

## **NOTICE INVITING TENDER**

**Subject: Comprehensive Annual Maintenance Contract (CAMC) of Computers / Printers / Laptops etc.**

Sealed quotations are invited for the Comprehensive Annual Maintenance Contract for computers/printers/Laptops installed in the office of the Joint Electricity Regulatory Commission for the State of Goa and Union Territories. The Interested firms may submit their quotations superscribed as "Quotation for AMC of Computers, Printers, and Laptops" addressed to the "Secretary, Joint Electricity Regulatory Commission", Gurgaon latest by 02:00 PM on 16/02/2017.

### **1. Scope of work:-**

#### **This includes**

- a)** Replacement of parts of Original Equipment Manufacturers (OEM) except cartridges for printers.
- b)** Upkeep and maintenance of the hardware installed.
- c)** Providing and maintaining the required drivers and additional peripherals and hardware of the equipments.
- d)** Support for users and troubleshooting of commercial software packages, and removal of viruses and re-installation of software, if corrupted.
- e)** Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
- f)** Any other maintenance work to be undertaken related to the computer/peripherals.

2. A list of computers, printers, laptops, etc. is attached as Annexure-B. New equipments purchased from time to time, after the expiry of their warranty/guarantee period, shall also be serviced/ maintained on the same terms and conditions, and the AMC shall be done on the same terms and conditions for these new equipments also. JERC reserves the right to add/remove any item from the AMC during the contract period.

**3. The Technical and Financial terms and conditions of the AMC shall be as follows:**

- (i) The firm/company must be registered as a firm or as a company with the Registrar of Firms or Registrar of Companies.
- (ii) The firm/company must be in existence for over 3 years in the trade as on 31.3.2016 with maintenance turnover of more than Rs. 30 lakh per annum during the last 3 years ending 31<sup>st</sup> March 2016.
- (iii) The firm/company must have expertise in on-site maintenance and repair of computers, laser jet printers, network components, peripherals and other hardware parts and accessories
- (iv) The firm/company must have a previous experience in maintenance of such equipments (not less than 50 computers per year) with a Government Departments / Public Sector Undertaking in Delhi / NCR.
- (v) Repairs must be carried out at the location of the equipment.
- (vi) Standby arrangements must be made in case the equipment is to be taken to the workshop for repairs.
- (vii) The firm/company applying for this tender must produce certificates for the previous financial year from the concerned authorities regarding the payment of service tax, income tax, works contract tax and any other tax applicable.
- (viii) The firm shall maintain the equipment as per the manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written orders of the JERC are conveyed, the original specification/characteristics/features shall not be changed.
- (ix) The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN Number, Service Tax number, etc.
- (x) The firm/company must submit an amount of Rupees 5,000/- (Rupees Five thousand only) through demand draft in favour of the "Secretary, Joint Electricity Regulatory Commission" at the time of submitting the quotation, as Earnest Money Deposit (EMD). Quotations received without EMD shall not be considered. Earnest money received from the unsuccessful Bidders shall be returned without interest.
- (xi) The successful firm/company shall submit a performance guarantee as determined by the Department while awarding the contract for the fulfillment of performance of the terms and condition of the contract. This shall be refundable after successful completion of the contract.

4. **Other terms and conditions for awarding the AMC shall be as under:**

- (i) The initial period of contract shall be for one year from the date of award of the contract. The rates quoted shall remain in force for the full period of the contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by the JERC, based on the performance of the service provider.
- (ii) The firm/company shall prepare log books 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. A Preventive Maintenance Report from the user would be submitted to the JERC.
- (iii) The successful bidder shall provide necessary support for maintaining virus free computer environment in the JERC and help in upgrading the Software's/Virus Detection mechanism.
- (iv) The service engineers would take up any reported fault within one hour. 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) If the firm fails to carry out the repairs within 24 hours, to the satisfaction of the user, a penalty of Rs. 500/- (Rupees Five hundred only) per day or part thereof will be charged for delay beyond one day till such time the repairs are done. A call sheet duly signed by user should be submitted to the JERC after successfully attending the call
- (vi) Immediately on award of the contract, the contractor would give a report taking over all equipment. 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 the JERC in working conditions on the expiry of the contract. In case any damage on the systems is found, compensation which would be determined by the Competent Authority will have to be paid by the firm.
- (vii) It may also be noted that in case the contractor backs out in the middle of the contract without the explicit consent of the JERC, the firm/company shall be liable to recovery of the amount which may have to be incurred by the JERC on maintenance of machines for the balance period of contract through alternative means.
- (viii) The above act of backing out would automatically debar the firm from any further dealing with JERC, and EMD/performance guarantee amount would also be forfeited
- (ix) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.

5. Late submission of tenders will not be accepted. Tenders by “Telex/Telegram/Fax/E-mail” will not be accepted. Tenders may be submitted by Registered Post, in person or by courier. However, any delay on this account shall not be accepted as reason for consideration thereof.
6. Quotations received after due date, and rates not quoted in the specified proforma will not be accepted. JERC reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.
7. The rates quoted should be NET (exclusive taxes) and no discount or free services/offers quoted will be considered. The rates should be quoted per piece of each item of hardware. This is to facilitate addition or removal of equipments from the list covered under the contract. For comparing quotations of different parties the total of annual value will be considered for a fixed number of equipment.
8. JERC reserves the right to accept or reject any or all tenders without assigning any reasons.
9. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
10. The contract will be on comprehensive basis inclusive of repairs and replacement of spare parts without extra payment.

(Keerti Tewari)  
Secretary

**ANNEXURE-A****TECHNICAL INFORMATION**

1	Name of Firm	
2	Address of Firm	
3	Registration Number	
4	PAN Number, Service Tax Number	
5	Details of the Government / Ministries / Department / Organization / PSUs etc. in which the firm s engaged in Computer AMC activities from the FY 2013-14, 2014-15, 2015-16. Copies of work orders in which they have been given AMC of at least 50 computers in one single order in any Government / Ministries / Department / Organization may be enclosed.	

Name and Signature of Authorized Signatory

**ANNEXURE-B****PERFORMA FOR FINANCIAL BID**

Name of Firm:

Address:

<b>S. No</b>	<b>Items</b>	<b>Number of Units</b>	<b>Charges per unit</b>	<b>Total Price</b>
Computers				
	HP / HCL / Lenovo /	20		
Printers				
	HP Laser Jet P1005 / P1007 /	04 14-Multifunction		
Laptop				
	Dell/Sony/HP	08		

Total:

Note:- Service Tax payable extra as per the Government

Name of Authorized Signatory:-

Telephone number of the authorized signatory

and other telephones numbers of the firm