

No.D-14021/1/2011-Admn
Government of India
Department of Personnel & Training
Staff Selection Commission (ER)

8th Floor, 1st MSO Building, Nizam Palace,
234/4, AJC Bose Road, Kolkata – 700020.

Dated, the 14th November 2017

NOTICE INVITING TENDER ENQUIRY FOR COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT FOR COMPUTERS/PRINTERS/UPS/LAN ETC.

Sealed quotations are invited for the Comprehensive Annual Maintenance Contract (CAMC) for computer/printer/UPS and networking hardware 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.

2. Interested agencies/firms are hereby requested to furnish their proposals/rates through their bids. The particulars of the agencies/firms are to be submitted in **Annexure-A**. The list of computers, printers, UPSs, networking hardwares etc. requiring maintenance is provided at **Annexure-B** and the quoted rates must be inclusive of all applicable taxes. They may send sealed quotations to the aforementioned office latest by **30th November, 2017 on or before 02:00 PM**. The quotations will be opened on the same day i.e. on **30th November, 2017 at 03:00 PM** in this office premises in the presence of the representatives of the interested firms/agencies if they so desire. No tender received after 02:00 PM on 30th November, 2017 would be entertained. The sealed envelopes, containing bids, are to be superscribed “Quotation for Comprehensive AMC of computer/printer/UPS/Networking Hardware and related accessories”. The detailed Scope of work, Terms & Conditions governing the TE etc. are given along with this Notice Inviting TE.

3. The willing bidder(s) may contact to this office for any queries in connection with submission of bid on prior appointment basis. The bidders may contact at the following landline numbers: 2290-4422/2290-4424/2290-2230.

4. The Staff Selection Commission (Eastern Region) reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the Comprehensive AMC.

Sd/-
Regional Director
Staff Selection Commission (ER)

A. GENERAL SCOPE OF WORK INCLUDES THE FOLLOWING:

- a) The contract would be Comprehensive. If any spare part of a computer or printer or UPS or LAN system needs to be replaced while repairing it, the spare part is to be supplied and installed by the Contractor.
- 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.

B. THE FOLLOWING TECHNICAL REQUIREMENTS ARE TO BE FULFILLED BY THE BIDDER:

- (i) The agency/firm should have a previous experience of at least 02 (two) years in maintenance of such equipments. Necessary documents must accompany the bid.
- (ii) The agency/firm must have expertise in maintenance and repair of computers, laser jet printers, network components, peripherals and other hardware parts and accessories.
- (iii) The agency/firm must also have expertise and experience in LAN troubleshooting also.
- (iv) The agency/firm applying for this tender would produce certificate for the previous financial year from the concerned authorities about the payment of applicable taxes, etc.
- (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). The agency/firm must mention in their quotation about the spare parts they will provide during the contract period.
- (vi) During maintenance if that any parts or equipment is required to be changed, the vendor must replace the part/equipment immediately with new equipment and the replaced part is to be handed over to Administration Section for keeping in the custody of SSC(ER).
- (vii) During maintenance if any computer or printer or UPS needs to be retained in the workshop of the agency/firm for more than 24 hours, replacement of the said device is to be provided by the agency/firm.
- (viii) The agency/company should produce the self attested photocopies of documents related to Registration Number, PAN Number, GST Registration Number, Trade Licence, etc. as per **Annexure-A** enclosed with this Limited Tender Notice.

C. TERMS & CONDITIONS OF THE COMPREHENSIVE AMC (CAMC):

- (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 two years 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.
- (iii) The agency/firm will prepare logbooks for each of the machines to be taken under the CAMC 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 Administration 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/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 agency/firm to make all the equipment working 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 agency/firm.
- (viii) It may also be noted that the contractor must not backout midway of the contract. The above act of backing out would be automatically debar the agency/firm from any further dealing with SSC(ER).
- (ix) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactory service would be made.
- (x) SSC(ER) reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the Comprehensive AMC. In such case, payment will be made on pro-rata basis.
- (xi) SSC(ER) reserves the right to accept or reject any or all tenders without assigning any reasons.
- (xii) The contractor shall be responsible for any loss or damage caused to any of the machine owing to negligence on the part of its representative. The contract will be on comprehensive basis.
- (xiii) In case of any dispute, all efforts should be made to settle or resolve such dispute mutually by discussion.
- (xiv) The decision of the Regional Director, SSC(ER) shall be final on any matter of dispute arising out of this tender.
- (xv) The selection of the lowest bidder will be on the basis of the total Comprehensive AMC charges inclusive of all applicable taxes & duties etc.
- (xvi) Rates are to be quoted in respect of the list of computers, printers, UPSs , LAN, etc. in the proforma as **Annexure-B** and the quoted rates must be inclusive of all applicable taxes.

D. EARNEST MONEY DEPOSITION (EMD):

- (i) EMD of Rs.5,000/- in the form of Cheque/Demand Draft from any Nationalized Bank in favour of Regional Director, Staff Selection Commission (Eastern Region), Kolkata payable at Kolkata must accompany the bid. Bid without EMD or in any other form that that which has been prescribed herein will NOT be considered;

- (ii) The EMD should remain valid at least for a period of six months;
- (iii) EMD of bidder will be forfeited, if the bidder withdraws or amends its bid or impairs or derogates from the bid in any respect within a period of validity its bid;
- (iv) EMD of all unsuccessful bidders will be returned to them without any interest whatsoever after finalization of contract. EMD of successful bidder will be returned after receipt of performance security.

E. PERFORMANCE SECURITY:

- (i) The successful bidder will have to Performance Security of Rs.10,000/- (Rupees ten thousand only) in the form of Fixed Deposit Receipt/Bank Guarantee from a Nationalized Bank in an acceptable form in favour of Regional Director, Staff Selection Commission (Eastern Region) within 10 days of award of contract;
- (ii) The Performance Security should remain valid for a period of one year;
- (iii) Performance Security will be refunded to the bidder after satisfactory completion of the assigned tasks;
- (iv) Performance Security will be forfeited if the bidder fails to perform any of the terms & conditions of the contract, without prejudice to such other action including blacklisting of SSC (ER) may deem fit to impose.

F. Mode of payment:

The payment shall be made to the Service Provider on quarterly basis on submission of pre-receipted bill in triplicate. In case of any delay in submission of the bill by the service provider this office won't be responsible for any delay in payment. Payment will be made by NEFT or through e-Payment as per convenience of this office.

PARTICULARS FURNISHED BY THE AGENCY/FIRM:

1.	Name of the Agency/Firm		
2.	Address of Agency/Firm with Telephone No., e-mail address, FAX		
3.	Details of Registration No., Trade Licence, PAN, GST Registration No.		
4.	Name of the Authorised Signatory		
5.	Specimen Signature of the Authorised Signatory		
6.	Particulars of the EMD submitted with the Tender	DD No.	
		Drawn on	
		Dated	
		Bank	
7.	Details of work experience (with enclosure)		
8.	List of copies of documents enclosed		

Declaration: I/we hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I/We understand that in case, any deviation is found in the above statements at any stage, I/We will be blacklisted and will not have any dealing with this Department in future.

(Signature of Authorized Signatory with date and office seal)

ANNEXURE – B

COMPUTERS, PRINTER, UPS and LAN for which Comprehensive AMC (CAMC) Required:

Sl. No.	Item(s)	Number of Units for which CAMC is to quoted	Rate for CAMC per unit (inclusive of applicable taxes)	Total CAMC charge (inclusive of applicable taxes)
1.	COMPUTER	27		
2.	PRINTER	27		
3,	UPS	22		
4.	LAN	For entire office		

Note: The selection of the lowest bidder will be on the basis of the total Comprehensive AMC charges inclusive of all applicable taxes & duties etc. No comparison will be made on individual item/activity basis.

Declaration: Quoted Rate(s) is/are inclusive of applicable taxes & duties etc.

(Signature of Authorized Signatory with date and office seal)