

No.07/02/2016-G
Government of India
Staff Selection Commission

Block No. 12, CGO Complex
Lodhi Road, New Delhi-110003
Dated 22nd April,2016

NOTICE INVITING TENDER

Subject:-Comprehensive Annual Maintenance Contract for Computer
/Notebook/ Printer/ UPS and other peripherals –reg.

1. Sealed quotations for Annual Comprehensive Maintenance Contract for Computer/Notebook/Printer/UPS and other peripherals as mentioned in the attached annexure are invited. The rates may be quoted item-wise only and not in lump sum. Comprehensive means repair and replacement of all parts and no payment towards repair or replacement of any part excluding body of the equipments will be paid.
2. The bidders are advised not to erase or mutilate figures etc. otherwise their quotations will be ignored. Any overwriting will not be allowed.
3. The Quotations should be accompanied with an EMD of Rs. 10,000/- (Rupees Ten Thousand only) in the form of Demand Draft in favour of DDO, SSC(HQ), New Delhi without which the quotations will not be considered. The Bid security will be returned to all but to the successful tenderer after the award of the contract.
4. Latest Income Tax Clearance Certificate, Tin Number and PAN number must be submitted with the rates, failing which quotation will not be considered.
5. The intending bidders should have minimum of three years experience in IT related, Hardware Sales/AMC field, duly supported by documentary evidence in support of their competence and goodwill. The firm should have adequate qualified

manpower having experience in the field.

6. 10% of the contract amount will be kept as performance guarantee by the Commission during the period of contract.

7. No advance payment will be made in any case. The payment will be released on a quarterly basis after satisfactory completion of service. The company will submit quarterly bill along with the downtime statement and the report within one month of completion of the quarterly period to General Branch of the Commission.

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8. Copies of Employees Provident Fund registration certificate (mentioning employer code number) and Employees State Insurance Corporation (ESIC)(mentioning Employer Code No.) issued on or before the date of publication of this notice, will be furnished with the Tender Bid. Without above documents the tender bid will not be considered.

9. New equipment as and when added to the inventory by the Commission will be included in the AMC on the expiry of its warranty period on the existing AMC rates. The rates mentioned in the contract will be for one year from the date of awarding of contract. The same may be extended for a period of further one year with mutual consent on same prices, terms and conditions.

10. The system maintenance charges should not include the cost of consumables and supplied items such as Toner cartridges, printer stationery, CDs etc. Laser Printer maintenance charges include all parts except toner cartridge. UPS maintenance charges includes all repair except batteries. Maintenance call will be attended within 24 hours from time of registration of break down, failing which penalty @ Rs. 200/- per day will be imposed.

11. 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 permission from the Commission and provide alternative equipment of same or better specifications. The Commission's equipment in any case will have to be repaired/set right within 3 days and returned to the Commission after repair in good condition. The firm will arrange their own transport for which extra payment will not be made.

12. For preventive maintenance checks of each system which are under AMC will have to be carried out by the firm on a quarterly basis and will have to be certified by the respective users. Failure of this will lead to deduction of 25% of the performance guarantee which will be kept with the Commission.

13. The AMC includes formatting of computer, note book, data recovery and re-installation including the software used in the office. Change of defective parts with branded parts.

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14. In case of intermittent failure and repetitive problems due to improper diagnosis of repair, the system will be treated as continuously down.

15. The personnel of the company will comply with all the security regulations in the Department. Any breach of this condition will render the entire contract null and void.

16. A resident service engineer having suitable qualifications and adequate

experience to repair Computers/UPS/Printer/Scanner etc will have to be deployed by the firm. The engineer should have a Diploma/Degree/BCA in Computer Sciences and a minimum working experience of three years in his field. The scope of work covers deployment of maintenance engineer at the Department from 9:30 AM to 6:00 PM on all working days. The resident engineer deployed shall be responsible for preventive and corrective maintenance of all peripherals and accessories. Periodic change of engineers by the firm will not be permitted. However, the resident service engineer shall have to be replaced by the firm immediately without any extra charges if found incompetent by the Commission.

17. The Commission reserves the right to terminate the maintenance contract at any time without assigning any reason. The contractor will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the contract or for maintenance service already performed in terms of the contract the same would be paid to him as per the contract terms.

18. Interested parties/firms may submit their quotations duly complete in the prescribed manner as per **Annexure** and signed in sealed cover and superscribed as "QUOTATION FOR AMC FOR COMPUTERS" addressed by name to the undersigned and deposit in the Tender Box (kept in room no. 706) in this office not later than 3:00 PM on 11.05.2016. The quotations will be opened at 3:30 PM on the same day. Authorized representative of the participating firms may be present at the time of opening of quotation, if so desired.

19. The bidder who will quote lowest aggregate rate (in maximum number of items) as per **Annexure** will only be considered qualified as L-I bidder and will be awarded contract for all subjects to fulfilment of all terms and conditions of NIT.

(Rabi Kumar Naskar)
Under Secretary (G)

Annexure

S.No.	Specification	Rates per annum per unit (inclusive of all tax and salary of Resident Engineer)
1.	Computer/Server	
2.	Printer (laser)	
3.	Color Printer (laser)	
4.	All-in- Printer	
5.	Dot-Matrix Printer	
6.	Laptop	
7.	UPS (800 to 1000VA)	
8.	UPS 5KVA to 10KVA	
9.	Resident Engineer	

Note: Only one firm will be considered for award of contract, therefore, Lowest aggregate rates will only be considered for AMC.