

No.F.01/24/2018-C
GOVERNMENT OF INDIA
PRESS INFORMATION BUREAU

Shastri Bhavan,
26, Haddows Road,
Nungambakkam,
Chennai – 600 006.

Date: 10.05.2018

TENDER NOTICE

**For Comprehensive Annual Maintenance Contract of Computers/Peripherals etc.
of Press Information Bureau, Ministry of I & B, Chennai.**

Sealed quotations are invited from experienced, reputed Chennai based firms in the field of maintenance of computers/ peripherals and fulfill the following terms and conditions for award of 'Comprehensive Annual Maintenance Contract of Computers/ Peripherals etc. (Details of items may be seen in annexure-A) being maintained in the Regional office of Press Information Bureau, Chennai. The quotations are to be submitted in sealed envelope with superscription "**Quotation for AMC for Computers**".

The quotations should be addressed to the Addl. Director-General [M&C], Press Information Bureau, Government of India, Shastri Bhavan, 26, Haddows Road, Nungambakkam, Chennai – 600 006 **SO AS TO REACH LATEST BY 4.00 P.M. ON 28.05.2018. THE QUOTATIONS WILL BE OPENED ON THE SAME DAY AT 5.00 P.M.**

TERMS AND CONDITIONS

1. The Contract will be for a period of one year from the date of signing it.
2. The firm should be registered with Tamil Nadu Sales Tax Department for works contract tax. Copies of PAN/GST number Income-Tax clearance certificate/returns for the past 3 years must be attached.
3. The firm must be Authorized Service Provider for at least one reputed manufacturer like – HP/Compaq, IBM/HCL.
4. The firm must have sufficient numbers of qualified and experienced IT engineers.
5. The rate against each item should be mentioned separately. The systems to be maintained by the contract winning firm include Server, Computers, all types of printers. The rate for each item should be quoted on comprehensive basis inclusive of repairs and replacement of spare parts without any extra payment.
6. The rate quoted should also cover the maintenance of Operating System, software installation, installation of patches, data recovery, preventive actions against virus spread, detections / removal of virus, configuration of internet, configuration of applications (Client/Server), connection of computers for projector for presentation etc.

7. The expected response time to attend calls logged by PIB is 30 minutes to four hours from the time of logging. As far as possible the repairs should be carried out on site itself. However, in case the equipments is taken to the site of the service provider, the firm should provide a standby of same configuration.
8. The service provider should provide uninterrupted service on all days including Saturdays, Sundays and National Holidays.
9. The firm shall also be responsible for deployment of necessary staff for cleaning of all hardware using suitable cleaning materials and equipments. Each equipment/system has to be cleaned once in two months regularly.
10. The firm shall maintain equipments as per manufacturers' guidelines and shall use standard components for replacement.
11. The firm winning the bid is responsible for maintaining the entire identified computers virus free by installing latest/reliable anti-virus programmes on all the systems. The anti-virus programme needs to be upgraded on regular basis.
12. The firm will deploy a resident engineer at PIB during the forenoon session of all working days. He will have to available on call on holidays. Resident engineer is to maintain a log book of a complaint and attend them in following manner:
 - i. Minor faults immediately.
 - ii. Major faults within 4 hours if replacement is done with spare available.
 - iii. If spares are not immediately available, time limit for attending to the fault will be 48 hours. However Laser Printers and scanners are to be got serviced from authorized service centres of its respective manufacturers.
 - iv. The firm shall be responsible for taking backup data and programme available on PCs before attending the fault and shall be also responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement.
 - v. If the equipment is required to be transported to the firm's/manufacturer's service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.
 - vi. The replacement of components shall be as per manufacturers' instructions and as per the decision of Addl. DG[M&C], PIB, Chennai.
 - vii. The firm shall have the required drivers (CDs) for maintaining the PCs and peripherals for configuring them.
 - viii. Repair and servicing of equipments can be carried out at the site or the firm's workshop after attending the complaint by replacement method and the same shall be done within 7 days of the receipt of the complaints. The replacement of components shall be free of charge.
 - ix. The replacement also involves all items of equipments:
 - Including major parts such as monitor tubes, print heads of printers, adaptors of DeskJet printers, HDD, SMPS, CPU motherboards, but
 - Excluding, consumables such as computer stationery, ribbon, ink cartridges etc.

15. The scope of software maintenance covers:-
 - A. Maintenance of all software already installed in the personal computers and peripherals and the software to be installed at later stage.
 - B. Providing basic training on the use of PC to user, if required.
16. The contract shall initially be for a period of one year, extendable up to 3 years on the basis of performance of past year.
17. The contract can be terminated at any time by either party after serving advance notice of three months. Press Information Bureau shall have the right to terminate the contract without assigning any reason, whatsoever to the firm.

PENALTY

1. If the firm does not attend to the complaint within stipulated deadline from the time of registration with the resident engineer deployed by the firm or on the telephone number (given by the firm for lodging complaints) a penalty @ 2% of the value of AMC charges of the equipments not available for the use shall be levied. If a sub assembly of the equipment fails, the penalty shall be applicable for the same scheduled item.
2. Penalty shall be levied @ 2 % of the value of AMC charges for that equipment for each day.
3. If the fault is set right by replacing the defective sub assembly and equipments, the same should be re-installed after servicing within 7 days (if 7th day falls on holiday then on the next day morning). In case of default, penalty shall be levied at the rate of 1% of the value of the AMC charges for the scheduled item.

PAYMENT


1. No advance payment will be made in any case.
2. Payment shall be made pro-rate on half yearly basis.
3. Payment for any inclusion/deletion of Computer/Printer/CD Writer/Scanner during the AMC period will be calculated on pro-rate basis.
4. Penalty shall be deducted from the current payment due.

PREVENTIVE TERMS AND CONDITIONS

1. The firm shall carry out preventive maintenance regularly and shall plan, as schedule of quantities, such that maintenance is carried out on each equipment at least once in three months. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment.

2. The schedule of preventive maintenance shall be as follows:-
- i. Cleaning of all equipments using dry vacuum air, brush, soft muslin clothes.
 - ii. Running of test programmes to ensure equality print/data reliability.
 - iii. Checking of power supply source for proper grounding and safety of equipment.
 - iv. Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
 - v. Shifting of equipment as and when required.
 - vi. Running of diagnostic software for system performance.
3. It shall be the responsibility of the firm to make all the computers and peripherals work satisfactorily throughout of the contract period and to hand over the systems in working condition to the Bureau after expiry of the contract. In case any damage is found, the firm is liable to rectify it even after the contract.

**The department reserves the right to reject any or all the tenders.
The department reserves the right to award the contract on the basis of quotations for each item of work separately or collectively, for different items like computers, printers, servers, etc.**


10.05.18
Nadeem Thufail .T
Dy. Director (M&C)
PIB Chennai

Annexure follows as next page

ANNEXURE - A

LIST OF COMPUTERS / PERIPHERALS ETC. AT PIB CHENNAI FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT

S.No	Item	Total Qty.	Description /split up		<u>QUOTATION AMOUNT</u>	
				Nos.	Rate per unit for one year (In Rupees)	Total Amount (In Rupees)
1	Computers (Desktop)	25	HCL Core2 Duo	01		
			HP Desktop	07		
			HP Core 2 Duo	02		
			Dell	07		
			HP Desktop	04		
			Lenovo	01		
2	Laptop	01	HP	01		
3	Printers	15	HP Printer 2035	01		
			HP Laserjet 2025 colour	02		
			HP Laserjet 1566	05		
			HP Laserjet 2055	01		
			HP office jet 8000	01		
			Canon-Mark II 9000 photo printer	01		
			Samsung LaserJet ML 2010	01		
			HP LaserJet 1020	01		
			HP photo smart plus	01		
4	Scanner	04	Canon	01		
			HP	03		
5	24 port Internet Switch	01		01		
					GRAND TOTAL	

Signature:
Seal & address of the bidder