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भौगोलिक सूचना पद्धति और सुदूर संवेदन निदेशालय
GIS & REMOTE SENSING DIRECTORATE
उप्पल, हैदराबाद -500 039 (आ.प्र.)
UPPAL, HYDERABAD - 500 039 (A.P.)

सं./No.त/T- 1843/15-K (General)

दिनांक / Date :23/09/2015.

To

SUB: COMPREHENSIVE AMC OF VARIOUS IT EQUIPMENS OF NSDI SERVER FOR WMS/WFS SERVICES AND PERIPHERALS INSTALLED AT GIS & RS DATA CENTRE.

Dear Sirs,

We are interested to invite Sealed quotations for providing comprehensive AMC services, i.e. facility management including all hardware and software components installed in Survey of India Node of NSDI in this directorate, from the reputed registered firms, having PAN/TIN numbers etc. in the name of the firm only and having adequate working experience in Govt. offices. The tentative details of equipment and peripherals in the node is attached under Annexure 'A' :-

2. Date and time of Tender submission:

Quotation should reach within the specified time and date to the addressee by 15.00 hrs. on 26/10/2015 The Quotations will be opened on 26/10/2015 at 15.30 hrs. The envelopes containing quotation must be inscribed with "**Proposal for COMPREHENSIVE AMC of IT Equipments OF NSDI SERVER FOR WMS/WFS SERVICES and peripherals installed at GIS & RS Data Centre, Hyderabad.**"

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3. Eligibility Criteria:

- (i) The bidding firm should be registered with the appropriate government authorities. The copy of the Registration certificate must be enclosed with the tender.
- (ii) The bidding firm must enclose the registration certificate of VAT/Tax from the appropriate authorities. While quoting please certify that you are paying your assessed income tax and sales tax regularly.
- (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 bids received without the above mentioned certificates/documents will be rejected.**

4. Terms and Conditions:

- I. Quotation should be submitted under sealed cover only mentioning the quotation letter No., date and item quoted for.
- II. All quotations should be addressed to **“The Director, GIS&RS Directorate, Survey of India, Uppal, Hyderabad – 500 039”**. and NOT BY NAME AND NOT TO ANY OTHER ADDRESS. The complete address of your firm with telephone & fax number must be mentioned on the envelope. The quotation should be super scribed as **“Proposal for AMC of IT Equipment and peripherals”**
- III. It is to clearly mention, whether the quoted rate is inclusive of taxes or exclusive. If the rate is exclusive of taxes, then the details and nature of the taxes and the total cost of item quoted should be specified. Tax exemption, if any, certificate to be attached along with the quotation.
- IV. The firm should provide efficient maintenance service including fortnightly periodic preventive service, maintenance and corrective maintenance, fitting and replacement of defective parts during the period of contract. The equipment will be handed over to this Department in good working condition on completion of the AMC.
- V. The firm will not make any delay in repairing the system and maximum permissible downtime for setting the system is immediate/same day if the complaint is made before lunch or up to 4.00 P.M. and the next early

morning if the complaint is made after 4.00 P.M. In case of downtime more than the hours indicated, a standby is to be provided by the firm failing which a penalty @ 300/-(Rupees Three Hundred only) for computer and @ Rs.100/- (Rupees One Hundred only) for peripherals per one working day beyond one day of downtime would be recoverable from the firm. For the second day of downtime without any standby, the firm's standing will be treated as incompetent and contract likely to be cancelled at the discretion of the competent authority

- VI. The repairing work would be carried out, by qualified engineers having adequate experience, in the premises of this Department. In case any equipment is to be repaired at the workshop, prior approval of competent authority must be obtained. In that case standby equipment with equal configuration will have to be provided first for smooth functioning of office work. The Department should be provided with the details of telephone number Office, Residence, Mobile of the engineer deputed for repairing/maintenance of the IT Equipment etc. The firm will be responsible to provide the service one resident qualified Engineer daily (full time) to attend the day-to-day complaints in this node.
- VII. The comprehensive contract includes the following :-
 - a. The preventive and corrective maintenance of hardware and (as mentioned in Annexure – “A” sl.No.4&5) periodically and also as and when required.
 - b. Installation, maintenance and repair of software etc including up to date antivirus software in all the systems.
 - c. Repair and replacement of parts of Server's, and LAN connections including hard disc, mother board, cards, cables, SMPS, Keyboards, mouse etc and excluding consumables like floppies.
- VIII. The firm will be responsible for any loss which may be caused to the Govt. on account of damage to the equipment as a result of negligence or carelessness on the part of the firm's engineers. The loss will be recoverable from the firm.
- IX. Interested tenderers can visit during office hours (Monday to Friday) to see existing Server and peripherals.
- X. An Earnest money deposit (EMD) of Rs. 5,000/-(Rupees five thousand only) in shape of Demand draft drawn on any nationalized bank in favour of the **Drawing & Disbursing Officer, GIS&RS Directorate, Survey of India, Uppal, Hyderabad, payable at Hyderabad** should be furnished with the tender. The tender received without EMD will be summarily rejected. The EMD of unsuccessful tenderers will be returned within 30 days of award of job order.
- XI. Bids received after stipulated date and time due to any reason whatsoever including postal delay shall not be considered.

- XII. The Director, GIS&RS Directorate, Survey of India, Uppal, Hyderabad reserves the right to accept or reject any/all bids without assigning any reason whatsoever.
- XIII. The tender response should be signed by the tenderer in all pages. Incomplete and unsigned quotations are liable to be rejected.
- XIV. Bids with overriding conditions will be summarily rejected.
- XV. 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.
- XVI. The successful firm would furnish security deposit of 5% of AMC charges, in the form of Bank guarantee, Bank draft or FDR, valid for 14 months from the date of issue.
- XVII. The firm in addition would fulfill the other obligations committed in the rate quotations submitted by it.
- XVIII. The Rate quoted shall be mentioned by the agency both in figure and words. There should not be any erasing or overwriting whatsoever to avoid rejection of bid. The rate quoted should remain valid for a period of 60 days from the date of opening of the bids.
- XIX. Payment would be made on quarterly basis on submission of bill along with satisfactory report from the concerned user, subsequent to production of PAN/TIN numbers issued by Income Tax Department in the name of the firm only and not in the name of individual.
- XX. The Director of GIS & RS keeps the right to revoke the contract at any time without giving any reason.
- XXI. If the firm wants to revoke the contract, he should give at least three months advance notice with sufficient reasons of the contract. Otherwise the security deposit/pending payments will be confiscated.

The quotation should reach the undersigned by 26/10/2015 15.00 hrs. and the quotation will be opened at 15.30 P.M on the same date.

SD/-
(SREEDHAR SAHU)
Superintending Surveyor
For Director
GIS & RS DIRECTORATE

Annexure – “A”

Sl. No.	Particulars	Model No.	Serial No.	Qty
1	IBM Blade Server 4 Blade, capacity 4 @300 GB HDD each, 16 GB RAM each, Fiber Channel Pass, EMB switch, San Switch	1 TU Type: 8886	44E8154	1
2	IBM Inbuilt Storage blades 3 @ 600GB each	-	-	3
3	Load Balancer Switch (Master based transformer)	-	-	1
4	Systems Software maintenance (Win Server 08/ Apache TC/ Linux)	-	-	4
5	Antivirus updation for all the four blades of server	-	-	4
6	CISCO Router	CISCO 1814-V06	FTX1136Y1MT	1
7	CISCO Router	Tellab & Modem	1052431212	1