

**OFFICE OF THE DEVELOPMENT COMMISSIONER,
SEEPZ SPECIAL ECONOMIC ZONE,
GOVERNMENT OF INDIA,
MINISTRY OF COMMERCE & INDUSTRY,
ANDHERI (EAST), MUMBAI – 400 096.**

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**TENDER NOTICE FOR ANNUAL MAINTENANCE CONTRACT FOR
COMPUTER HARDWARE FOR THE YEAR 2014-15.**

Sealed quotation(s) are invited by the Office of Development Commissioner, SEEPZ-SEZ, Ministry of Commerce & Industry, Govt, of India on behalf of the President of India for Comprehensive Annual Maintenance Contract **for a period of one year** from the date of awarding the Contract for the items installed in the Office of Development Commissioner, SEEPZ-SEZ, **Annexure-A**. However, the numbers may vary.

2. The terms and conditions are as follows:-

- (i) The firm(s) should have a minimum of three years experience in Annual Maintenance Contract field, duly supported by documentary evidence as regards competence and goodwill. The firm should have adequate qualified manpower having experience in the field.
- (ii) The firm (s) may send their quotation using separate envelopes for technical as well as financial basis. The word 'technical bid/financial bid for maintenance of computers etc. shall be prominently marked on the top of each envelope. Sealed quotations should be duly superscribed as **"Quotation for Comprehensive Annual Maintenance Contract for Computer Hardware."** The sealed quotation will be received by this office upto **5.00 P.M. on 10.09.2014**. Quotation received after stipulated date and time shall not be entertained. The technical bids will be opened on the same date at **5.30 P. M.** in the presence of the representatives of the firms who may like to be present. After scrutiny of technical bids, the financial bids will be opened on the same day or on some other day for which the notice will be issued afterwards.
- (iii) Incomplete or conditional quotation will not be entertained. The quotation must be accompanied by an account payee Demand Draft amounting to Rs. 10,000/- (Ten Thousand Only) drawn in favour of "Pay & Accounts officer, SEEPZ-SEZ" as security deposit. Cash payment, cheques and other mode of payment shall not be accepted. The quotation without the security deposit shall be rejected. The security deposit shall not bear any interest and shall be refunded, if this department does not accept the quotation.
- (iv) Technical bid should also include the complete profile of the firm and above mentioned certificates/proof. The firm should also furnish the details of Govt. Deptt. where they have completed the AMC.

- (v) The AMC rates mentioned in this contract will be valid for a period of one year from the date of awarding the Contract. This contract may be renewed for further period of one year on the same terms and conditions, provided the department is satisfied with the services of the company or on the terms and conditions mutually agreed upon by the department and the Company. Either party can terminate the contract at any time by giving one month's notice in writing.
- (vi) System maintenance charges shall not include the cost of consumables and supply of items such as ribbons, media like magnetic tapes, cartridges, printer bands, floppy diskettes, print heads, computer stationery, and CDs. The company Engineer will install print heads for Dot Matrix Printers, however print heads will be provided by this office. Laser Printer maintenance charges include all parts including Fuser Assemblies, Fuser Units and Teflon Sheets. However, it does not include toner cartridge.
- (vii) New equipment as and when purchased by the department will be included in AMC as soon as warranty expires. This will be done through Addendum signed by the department and the company.
- (viii) The new upgrade items (Memory, HDD, MM Kit etc.) purchased by the department and upgraded into the existing AMC system, will also be included in AMC with the Company as soon as warranty period expires. This will be done through Addendum signed by the department and the Company.
- (ix) This contract extends only to problems arising out of normal functioning of equipment and the contract does not cover break down or services for spares cost, arising out of damages caused due to fire, theft, riots, accidents, earthquake, storm and other natural calamities.
- (x) At each location, the department will keep record of machine failure including the nature of failure, date and time of booking the complaint. This record will be signed by the Company Service Engineer and the department representative.
- (xi) To monitor the maintenance activity and to discuss other related matters, a monthly meeting between the department and the Company will be held.
- (xii) Whenever the system cannot be repaired on site within the specified time limits, the Company will have the option to take the equipment to their workshop premises, with prior approval and provide the alternate equipment of matching specification. This department equipment in any case will have to be repaired/set right within 15 days and returned to the Office of DC, SEEPZ-SEZ. The firm will arrange their own transport for which no extra payment will be made.
- (xiii) The personnel of the Company will comply with all the security regulation in SEEPZ-SEZ premises.

- (xiv) The firm shall provide maintenance/service through qualified experienced and competent Engineer. The Engineer should have sufficient and requisite knowledge of maintenance and trouble shooting in Windows/UNIX/LAN environment and should be capable to diagnose and to provide quick solutions.
- (xv) The Engineer deployed shall be responsible for preventive and corrective maintenance of all PCs, peripherals and accessories under Annual Maintenance Contract.
- (xvi) The payment will be released on quarterly basis after completion of the quarter. The Company will submit quarterly bill along with the downtime statement and Preventive Maintenance Reports within one week of completion of the quarter to Office of Development Commissioner, SEEPZ-SEZ. This office will endeavor to make the payment at the earliest on receipt of a clear and correct bill. No advance payment will be made.
- (xvii) The Office of Development Commissioner, SEEPZ-SEZ shall reserve the right to cancel any or all quotation without assigning any reason.
- (xviii) In case the successful bidder(s) found with breach of any of the condition (s) of the agreement at any stage, the legal action as per rules/laws shall be, initiated against the agency concerned. In that case security money deposited shall be forfeited after giving proper opportunity through show cause notice.
- (xix) The firm should have minimum 3 years experience of providing AMC in Government Deptts. The firms will have to attach supporting documents in this regard.
- (xx) The firm (s) must be registered with the Service Tax Deptt. and they must submit the latest Service Tax Clearance Certificate. In absence of these documents, the quotation will not be entertained.
- (xxi) All the firms participating must submit a list of their owners/partners etc. along with their contact telephone numbers and a Certificate/Undertaking to the effect that the firm is neither blacklisted by any Government Deptt. nor any criminal case is registered against the firm.
- (xxii) A Committee will be constituted to scrutinize/finalize the Contract. The Committee reserves the right to reject any or all the quotation without assigning any reason thereof.
- (xxiii) Quoting lowest rate does not entitle a firm to get the contract. The technical competence/infrastructure facilities of the firm shall be ascertained before awarding the contract.
- (xxiv) The firm (s) may represent themselves personally or through authorized representative, if any, at the time of opening of quotation.
- (xxv) The Committee in order to satisfy itself, may conduct a spot enquiry to verify soundness, capability and viability of the firm.


(xxvi) The period of contract can be extended for a further period, if required, on the mutually agreed terms and conditions.

(xxvii) A copy of the terms and conditions duly signed by the firm(s) in token of having understood and agreed to the same should be attached alongwith the quotation.

NOTE:-

- A) The following documents should be submitted with the Technical bid failing which the quotation shall be rejected:-
- i) Copies of PAN/Service Tax Number, Income Tax Clearance certificate of Firm of Last three years.
 - ii) Performance Certificate issued by the Government of India department (s) where the AMC was carried out by the firm (s).
 - iii) Proof of past experience of at least 3 years of doing Annual Maintenance Contract only in Government organizations.
 - iv) Proof of having successfully executed minimum of one AMC of more than 75 computers connected under LAN environment.
 - v) The address of the Service Centres with Contact Person Name, Telephone and fax numbers at Mumbai.
 - vi) Annual Turnover for services only.
 - vii) Security deposit for Rs. 10,000/- in the form of Demand Draft in favour of "PAY & ACCOUNTS OFFICER, SEEPZ-SEZ".
 - viii) A copy of the acceptance of terms and conditions duly signed by the firm (s) in token of having understood and agreed to the same should be attached along-with the quotation.

B) Financial Bid shall contain amount of AMC only and no other documents shall be enclosed with the financial bid.


(M. J. Kulkarni)
Asstt. Development Commissioner
SEEPZ-SEZ.

Tel. Phone No. 28294749.

INVENTORY

A. DESKTOP AND SERVER

S/N	Description	Qty
1.	Dell Optiplex 380 black cabinet, Pentium {r} dual core CPU, e5400 @ 2.70 GHz, ram 2 gb, 32 bit operating system, LCD	04No.
2.	Hp black Silver cabinet, Pentium p4, 2.80 GHz, 512 ram 32 bit operating system, monitor	16No.
3.	Dell vostro 230 black cabinet, Pentium core2duo, 2 GB ram, 32 bit operating system, LCD,	16No.
4.	Hp black Tower cabinet, Pentium core2duo, 2 GB ram, 32 bit operating system, LCD,	18No.
5	Hp prolifant black cabinet, Pentium dual core, 1 GB ram, 32 bit operating system, monitor	05No
6.	Datamini black cabinet, Pentium core 2 duo, 1 GB ram,32 bit operating system, monitor	20No.
7.	Assembled neptune, cabinet, pentium4, 4 GB ram, 32 bit operating system, monitor	03No.
8	Compaq (5G3430IL)(CQ300) core2duo, 1gb ram, 32 bit operating system with LCD	05No.
9	Compaq prolifant server, ml 150 Pentium 3 xeon, 1 gb ram, 32 bit operating system, monitor.(2bad)	03No.
10	Hp prolifant ml 350, Pentium xeon, 5 gb ram, 32 bit operating System, monitor	03No.
11	Compaq black cabinet, Pentium i3, 2 gb ram, 32bit operating system, led	12No.
12	Dell Vostro 230(Mini) black cabinet, Pentium i3, 2 gb ram, 32bit operating system, led	21No.
13	Laptop core2duo 1 gb ram 32 bit operating system	01No.
14	Lenovo & HP Compaq P4/ Core2dueCPU, 1gb Ram without motintor	02No.
	TOTAL	129No.

Computers under warranty : 21 Nos. (Sr. No. 12 of the above list)

B. PRINTER AND SCANNER

S/N	Description	Qty
1	HP LaserJet 1160 Printer	01No.
2	HP Laserjet P 1108	24No.
3	HP LaserJet pl007 Printer	19No.
4	HP LaserJet pl505n Printer	01No.
5	HP Laserjet all in one MFP M128FM	01No.
6	HP LaserJet 1020 Printer	04No.
7	HP Laserjet 1010 Printer	01No.
8	HP Laserjet All in one 2113	01No.
9	HP Laserjet MF1213	01No.
10	HP color LaserJet cpl515n	01No.
11	HP scans jet automatic Documents feeder	01No.
12	HP Scan Jets G4010 (scanner)	01No.
13	Sato Printer cl412e	01No.
14	Zebra Card Printer	02No.
15	HP Photosmart C7288 – All in One	01 No.
16	HP Colour Laser Jet 2600N	01 No.
	TOTAL:-	62No.