

F.No. D-14021/1/2011-ADMN.
GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSION
DEPARTMENT OF PERSONNEL & TRAINING
STAFF SELECTION COMMISSION (EASTERN REGION)
8th FLOOR, 1st MSO BUILDING, NIZAM PALACE,
234/4, AJC BOSE ROAD, KOLKATA – 700020.

Dated 21st March , 2017

NOTICE INVITING TENDER

Subject: Non-comprehensive Annual Maintenance Contract (CAMC) for computer/printers/UPS, LAN etc.

Sealed quotations are invited for the Non-comprehensive Annual Maintenance Contract (AMC) for computer/printer/UPS and networking hardwares and accessories installed in the office of the Staff Selection Commission (Eastern Region), 8th Floor, 1st MSO Building, Nizam Palace, 234/4, AJC Bose Road, Kolkata - 700020. The general scope of work includes the following:

- a) The contract would be non comprehensive.
- b) Upkeep and maintenance of the hardware installed.
- c) Maintenance/Repair to be carried out at the location of the equipment as far as practicable.
- d) Support for user terminals and troubleshooting of software packages and removal of virus and re-installation of software, if corrupted.
- e) Any other maintenance work to be undertaken relating to the computer/peripherals/user terminals.

2. Interested firms are hereby requested to furnish their proposals/rates through their bids. The particulars of the firms are to be submitted in Annexure-A. The list of computers, printers, UPSs, networking hardwares etc. requiring maintenance is provided at Annexure-B.
3. New equipments purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/ maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for these new equipments. Staff Selection Commission (Eastern Region) reserves the rights to add/remove any item from AMC during the contract period.
4. No service charge would be paid for replacement of parts during the currency of AMC.
5. The following Technical and financial requirements are to be fulfilled by the bidder:
 - (i) The firm/company should have a previous experience of at least 2 years in maintenance of such equipments. Necessary documents must accompany the bid.
 - (ii) The firm/company must have expertise in maintenance and repair of computers, laser jet printers, network components, peripherals and other hardware parts and accessories.
 - (iii) The firm/company must also have expertise and experience in LAN troubleshooting also.
 - (iv) The firm/company applying for this tender would produce certificate for the previous financial year from the concerned authorities about the payment of service tax, income tax, and any other if any applicable.
 - (v) The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine parts of same specification and warranty subject to rate verification and acceptance by SSC (ER).
 - (vi) During maintenance if it would come to the notice of the vendor that any parts or equipment is required to be changed, the vendor should submit a quotation specifying the rate of the parts/equipments. Without any written work order of this office for replacement of any parts/equipments of the computer systems, the vendor should not carry out any such changes.
 - (vii) The firm/company should produce the self attested photocopies of documents related to Registration Number, PAN Number, Service Tax number, Trade License etc.

6. The following terms and conditions would also form part of the AMC:
- (i) The vendor will provide one qualified technical person, with at least three years working experience in the field.
 - (ii) The initial period of contract will be for one year from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended by mutual agreement based on the performance of the service provider.
 - (iii) The firm/company will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, printer, keyboard, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis.
 - (iv) The service engineers would take up any reported fault within twenty four hours. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same.
 - (v) A call log book duly signed by user should be submitted to the Admin section after successfully attending the call.
 - (vi) The successful bidder shall provide necessary support for maintaining virus free computer environment in the SSC (ER) and help in upgrading the Software's/Virus Detection mechanism.
 - (vii) 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 equipment work satisfactorily throughout the contract period and also to hand over the systems to this office in working conditions on the expiry of the contract. In case any damage on the systems of the office is found, compensation as to be determined by the SSC (ER) will have to be paid by the firm.
 - (viii) It may also be noted that in case of contractor backing out in mid terms without any explicit consent of the SSC (ER), the firm/company will be liable to recovery at higher rate vis-à-vis, those contracted with it, which may have to be incurred by SSC (ER) on maintenance of machines for the balance period of contract through alternative means.
 - (ix) The above act of backing out would be automatically debar the firm from any further dealing with SSC (ER).

- (x) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.
7. The interested firm may submit bid in sealed envelopes super scribed "Quotation for AMC of computer, printer, UPS and networking hardware and related accessories" addressed to The Regional Director, Staff Selection Commission (Eastern Region), 8th Floor, 1st MSO Building, Nizam Palace, 234/4, AJC Bose Road, Kolkata – 700020 latest by 2.00 PM on 31st March, 2017.
8. Late submission of tenders will not be accepted. Tenders may be submitted by Post, by hand in person or by courier. However, any delay on this account shall not be accepted as reason for exception.
9. SSC (ER) reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.
10. The tender is not transferable.
11. SSC (ER) reserves the right to accept or reject any or all tenders without assigning any reasons.
12. It will not be open for the contractor to refuse maintenance of any equipment which on the date of entering in contract is in working condition.
13. 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 non comprehensive basis.
14. In case of any dispute, all efforts should be made to settle or resolve such disputes mutually by discussion.
15. Unresolved disputes would be referred to a mutually agreed upon Arbitrator or to the arbitrator to be decided by the Regional Director (ER).

