

**QUOTATION FOR ANNUAL MAINTENANCE OF COMPUTERS/
PRINTERS/ NETWORKING ETC INSTALLED IN DGOV (NZU), DELHI**

Quotations are invited from the interested Vendors for Annual Maintenance Contract (here-in-after referred to as AMC) of Computers (including installed operating systems) and peripherals (here-in-after referred to as PC) as detailed in Annexure-I, in the Zonal Unit of Directorate of Valuation, New Delhi.

Support Service

Support services are to be provided under the AMC to keep the system in good working condition, and shall include:

Unscheduled:

Vendor shall depute one resource person who has required knowledge and expertise to resolve/ fix day to day issues relating to the Hardware/ Operating Systems on a daily basis.

The corrective and remedial services to set right the malfunctions of the systems include replacement of Unserviceable parts. The parts replaced shall be new or of the same quality and capacity or higher in performance and capacity. Whether a defective item of components is to be replaced or repaired shall be the sole discretion of the vendor. In case of replacement of parts, defective parts (except hard disk drive) removed from the system will become the property of the agency.

Schedule:

There shall be a scheduled preventive maintenance once a month Preventive maintenance shall include vacuum cleaning of PC to remove dusts etc. from the internal components.

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TERMS & CONDITIONS:

1. Interested vendors shall apply quoting the charges for maintenance of PC for a period of three years, which shall be renewed on yearly basis.
2. System maintenance shall not include the cost of consumables and supply items such as inkjet cartridge, computer stationary and toner cartridge.
3. The vendor shall provide complete details including qualification, experience of person deputed to DGOV (NZU), Delhi. The vendor shall provide in writing e-mail address, Telephone Nos. (land line and mobile) and also alternate phone numbers where calls are to be logged.
4. A record shall be maintained at DGOV, recording scheduled/ unscheduled visit of service engineer. The record shall mention nature of failure, date/time of complaint and date/time when problem is resolved. The vendor's service engineer shall sign this record.
5. The vendor needs to attend any work pertaining to this agreement immediately and in any case not later than 24 hours from the time of logging call. For downtime calculation the day on which the call is closed will not be taken as part of downtime. The day on which the call is reported and holidays shall not be taken into account for calculation of downtime.
6. In case of intermittent failure and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
7. For the purpose of downtime calculation maximum permissible time for repair shall be (one) day.
8. If vendor fails to perform any of its obligations as per the provisions then a penalty at the rate of 0.1% (of total AMC amount) per day will be imposed.
9. Payment will be released on Quarterly basis and on completion of a quarter, subject to satisfactory services provided by the vendor during the quarter.
10. DGOV (NZU), New Delhi reserves the right to reject any or all the tenders/ quotations received without assigning any reasons whatsoever, canvassing in any form by the Tenderer will result in rejection of their tender/ quotation.
11. Any clarification, queries, requirement of the vendor shall be settled before AMC commences. Start of AMC shall imply that all terms and conditions have been agreed to between both the parties.
12. Either party has the right to terminate the AMC, if the services are not satisfactory by giving 2 month notice. In case contract is cancelled before completion of period, proportionate payment will be made for the completed period.
13. On completion of contract the vendor shall hand over PC to office in full condition. The vendor shall be responsible for any loss or damage caused owing to negligence on their part.

14. In case of any disputes the decision of Commissioner (Valuation), DGOV, Mumbai shall be final and binding.
15. Vendor should have at least 5 years experience in AMC of PC. They are required to submit proof of experience alongwith bid. They are also required to provide addresses of the Central government Office where such/ similar services are being provided along with details thereof.
16. As AMC involves 'service', furnishing of Service Tax Number is mandatory for all service tax registered vendors. The vendor shall furnish the Service Tax Registration Number along with a copy of the same. Further, the successful bidder would be required to comply with all the legal requirements during the period of contract.
17. Interested parties are requested to submit 'Technical Bid' and 'Commercial bid' separately in sealed envelopes. The two bids shall be enclosed in one envelop. The Technical bids will be opened first on 21/07/2014 at Headquarters office Mumbai . Commercial bids of parties who do not qualify under 'technical bids' shall not be entertained. Representative of parties may be present at the time of opening tenders, if they so desire.
18. The quotation (technical and commercial) marked clearly on top "Tenders for AMC of Computers & Peripherals" and enclosed in one envelope shall be submitted in a sealed cover to the Headquarters office at Mumbai/Zonal unit, New Delhi, on or before 10/07/2014. The Commissioner DGOV, Mumbai reserves the right to cancel the quotation notice or to reject any or all the quotations received from the service providers, without assigning any reason for the same. No correspondence will be made with unsuccessful bidders.


Yashvir Singh
Superintendent
DGOV (NZU): Delhi

Annexure -I

LIST OF ITEMS UNDER AMC FOR COMPUTER & PHERIPHERALS NZU DELHI

Sr. No.	Particulars	Model	Nos.
1.	Desktop	HCL Computer TFT Monitor, KB & Mouse (Including Operating Systems, Application Software & Anti Virus Software	4
2.	Hp Printer	Color LaserJet CM 2320nf MFP Printer	1
		Hp LaserJet Printer Model No.P1007	1
		Hp LaserJet Printer Cum Fax Machine Model 3050	1
		Hp Office Jet Ink Advantage (Print/ Scan / Copy) Model no.: K209z	1
3.	LAN /Internet	MTNL Broadband LAN /Internet Maintenance	2
4.	UPS	625 VA 800VA	4