

\OFFICE OF THE CHIEF ENGINEER, PWD, RAKJASTHAN JAIPUR

TENDER FORM

Subject : **Tender for Annual Maintenance Contract (Per Call Basis) of computer hardware/ software and FAX Machines of Chief Engineer Office, PWD, Rajasthan, Jaipur**

Total Estimated Cost of Work : 4:00 lacs
Tender Cost : Rs. 200.00
Earnest Money : Rs. 8000.00

Last Date of selling tender : Up to 28-03-2016 upto 4:00 PM
Last date & time of receipt of filled tender : 29-03-2016 upto 3:30 PM
Date of opening of tender : 29-03-2016 at 4:00 PM

1. Name and full address of the firm submitting the tender

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2. Reference to :

3. We agree to abide by all the conditions mentioned in Tender Notice No.....dated issued by Executive Engineer(HQ), PWD, Rajasthan Jaipur and also the further conditions of the said tender notice given in the attached sheets (all the pages of which have been signed in token of your acceptance of the terms mentioned therein)

4. The rates for the supply ofas under:

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5. Draft deposit Receipt No. Dated for Rs.in favour of Executive Engineer(HQ), PWD, Rajasthan Jaipur to cover earnest money. The Income Tax Registration certificate and sales tax certificate are submitted herewith.

Signature of Tenderer

LIST OF ANNUAL MAINTENANCE CONTRACT ITEMS ETC.

SR.	Work Description	Total Units to be attended (approx.)	Per Call Rate in Rs. (for single unit)
A. SERVERS AND DESKTOPS			
1	Pentium IV/ Dual Core/ Core to Due/ Core I3/I5/I7 Computer troubleshooting by general maintenance of Hardware including activities like back up / restore of data, formatting and re-installing all necessary software, OS, Drivers etc. to restore smooth functioning of Hardware etc	40	
2	Server Intel Xeon 3.06 SCSI HDD, RAID Controller including OS (2 Nos) .(fault repair without new part replacement) (Troubleshooting by general maintenance of Hardware including activities like back up / restore of data, formatting and re-installing all necessary software, OS, Drivers etc. to restore smooth functioning of Hardware etc)	2	
3	Notebook computer- Acer/ HP/ HCL/Dell etc. (fault repair without new part replacement) (Troubleshooting by general maintenance of Hardware including activities like back up / restore of data, formatting and re-installing all necessary software, OS, Drivers etc. to restore smooth functioning of Hardware etc)	4	
3a	Notebook computer- Acer/ HP/ HCL/Dell etc. Changing faulty Battery with New Laptop Battery with min 4 Hours battery Back-up		
3b	Notebook computer- Acer/ HP/ HCL/Dell etc. Changing complete Body Set with New Laptop body set		
3c	Notebook computer- Acer/ HP/ HCL/Dell etc. Changing faulty Battery with New Laptop Battery with min 4 Hours battery Back-up		
3d	Notebook computer- Acer/ HP/ HCL/Dell etc. Changing complete Body Set with New Laptop body set		
4	Computer Motherboard Fault Repair with small part replacement/repair		
4a	Computer Motherboard Fault Repair with replacement of similar capability new motherboard(Rate after discounting re-sell value of replaced faulty motherboard cost inclusive of installation charges)		
5	Computer SMPS Fault Repair Charges with small part replacement/repair		
5a	Computer SMPS Fault Repair by replacing faulty SMPS with new SMPS (Rate after discounting re-sell value of replaced faulty SMPS cost inclusive of installation charges)		
6	Computer CRT/TFT Monitor Power Circuit/ Logic Card Fault Repair Charges		
7	Computer Faulty HDD Replacement with new 160GB HDD		
8	Computer Faulty HDD Replacement with new 320GB HDD		
9	Computer Faulty HDD Replacement with new 500GB HDD		
10	Computer RAM addition of 2GB DDR-I (Per piece of 2GB of new RAM)		
11	Computer RAM addition of 2GB DDR-II (Per piece of 2GB of new RAM)		
12	Computer RAM addition of 2GB DDR-III (Per piece of 2GB of new RAM)		
13	Computer RAM addition of 1GB DDR-II(Per piece of 1GB of new RAM)		
14	Computer Faulty CD/DVD Replacement with new DVD RW		

SR.	Work Description	Total Units to be attended (approx.)	Per Call Rate in Rs. (for single unit)
B. PRINTERS/ SCANNERS -			
15	General maintenance calls (including preventive maintenance) for fault repair without new part replacement for following printers 24-Pin Dot Matrix HP Laserjet 4+ HP Laserjet 1200 HP Laserjet 6L Gold, 1000, 1010 HP Laserjet 1020, 1022 HP Laserjet 1150, 1160, Samsung ML 1450	30	
16	General maintenance calls (including preventive maintenance) for fault repair without new part replacement for following printers HP Laserjet 1320, 1320N HP Laserjet 2050dn HP Laserjet M202dw Samsung ML2551N HP Laserjet 3005DN RICOH SP 310DN HP CLJ 4650 HP Designjet 500 PS 42" (A0 Size Plotter) HP BIJ2300 Inkjet Printer Canon MP 780 MF Printer Line Matrix Printer P500e DMP 24 pin 136 Col Printer Umax PowerLook 2100 XL A3-scanner HP ScanJet 2400 RICOH SP 310DN	24	
17	Printer's torn Teflon replacement with new one of list of printers at Sn 15 above.		
18	Printer's faulty Gear set replacement with new one of list of printers at Sn 15 above.		
19	Printer's faulty Logic card replacement with new one of list of printers at Sn 15 above.		
20	Printer's faulty Fuser replacement with new one of list of printers at Sn 15 above.		
21	Printer's torn Teflon replacement with new one of list of printers at Sn 16 above.		
22	Printer's faulty Gear set replacement with new one of list of printers at Sn 16 above.		
23	Printer's faulty Logic card replacement with new one of list of printers at Sn 16 above.		
24	Printer's faulty Fuser replacement with new one of list of printers at Sn 16 above.		
25	24-Pin Dot Matrix Faulty Head Replacement with New one		
26	Printer's faulty Logic Card replacement with new one of printer 9050N		
27	Plotter Print Head Replacement with new one of HP Designjet 500 PS 42" (A0 Size Plotter)		
C. UPS (In case of faulty Batteries, the same would be provided by PWD)			
28	UPS Fault Repair without part replacement of 0.5 KVA OFFLINE	25	
29	UPS Fault Repair without part replacement of 1.0 KVA OFFLINE	25	
30	UPS Fault Repair without part replacement of 1 KVA ONLINE	1	
31	UPS Fault Repair without part replacement of 3 KVA ONLINE	3	
32	UPS Fault Repair with New Battery replacement of 0.5KVA UPS (Rate after discounting re-sell value of replaced faulty battery inclusive of installation charges) EXIDE brand		
32a	UPS Fault Repair with New Battery replacement of 1KVA UPS (Rate after discounting re-sell value of replaced faulty battery incl. of installation charges)		
33	UPS Fault Repair with New Battery replacement of 12V 26AH for 3KVA online UPS (Rate after discounting re-sell value of replaced faulty battery inclusive of installation charges)		
34	UPS Fault Repair with New Battery replacement of 12V 12AH for 1KVA online UPS (Rate after discounting re-sell value of replaced faulty battery inclusive of installation charges)		

SR.	Work Description	Total Units to be attended (approx.)	Per Call Rate in Rs. (for single unit)
D. Network Resources			
35	Network managed/ Un-managed Switches of CisCo, D-Link, HCL IP and routing configuration and general Maintenance Calls without part replacement(Per Switch maintenance call Charges)	10	
36	Network troubleshooting. Resolution of problems/faults related to connectivity, configuration, cable, I/O, Software problems/faults etc. (Per Node maintenance call Charges)	200 Nodes	
E. Software Works			
37	Installation/ Training/ Help etc. to PWD HQ of application software related to File Monitoring, Building/Road Progress Monitoring, e-tendering etc. (per call attended charges)		
37a	Installation of Licensed Anti Virus K7 Total Security Latest Edition #(Quote rate of 1 pack having 5 Licenses)	10 pack (5 licenses in each pack)	#
37a	Installation of Licensed Anti Virus Quick Heal Total Security Latest Edition #(Quote rate of 1 pack having 5 Licenses)	10 pack (5 licenses in each pack)	#
F. FAX Machines		10 Nos	
38	General maintenance calls (including preventive maintenance) for fault repair without new part replacement for following Models of FAX Machines Best-Fax-2820, panasonic-kx-f130, HPlaserjet m1213nf-MFP, cannon-Fax-L140, Brother-Fax-620, Panasonic-KX-FT981, Cannon MF5750, Cannon-Fax-L220, Cannon-LBP-5050, Cannon-LM-2320nf, Konica Minolta M1590 MFP and similar Models		
39	Fax's torn Teflon replacement with new one of list of Fax Machines at Sn 38 above.		
40	Fax's faulty Gear set replacement with new one of list of Fax Machines at Sn 38 above.		
41	Fax's faulty Logic card replacement with new one of list of Fax Machines at Sn 38 above.		
42	Fax's faulty Fuser replacement with new one of list of Fax Machines at Sn 38 above.		

Note:

1. The number of units may vary considerably or even items may not be included at all in final order
2. The cost of all the new parts/batteries replaced in place of faulty parts/ batteries should be quoted after discounting the re-sell value of the faulty parts and after successful replacement of new parts, the faulty parts would be the property of the firm. This rule will not be applicable in the case of replacing faulty RAMs where older RAM would be the property of PWD.
3. All the new parts replaced would carry warrantee period of minimum 1 year or as applicable.
4. The vendors may visit PWD, Head Office to see the actual condition of hardware, configuration, work to be done etc and may contact SA(Joint Director), PWD (9414241326) for any type of clarification.

Terms and Conditions : (Please read the terms and conditions carefully before quoting rates)

1. No other terms and conditions, if proposed by AMC firm, would be entertained.
2. In item No. 1 to 3- “Troubleshooting by general maintenance of Hardware including activities like back up / restore of data, formatting and re-installing all necessary software, OS, Drivers etc. to restore smooth functioning of Hardware etc, the firm shall have to troubleshoot all these types of problems. The firm will carry out calls only on the instructions of System Analyst(SA)/Analyst-cum-programmer(ACP)/ Programmer on telephone.(also applied for 3a,b,c & d)
3. In item No. 4 to 14, the firm will have to first identify and report the problem to SA/ACP/Programmer. After examination/ verification of the problem by SA/ACP/ Programmer, the call will be attended by the firm. The new HDD should be replaced with 5 year replacement guarantee and remaining items should have minimum 1 year warrantee. It is the responsibility of the firm that faults repaired under item No. 4 to 14 must be sustainable and in the case of any problem in the new replaced part, the firm will have to make standby arrangements immediately failing which suitable penalty would be imposed on the firm as decided by EE(HQ). (Also applied for 4a&5a)
4. In item No. 15 to 16- “General maintenance calls (including preventive maintenance) for fault repair without new part replacement, the firm will carry out general maintenance like paper Jam, Dust Cleaning, Synchronization of parts by opening etc. The firm will carry out calls only on the instructions of SA/ACP/ Programmer on telephone.
5. In item No. 17 to 27, the firm will have to first identify and report the problem being faced by the user on call slip and report the proposed solution to SA/ACP/ Programmer. After examination/ verification of the problem by SA/ACP/ Programmer, the action would be taken by the firm. It is the responsibility of the firm that faults repaired under item No. 17 to 27 must be sustainable and in the case of any problem in the new replaced part, the firm will have to make standby arrangements immediately failing which suitable penalty would be imposed on the firm as decided by EE(HQ).
6. In item No. 28 to 31, per call basis rates of AMC of UPS includes all types of fault removal except repair of fault needs new batteries/ Cards. The firm will carry out calls only on the instructions of SA/ACP/ Programmer on telephone.
7. In item No. 32 to 34, the new batteries would be replaced only after getting written recommendation by SA/ACP/Programmer. The cost of New Batteries shall be calculated by discounting re-sell value of faulty battery. No additional cost of installation of new battery would be given to the firm. The brand/make of all types of New batteries should be EXIDE only.
8. In item No. 35 to 36, the firm will take all type of hardware/ software activities to remove the fault causing connectivity failure of the individual node. The firm will carry out calls only on the instructions of SA/ACP/ Programmer on telephone.
9. In item No. 37, the firm will carry out calls directly on the request of caller and later report to SA/ACP/ Programmer on telephone. In item 37a &37b, new licensed software would be installed only when prior consent is taken from either SA or EE(HQ). In item No. 38 to 42, the firm will have to first identify and report the problem to SA/ACP/Programmer. After examination/ verification of the problem by SA/ACP/ Programmer, the call will be attended by the firm. It is the responsibility of the firm that faults repaired under item No. 38 to 42 must be sustainable and in the case of any problem in the new replaced part, the firm will have to make standby arrangements immediately failing which suitable penalty would be imposed on the firm as decided by EE(HQ).
10. Faults resulted due to accidents, fire, physical breakage on part of PWD will be taken separately on file for their disposal.
11. To ensure prompt services from the firm, the vendor shall arrange to station two qualified (Technicians) persons (details like name, mobile etc. should be enclosed) in the office premises on all working days. The working hours on weekdays will be from 9.30 AM to 6.00 PM. However, under special circumstances, the working hours shall vary as per the situation. The Technicians shall report to SA/ACP or other authorized person. The Technicians shall be provided with mobile phones by the vendor. The persons must have certification/diploma (to be enclosed) in computer Hardware maintenance & Networking and minimum of two years experience in the area. **(The supporting documents are mandatory to be enclosed along with tender form failing which tender would not be considered)**
12. While taking up of any type of calls as above, the firm has to make preventive maintenance activities related to the hardware article. Also the vendor shall be responsible for checking/ensuring updation of anti-virus files on all servers and PCs at the time of calls.
13. The vendor shall ensure that the malfunctioning hardware, operating systems, systems software (if any) is rectified within two hours of lodging the complaint by the department. If the vendor is

not able to rectify the same by the stipulated time, the vendor shall provide, at their own cost, requisite hardware/software to ensure uninterrupted working. In certain cases as of PWM, Pr. Secretary PWD and other important locations as reported by SA/ACP/ Programmer, immediate action will be required. If it is necessary to take the faulty item to firm's service centre, then, a written permission will have to be issued by suitable authority to take the items out of the PWD premises. If the nature of fault requires major repairs and time, a standby arrangement should be made in certain cases as decided by SA/ACP/ Programmer.

14. The vendor shall extend necessary assistance in shifting and reinstallation of Equipments covered under the AMC.
15. The vendor shall not sub contract the AMC to any organization, person, firm or its Franchisee without the prior approval of the PWD.
16. The department will provide full access to the equipment, adequate working place, storage facilities for testing equipments etc. to enable vendor and his authorized staff member to provide maintenance service.
17. In cases where delays in attending the calls without any suitable reasons are observed, a suitable penalty would be imposed as recommended by EE(HQ).
18. It would be highly appreciated if the successful firm also provide the web interface for reporting of calls and other status enquiries or e-mail submission of calls.
19. The successful firm has to maintain a AMC Register in which item wise record of all the maintenance work done during whole period of AMC should be recorded and every entry should be signed by both the user as well as service engineer for satisfactory services. The time of reporting of call, call ID No., time of attending the call, type of problem, standby if any, preventive maintenance details, penalty details etc. must be recorded.
20. The place of installation of items to be covered under AMC may be changed during AMC period. These items are presently installed in PWD campus, Secretariat, PWD minister, Pr. Secretary, PWD etc. where the firm will have to provide the services.
21. The firm should have an experience of minimum 5 years of carrying out AMC of computers of critical installations such as GOR Deptt., Banks etc. and must be having at least one GOR client where AMC work is presently in hand. The satisfactory service certificates along with last 5 years Income Tax Certificates must be enclosed with the tender. **(The supporting documents related to desired experience and IT certificates are mandatory to be enclosed along with tender form failing which tender would not be considered)**
22. The successful firm will have to sign an agreement for carrying out AMC as per the terms and conditions on Stamp Paper of Rs.500.
23. The Payment related to AMC will be made on Quarterly basis. The firm shall have to submit bills for payment to PWD in triplicate and payment will only be released by EE(HQ) after due verification of bills by Senior Most technical person of DOIT&C posted in PWD.
24. The firms have to deposit Rs. 8000/-(2%) as EMD amount in favour of Executive Engineer(HQ), PWD, Jaipur along with the tender form failing which the tender would not be considered.
25. The last date and time of submission of filled tenders is **29-03-2016** till **3:30 PM** along with EMD draft. The tenders will be opened on **29-03-2016** at **4:00 PM** in the chamber of EE(HQ)
26. The successful firm shall have to deposit 20000/- (5%) security amount in favour of **Executive Engineer(HQ), PWD, Jaipur** though Demand Draft by depositing the remaining amount after adjusting the 8000/- (2%) EMD amount deposited earlier.
27. The rates quoted by the participated firms in their tenders should be final after deducting discounts and inclusive of all taxes. No additional terms and conditions mentioned by the firms in their tenders would be entertained by PWD.
28. The successful firm shall have to provide facility to log AMC related complaints and status of various complaints online.
29. The term of the AMC contract may be extended for further period of 3 months (maximum) in the interest of the Government
30. All remaining terms and conditions would be as per GF&AR Govt. of Rajasthan.
31. In case of any dispute, the decision of EE(HQ) will be the final. All the transactions will be subject to Jaipur Jurisdiction only.

Executive Engineer (HQ)
Chief Engineer's Office
PWD, Rajasthan, Jaipur