



**TENDER FOR
AMC of Computer and Peripherals**

Tender No. /15-C-Computer Dated:- 19/02/2015

To be submitted by:- 20/03/2015

Office of the Director
Tripura, Manipur and Mizoram
Geo-Spatial Data Centre
Survey of India, Silchar-788005
District- Cachar (Assam)

Cost of Tender Document:Rs.200/- (Rupees Two hundred only)

Total pages: 05

**SURVEY OF INDIA
TRIPURA MANIPUR & MIZORAM GDC, SILCHAR**

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

The Director, TM & Mz GDC, Survey of India, Silchar-788 005 (Assam) invites sealed tender for Comprehensive AMC of Computer and its peripherals as per following terms and conditions:-

1. PARTICULARS OF THE TENDER

(a)	Designation and Address of the authority inviting tender	Director, Tripura Manipur & Mizoram GDC, Survey of India, Netaji Subhash Avenue, Rangirkhari Silchar-788 005 (Assam)
(b)	On-Site Address:-	Same as above Email:-tmmz.gdc soi@gov.in
(c)	Tender No.	
(d)	Cost of Tender :	Rs.200/-
(e)	Last date and time of sale of tender document	19.03.2015 by 17:30 hrs.
(f)	Last date and time of receiving bids	20.03.2015 by 17:00 hrs.
(g)	Date and time of opening bids	24.03.2015 at 16:00 hrs.

2. TERMS AND CONDITIONS

- (i) Response to the tender in sealed envelope should be addressed to Director, Tripura Manipur & Mizoram GDC, Survey of India, Silchar-788 005 (Assam).
- (ii) **Sealed envelope containing tender documents should reach the Office of the Director Tripura Manipur & Mizoram GDC, Survey of India, Silchar-788005 (Assam) on or before 20.03.2015 (17:00 hrs).**
- (iii) Rates quoted shall be mentioned by the agency clearly both in figure and words.
- (iv) Bids received after stipulated date and time due to any reason whatsoever including postal delay shall not be considered.
- (v) The Director, TMMz GDC reserves the right to accept/reject any/all bids without assigning any reason whatsoever.
- (vi) The tender response should be signed by the bidder in all pages. Incomplete and unsigned quotations are liable to be rejected.
- (vii) Any of the vendors, who may desire, may be present at the time of opening of the bids.

3. SCOPE OF WORK

- a) Upkeep and do the maintenance of the installed hardware of the computer and its peripherals.
- b) Attend to the complaint(s) raised by Section Officers/Officials of the Office of the Director, Tripura Manipur & Mizoram GDC, Silchar.
- c) On-site preventive and corrective maintenance of the 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 Manufactures (OEM). All replaced parts should be of original and in case of non-availability, it should be of genuine standard as it will be decided by the Director, TMMz GDC, Survey of India, Silchar.
- e) Maintenance contract also give support for users and troubleshooting of commercial software packages and removal of virus and re-installation of system Administration, Networking administration, software support /trouble shooting to keep systems fully operational. The agency will be responsible for providing virus free computer environment in the office.
- f) Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
- g) The maintenance contract also includes repair, maintenance and trouble shooting of all LAN components to keep fully operational.
- h) Standby arrangement to be made in case the equipments is to be taken to workshop for repairs or if the system/equipment cannot be operational within 48 hrs from the lodgement of the complaint.
- i) Maintenance of LAN cables Network connectivity in the existing setup in offices as and when required.
- j) The firm needs to deploy well trained/qualified engineers at offices to resolve the hardware/SW problems, between 9:00 AM to 5:00 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. An amount of Rs.500/- will be deducted per day beyond 48 hrs of the lodgement of the complaint and Rs.250/- will be deducted per half day if any Service Engineer unable to provide substitute or rectify the fault as reported.
- k) The service engineer will co-ordinate with Section Officers/Officials/Store Section for prompt up-keep and maintenance of all systems. Each office/section will have one Register to enter break down log with mention about complaint lodged 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, the agency will bear transportation and other incidental charges and will take due permission from Asst. Store Officer/Director, T.M & Mz GDC, Silchar.

- m) Installation of Antivirus in all desktops and further updation (as and when required). Antivirus OEM license will be provided by the office.
- n) Successful bidder is liable to handover all the hard-wares under its AMC to the successor or to the office in working condition after completion of the AMC, failure to which leads to deduction of actual expenditure to repair those hardware.
- o) 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.**
- p) 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.
- q) The firm/company will prepare log books for each system to be taken under the AMC. Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, printer, key Board, Mouse etc. will be carried out on quarterly basis. A preventive Quarterly Maintenance Report from the firm would be submitted to Section Officer.
- r) Immediately on award of the contract, the firm 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.
- s) The firm 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.
- t) 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, TMMz GDC shall be final and binding.
- u) Director reserves the right to terminate the contract in the event of unsatisfactory performance by the successful bidder.
- v) In no circumstances, advance payment shall be made to the firm. The payment will be made on quarterly basis (i.e. at the end of each quarter) which would be one fourth of the approved amount of the AMC contract on submission of bill and satisfactory performance of the firm.

3.1 The following Services are not included in the Maintenance Service :

- (a) Non-Repair of Machine by successful Bidder due to 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) Any damage caused by rodents or natural disaster or fire.

4. Technical Specification (Hardware)

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

COMPUTER

Desk Top P4	-	21 Nos.
DELL Work Station	-	02 Nos.

PRINTER

HP (Fax cum Scan and Print)	-	02 No. (Colour)
Samsung	-	01 No. (B&W)
Cannon (Scanner cum Printer)	-	01 Nos. (B&W)
HP	-	01 No. (B&W)

UPS

UPS 650 VA	-	02 Nos.
UPS 1 KVA	-	21 Nos.

5. ELIGIBILITY CRETERIA

- (i) The bidder must be registered with the appropriate authorities as prevalent in the State of Assam.
- (ii) The bidder must enclose registration certificates of VAT/Tax from the appropriate authorities as prevalent in the State of Assam.
- (iii) The bidder should have experience to execute the similar work in Govt/PSU or any other institution. Supportive documents are required to be enclosed along with bid papers.

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