

**IGNOU, Regional Centre
Deoghar**

Dated-11/01/2017

NOTICE INVITING TENDER(2nd CALL)

Subject: Comprehensive Annual Maintenance Contract (CAMC) of computer/ printers/UPS etc.

Sealed quotations are invited for the Annual Maintenance Contract for computer/printer/ups and networking hardwares and accessories installed in the IGNOU Regional Centre, Madankini Sadan, Basuadih, Rohini Road, P.O Jasdih, Deoghar. The general scope of work includes.

- a) The contract would be comprehensive i.e. including replacement of parts of Original Equipments Manufacturer (OEM) except replacement of exhausted battery of UPS and cartridges for printers.
- b) Upkeep and maintenance of the hardware installed.
- c) To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
- d) Repair to be carried out at the location of the equipment.
- e) Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
- f) Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.
- g) Any other maintenance work to be undertaken related to the computer/peripherals.

2. Interested firms are hereby requested to furnish their proposals/rates through two bid systems i.e. Technical Bid (Annexure-A) and Financial Bid (Annexure-B)
3. The list of computers, printers, UPSs, networking hardwares etc. is attached as Annexure-B. However, new equipments purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for these new equipments. IGNOU reserves the rights to add/remove any item from AMC during the contract period.
4. The Technical and financial terms and conditions of 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 should be in existence for minimum 3 years in the trade as on date of submission of Tender Quotation.
 - (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 replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine part of same specification and warranty.
 - (v) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement.
 - (vi) The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN Number, Service Tax number, etc.
5. The other terms and conditions for awarding the AMC shall be as under:
 - (i) The initial period of contract will be for one year 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. The AMC can be extended, if so desired by the IGNOU, based on the performance of the service provider.

- (ii) The firm/company will prepare logbooks 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.
- (iii) The service engineers would take up any reported fault within 24 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.
- (iv) The successful bidder shall provide necessary support for maintaining virus free computer environment in the IGNOU and help in upgrading the Software's/Virus Detection mechanism.
- (v) 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 firm/company to make all the equipment work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract. In case any damage on the systems of the department is found, compensation which would be determined by the Competent Authority will have to be paid by the firm.
- (vi) An Earnest Money Deposit (EMD) of Rs. 1000/- (Rupees One thousand only) through a Banker Cheque/Demand Draft on any scheduled bank in Deoghar drawn in favour of IGNOU Deoghar must accompany the quotation letter. Quotation received without EMD will not be considered. Earnest money received from other unsuccessful tenders will be returned without interest on demand. The successful tenderer 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. The security deposit will be refundable after successful completion of the contract to the adjustment of dues against the contractors.

- (vii) The act of backing out would automatically debar the firm from any further dealing with IGNOU and EMD/performance guarantee amount would also be forfeited.
- (viii) Quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.
- 6. The interested firm may submit sealed envelopes for "Technical Bid" and "Financial Bid" in a sealed cover super scribed "Quotation for AMC of computer, printer, ups and networking hardware and related accessories" addressed to Regional Director, IGNOU Regional Centre, Madankini Sadan, Basuadih, Rohini Road, P.O Jasidih, Deoghar latest by 06th February 2017 upto 12 Noon..
- 7. The sealed tenders will be opened on 06th February 2017 at 3 P.M in the chamber of the Regional Director (I/c). One authorized representative from each bidder may remain present in the tender meeting.
- 8. 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, by hand in person or by courier. However, any delay on this account shall not be accepted as reason for exception.
- 9. Quotation received after due date, those received without separate sealed cover and rates not quoted in specified Performa will not be accepted.
- 10. The rates quoted should be NET (exclusive taxes) and no discount or free services/offers quoted will be considered. The rate should be quoted per piece of each item of hardware separately. This is to facilitate addition or removal of equipments from the list covered under the contract. For comparing quotation of different parties the total of annual value will be considered for a fixed number of equipment taken together.
- 11. The tender is not transferable.

12. IGNOU reserves the right to accept or reject any or all tenders without assigning any reasons.
13. It will not be open for the contractor to refuse maintenance of any equipment, which on the date of entering in contract is in working condition and is not more than 5 years old.
14. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on comprehensive basis inclusive repairs and replacement of spare parts without extra payment.
15. If required, the representative / technical expert of the firm may visit the office / site.
16. The Tender Document is also uploaded on the website www.rcdeoghar.ignou.ac.in.

Regional Director(I/c)
IGNOU RC Deoghar

TECHNICAL BID

ANNEXURE-A

1	Name of firm		
2	Address of Firm		
3	Registration No.		
4	PAN		
5	Service TAN No.		
6	Name & Specimen Signature of the Authorized signatory.		
7	Telephone Number of the authorized signatory and other Telephone Number of the firm.		
8	Whether the firm had enclosed EMD. If "Yes: then DD/Pay order no.		
9	Details of the Organization etc. in which the firm is engaged in computer AMC/ activities.	Year	
10	List of copies of documents enclosed.		

FINANCIAL BID**ANNEXURE-B**

1	Name of firm	
2	Address of the firm	
3	Name & Specimen Signature of the Authorized signatory	
4	Telephone Number of the authorized signatory and other Telephone Numbers of the firm	

COMPUTERS, PRINTER, UPS

S.NO	ITEMS	Number of Units	charges per unit	Total price
COMPUTERS				
1	Desktop(Dell)	3		
2	Desktop(HCL)	4		
PRINTERS				
1	Samsung (All in one)	1		
2	HP 1020+	3		
3	Xerox (PHASER 3117)	1		
4	TVS (MSP 455 XL Classic)	1		
UPS				
1	Uniline	3		
2	Intex	7		