

# E- TENDER DOCUMENT

FOR

**“AMC OF COMPUTER, NETWORK PERIPHERALS AND UPS”**



**CCS NATIONAL INSTITUTE OF AGRICULTURAL MARKETING**  
**KOTA ROAD, BAMBALA**  
**NEAR SANGANER, JAIPUR – 302033**  
**PHONE NO. 0141 – 2795111, 2795104**

Note: The intending and eligible bidders may submit the tenders online at <http://eprocure.gov.in> in two bids systems {i.e. (i) Technical Bid and (ii) Financial Bid} in the prescribed proforma. **Tenders are to be submitted online** only using the e-procurement portal **<http://eprocure.gov.in>**

COST : RS. 500/-

**TENDER FORM FOR “AMC OF COMPUTER, NETWORK PERIPHERALS AND UPS”**

Mandatory requirements for awarding of comprehensive Annual Maintenance Contract of computer, network peripherals and UPS

1.	Name of the Organization/Firm	
2.	Name(s) of the Proprietors/Partners/Directors	
3.	Registered Address, Telephone & Fax No.	
4.	Other Address of any branches with their telephone No. and Faxes	
5.	Sales Tax/ Commercial Tax/ Registration details:	
6.	Permanent Account Number of the firm. Copy of Pan Card to be attached	
7.	Provident Fund Number allotted by Regional Provident Office, if applicable. Copy of the same to be attached	
8.	Authorized partner certification from HP and Dell	
9	Name(s) of the Public Sector/Govt. Organizations to whom similar services have been provided by the firm (Please attach the service Certificate from Govt. Office/Public Sector) Minimum 3 firms are mandatory	
10	Name of the website,	

11	Minimum 30 Lakhs turnover for each year for last three financial years in computer and UPS services Details of Bank turnover for the last Three (3) financial year (with documentary proof)	1. 2. 3.
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NOTE: Submit photocopies of above certifications

**WHEREAS**

- 1 CCS NIAM is desirous of entering in to a Comprehensive maintenance contract with vendor for “**AMC OF COMPUTER, NETWORK PERIPHERALS AND UPS**” as listed in Annexure-A
2. Vendor is desirous of renting such services under terms and conditions as per this contract.

**INCLUSION AND EXCLUSION OF PARTS OF COMPUTERS, LAN, PRINTERS AND UPS**

All the parts of the computer systems, all components of LAN, printers and UPS system including all hardware except the printer tonners/ cartridges, laptop battery and UPS batteries . Any Sort of physical damage or electrical burn component will not be covered under AMC. When all the above parts are not repairable the same will be required to be replaced by the vendor as per the same configuration and OEM product free of cost. If same configuration is not available, the parts have to be replaced of superior configuration.

**SCOPE AND SERVICE**

Vendor agrees to provide the following Services under the Contract to keep the Systems in good working condition.

- (A) Vendor shall provide one resident engineer during the Office hours for all working days i.e. Monday to Saturday 9: 00 AM to 5:30 PM and whenever required on need-based even for closed holidays also. If the positioned Engineer happens to be on leave, alternate arrangement

will be made by the Vendor. If Service Engineer is absent in any working days, penalty of Rs. 600/- per working day will be deducted from the AMC amount. The bidder will not be allowed for frequently changing the hardware engineer. The Contractor is required to maintain adequate stocks of spares to meet the requirements. Qualification and experience of the resident engineer is as under:

Vendor to provide One Resident Engineer for the maintenance of hardware & maintenance of audio visual items in classrooms and maintenance of UPS. Minimum qualification and experience will be as follows:

- i) **Resident Engineer:** will be well versed with following technologies:
  - a) Should be able to do trouble shooting of desktops, printers and laptops.
  - b) Should be well versed in managing and installation of wireless networks
  - c) Should have good knowledge of switching protocols
  - d) Installation of operating systems, antivirus and other system software's. and maintenance of audio visual equipments.
  - e) Should have at least 3 years experience in working in the above domain .
  - f) Should be able to backtrack, eliminate threats percolating through internet and ensure genuine traffic flow under IT usage policy
  - g) Shall be required to maintain online classes/webinars and trainings.

**Qualification:**

- a) Graduate/Engineer in Computer science
  - b) Candidate should have 60 + % in UG and PG
  - c) Any certification from OEM's shall be an added advantage
1. Preventive maintenance will be carried out for all systems/servers/laptops/UPS and peripherals covered under the contract in every quarter (i.e. three months) .Vendor will submit Quarterly Maintenance Report duly signed by the user and also name and designation of the officer.
  2. Unscheduled, on-call corrective and remedial maintenance service to set right the malfunctions of the Systems. Whether a defective item or component to be replaced or repaired shall be at the sole discretion of

the Vendor. In the case of replacement of the part, the defective part removed from the System will become the property of the Vendor.

3. Acceptable Only original parts with same OEM are to be used if required.

### **TERMS AND CONDITIONS:**

- (A) The Contract may be renewed for further period of one year with same terms and conditions provided department is satisfied with Services of the Vendor.
- (B) For down time calculation, the day on which call is closed will not be taken as part of down time.
- (C) In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
- (D) Vendor will have to maintain record of machine failure, nature of failure, date and time of booking of the complaint. When the machine is made up, Vendor Service Engineer and respective computer system operator in charge will sign this record.
- (E) When any new hardware is bought, a written intimation is required. The new hardware will be inspected by the Vendor and its maintenance will be taken up after acceptance of the same. In case any system needs to be upgraded, the same would be taken out of this contract with minimum one months notice period.
- (F) All the computers and items covered under AMC will be handed over in working condition at the time of completion of the contract.
- (G) Under AMC all the parts/hardware of the computer systems, all components of LAN, printers and UPS system covered except the printer tonners/ cartridges, laptop battery and UPS batteries. Institute will not pay any extra amount for replacement of any faulty parts. When any hardware is not repairable the same will be required to be replaced by the vendor as per the same configuration free of cost
- (H) Tenderer required to be provide rates for Laptop battery and UPS batteries ( on buy back option) as per details mentioned at ANNEXUR- B and these rates will be valid along with your tender tenure. NIAM will be issue separate purchase order as and when required.

- (I) Any damage to the system like getting burnt due to site problem or any other lighting, rat bitten cases will not be covered under this contract and it will be discussed mutually on case to case basis.
- (J) Successful tenderer will have to execute an agreement in the form appended with the tender within a period of 7 days of receipt of letter of acceptance of the tender .
- (K) The successful bidder shall provide one experienced Engineer during the Office hours for all working days i.e. Monday to Saturday, 9:00 AM to 5:30 PM and whenever required on need-based even for closed holidays also. If the positioned Engineer happens to be on leave, alternate arrangement will be made by the Vendor. If Service Engineer is absent in any working days, penalty of Rs. 600/- per working day will be deducted from the bill of quarterly AMC. The bidder will not be allowed for frequently changing the hardware engineer.
- (L) Tender must be accompanied by an earnest money of Rs. 20,000/-. Tenders will not be considered without the earnest money. The amount should be deposited in the form of Demand Draft/ Bankers Cheque in favour of Director General, NIAM, Jaipur. Successful bidder EMD will be deposited in NIAM account against security Deposit and will be released after completion of tender period.
- (M) Director General, NIAM reserves the right to accept or reject the bid(s) without assigning any reasons whatsoever.

**SERVICE ASSURANCE FOR ALL EQUIPMENTS:**

Maximum acceptable down time will be 2 days ( 48 hours excluding holidays).

**PENALTY**

Penalty for incomplete calls after the time limit indicated in Service Assurance will be as follows:

- a. Rs. 100/- per working day for PC/ Laptop.
- b. Rs. 500/- per working day for server.
- c. Rs. 50/- per working day for Monitor/TFT.
- d. Rs. 100/- per working day for Printer/Scanner/switch etc.
- e. Rs. 100/- per working day for LAN

Wherever the systems and printer cannot be repaired at site within the specified time limits, the Vendor will have the option to provide alternate equipment of matching specifications which will be replaced within the period of maximum 30 days with the equipment of same make/model. But in case of computer system, the Original CPU should be restored. Failing to this replacement, penalty clause will apply.

In case of UPS Down time is kept 06 hours failing which “standby equipment” of similar nature & specification shall be provided. Failing which NIAM can impose fine of Rs. 500/- per day as penalty. This amount will be deducted from quarterly bills.

**PAYMENT:**

The AMC includes all items listed in *Annexure-A*. The implementation of the AMC is centralized. The payment will be released on quarterly basis.

Vendor will submit quarterly bill along with the preventive maintenance statement within two week of completion of the quarter. CCS NIAM will reconcile this with down time reports (along with penalty if any) and release the payment within 4 weeks of submission of bills

**CALL REQUISITION AND COMPLETION:**

All maintenance calls may be registered with the resident Service Engineer. Resident Service Engineer will acknowledge each call with a unique no. which is to be used for reference in future.

Completion of calls will be certified by the user and also indicate Name and Designation of the signer. Vendor will prepare the service call slip in triplicate. All three will be signed by user. One copy will be given to the user and one will be submitted to the Computer In charge, NIAM which will help this office for down time/ penalty calculation. Third copy will be retained by Vendor.

**FORCE MAJEURE:**

Vendor shall not be liable or deemed to be default of any delay or failure in performance stated here-in-under resulting directly or indirectly from causes beyond its reasonable control and if vendor is prevented from performing its function under this instrument for period longer than six months. Vendor’s liability ceases under this contract and then both the parties shall discuss the course of action to be taken after words.





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Ph:0141 – 2795104, 2795111**

**COMMERCIAL BID**

**TENDER FORM FOR “AMC OF COMPUTER, NETWORK  
PERIPHERALS AND UPS “**

**CONTRACT**

Vendor agreed to “Annual Maintenance of COMPUTER, NETWORK PERIPHERALS AND UPS” as listed in Annexure –‘A’ in accordance with the provisions laid down in the above contract at yearly charges as given below.

Charges of “Annual maintenance of computer, network peripherals and UPS” shown in annexure A ( s.no 1 to 25 ) and remuneration for deputing one resident engineer for one year would be

(A) Rs. \_\_\_\_\_ per year ( In words  
Rs. \_\_\_\_\_ )

**CONTRACT PERIOD**

One Year from the date of award of the contract

**Annexure – A**

**DETAILS OF HARDWARE & SOFTWARE COVERED UNDER AMC**

S.N	Model / Details	Nos.
<b>DESKTOPS</b>		
1	HP Desktop Model: DX2480/DX 7400, Intel core 2 duo, 2.4/2.80 Ghz , 160 GB HDD, 2 GB DDR2 RAM, 17" HP TFT monitor, DVD- R/W	20
2	HP desktop , HP elite 830 SFF, Intel core i7, 18.3 TFT monitor, DVD – R/W	02
3	Dell Desktops : Optiplex Intel Core i5/4 GB RAM/500 GB HDD/DVD RW/ Win 8.1 pro, TFT Monitor	50
4	HP Proliant DL 180 server	01
5	HP Desktop: HP 280 G4 MT I7 Windows 10 P, 815 v203p	04
7	Dell desktop: I5 processor, 8 GB DDR3 RAM, I TB SATA HDD, 1 GB RAM with display port DVI/HDMI port, DVD writer, Giga LAN card	03
<b>LAPTOPS</b>		
8	HP pro Book 450	09
9	Apple Macbook Pro	01
<b>PRINTERS &amp; SCANNERS</b>		
10	Canon Mono laser printer LBP6081B	2
11	HP LJ1505 N LaserJet	6
12	HP LJ1505 LaserJet	2
13	HP laserjetP1007	2
14	HP colorlaserjet pro MFP M277 dw	1
15	HP Colour Laserjet ProM25 nw	1
16	HP Monolaserjet Model: LJP1606 DN	2
17	HP 128 FN Multi Functions printers	13
<b>LAN &amp; NETWORK ACCESSORIES</b>		
18	<b>Maintenance of LAN system of NIAM</b> including maintenance of Switches/hubs (15 nos.), 170 information outlets (LAN) ports installed in various buildings in NIAM campus and cabling ( Cat- 5 & Cat 6) of entire LAN system	Entire LAN

19	<b>Software Maintenance:</b> (including Software installation, Patch up-gradation with respect to both operating system and application software of all systems )	All the systems
<b>UPS Details</b>		
20	20 KVA UPS (Make: Tata Liebert )	01
21	20 KVA UPS (Make RS Power )	01
22	01 KVA UPS (Make : Microtek)	05
23	5 KVA UPS (Make : APC )	01
24	03 KVA UPS (Make: Microtek)	02
25	01 KVA UPS (Make: Microtek)	20

**Annexure – B**

**SUPPLY AND INSTALLATION OF LAPTOP BATTERY**

<b>S.N</b>	<b>Item</b>	<b>Quantity</b>	<b>Rate in Rs.</b>
1	HP pro Book 450 laptop battery	Each	
2	Apple Macbook Pro battery	Each	

**SUPPLY AND INSTALLATION OF UPS BATTERIES WITH  
BUYBACK OPTION**

<b>S.N</b>	<b>Item</b>	<b>Quantity</b>	<b>Battery make</b>	<b>Rate in Rs</b>
1	12V/40/42 AH SMF Battery (Buyback) (With Two year warranty)	Each	Exide/Amar on quanta	
2	12 V/26 AH SMF battery (Buyback) (With Two year warranty)	Each	Exide/Amar on quanta	
3	12V/18 AH SMF Battery (Buyback) (With Two year warranty)	Each	Exide/Amar on quanta	
4	12V/100 AH SMF Battery (Buyback) (With Two year warranty)	Each	Exide/Amar on quanta	
5	12V/7 AH SMF Battery (Buyback) (With Two year warranty)	Each	Exide/Amar on quanta	