

F. No.
STAFF SELECTION COMMISSION
Block No.12, CGO Complex, Lodi Road
New Delhi -110003.

NOTICE INVITING TENDERS

To _____

Dear Sir,

Online bids are invited under two-bid system for award of a comprehensive Annual Maintenance Contract (AMC) of Computers, Printers, Servers, UPS's etc. in SSC from vendors involved in this field having annual turn-over of Rupees Fifty Lakhs and above during each year of the preceding three financial years. The specific details of the online tender are indicated in **Annexure – A**, to this document. Manual bids shall not be accepted.

Tender documents may be downloaded from SSC website www.SSC.gov.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule given in **CRITICAL DATE SHEET** as under:

CRITICAL DATE SHEET

Date of Publishing on CPP Portal	05-06-2017
Document Download Start Date	06-06-2017 (1500 hrs.)
Document Download End Date	16-06-2017 (1500 hrs.)
Bid Submission Start Date	09-06-2017 (1500 hrs)
Last Date & Time for Uploading of Online Tender	19-06-2017 (1500 hrs.)
Date & Time for Opening of Technical Bids	20-06-2017 (1530 hrs.)
Earnest Money Deposit (EMD)	Rs. 50,000/- (Rupees Fifty Thousand only)
Venue, Date and Time For Opening Of Financial Bid	Will be intimated to Technically Qualified Tenderer

GENERAL TERMS AND CONDITIONS

1. The last date for submission of bids is **19-06-2017** at **3:00 PM**. The Technical bids would be opened at **3:30 PM** on **20-06-2017**.
2. Bids shall be submitted online only at CPPP website: **<https://eprocure.gov.in/eprocure/app>**.

Tenderer are advised to follow the instructions provided in the ‘Instructions to the Contractors/Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>’.

3. Procedure of Submission of Bids:

Bids should be submitted through **Central Public Procurement Portal (e-procurement)** only.

The tender shall be submitted online in two parts, viz., **Technical Bid** and **Price Bid**.

All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Fax / e-mail or any other mode shall not be considered. No correspondence will be entertained in this matter.

(i) TECHNICAL BID

The bidder should submit the following documents mentioned in the **Check List** as at **Annexure – IV** duly signed by the authorized signatory along with the **Technical Bid** viz. :-

- a) Signed & scanned copy of PAN card;
- b) Signed & scanned copy of ISO Certification / Authorization from OEM;
- c) Signed & scanned copy of VAT/Service Tax and EPF Registration Certificates;
- d) Signed & scanned copies of Audited Balance Sheets of the firm for the preceding three years including the year 2015-2016 i.e., supporting documents regarding annual turn-over of Rs. 50.00 Lakh or above .

- e) Signed & scanned list of organizations where the firm has executed or is executing similar services along with copies of Work Order.
- f) Signed & scanned copy of Earnest Money Deposit (EMD) of Rs.50,000/-.
- g) Signed & scanned copy of Technical Compliance Statement as at Annexure-III and requisite certificate as at Annexure-V.
- h) Signed & scanned copy of list of Resident Engineers to be deployed at SSC site along with documentary proof of their qualification, age and experience.

(ii) PRICE BID

Schedule of price bid must be submitted in **PDF format** only. The bidder will strictly submit the rate in the proforma prescribed for Price Schedule (Annexure-I). **Rates should be quoted exclusive of taxes. Taxes will be paid as applicable.**

4. Earnest Money Deposit:

An Earnest Money Deposit (EMD) of Rs.50,000/- (Rupees Fifty Thousand only) is essentially required to be submitted along with the tender. EMD shall be deposited in the form of a Demand Draft/ Pay Order from any nationalized bank payable to the DDO, SSC at Delhi/New Delhi failing which the bid will be summarily rejected. The Kendriya Bhandar, NCCF, the firm registered at NSIC/DGS&D and any organization exempted from submission of EMD under rules are exempted from submission of EMD on submitting the documentary proof alongwith the copy of the order for exemption. For other bidders, submission of EMD in prescribed form as mentioned above is mandatory.

- (i) The EMD shall be valid for minimum period of 45 (forty five) days beyond validity of the bid.
- (ii) The EMD shall be scanned and uploaded to the e-Tendering website within the period of tender submission and original should be deposited in SSC.
- (iii) The EMD of the unsuccessful bidders would be returned to them after the finalization of the tender. No interest on EMD would be paid by SSC, under any circumstances.

5. Performance Guarantee:

Within 10 (Ten) days from the date of issue of letter of intent or within such extended time as may be granted by SSC in writing, the contractor shall submit to SSC an irrevocable performance bank guarantee in the form of Bank Draft/Pay Order/Bank Guarantee/FDR from any schedule commercial bank equivalent to Rs.50,000/- (Rupees Fifty Thousand only) in favour of DDO, SSC, payable at Delhi for the due and proper execution of the Contract.

The Performance Guarantee shall be initially valid up to 60 days beyond the stipulated date of completion of contract. In case the time for completion of works gets extended, the contractor shall get the validity of Performance Guarantee extended to cover such extended time for completion of work. The Commission would retain the performance security till satisfactory completion of all the contractual obligations.

SSC reserves the right of forfeiture of the performance guarantee in the event of the contractor's failure to fulfill any of the contractual obligations or in the event of termination of contract as per terms and conditions of the contract.

It should be clearly understood that in the event of the work not being completed as per the time schedule laid down by the SSC, the Performance Security is liable to be forfeited. This will be in addition to the liquidated damages/penalty, if any, which may be imposed as specified in the terms and conditions hereto. The EMD would be refunded to the successful bidder on receipt of the Performance Security. No interest on Performance Security would be payable by SSC under any circumstances.

In case the contractor fails to submit the Performance Guarantee of the requisite amount within the stipulated period or extended period, letter of intent will automatically stand withdrawn and EMD of the contractor shall be forfeited.

OTHER TERMS AND CONDITIONS

1. The bidder must be a reputed firm having adequate experience in the field of Computer Hardware maintenance and services preferably with ISO 9001: 2008 certification or authorization from Original Equipment Manufacturers (OEMs) of PCs to maintain and supply Computer systems and peripherals of at least one branded OEM.
2. The firm should have been in existence for at least 7 years. Documentary proof in the form of Registration/Certificate of Incorporation clearly indicating the date of

incorporation should be enclosed with the Technical Bid. The firm should also have a minimum turnover of Rs. 50 Lakh per year. during each of the last 3 financial years. Documentary proof in the form of a certificate from Chartered Accountant clearly indicating the annual turnover of the company/firm during each of the last three years including 2015-16 should be enclosed with the technical bid.

3. The maintenance service to be provided in respect of the above mentioned equipments shall commence on “as is where is” basis. The firm shall provide Resident Engineers in SSC during the AMC period who will look after the maintenance of Servers, Computers, Printers, UPS, Scanners etc. under the supervision of General Section of this office as per Scope of Work. The tenderer should have technical staff with adequate experience in managing and maintaining of Servers, Computers, Printers, Scanners and UPS's. Details of technical staff should be provided along with the technical bid. A technical compliance statement as at **Annexure – III** to this document duly signed by the authorized signatory should be enclosed with the technical bid.
4. The bidder must have the experience of providing computer maintenance services to the reputed Govt./Public Sector or Private Companies for at least three years. A list of clients and Performance Certificate in support thereof should be enclosed with the technical bid. The bidder must enclose copies of the relevant job orders in support of its relevant expertise in the maintenance of equipments.

5. Resident Engineer:

The firm will provide Resident Engineer and ensure minimum response time for attending calls in office. The resident engineer will attend and solve all hardware related problems. The resident engineer to be provided should have a minimum qualification of **Recognized Diploma in Electronics & Communications** with experience of minimum 2 years. He should also be familiar with internet environment. The resident engineer must be a regular employee of the organization. Bidder shall mention the qualifications of the engineers and the period of experience in the line and will have to provide documentary proof in support of its claim in respect of qualification and experience.

6. The system down time should not exceed 48 hours (i.e. 2 working days) from the time at which the complaint was made. If the down time is more than 48 hours, the bidder will provide a standby system. In case the system is to be repaired or an alternative system not supplied within the period of 48 hours from the time of failure reported, SSC may choose to get the same repaired by or replaced from

any other agency and the cost and expenditure incurred thereon shall be recovered from the bidder.

7. In the event of any dispute as to whether the system down time is due to damage caused by mishandling or malfunctioning, the issue will be referred to the Department of Information Technology, Govt. of India for a decision. The decision of the Department of Information Technology will be final and binding upon both parties.
8. **The contract shall be valid for 2 (two) years from the date of award of the contract. However, Chairman, SSC at his discretion may extend the contract for a further period of up to 01 (one) year on the same terms, conditions & rates.**
9. **The bidder shall indicate in the Price Schedule (Annexure-I), the yearly maintenance charges separately for each year and for each category of computer system/hardware item of different make/model as mentioned at Annexure-I. Bids not received in the prescribed format are liable to be rejected.**
10. SSC may increase any item as mentioned in Annexure-I in the AMC on the same terms, conditions and rates of contract. Similarly, any obsolete/redundant item(s) may be deleted from the AMC without prior notice to the vendor.
11. Bids will be valid for a minimum period of 180 days from the date of opening of technical bids.
12. Incomplete bids or bids that do not have documentary proof in respect of technical qualification and experience of Resident Engineers are liable to be rejected summarily.
13. The SSC reserves the right to accept or reject all or any of the bids without assigning any reasons. The decision of the Commission would be final and binding in this regard.
14. Income Tax: Recoverable at source from the bills, as applicable. Bidders should furnish their permanent I.T. A/c No.(PAN). They are also required to furnish a certificate as at **Annexure-V** that they have not been penalized or convicted for concealment of income / wealth during the immediate preceding three years.

15. Payment:

Payment towards the comprehensive Annual Maintenance Contract will be made on quarterly basis after successful completion of work duly certified by users of SSC.

16. Risk Purchase Clause:

If the bidder after submission of bids and due acceptance of the same i.e. after the placement of letter of intent, fails to abide by the terms and conditions of these bid documents, or fails to supply the material / services as per delivery schedule / timeline given or at any time repudiates the contract, the SSC will have the right to forfeit the EMD, invoke the performance security, deposited by the supplier, and procure the stores from other agencies at the risk and consequence of the supplier. The cost difference between the alternative arrangement and supplier's tender value will be recovered from the supplier along with other incidental charges including custom duties, taxes, freight and insurance etc. In case SSC is forced to procure the material through alternative sources and if procurement price is lower, no benefit on this account would be passed on to supplier.

17. Liquidated Damages:

Vendor has to execute the work strictly as per scope of work in accordance with the terms and conditions of the tender failing which SSC without prejudice to any other right or remedy available may recover any such amount suffered as loss from the vendor as ascertained/assessed by this office as liquidated damages and not by way of penalty to be imposed separately at the rate of 1% per week of delay in supply subject to a maximum of 10% of the total contract value. If any loss or delay has been caused due to any reasons beyond the control of any of the parties (Force Majeure), SSC shall have the sole discretion to waive off such loss or penalty as it deems fit. The vendor shall explain in writing the reasons, which caused such delay or loss, within 10 days from the date of delay or incurrence of such loss. For any delay beyond ten days, the SSC shall be at liberty to get the work done from any other Agency and also forfeit the Performance Security of the vendor and take other actions as deemed fit.

18. Penalties:

If the system down time exceeds the permissible limits as specified in para 2 of 'Scope of Work' (Annexure-II), SSC reserves the right to impose a penalty on the quarterly bill of the firm for its failure to provide satisfactory maintenance service in

attending to the complains @1% for each day of the delay subject to maximum 10% of the total contract value for that particular quarter.

19. Arbitration:

Any dispute or difference whatsoever arising between SSC & the firm out of or relating to the conclusion, meaning and operation or effect of this contract or the breach thereof shall be settled by the Arbitrator to be appointed by SSC in accordance with the provisions of Arbitration and Conciliation Act, 1996 and the award in pursuance thereof shall be binding on SSC & the firm. The venue of Arbitration shall be at Delhi.

20. Jurisdiction:

Subject to the arbitration herein above provided, any suit or proceedings to enforce the right of either of the parties hereto the contract shall be instituted in and tried only by the courts in Delhi and by no other court, and both the parties hereto hereby expressly agree to submit to the jurisdiction of such court.

21. Force Majeure:

21.1 SSC or the bidder, as the case may be, in case of any failure or omission to complete the contractual liability or having delayed the performance of its work on account of natural calamities such as fires, floods, earthquakes, hurricanes etc. and reasons beyond one's control such as civil strikes, lockouts, strikes, riots, civil war etc. shall not be held responsible for such omission, failure or delay and shall be relieved of their respective obligations to perform provided either party give to the other party a notice within ten days of the occurrence of such incidence.

21.2 Either party, as and when it gives notice of *force majeure* shall provide confirmation of such events in the form of certificate from the Government Department or agency or Chamber of Commerce. The parties shall be relieved of their respective obligations to perform hereunder for so long as the event of *force majeure* continues and to the extent their performance is affected by such an event of *force majeure* provided notices as above are given and the event of *force majeure* is established as provided herein above. However, SSC reserves the right to terminate the contract if the performance against the contract is prevented by the event of strike, lockout etc. for a period exceeding 60 days.

22.In the event of non-satisfactory performance of maintenance services by the successful bidder, SSC will have the discretion to terminate the AMC by giving one month notice and to award it to any other firm and recover such amount from the bidder as may be decided by SSC, having regard to the loss/damage suffered by this office. The decision of SSC in this regard shall be final and binding on the vendors.

23.The tender notice is also available on SSC's website: www.SSC.nic.in.

(Zoya C B)
Under Secretary (G)

Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app> .

REGISTRATION

1. Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrolment**” on the CPP Portal which is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g., Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to

intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

2. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Help Desk.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the Tender Document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with **100 dpi** with black and white option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g., PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1. Bidder should log in to the site well in advance for bid submission so that they can upload the bid in time i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the Tender Document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.

- 4) Bidder should prepare the EMD as per the instructions specified in the Tender Document. The original should be posted / couriered / given in person to the concerned official, latest by the last date of bid submission or as specified in the Tender Document. The details of the DD /any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time, otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the Tender Document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further, this key is subjected to asymmetric encryption using buyers / bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) Upon the successful and timely submission of bids (i.e., after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid No. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

11)ASSISTANCE TO BIDDERS

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Help Desk. The contact number for the Help Desk is 1800 3070 2232.

ANNEXURE-I

LIST OF ITEMS TO BE COVERED UNDER THE AMC

S.NO	ITEM TO BE COVERED UNDER AMC	NUMBER
1	COMPUTER	152
2	COLOR PRINTER	03
3	ALL-IN-ONE COMPUTER	03
4	ALL-IN-ONE PRINTER	09
5	LASER PRINTER	112
6	DOT MATRIX PRINTER	02
7	LAPTOP	04
8	SCANNER	08
9	UPS (800VA TO 1000VA)	122
10	UPS 3KVA TO 10KVA	04
11	LIPI PRINTER 6050/6615/6215/6215I	02

Note 1: **Rates should be quoted exclusive of taxes. Taxes will be paid as applicable.**

Note 2: Financial evaluation will be made on the Annual AMC charges.

Note 3: **Rates quoted should be inclusive of Salary, EPF,ESI etc. of Resident Engineer.**

Note 4: The quantity is tentative and may increase or decrease as per the requirement of SSC.

Note 5: **Computer/Printer/UPS/Scanner covered under Warranty will be excluded from the list as & when warranty will expire will come under the AMC.**

(Zoya C B)
Under Secretary (G)

Detailed Technical Specification

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Scope of Work

SCOPE OF WORK

1. The bidder should be responsible for corrective / preventive maintenance of all the PCs, Server, UPS, Printers, Scanners etc as mentioned at Annexure-I including all its accessories such as adapters, etc. Operational support of Networking, Application software and Operating System Software will be a part of A.M.C. . The scope of work should also cover the following items:

- a) Safety Check
- b) Preventive maintenance
- c) Rectification of damage or fault arising from normal operation as well from aging e.g. by repairs or replacing of modules and components.

2. The system (All-in-one & Other computers) maintenance charges should not include the cost of consumables and supplied items such as toner cartridge, printer stationary, CDs etc. but will cover all other parts. All type of Printers Maintenance charges include all parts except toner cartridge/ ribbon. UPS maintenance charges includes all repair except batteries. Maintenance call must be attended within 24 hours from time of reporting of break down, failing which penalty @ Rs.200/- per complaint per day will be imposed.

3. Spare Parts: The bidder shall provide all normal tools and testing equipments needed for the testing of systems and peripherals except consumables items like cartridges, ribbons, CDs. The comprehensive maintenance of the All computers and its peripheral includes all parts & accessories except consumables items like specified above. All the plastic parts such as gear assemblies, etc. should be covered under comprehensive maintenance. All the parts replaced should be of the same make / type and specifications. In case of non-availability of the required parts of same make / type their equivalent can be used which should be from ISO certified firm of same make / type or higher capacity version. However, in such cases approval from competent authority of the Commission will be required.

3.1 The bidder shall maintain sufficient reserve spare parts (RSP) for major items which shall be at least 1% for computer (consisting of CPU, monitor, keyboard, mouse, FDD, HDD & CDROM) / 2% for printer & UPS. The firm can keep extra spares as per the requirement.

3.2 Replacement of printer head, battery or other consumables:-

In case the need for replacement of printer head / battery is felt by Maintenance Engineer, the contractor shall certify that the printer head / battery / any other consumable item needs replacement.

3.3 No extra charges on account of transportation / conveyance in respect of the Government property (i.e. machines / parts etc.) will be paid if they are required to be taken out of the SSC premises for repairing maintenance etc.

4. Preventive Maintenance:- Firm will be responsible for carrying out preventive maintenance once in three months which includes routine checks, cleaning of machine / printer, etc. Running of diagnostic software on CPU, hard disk drives, keyboards and printers will also be a part of preventive maintenance.

5. Software Support:- Firm will be responsible for providing operational support for Application packages, installation of application package etc.

5.1 The necessary support of maintaining virus free computer environment in the Commission and help in upgrading the Software's / Virus Detection mechanism would be provided by the firm.

6. Network Support:- Firm will be responsible for providing operational support including making of connectors and connectivity of nodes. Connectors or any other hardware required will be provided by the Commission. The Resident Engineer would configure various Network from time to time as per the requirement. In a nutshell any activity that is required for network support need to be provided.

7. Resident Engineer:- The firm will provide resident engineers for minimum response time for attending calls in office. One resident engineer who will attend and

solve all hardware related problems. The Engineer to be provided should have a minimum qualification Recognized Diploma in Electronics & Communication with experience of minimum 2 years in the networking field. He should also be familiar with internet environment. He will also be responsible for Software / Networking support. The Resident Engineer must be a regular employee of the organization. Bidder shall mention the qualifications of the Engineers and the period of experience in the line and will have to provide documentary proof in support of its claim in respect of qualification and experience.

8. Working Hours: The working of S.S.C is from 0930.Hrs to 1800 Hrs. However, due to exigencies of work, services of Resident Engineers may be occasionally required beyond working days / hours for which no additional amount shall be payable to the contractor. The resident Engineer will also have to attend the calls related to systems covered under AMC .

9. Penalty for delay in service. Resident engineer so deputed shall attend to the complaints on call basis and all the complaints/ calls should be attended by Resident Engineer within one hour of logging and not more than 8 hours of logging of such complaint. In case a complaint /call is not attended satisfactorily within stipulated period i.e. maximum 8 hours, deduction at the penalty rates as per clause 2 will be made out of the payment beyond the stipulated period till such time the defect is rectified and the system / equipment is brought back to normal working condition.

10. Status Report

10.1 Resident Engineer (RE) will maintain complete log book of calls reported, attended and closed with status duly signed by each user. The R.E. will also prepare separate log books for each of the machines to be taken under AMC including preventive maintenance report and status report from the user.

10.2 The firm will submit these reports endorsed by each user and counter signed by Resident Engineer to Section Officer, General Section, SSC on quarterly basis before release of quarterly payment.

Roles and Responsibilities

11. The vendor has to undertake the maintenance of all listed PCs, Printers , U.P.S, Scanners and other equipments on the advice of Section Officer (G).

ANNEXURE-III**Technical Compliance Statement w.r.t. Scope of Work**

Sr. No	Technical Details	Compliance Yes/No	Page No.	Remarks *
1.	Whether the bidder has confirmed the acceptance & understanding of deliverables with respect to Scope of Work and other terms and conditions of NIT.			
2.	Whether detailed reserve spare parts list to be maintained in SSC as defined in Scope of Work has been indicated or not			
3.	Whether the firm is ISO certified for providing maintenance support of computer items in SSC			
4	Whether Resident Engineers along with documentary proof of his qualification & Experience, to be deployed at SSC site has been given or not.			
5	Whether Resident Engineers to be deployed at SSC site are regular employees of the bidder or not.			
6	Whether it is confirmed that Resident Engineers at SSC site would provide operational & installation support as mentioned at point 4& 5 of the scope of work.			
7	Is there any deviation in scope of work w.r.t. tender document conditions.			

Dated:	Signature:
Name of Firm:	
Company Seal:	

NOTE 1: All bidders are required to write 'YES' or 'NO' in the compliance column. They are also required to describe clearly in detail, in the technical bid, how they plan to comply with the technical scope of work mentioned in the tender bid. They are also required to mention 'Page No' where they have described all above 7 points.

NOTE 2: *Deviation, if any, may be indicated clearly.

CHECK LIST

S. No.	Particulars	Yes/No	Page No.
1.	Whether scanned copy of EMD enclosed.		
2.	Whether documentary proof as per Clause 1 of 'Other Terms and Conditions' regarding ISO Certification and Authorization from OEM enclosed.		
3.	Whether List of Clients, Work Orders and Performance Certificates as per Clause 4 of 'Other Terms and Conditions' enclosed.		
4.	Whether documentary proof in the form of Registration/Certificate of Incorporation clearly indicating the date of incorporation enclosed.		
5.	Whether VAT/Service Tax and EPF Registration Certificates enclosed.		
6.	Whether Audited Balance Sheet for last three financial years including 2015-16 enclosed.		
7.	Whether Income Tax Returns for last three financial years including 2015-16 enclosed.		
8.	Whether copy of PAN card enclosed.		
9.	Whether details of technical staff as required under Clause 3 & 5 of 'Other Terms and Conditions' of the NIT furnished.		
10.	Whether duly filled Technical Compliance Statement w.r.t. Scope of Work (Annexure-III) is enclosed.		
11.	Whether requisite certificate under Annexure-V signed and enclosed.		

(Authorized Name & Address of the Firm)
Tel. No./Mobile No./Fax No.

AMC OF COMPUTERS

INVITATION OF BIDS FOR THE ANNUAL MAINTENANCE CONTRACT (AMC) OF COMPUTERS, PRINTERS, SERVERS, SCANNERS AND UPS'S ETC.

We _____

_____ (Name & address of the firm) have in response to your NIT dated _____ submitted a Technical & Financial bid for Annual Maintenance Contract (AMC) Of Computers, Printers, Servers And UPS's etc. As required under NIT, we hereby certify as under:-

1. That all the terms and conditions of the tender are acceptable to us.
2. That we fully understand the Scope of Work specified in the NIT and our bid is strictly in accordance with the Scope of Work.
3. That firm has been in existence for more than seven years and minimum turn over from services only such as AMC of computers, printers etc during the last 3 financial years is more than 50 lakhs.
4. The firm possess necessary technical expertise to undertake the job as specified in the scope of work and shall provide Resident Engineer in SSC during the AMC period who shall look after the maintenance of Computers and peripherals under the supervision of IS wing of this office as per Scope of Work.
5. That the repair / replacement of the parts of Computers/Printers etc. shall be of original equipment manufacturers / suppliers.
6. That I/We have not been penalized or convicted for concealment of income/wealth during the immediately preceding three years.

(Authorized Signatory)
Name & address of the firm/bidder