



TRIPURA MANIPUR & MIZORAM
GEO SPATIAL DATA CENTRE
SURVEY OF INDIA
SHILLONG:-793 001 (MEGHALAYA)

Tender Document for CAMC of Computer and its Peripherals
Tender No. 445 /15-C-Computer dated 17/04/2015

TOTAL PAGES – 5

COST OF TENDER DOCUMENT ` 100/- (RUPEES ONE HUNDRED
ONLY)

SURVEY OF INDIA
TRIPURA MANIPUR & MIZORAM GDC SHILLONG WING.

TENDER DOCUMENT FOR INVITING TENDERS FOR THE CAMC OF COMPUTER
AND ITS PERIPHERALS

The Director, TM & Mz GDC, Survey of India, Silchar- 788 005 (Assam) invites sealed tender for the CAMC 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, Silchar-788 005 (Assam)
(b)	On-Site Address:-	The Incharge TM & Mz GDC, Survey of India, Shillong Wing, Shillong -793 001 Email:-soi-tmmzgdc-sw-meg@gov.in
(c)	Tender No.	
(d)	Last date and time of sale of tender document	22 nd May 2015 by 17:30 hrs.
(e)	Last date and time of receiving bids	25 th May'2015 by 15:00 hrs.
(f)	Date and time of opening bids	27 th May 2015 at 16:00hrs.

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 05 (Assam)
- (ii) **Sealed envelope containing tender documents should reach the Office of the I/C Tripura Manipur & Mizoram GDC, Survey of India, Shillong Wing, Malki, Shillong-793 001.**
- (iii) Rates quoted shall be mentioned by the agency both in figure and words. There should not be erasing or overwriting whatsoever to avoid rejection of bid.
- (iv) Bids received after stipulated date and time due to any reason whatsoever including postal delay shall not be considered.
- (v) The Director 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) Bids with overriding conditions will be summarily rejected.
- (viii) 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 maintenance of the installed hardware.

- b) Attendance to complaint raised by Incharge /Section Officers/ Individual of the Office of the Incharge Tripura Manipur & Mizoram GDC, Shillong Wing.
- c) On site preventive 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 Manufactures (OEM) & replacement of exhausted battery of UPS. All replaced parts should be of original and in case of non-availability it should be of genuine standard as decided by Incharge, Shillong Wing.
- 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 equipments 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 12:00 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 ` .500/- will be deducted per day and ` .250/- will be deducted per half day if any Service Engineer remains absent/leave without providing substitute or rectification of fault as reported. Bidder should submit the information about their engineer while submitting the bid.
- k) All the resident engineers will co-ordinate 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 is more than eight) and consolidated register (where number of computer is less than eight) to enter break down log with mention about complaint lodged in the mobile of engineer 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 Office of Incharge, TM & Mz GDC, Shillong Wing.
- m) Installation of Antivirus in all desktops/laptops of users and further updation (as and when required) Antivirus OEM license will be provided by the purchaser.
- n) Successful bidder is liable to handover all the hard-wares under its CAMC to the successor in working condition, failure to which leads to deduction of actual expenditure to repair these 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 book for each of the machines to be taken under CAMC preventive maintenance with 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 user would be submitted to Section Officer falling which an amount of `200/- per instrument as a penalty would be imposed.
- r) 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.
- s) 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.
- t) In the matter of interpreting the terms and conditions of the CAMC as well as dispute, if any arising due to the CAMC of the Computer and its Peripherals, the decision of (Director) shall be final and binding on the successful bidder and no representation against such decision shall be made by the agency.
- u) Director reserves the right to terminate the contract in the event of unsatisfactory performance by the successful bidder.

- v) In no circumstance, advance payment shall be made to the contractor. The payment will be made on quarterly basis (i.e at the end of each quarter) which would be one forth of the approved amount of the CAMC contract.

Downtime will not be considered under the following conditions:-

- (a) Repair time due to machine failure caused by confirmed environment 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.

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

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

3. Service warranty.

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

4. Technical specification (Hardware)

COMPUTER

Desk Top P4	-	12 Nos.
HP Work Station	-	02 Nos.
UPS 500 VA Capacity	-	12 Nos.
UPS 1 KVA Capacity	-	02 Nos.

PRINTER

DMP	-	02 Nos.
Office Jet	-	01 No.
HPDesk Jet 2645 (Print/Fax/Scan/Copy)	-	01 No.
HP Laser Jet	-	01 No.

ELIGIBILITY CRITERIA

- (i) The bidder must be registered with the appropriate authorities as prevalent in the state of Meghalaya.
- (ii) The bidder must enclose registration certificates of VAT/Tax from the appropriate authorities as prevalent in the state of Meghalaya.
- (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 the papers.