



**JHARKHAND  
GEO-SPATIAL DATA CENTRE  
SURVEY OF INDIA  
RANCHI**

**Tender Document  
For  
AMC of  
Computers and peripherals**

**TENDER NO. : S-002/2014/15-C-4  
Dated : 10-09-2014**

**TO BE SUBMITTED BY : 10-10-2014(12:00 hrs.)**

**TOTAL PAGES: 9**

**Cost of Tender Document Rs. 500/- (Rupees Five Hundred only) (Non-Refundable)**

**Tender Document can also be downloaded from Survey of India website: [www.surveyofindia.gov.in](http://www.surveyofindia.gov.in)**

**SURVEY OF INDIA  
JHARKHAND GDC  
RANCHI**

**TENDER DOCUMENT FOR INVITING TENDERS FOR THE ON-SITE COMPREHENSIVE AMC OF COMPUTER AND ITS PERIPHERALS**

On behalf of President of India, the Director, JHARKHAND GDC, Survey of India, Doranda, Ranchi invites sealed tender for On-site Comprehensive AMC of computers and their peripherals as per following terms and conditions:-

**1. PARTICULARS OF THE TENDER**

(a)	Designation and Address of the authority inviting tender	Director, Jharkhand GDC, Survey of India, Doranda, Ranchi- 834002 (Jharkhand) Phone: 0651- 2482930, 2481386 Fax: 0651-2482789 Email: jhar.gdc.soi@gov.in
(b)	Tender No.	<b>S-002/2014/15-C-4 dated 10-09-2014 .</b>
(c)	Last date and time of sale of tender document	09th october 2014 by 1600 hrs
(d)	Last date and time of receiving bids	10th october 2014by 1200 hrs
(e)	Date and time of opening bids	10th october 2014 at 1500 hrs

**The details of Computers and Peripherals are given in Annexure 'A' of this document.**

**2. ELIGIBILITY CRITERIA**

- (i) The bidding firm should be registered with the appropriate government authorities. The copy of registration certificate must be enclosed with the tender.
- (ii) The bidding firm must enclose registration certificates of VAT / Tax from the appropriate authorities as prevalent in the State of Jharkhand.
- (iii) Copy of Service Tax registration certificate must be attached with the bid.
- (iv) The tenderer must provide the PAN/TAN number of the firm. Copies of Income Tax returns filed by the firm for last 2 years should be enclosed with the tender.
- (v) The bidding firm should have at least two years experience of executing the similar work in Govt./PSU or any other academic institution. Supportive documents i.e. 'Satisfactory Performance Certificate' from the office where such service was provided, must be attached with the bid.
- (vi) **The bids received without the above mentioned certificates/documents will be rejected.**

### 3. TERMS AND CONDITIONS

- (i) The tender document can either be purchased from DDO, JHARKHAND GDC, Survey of India, Doranda, Ranchi on payment of Rs. 500/- by cash/in form of D.D. in favour of DDO, JHARKHAND GDC, Survey of India, Doranda, Ranchi, or can be downloaded from Survey of India website [www.surveyofindia.gov.in](http://www.surveyofindia.gov.in) and in such case the tenderer has to pay the tender document cost in form of D.D. for Rs. 500/- drawn in favour of the **DDO JHARKHAND GDC, Survey of India, Doranda, Ranchi.** In any case the Cash Receipt/DD should be enclosed with the tender, failing which the tender will not be accepted.
- (ii) Response to the tender in sealed envelope should be addressed to Director, JHARKHAND GDC, Survey of India, Doranda, Ranchi-834002. **The rates should be quoted in the format as given in Annexure 'B'.** The tenderer may add columns/rows in the table given in Annexure 'B', if so required.
- (iii) Rates quoted shall be mentioned by the agency both in figures and words. There should not be any erasing or overwriting whatsoever to avoid rejection of bid. The rates quoted shall remain valid for a period of 60 days after the date of opening of the bids.
- (iv) An Earnest money deposit (EMD) of Rs. 3000/- (Rupees Three Thousand only) in shape of Demand Draft drawn on any nationalized bank in favour of DDO, JHARKHAND GDC, Survey of India, Doranda, Ranchi, payable at Ranchi should be furnished along with tender. Tender received without EMD will be summarily rejected. The EMD of un-successful tenderers will be returned within 30 days of the award of job order.
- (v) The tenderer can inspect the computers and peripherals on or before 02-9-2014 (16:00 hrs) if he/she desires so, in consultation with A.S.O. JGDC, Survey of India, Ranchi.
- (vi) Bids received after stipulated date and time due to any reason whatsoever including postal delay shall not be considered.
- (vii) The Director reserves the right to accept or reject any/ all bids without assigning any reason whatsoever.
- (viii) The tender response should be signed by the tenderer in all pages. Incomplete and unsigned quotations are liable to be rejected.
- (ix) Bids with overriding conditions will be summarily rejected.
- (x) If there is no mention of taxes etc. in the bid, the bid will be considered to be inclusive of all taxes and no extra tax will be paid in any case.

- (xi) The successful tenderer will have to deposit Performance Security equal to 10% of the total bid value in the shape of Bank Guarantee from any nationalized/commercial bank drawn in favour of **DDO JHARKHAND GDC, Survey of India, Doranda, Ranchi**, at the time of awarding the work order. Performance Security deposit should remain valid for the entire period of contract plus for a further period of 30 days after the completion of contract.
- (xii) The successful tenderer will have to furnish an agreement on Rs. 10/- Non Judicial Stamp Paper at their own expense.
- (xiii) The period of AMC will be for 1 year from the date of signing the contract agreement.
- (xiv) The payment to the Contractor under the Contract will be on half yearly basis i.e. the payment for AMC will be made in two equal installments each equal to half of the approved amount of AMC, first after completion of 6 months and second after completion of AMC period.
- (xv) Any variation or additional taxes /duties and not statutory levies, if any imposed by the regulatory bodies during the currency of this contract/service will be payable by the maintenance agency over & above the quoted AMC service charges.
- (xvi) The successful firm will be entirely responsible for the execution of the job in accordance with the terms and conditions of this document and the job shall not be assigned or subletted to any other firm/agency.
- (xvii) In case of any dispute relating to the execution of the job between the parties, the matter will be referred to Surveyor General of India and his decision shall be final and binding on both the parties.
- (xviii) Any of the vendors, who may so desire, may be present at the time of opening of the bids.

#### 4. SCOPE OF WORK

- a) Upkeep and maintenance of the installed hardware as per the details given in Annexure 'A' .
- b) Attending to complaint raised by various wings/sections/individual of **DDO JHARKHAND GDC, Survey of India, Doranda, Ranchi**,
- c) On site preventative and corrective maintenance of computer and peripherals connected in LAN at offices from time to time.
- d) **The contract would be on-site comprehensive i.e. including replacement of parts of Original Equipments Manufacturers (OEM) in case of computers & other peripherals and also includes replacement of exhausted battery of UPS.** All replaced parts should be of original make and incase of non-availability it should be of appropriate standard as decided by Director.

- e) Maintenance contract also give Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software/ patches, if corrupted, software Updation, HDD crash recovery, system Administration, Networking administration, software support/trouble shooting to keep the systems fully operational. The agency will be responsible for providing virus free computing environment at the offices.
- f) Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
- g) The maintenance contract also includes repair, maintenance and troubleshooting of all LAN components to keep fully operational.
- h) Stand by arrangement to be made in case the equipment is to be taken to workshop for repairs.
- i) Maintenance of LAN cables Network connectivity in the existing setup in offices as and when required.
- j) Well trained/qualified engineers will be deployed at offices to resolve the hardware/SW problems, between 9:00 AM to 13.00 PM on all working days. These engineers are also liable to work on holidays and Saturday/Sunday (if services are required) and no additional amount will be paid. Engineer shall be equipped with mobile phones to ensure their availability. An amount of RS. 500/- will be deduced per day and Rs. 250/- will be deduced per half day if any Service Engineer remains absent/leave without providing substitute or rectification of fault as reported. Tenderer should submit the information about their engineer while submitting the bid.
- k) All the resident engineers will coordinate with section officers/ individuals/ store section for prompt up-keep and maintenance of all systems. Each office/ section will have one Register (where number of computer more than eight) and consolidated register (where number is less than eight) to enter break down log with mention about complaint lodged in the mobile of engineer along with date and time.
- l) Repair to be carried out at the location of the equipment. However, if necessary to carry any damaged items to the workshop for repair purpose, agency will bear transportation and other incidental charges and will take due permission from O/O Director.
- m) No storage media can be taken out of the office.
- n) Installation of Antivirus in all desktops/laptops of users and further updation (as and when required). Antivirus OEM license will be provided by the office of JGDC.

- o) Successful tenderer is liable to handover all the hard-wares under its AMC to the successor in working condition, failure to which leads to deduction of actual expenditure to repair these hardware.
- p) The parts/components/sub-assemblies used for repair/replacement by the contractor will be of the same/equivalent or higher make and functional capability as originally available in the systems. **All damaged / replaced storage media will be property of Survey of India.**
- q) The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/components/assemblies will be withdrawn from the maintenance contract. The decision of Director regarding non-availability and obsolescence of technology will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency.
- r) The firm/company will prepare call reports for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, printer, key Board, Mouse etc. externally with liquid cleaner and also inside will be carried out on quarterly basis. A preventive Quarterly Maintenance Report from the firm would be submitted to Section Officer failing which an amount of Rs. 200/- per instrument as a penalty would be imposed.
- s) Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the computers and peripherals work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract. In case any damage on the systems is found, compensation which would be determined by the Competent Authority will have to be paid by the firm.
- t) The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on comprehensive basis inclusive repairs and replacement of spare parts without extra payment.
- u) In the matter of interpreting the terms and conditions of the AMC as well as dispute, if any, arising due to the AMC of the Computer and its peripherals, the decision of Director shall be final and binding on the successful tenderer and no representation against such decision shall be made by the agency.
- v) Director reserves the right to terminate the contract by giving two weeks' notice, if the firm is incapable of carrying out the maintenance as per terms and conditions or in the event of unsatisfactory performance by the firm.

**4.1. Downtime will not be considered under the following conditions:**

- a) Repair time due to machine failure caused by confirmed environmental conditions.

- b) Repair time due to machine failure caused by usage of non-standard consumables.
- c) Standby machine shall be provided, if downtime is more than 2 days.

**4.2. The following Services are not included in the Maintenance Service:**

- a) Non-Repair of Machine by successful Tenderer due to power failure, or any unforeseen reason which is beyond human control.
- b) Neglect or misuse, including use of the machines for purposes other than, for which they are designed.
- c) Alterations, including any deviation from original Machine design unless authorized by Successful Tenderer and Damage caused by rodents or natural disaster.

**4.3. Service warranty**

- a) The tenderer should cover services provided including the quality of workmanship under warranty.
- b) The successful tenderer will not be allowed for frequently changing the hardware engineers.

**ANNEXURE 'A'****Details of Computers and Peripherals for Comprehensive AMC**

Equipments to be brought under maintenance contract at the time of the commencement of the contract:-

<b>Equipment</b>	<b>Make/ Model</b>	<b>Number of Units</b>
WORKSTATION	DELL	1
DESKTOP	-	48
PRINTER DOT MATRIX	-	02
PRINTER LASER JET	HP	09
PRINTER LASER JET (All in one)	HP	01
PRINTER LASER JET COLOUR	HP	01
PRINTER INK JET COLOUR	CANON	01



**ANNEXURE 'B'****RATES FOR ON-SITE COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR  
COMPUTERS AND PERIPHERALS**

<b>Equipment</b>	<b>Make/ Model</b>	<b>No. of Units</b>	<b>AMC Rates Per Unit</b>	<b>Rates for all units (Rates per Unit x Number of Units)</b>
WORKSTATION	DELL	1	Rs.	Rs.
DESKTOP		48	Rs.	Rs.
PRINTER DOT MATRIX		02	Rs.	Rs.
PRINTER LASER JET		09	Rs.	Rs.
PRINTER LASER JET (All in one)		01	Rs.	Rs.
PRINTER LASER JET COLOUR		01	Rs.	Rs.
PRINTER INK JET COLOUR		01	Rs.	Rs.
<b>TOTAL</b>				<b>Rs.</b>
Other Charges if any (Please specify)				Rs.
Taxes if any (Please specify)				Rs.
<b>TOTAL RATES FOR AMC</b>				<b>Rs.</b>

It is certified that all the terms and conditions of the tender document S-002/2014/15-C-4, dated 10-09-2014 have been understood by me/us and I/we are ready to abide by them without any variation in the event of selection of our firm for awarding the job.

**(Signature/ Signatures of authorized  
Representative(s) of the firm with Seal)**

**Place:**

**Name(s):**

**Date :**

**Address :**

**Note:**

1. Rates should be for Comprehensive A.M.C., i.e. including replacement of parts of Original Equipments Manufacturers (OEM) & replacement of exhausted battery of UPS.
2. Rates should be quoted for all the equipments listed above. If rate is not quoted for a particular equipment, it will be assumed that tenderer is ready to provide AMC for that equipment free of cost.
3. The tenderer may add columns/rows in above table, if so required.