



भारत सरकार/GOVERNMENT OF INDIA

विकास आयुक्त कार्यालय/OFFICE OF THE DEVELOPMENT COMMISSIONER

कोचीन विशेष आर्थिक क्षेत्र /COCHIN SPECIAL ECONOMIC ZONE

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Dated the 13th June, 2019

TENDER NOTICE

Quotations are invited from the experienced service providers having experience in repair and maintenance of Computer Hardware for Non Comprehensive Annual Maintenance Contract (AMC) of Computers, Servers, Printers etc. in the Office of the Development Commissioner, Cochin Special Economic Zone, Kakkanad. The Annual Maintenance Contract work will comprise of maintenance of the items detailed at **Annexure A** and installation and maintenance of items to be purchased during the contract period. Interested parties are requested to submit their quotations for the AMC on or before 17.00 hours on 21st June, 2019. Quotations should be addressed to the Asst. Development Commissioner (Admn), Office of the DC, CSEZ. Quotations will not be received thereafter. Any quotations received without adhering to the conditions or incorporation of any condition contrary to any of the conditions given in the tender notice will be liable to be rejected summarily. The same will open on 24.06.2019 at 11.00 hours.

The interested parties should submit the details as per Annexure B alongwith the quotation.

Terms and conditions of the Annual Maintenance Contract for Computers & Peripherals are given below.

- 1 The vendor have to depute one resident hardware engineer on site to resolve the hardware problems, from 9.00 AM to 6.00 PM on every Wednesday. As and when required, a person who is competent to resolve the issue shall attend the same within a period of 4 hours from the time of reporting.
- 2 The resident Engineers should be qualified and have experience of not less than 2 years in Computer Hardware as well as Software maintenance. The firm is required to provide evidence of dealing/maintenance in respect of qualification and experience, which would be checked by this office to verify the suitability/competency of the service engineer.
- 3 The firm shall be equipped with Land phone and the engineer shall be equipped with mobile phone to ensure his availability.
- 4 The service of the engineer of the service provider may be required on non-working days or beyond office hours on working days to meet emergency situation. The service provider shall ensure that on such occasions also the personnel are deputed with no extra cost.

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- 5 Apart from the Hardware/Software failures of various types, the calls will also include non working of printers in Networked environment, failure of LAN connectivity etc.
- 6 In case it is absolutely essential to format the Hard Disk of a PC, the resident Engineer should take proper backup of the data and only after the user is satisfied, the RE should proceed with formatting the hard disk.
- 7 Maintenance contract will be valid for a period of one year with effect from the date of signing the contract.
- 8 The contract can be terminated by this office at any time without giving any notice or without assigning any reason, if the work of the service provider is found unsatisfactory during the period of this contract. In this connection decision of the competent authority of this office shall be final and binding on the firm.
- 9 This tender is not transferable and under no circumstances the successful bidder shall be allowed to sub-contract with any other person/party.
- 10 The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/assemblies/components will be withdrawn from the maintenance contract. The decision of competent authority regarding non- availability and obsolescence of technology and withdrawal of these items from the main contract will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted accordingly.

11. Payment

- 11.1 No advance payment would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made.
- 11.2 TDS will be deducted at Source as per Rules.
- 11.3 The company will not have any legal right to proceed against the office in the event of late payment due to unforeseen reason.

12 Service Assurance

The firm would put asset number on each of the system being maintained by them. These should correspond to the number/s of equipments to be maintained in a separate register along with details of rooms/place where they are placed / located. If there is shifting of the equipment/s under this AMC, the firm will have to make changes in record accordingly. Assistant Development Commissioner (Admn) would assist the firm in this task and insure this to be done under his supervision. Preventive maintenance will be carried out on quarterly basis and special cleaning of the Monitor, Printer, Key Board, Mouse etc., from outside with liquid cleaner should be done once in two months. A preventive Maintenance Report (quarterly) and cleaning reports of all the items installed at different locations would be submitted along with the quarterly bill of Non Comprehensive AMC in the name of "Development Commissioner, Cochin SEZ". **The quarterly payment will be made strictly on the basis of the satisfactory report of the Assistant Development Commissioner (Admn).**

13 The schedule of preventive maintenance shall be as follows:-

- (a) Cleaning of all equipment using vacuum air, brush and soft muslin clothes.
- (b) Checking of power supply source for proper grounding and safety of equipment.
- (c) Ensuring that the covers, screws, switches etc., are firmly fastened in respect of each equipment.
- (d) Scanning of all types of virus and elimination and vaccination of the same.

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- (e) Shifting of equipment within the building as and when required.
- 14 The vendor shall provide all software support which are useful for day to day functioning free of cost.
- 15 **The rates quoted should be net and no discount, free services/offers quoted in the quotation will be considered.**
- 16 Reasonable time of a call should be within 24 hours and in case of failure to respond within the stipulated time, a penalty (as per details given below) shall be imposed which will be deducted from the payment of the quarter.

However the penalty clause will not be applicable if a standby computers/ peripherals is provided by the vendor.

S.No.	Type of computer /peripherals	Suggested downtime penalty
1	All client Computers (general use)	Rs. 100/- per day.
2	All Laptops	Rs. 100/- per day.
3	Scanners	Rs 100/- per day
	All printers	Rs. 100/- per day.
4	Parts of Computer failures will be treated as Computer failure	Same as Computers.
5	If equivalent standby is given on the same day, downtime is NIL	NIL penalties.
6	Service Engineer absent/on leave, without substitute thereof on Wednesday.	Rs. 2000/- for each day of absence, from the contracted amount.

- 17 **Vendor should have a proper complaint call registration procedure, follow- up etc.** and provide traceability of all complaints from registration to call clearance; vendor shall issue a customer service slip after every service visit, clearly indicating the time of call by the user Department, time of attendance of the fault by the AMC holder, nature of fault observed and whether cleared or not, if under further observation, then whether normal usages can be continued and details of subsequent visit after 2 days of observation, closure of call, clearance of fault and any other relevant information.
- 18 At the end of the AMC-contract period, both the user and AMC holder shall certify separately that the computer systems/electronic device are in satisfactory working condition and that no fault or complaints are pending.
- 19 In case the service is not found satisfactory, this office will terminate the contract on its own and inform the vendor accordingly.
- 20 Virus protection (Software) will be supplied by the department and maintained by the vendor.
- 21 The amount of AMC includes GST and other taxes as applicable by the Vendor.
- 22 The vendor shall check all the computers/Printers/Laptops/Server/ Scanners within 5 days of signing the contract and submit report to the Asst. Development Commissioner, Admn, CSEZ. In case no report is submitted within stipulated time, it will be assumed that all the machines are in running conditions and it will be responsibility of the vendor to maintain the PC's / Printers / Multifunctional Printers / Scanners / Laptops•
- 23 Quotation received without sealed cover or without quoting rates in the specified proforma will not be accepted. This office reserves the right to reduce or increase the number of items offered for maintenance contract during the contract period of AMC. In case contract is given for higher number of equipment than number mentioned in the tender document, than

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proportionate amount of contract will be increased, if number is reduced proportionate amount will be reduced. **This office does not bind itself to accept the lowest tender and also reserves the right to reject any quotation without assigning any reason whatsoever.**

- 24 In case of any dispute between the vendor and this office, the decision of the Development Commissioner, Cochin Special Economic Zone will be final.
- 25 The Tender Notice is also available for download at the official website: www.csez.gov.in.
- 26 **Last date for submission of bids is 21/06/2019 till 17.00 hours.** No bid shall be accepted after 17.00 hours on 21/06/2019.



(Geetha P)

Assistant Development Commissioner (Admn)



Annexure A

Details of the Hardware items to be covered under Non Comprehensive AMC in the Office of the Development Commissioner, Cochin SEZ:-

SI No.	Hardware	Qty
1	Desktop Computers	60
2	Laser jet printers	27
3	All in one printers	6
4	Desk jet color printer	3
5	Thermal printer	3
6	Laptop	10
7	Servers	5

Annexure B

1	Name and Address of the Firm	
2	Nature of the firm (Ltd., Pvt. Ltd. or any other)	
3	Previous year turnover	
4	Whether the firms have any working experience with Govt. Offices. If so, details thereof.	
5	Details of 2 AMC Clients in Ernakulam including telephone No.	
6	Whether the firm is registered under Goods & Service Tax (If yes, provide the registration No.)	
7	Details of Technical Staff	