

Office of the Principal Controller of Defence Accounts (SWC)

Khatipura Road, Jaipur-302012

Phone No.0141-6605506, 6605505, Fax No.0141-6605545, 6605575

No.EDP/108/AMC

Dated: 06/10/2015

TENDER ENQUIRY FOR AMC OF
COMPUTER, PRINTER & NETWORKING


To,

For website uploading

Sir

- 1) This office intends to enter into AMC of Computer, Printer & Networking items as mentioned in Appendix 'A' for HQ PCDA (SWC) at Khatipura Road, Jaipur-302012.
- 2) Sealed bids are invited who are registered with HQ PCDA (SWC) for AMC of Computer, Printer & Networking items as mentioned in Appendix 'A'.
- 3) Sealed quotations shall be submitted in following formats:-
 - (a) Appendix 'A' of the bids be submitted quoting the rates in figures and in words with each page initialed and stamped.
 - (b) Terms and conditions as per Appendix 'B' issued by this HQ with the bids be submitted duly accepted and initialed, stamped on each page. Where documents have been called for by way of proof, these should be invariably furnished. Failure to furnish requisite documents including EMD where applicable shall make the bid liable for rejection.
- 4) Any bids received after due date and time will be considered as 'late' and should not be accepted. PCDA (SWC) reserves the right to reject any bid without assigning any reason.
- 5) **EARNEST MONEY DEPOSIT:** Details as per Appx 'C' attached.
- 6) **PAYMENT TERMS:** The payment will be made on completion of end quarter.
- 7) **JURISDICTIONS OF COURT:** The courts at Jaipur shall have exclusive jurisdiction over this agreements.
- 8) The firms must invariably write the following text on the top of the envelope containing the quotations.

"BID FOR AMC of COMPUTER, PRINTER & NETWORKING ITEMS"


(Sr. Accounts Officer)
EDP Section
PCDA (SWC)

Authorized Signatory
Of the Company
(Company Seal)

List of AMC items:-

Sl No.	Equipment Details	Qty.	AMC Period Required	Service Required
1	HP Server Prolaint ML 350	2	One year from the start of AMC contract	AMC for full hardware and software support including office Networking as per conditions mentioned in Tender Enquiry
2	HCL P-IV Computers	1		
3	Wipro P-IV Computers	11		
4	Zenith Upgraded P-IV Computers	1		
5	ACER P-IV PCs With Monitors	23		
6	Zenith P-IV PCs With Monitors	6		
7	Lenovo PC's With TFT	24		
8	HP PC's With TFT	9		
9	Xerox Phaser 3117 Laser Printer	3		
10	HP 1020 Laser Printer	10		
11	HP Network Printer 1505N	8		
12	Wipro 1070+DX DMP	3		
13	TVS MSP 455 DMP	1		
14	Wipro 1070+DMP	2		
15	Lenovo PC's Inter Dual Core With TFT	14		
16	Epson LX 300+ DMP	7		
17	3010 Phaser Printer	1		
18	HP Touch Smart 300 Computer	1		
19	HCL Computer	15	Under Warranty up to 03/17	
20	HP Colour Laser Jet PRO 200	1		
21	Samsung Laser Printer ML 2161	12		
22	Epson Dot Matrix Printe LX-1170 II	4		
23	Note Book Dell (Laptop)	1		
	Networking Items			
24	Networking Points	112		
25	24 Port Switch Hub	6		
26	8 Port Switch Hub	11		


 (Sr. Accounts Officer)
 EDP Section
 PCDA (SWC)

Authorized Signatory
 Of the Company
 (Company Seal)

I. Terms and Conditions for Tender:

1. Quotation letter in sealed envelope should be addressed to PCDA(SWC),O/o PCDA(SWC), Khatipura Road, Opp. Marudhar Hospital Jaipur -30201
2. The rates quoted shall be mentioned item wise by the vendor both in figures and words. The rates quoted should include charges for any likely replacement/repairs of parts and no additional payments for parts would be paid. There should be no erasing or overwriting whatsoever. Rates quoted should include all taxes including Service Tax or VAT.
3. In the matter or interpreting the terms and conditions of the AMC, as well as dispute, if any, arising due to the AMC of the Equipments, decision of the PCDA(SWC) O/o PCDA(SWC), Jaipur shall be final and binding on the Firm and no representation against his such decision shall be made by the Firm.
4. Tender received after the stipulated date and time due to any reason whatsoever including postal delays shall not be considered.
5. PCDA(SWC), Jaipur, reserves the right to accept or reject any/all quotations without assigning any reason whatsoever.
6. The tenders should be signed by the bidders or authorized signatories on each page incomplete and unsigned quotations are liable to be rejected.
7. Quotation with overriding condition will be summarily rejected.
8. Any of the vendors, who may desire, may be present at the time of opening of the tenders.
9. The successful bidder will have to execute an agreement for the same.
10. One Service Engineer with hardware engineering qualification and at least 3 years experience will have to be stationed by the vendor. The said engineer should be equipped with mobile phone for quick communication. The Engineer is to be present in this office for the full tenure of this office working hours for carrying out maintenance/servicing. The attendance of the service engineer would be maintained by this office.
11. Log Book for maintenance/service of each equipment is to be maintained and verified on monthly basis. Breakdown calls are to be attended immediately by resident engineer and rectified within 24 hours. In case the repair of the hardware would take considerable amount of time, the AMC holder will have to provide a temporary replacement.
12. The Maintenance service shall be offered between 0930 hours to 1800 hours on all working days. Service will also be provided on Saturday, Sunday and Holidays, free of additional cost, if the customer is working due to exigency of services. In such cases one day advance notice will be given by the customer to the Vendor.
13. The Performance will be monitored during the first three months and if the performance is not found satisfactory, contract may be terminated.
14. The firm shall carry out periodic check up of all the equipments under contract and take necessary maintenance/replacement of parts on regular basis. Replacement of parts will be at agencies/AMC holders Cost.
15. In no circumstances, advance payment shall be made to the contractor. The payment shall be made on quarterly basis (i.e. at the end of each quarter) which would be one fourth of the approved amount of the Annual Comprehensive Maintenance Contract.
16. It shall be the responsibility of the firm to make all be computer work satisfactory throughout the contract period and also handover the system to this Department in working condition on the expiry of this contract.
17. The Serving, repairs etc. of the CPU, Memory, Monitor, Speakers, Microphone, Mouse, Key-Board etc. shall normally be carried out at the site where the same are installed. However if it is necessary to carry the items to the workshop for the repair purpose, the contractor shall bear transportation and other incidental charges and shall take the equipments out of the premises with written permission from the authorities.
18. Maintenance of software shall cover restoration, debugging and updating the system including Virus Protection/removal and operation system/system software installation.

19. The contract includes support like installation of internet service and other software support as per requirements of the user including operating system. The memory back-up of each computer shall be maintained by the firm on regular basis.
20. Complaints regarding server have to be necessarily rectified/resolved within 2 hours of complaint, failing which, the repair will be got carried out from any external engineer on payment basis, and the cost of hiring such engineer would be recovered from the quarterly AMC bill of the AMC Holder.
21. The contract for AMC covers all items i.e.CPU, Memory, Monitor, Cables, i/o lets, Network Equipments, Battery, Speakers, Microphone etc, of the computers and all parts of Dot Matrix Printers, Laser Printers and Inkjet Printers including printer head, cables etc, logic card etc. No payment on account of any of these items will be payable extra.
22. Consumables like Toner/Ink Cartridge/Ribbon and Key Board/Mouse are not a part of the AMC Contract and will be supplied to the AMC Holder by this department for necessary installation in the concerned equipment. Installation of these items would be the responsibility of the AMC holder free of cost.
23. Any broken plastic part and damaged wiring of equipments under AMC shall also be covered in the AMC. Any damaged part, due to any reason, of the equipments under AMC , would have to be replaced by the AMC Holder.
24. The Firm will provide genuine parts of computers, in case replacement of parts in needed. The parts shall be of the same make. In the event of their non-availability, good quality parts/replacement of similar of higher configuration would have to be provided, without extra cost to the department. The prior written permission of this department is to be taken for such upgrades.
25. The penalty provision for computer and its parts on account of delay in repairing the computers and its parts(limited to the cost of the items/computers) are as follows:-
 - a) Rs. 200/- per working day per computer
 - b) Rs. 100/- per working day per Printer.
 - c) Rs. 100/- per working day per monitor
 - d) Rs. 500/- per working day for absence of service engineer
 - e) Rs. 100/- per Networking points per day.
 - f) Rs. 500/- per day per server
26. PC's and peripheral might be upgraded during there period of AMC with/without your consultation. The AMC Holder has to maintain the upgraded equipments at no extra cost.
27. The AMC Holder will have to carry out relocation of any equipment under AMC with the PCDA(SWC) office premises and its subsequent installation free of cost.
28. All kind of maintenance should be performed in the presence of authorized officers/ personnel of EDP Section.
29. PCDA(SWC), Jaipur reserves the right to terminate the contract at any time without assigning any reason to the firm after giving a fortnight notice.
30. Vendor shall ensure that no damage is caused by his Engineer to the hardware of software while undertaking repairs or preventive maintenance to the equipment otherwise he will be liable to replace the damaged accessories or equipment or software free of cost of in case of failure to do so, bear the cost of replacement by any third party selected by the customer. The vendor shall provide required preventive maintenance of the equipment on quarterly basis during the customer's normal working hour and working days. For such preventative maintenance, the vendor may require the machine for a maximum of one working day. This period shall not be considered as down time.
31. The AMC holder should be agreed to take over the computer of the department on "AS IS WHERE IS" basis.
32. The firm should provide list of Central Government Ministries/ Departments/Organizations for which it has- AMCs, in each of the last 5 years, if any.

33. Performance Bank Guarantee (PBG) 10% of the Contract amount should be deposited by L1 contract at the time of awarding contract in the shape of Demand Draft, Fixed Deposit Receipt from a commercial Bank, Bank guarantee from a commercial bank in an acceptable form safeguarding the purchasers interest in all respects.

II. Important dates:-

- I. Date and Time for receipt of tender: at 4 PM on 27.10.2015
- II. Date and Time of opening of tender: at 5 PM on 29.10.2015

III. If you are interested, kindly send your quotation to the undersigned as per enclosed Performa. Please also provide list of your clients with their complete addresses and telephone numbers to the undersigned on or before the stipulated date and time in a sealed cover containing heading "Quotation for Computer AMC". Details of the infrastructure available with your firm for undertaking the job also are furnished. Details of the computers and printers of this Department which are likely to be covered under the AMC are as Annexure 'A' attached.



(Sr. Accounts Officer)
EDP Section
PCDA (SWC)


Authorized Signatory
Of the Company
(Company Seal)

Appendix 'C' to PCDA (SWC) letter No.
EDP/108/AMC dated: / /2015
EARNEST MONEY DEPOSIT (EMD)

- The bidders (who are not registered with this office) are required to Deposit Rs..... in INR as EMD in the form of fixed Deposit Receipt/banker's cheque/bank guarantee from any of the commercial Banks to be valid for 45days beyond the bid validity in favour of PCDA (SWC) Jaipur.
- Suppliers registered with MES/ARMY are ordinarily exempted from furnished bid security along with their bids.
- EMD will be waived for bidders registered with national small industries corporation (government of India) and ministry of micro, small and medium enterprises (government of India). The bidders (s) must submit documents in support of their registration to claim this exemption.
- EMD of Rs.20000/- (Rupees Twenty Thousand Only) Submitted in the form of A/C payee demand draft Issued by..... Dated..... In favour of PCDA (SWC) Jaipur.

(OR)

- Relevant documents for exemption of EMD issued by valid upto.....is Enclosed.
- EMD's of the unsuccessful bidders shall be returned to them at the earliest after expiry of the bid validity and latest on or before the 30th day after placing of the supply order.
- The EMD of the successful bidders shall be returned within 30days after awarding of the contract.
- Forfeiture of EMD may be effected on account of one or more of the following reasons:
 - (i) The bidders withdrawing his bid during the validity period specified in the RFP.
 - (ii) The bidders not responding to requests on clarifications of its Bid.
 - (iii) In case of the successful Bidders withdrawing, amending, imparting or derogating from the tender within validity.


(Sr. Accounts Officer)
EDP Section
PCDA (SWC)