 600/- per working day will be deducted from the AMC amount. The bidder will not be allowed for frequently changing the hardware engineer. The Contractor is required to maintain adequate stocks of spares to meet the requirements. Qualification and experience of the two Resident Engineers are as under:

Vendor to provide One Resident Engineer for the maintenance of hardware and maintenance of audio visual items in classrooms. Minimum qualification and experience will be as follows:

- i) **Resident Engineer:** will be well versed with following technologies:
 - a) Should be able to do trouble shooting of desktops, printers and laptops.
 - b) Should be well versed in managing and installation of wired and wireless networks.
 - c) Should have good knowledge of switching protocols.
 - d) Installation and maintenance of system operating system, antivirus and other system software's. And maintenance and operating of audio visual equipment's installed in classrooms.
 - e) Should have at least 3 years experience in working in the above domain.
 - f) Should be able to backtrack, eliminate threats percolating through internet and ensure genuine traffic flow under IT usage policy.
 - g) Shall be required to organize online classes/webinars and training programs.

Qualification:

- a) Graduate/Engineer in Computer Science
 - b) Candidate should have 60 + % in UG
 - c) Any certification from OEM's or hardware course shall be an added advantage
1. Preventive maintenance will be carried out for all systems covered under the contract in every quarter (i.e. three months) .Vendor will submit Quarterly Maintenance Report duly signed by the user and also name and designation of the officer.

2. Unscheduled, on-call corrective and remedial maintenance service to set right the malfunctions of the Systems. Whether a defective item or component to be replaced or repaired shall be at the sole discretion of the Vendor. In the case of replacement of the part, the defective part removed from the System will become the property of the Vendor.
3. Acceptable Only original parts with same OEM are to be used if required or if same configuration is not available, the parts have to be replaced of superior configuration.

TERMS AND CONDITIONS:

- (A) NIAM reserves the right to seek clarification from the issuer agency on the supporting document submitted by the bidder.
- (B) The Experience and requisite documents should be in the name of bidder only.
- (C) In complete/invalid tenders are liable for rejection and no correspondence will be entertained in case of rejection.
- (D) Tender documents duly filled and uploaded as mentioned in the tender notice.
- (E) Tenderers have to upload all the supporting documents duly self attested with seal affixed failing which the offer is liable for rejection.
- (F) The bidder shall have their own GST and EPF CODES. The bidder should upload the same along with tender documents and such registration shall remain valid throughout the period of contract, sign in relation to tender.
- (G) The bidder should qualify in all the parameters in order to be a qualified bidder for being eligible for opening of price bid which will be carried out on L-1 basis.
- (H) The financially lowest offer shall be deemed as successful bid and shall be considered L-1 (lowest offer) for further processing.

- (I) To assist in the examination, evaluation/comparison of the bids and examination of the bidders, NIAM may at its discretion asks any bidder for any clarification of its bid.
- (J) In cases wherein a bidder does not provide clarification of its bid by the date and time set in NIAM's request for clarification, their bid may be rejected.
- (K) The contract may be renewed for further period of one year with same terms and conditions provided department is satisfied with Services of the Vendor.
- (L) System maintenance charges shall not include cost of Consumables and supply items such as toners, media magnetic tapes, cartridges, printer bands, printed Computer stationery and toner cartridges.
- (M) For down time calculation, the day on which call is closed will not be taken as part of down time.
- (N) In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
- (O) This contract extends only to problems arising out of normal functioning of equipment and the contract does not cover breakdown of Services of spares, cost arising out damages cause due to fire, theft, riots, accidents, earthquakes, storms and other natural calamities.
- (P) Vendor will have to maintain record of machine failure, nature of failure, date and time of booking of the complaint. When the machine is made up. Vendor Service Engineer and respective computer system operator in charge will sign this record.
- (Q) When any new hardware is bought, a written intimation is required. The new hardware will be inspected by the Vendor and its maintenance will be taken up after acceptance of the same. In case any system needs to be upgraded, the same would be taken out of this contract with minimum one months notice period.
- (R) All the computers and items covered under AMC will be handed over in working condition at the time of completion of the contract.
- (S) Under AMC all the parts/hardware of the computer systems, all

components of LAN, printers and UPS system covered except the printer tonners/cartridges, laptop battery and UPS batteries. Institute will not pay any extra amount for replacement of any faulty parts. When any hardware is not repairable the same will be required to be replaced. by the service provider as per the same configuration free of cost.

- (T) Tenderer required to be provide rates for Laptop battery and UPS batteries (on buy back option) as per details mentioned at ANNEXURE B and these rates will be valid along with your tender tenure. NIAM will be issue separate purchase order as and when required.
- (U) Any damage to the system like getting burnt due to site problem or any other lighting, rat bitten cases will not be covered under this contract and it will be discussed mutually on case to case basis.
- (V) Successful bidder will have to execute an agreement in the form appended with the tender within a period of 7 days of receipt of letter of acceptance of the order.
- (W)The successful bidder shall provide one hardware Engineer during the Office hours for all working days i.e. Monday to Saturday, 9:00 AM to 5:30 PM and whenever required on need-based even for closed holidays also. If the positioned Engineer happens to be on leave, alternate arrangement will be made by the Vendor. If Service Engineer is absent in any working days, penalty of Rs. 600/- per working day will be deducted from the bill of quarterly AMC. The bidder will not be allowed for frequently changing the hardware engineer
- (X) Tender must be accompanied by an earnest money of Rs. 20,000 Tenders will not be considered without the earnest noney. The amount should be deposited in the form of Demand Deatt Bankers Cheque in favour of Director General, NIAM, Jaipur Successful bidder EMD will be deposited in NIAM account against security deposit and will be released after completion of tender period.
- (Y) Director General, NIAM reserves the right to accept or reject the bid(s) without assigning any reasons whatsoever

SERVICE ASSURANCE FOR ALL EQUIPMENTS:

Maximum acceptable down time will be 2 days (48 hours excluding holidays).

PENALTY

Penalty for incomplete calls after the time limit indicated in Service Assurance will be as follows:

- a. Rs. 100/- per working day for PC/ Laptop.
- b. Rs. 500/- per working day for server.
- c. Rs. 50/- per working day for Monitor/TFT.
- d. Rs. 100/- per working day for Printer/Scanner/switch etc.
- e. Rs. 100/- per working day for LAN

Wherever the systems and printer cannot be repaired at site within the specified time limits, the Vendor will have the option to provide alternate equipment of matching specifications which will be replaced within the period of maximum 30 days with the equipment of same make/model. But in case of computer system, the Original CPU should be restored. Failing to this replacement, penalty clause will apply.

In case of UPS Down time is kept 06 hours failing which “standby equipment” of similar nature & specification shall be provided. Failing which NIAM can impose fine of Rs. 200/- per day as penalty. This amount will be deducted from quarterly bills.

PAYMENT:

The AMC includes all items listed in *Annexure-A*. The implementation of the AMC is centralized. The payment will be released on quarterly basis.

Vendor will submit quarterly bill along with the down time statement within two week of completion of the quarter. CCS NIAM will reconcile this with down time reports (along with penalty if any) and release the payment within 4 weeks of submission of bills.

CALL REQUISITION AND COMPLETION:

All maintenance calls may be registered with the resident Service Engineer. Resident Service Engineer will acknowledge each call with a unique no. which is to be used for reference in future.

Completion of calls will be certified by the user and also indicate Name and Designation of the signer. Vendor will prepare the service call slip in triplicate. All three will be signed by user. One copy will be given to the user and one will be submitted to the Computer In charge, NIAM which will help this office for down time/ penalty calculation. Third copy will be retained by Vendor. No other documents will be used to work out down time or Penalty Calculation.

FORCE MAJEURE:

Vendor shall not be liable or deemed to be default of any delay or failure in performance stated here-in-under resulting directly or indirectly from causes beyond its reasonable control and if vendor is prevented from performing its function under this instrument for period longer than six months. Vendor’s liability cases under this contract and then both the parties shall discuss the course of action to be taken after words.

**CH. CHARAN SINGH NATIONAL INSTITUTE OF AGRICULTURAL MARKETING
Kota Road, Bambala, Near Sanganeer, Jaipur 302033
Ph:0141 – 2795104, 2795111**

COMMERCIAL BID

**TENDER FORM FOR “AMC OF COMPUTER, NETWORK
PERIPHERALS AND UPS “**

CONTRACT

Vendor agreed to “Annual Maintenance of COMPUTER, LAN and PERIPHERALS AND UPS” including parts as listed in Annexure –‘A’ in accordance with the provisions laid down in the above contract at yearly charges as given below.

Charges of “Annual maintenance of computer, network peripherals and UPS” shown in annexure A (S.No 1 to 20) and remuneration for deputing one resident engineer for one year would be

(A) Rs. _____ per year (In words
Rs. _____)

CONTRACT PERIOD

One Year from the date of award of the contract

Annexure – A

DETAILS OF HARDWARE & SOFTWARE COVERED UNDER AMC

S.N	Model / Details	Nos
DESKTOPS		
1	Dell Desktops : Optiplex Intel Core i5/4 GB RAM/500 GB HDD/DVD RW/ Windows, TFT Monitor	50
2	HP Desktop: HP 280 G4 MT I7 Windows 10 , 815, 500GB HDD v203p	04
3	Dell desktop: i5 processor, 8 GB DDR3 1 TB SATA HDD, Windows	03
4	HP Proliant DL 180 server	01
5	HP pro Book 450 laptop	09
6	Apple Macbook Pro	01
PRINTERS & SCANNERS		
7	Canon Mono laser printer LBP6081B	1
8	HP LJ1505 N LaserJet	6
9	HP LJ1505 LaserJet	2
10	HP laserjetP1007	2
11	HP colorlaserjet 5000 : Model : M551	1
12	HP Monolaserjet Model: LJP1606 DN	2
13	HP 128 FN Multi Functions printers	11
14	HP Colour Laserjet ProM25 NW	01
LAN & NETWORK ACCESSORIES		
15	Maintenance of LAN system of NIAM including maintenance of Switches/hubs (15 nos.), 170 information outlets (LAN) ports installed in various buildings in NIAM campus and cabling (Cat- 5 & Cat 6) of entire LAN system	Entire LAN
16	Software Maintenance: (including Software installation, Patch up-gradation with respect to both operating system and application software of all systems)	All the systems
UPS Details		
18	5 KVA UPS (Make : APC)	01
19	03 KVA UPS (Make: Microtek)	05
20	01 KVA UPS (Make : Microtek)	08

Annexure – B

**SUPPLY AND INSTALLATION OF LAPTOP BATTERY
AS AND WHEN REQUIREMENT WITH BUYBACK OPTION**

S.N	Item	Quantity	make	Rate in Rs
1	HP pro Book 450 laptop battery	Each	HP	
2	Apple Macbook Pro battery	Each	Apple	
3	12V/40/42 AH SMF	Each	Exide/Amaron quanta or any reputed brand with two years warranty	
4	12 V/26 AH SMF	Each	Exide/Amaron quanta or any reputed brand with two years warranty	
5	12V/18 AH SMF	Each	Exide/Amaron quanta or any reputed brand with two years warranty	
6	12V/100 AH SMF	Each	Exide/Amaron quanta or any reputed brand with two years warranty	
7	12V/7 AH SMF	Each	Exide/Amaron quanta or any reputed brand with two years warranty	