

No.1/32/2016-SSCSR
Government of India
Department of Personnel and Training
Staff Selection Commission
(Southern Region)
Chennai 600 006

TENDER DOCUMENT

Tender Document of Annual Maintenance Contract of Computers, Laptop Computers, Peripherals, Printers, Scanners, Local Area Network, UPS etc., installed in the Staff Selection Commission (SSC) Southern Region, Chennai – reg.

Date of issue of Tender Document	27.05.2016
Last Date & Time for submission of Tender Document	3.00 P.M. on 13.06.2016
Date & Time of opening of Tender Document (Technical Bids & Financial Bid of eligible Tenderers)	At 3.30 PM on 13.06.2016

NOTICE INVITING TENDER

Subject:-Comprehensive Annual Maintenance Contract for Computers /Laptop/ Printers/ UPS/BAS and other peripherals – reg.

1. Sealed quotations for Annual Comprehensive Maintenance Contract for Computer/Notebook/Printer/UPS and other peripherals as per the Annexure and subject to fulfilment of General Terms and Conditions are invited. The rates may be quoted item-wise only and not in lump sum. Comprehensive means repair and replacement of all parts and no payment towards repair or replacement of any part excluding body of the equipment's will be paid.
2. The bidders are advised not to erase or mutilate figures etc. otherwise their quotations will be ignored. Any overwriting will not be allowed.
3. Latest Income Tax Clearance Certificate, Tin Number and PAN number must be submitted with the rates, failing which quotation will not be considered.
4. The intending bidders should have minimum of three years experience in IT related, Hardware Sales/AMC field, duly supported by documentary evidence in support of their competence and goodwill. The firm should have adequate qualified manpower having experience in the field.
5. 10% of the contract amount will be kept as performance guarantee by the Commission during the period of contract.
6. No advance payment will be made in any case. The payment will be released on a quarterly basis after satisfactory completion of service. The company will submit quarterly bill along with the downtime statement and the report within one month of completion of the quarterly period to Regional Director, SSC, SR, Chennai.
7. The Company should have undertaken AMC (direct support) for at least One large Government / Public Sector Unit in each of the last five years in Tamil Nadu (preferably in Chennai) currently.
8. The company should have trained experts in its payrolls in the field of system administration. They should be in a position to attend to any problem in these areas within 24 hours of reporting them.
9. The company should have qualified and experienced engineers in its payroll for managing Local Area Network and Intranet Administration. Any new Software specific to this Office should be installed and maintained as part of AMC including BAS software etc.,
10. Whenever during the period of Maintenance Contract, the services of the Company in respective Maintenance Contract is found to be not satisfactory or if the company is found to be violating any of the conditions

governing the contract, this Office has the right to terminate the contract immediately, without any compensation. In all the cases of replacement of spares including logic cord, SMPS, motherboard, hard disk, etc., for items mentioned above, replacements must be done within 24 hours including the necessary software re-installation.

11. New equipment as and when added to the inventory by this Office will be included in the AMC on the expiry of its warranty period on the existing AMC rates. The rates mentioned in the contract will be for one year from the date of awarding of contract. The same may be extended for a period of further one year with mutual consent on same prices, terms and conditions.

12. The system maintenance charges should not include the cost of consumables and supplied items such as Toner cartridges, printer stationery, CDs etc. Laser Printer maintenance charges include all parts except toner cartridge. UPS maintenance charges includes all repair except batteries. Maintenance call will be attended within 24 hours from time of registration of break down, failing which penalty @ Rs. 200/- per day will be imposed.

13. Whenever the system cannot be repaired on site within the specified time limits, the company will have the option to take the equipment to their workshop premises with prior permission from authorised Officer in this Office and provide alternative equipment of same or better specifications. The Commission's equipment in any case will have to be repaired/set right within 3 days and returned to the Commission after repair in good condition. The firm will arrange their own transport for which extra payment will not be made.

14. For preventive maintenance checks of each system which are under AMC will have to be carried out by the firm on a quarterly basis and will have to be certified by the respective users. Failure of this will lead to deduction of 25% of the performance guarantee which will be kept with the Commission.

15. The AMC includes formatting of computer, note book, data recovery and re- installation including the software used in the office. Change of defective parts with branded parts.

16. In case of intermittent failure and repetitive problems due to improper diagnosis of repair, the system will be treated as continuously down.

17. The personnel of the company will comply with all the security regulations in the Department. Any breach of this condition will render the entire contract null and void.

18. SSC,SR reserves the right to terminate the maintenance contract at any time without assigning any reason. The contractor will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the contract or for maintenance service already performed in terms of the contract the same would be paid to him as per the contract terms.

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19. Interested parties/firms may submit their quotations duly complete in the prescribed manner as per **Annexure** and signed in sealed cover and superscribed as "QUOTATION FOR AMC FOR COMPUTERS" addressed by name to the undersigned in this office not later than **3:00 PM on 13.6.2016**. The quotations will be opened at 3:30 PM on the same day. Authorized representative of the participating firms may be present at the time of opening of quotation, if so desired.

20. The bidder who will quote lowest aggregate rate (in maximum number of items) as per **Annexure** will only be considered qualified as L-I bidder and will be awarded contract for all subjects to fulfilment of all terms and conditions of NIT.

Sd/-
(S.Rajalakshmi)
Deputy Director

Annexure

S.No.	Description	No. of Units	Rate Per unit (Rs)	Service Tax	Total Rate (Rs)
1.	HP Desk Top Computers TFR Monitor 18.5", Hard Disc with CPU	25 Nos.			
2.	HP Laser Jet Printers Model M-202 d/w P-1007 and P-2050	10 Nos.			
3.	Scanner	1 No.			
4.	Local Area Network (Internet/Intranet)	1 No.			
5.	UPS attached with each computers	25 Nos.			
6	Biometric Attendance System (BAS)	1 No			
7	HP Laptop Pro Book	1 No.			

No. 1/32/2016-SR

Date : 27.5.2016

To

List Attached

Subject : Invitation of Tender for AMC for Computers, Printers, Scanner, UPS and BAS - regarding.

Sir,

Sealed Tenders in the following format are invited from System Integrators for managing and providing support for Annual Maintenance Contract (AMC) of Lap Top, Desk Top Computers, Printers, Scanner, UPS and BAS held in this Office :-

S.No	Description	No. of Units	Rate Per unit (Rs.)	Service Tax	Total Rate (Rs.)
1	HP Desk Top Computers TFT Monitor 18.5", Hard Disk with CPU	25 Nos.	-		
2	HP Laser Jet Printers Model M-202 d/w, P-1007 and P-2050,	10 Nos.	-		
3.	Scanner	1 No.			
4.	Local Area Network (Internet/Intranet)	1 No.			
5.	UPS attached with each computers	25 Nos.			
6	Biometric Attendance System (BAS)	1 No			
7	HP Laptop Pro Book	1 No.			
Grand Total					

2. Prices are to be quoted unit-wise. The AMC shall cover comprehensive contract for all parts of the machine including parts such as Printer Heads/Teflon Sheets/Key Board/Mouse/CPU/UPS etc. as per annexure.

Yours faithfully,

Sd/
(S. Rajalakshmi)
Deputy Director