

## INDIAN INSTITUTE OF TROPICAL METEOROLOGY PUNE 411 008

C-050-18(II)

Date: 10.1.2011

### **Subject : Comprehensive Annual Maintenance Contract in respect of Computers and Peripherals in IITM, Pashan, Pune -411 008.**

Sealed quotations are invited from parties/firms for Comprehensive Maintenance Contract in respect of Computers and Peripherals (as per the Annexure-II enclosed) in **Indian Institute of Tropical Meteorology, Dr. Homi Bhabha Road, Pashan, Pune-411008**, for a period of one year with effect from the date as will be communicated later on by this Institute. The number of computers to be covered under CAMC shall vary as per the requirement of **IITM** and the present requirement is about **170 Nos.** (approx.).

1. The Tenderers are requested to give detailed sealed tender in their own forms in two Bids i.e.  
Part -I Technical Bid.  
Part -II Commercial Bid ..

Both the sealed bids should be sent in another sealed envelope addressed to the Director, Indian Institute of Tropical Meteorology, Dr. Romi Bhabha Road, NCL Post, Pashan, Pune -411 008, INDIA so as to reach on or before **31<sup>st</sup> Jan, 2011**.

2. You have to submit two separate bids in two separate envelopes and you may keep both the bid envelopes in an envelope for sending to us. One envelope will contain only the **TECHNICAL SPECIFICATIONS**. Another envelope will contain only the financial bid in which price, maintenance.

AMC etc. and any other information, which has financial implications, will only be given. The main envelope, which will contain both the bids, should be super scribed with our tender enquiry No.C-050-18 due on **31<sup>st</sup> Jan, 2011**.

3. The technical bids will be opened on the specified due date & the financial bids of only those bidders will be opened whose technical bid is found suitable by us.
- 4 This tender is not transferable.

- 5 The AMC shall be on a comprehensive maintenance service basis i.e. no extra charges for any spare parts, software required will be paid by this Institute. During the currency of the contract period, it will be responsibility of the contractor to keep the equipments in perfect working order. Terms and conditions (in details) are enclosed herewith (Annexure-I).
- 6 The tenders are required to prove their technical competence for undertaking the job and also furnish their experience/reputation and goodwill through a certificate from any past customers/Govt. Departments mentioning name/designation/telephone number etc. of the Department/Ministry concerned.
- 7 The payment towards CAMC charges would be made at the end of each quarter on production of satisfactory reports from the concerned users which, in turn, will be certified by Computer Division.
- 8 If the Contractor fails to attend the complaints within stipulated time, as mentioned in terms and conditions (as enclosed), penalty for the delay/damage/loss shall be charged and the same shall be deducted from the gross amount of the bill.
- 9 **The Director, IITM, Pune-8** reserves the right to select or reject any or all tenders without assigning any reasons whatsoever.

**(S M D Jeelani),  
Computer Engineer,  
Head Computer Division,  
For Director**

TERMS AND CONDITIONS FOR ANNUAL (COMPREHENSIVE) MAINTENANCE

1. **Indian Institute of Tropical Meteorology, Pune**, intends to enter into Comprehensive Annual Maintenance Contract (CAMC) for maintenance of Computers, Printers, Scanners and Lap Tops, as well as software problems, in **IITM, Pune**.
2. The contract shall cover both preventive as well as corrective maintenance of all IT equipments for all the working days (and holidays as and when required as specified in this contract conditions). The maintenance (both preventive as well as corrective) shall cover services for rectification of fault, if any, and replacement/repairs of specified components.
3. The existing list of Computers, Printers, Scanners and Lap Tops is enclosed at Annexure-II. The system may undergo minor changes due to shifting of various equipment, additions or deletions at the time of signing of contract or during the currency of the contract. For any such alterations, intimation shall be given to the contractor and if any new addition is not maintained through warranty clause but through AMC, charges for maintenance shall be payable to the contractor on quarterly basis for full month of service rendered at the rates agreed upon. Similarly, the deletion shall also be intimated to the contractor and charges shall be deducted for the purpose of payment to contractor.
4. The software maintenance shall include loading, reformatting to software like WINDOWS (95, 98, 2000, XP), MS Office suite, Language Software, internet explorer, Outlook Express, Linux, Anti Virus Software, any other type of O/S presently installed, data retrieval, device driver software, system/network configuration and installation of software purchased by the **IITM** of the aforementioned category from time to time.
5. Removal of virus and patch management shall be a mandatory part of the contract. Contractor will position a competent qualified software engineer who shall be required to update anti-virus scanning software/monitor on a regular interval at least once in a month on preventive maintenance basis and even more frequently, if required on case to case basis.

6. The contractor shall have to depute at least two well qualified engineers having a minimum experience of three years with recognized degree in the field of software and hardware maintenance on full time basis for the service of the system (inclusive of engineer for anti-virus treatment). The service engineer will sign the attendance register at 0900 Hrs. on all working days and be available up to 1800 Hrs. in the evening.
- 7 The services of the engineers of the contractor may be required on non-working days or beyond office hours on working days on some occasions to meet emergency situation. The contractor shall ensure that on such occasions also the personnel are deputed.
- 8 The hardware and software problems reported by the users will be notified to the contractor's engineer and will be attended by them based on priority indicated by IITM. On some occasions such complaints may be given directly by IITM on non-working days/off duty hours or in emergency telephonically. For all such complaints given telephonically, service engineers will have them recorded on the main log book on the first available occasion and attend to them at the earliest and obtain acknowledgement of the user in his counter log book.
- 9 The requirement of keeping a minimum of two engineers will be mandatory. A penalty will also be levied for posting less than stipulated staff on any day to be worked out on pro rata basis by dividing the value of AMC by 365 days for each day of absence. The deputed/resident engineers should not be changed frequently so as to avoid disruption in services.
- 10 If average down time of all the systems taken together increase beyond 10% over a period of 3 months (calculated quarterly), IITM reserves the right to cancel the contract forthwith without assigning any reasons and blacklisting the firm.
- 11 The contractor would carry out preventive maintenance of each machine once in every three months. Failure to do so shall attract penalty as deemed fit.
- 12 The items that are defective and need to be replaced would be first checked by the IITM's Computer/IT Cell before those are declared as defective. **The defective equipment/items will be replaced by the equipment/spares of the same specification/make and, in case these are**

**not available, the equipment with higher specification will have to be installed.** Quarterly review of maintenance done by Company manager.

- 13 The contractor shall keep sufficient. quality of spare parts which include Intel P-IV CPUs, Mother Boards, Seagate Hard Disk of 160 GB capacity, HP Laser Jet, DeskJet Printers, SCGA Monitors, CD ROM of 52X, Windows Key boards, Mouse's and other required spares available centrally for ready use.
14. The engineers will not change the setting of any computer without seeking the prior permission and information of **Computer Division staff of the institute.**
15. **The contract is comprehensive and covers free replacement of all defective parts, except consumables like printer heads, ribbons, cartridges and plastic components.**
16. **The contractor shall not further subletting of the CAMC under any circumstances to a third party/sub-contractor for the maintenance.**

**Payment Terms & Conditions:**

17. CAMC shall be entered into on annual basis and extendable for two years on annual basis depending on the quality of services and commercial terms offered. The payment of AMC shall be made quarterly at the end of every quarter, after obtaining satisfactory performance certificates from the users (Computer Division).
18. Penalty clause will operate for complaints, which are not attended within the stipulated time, as indicated in Annexure-III. The contractor will have to provide standby equipment, if he expects the repairs to take more than the specified period. In such case penal clause will not operate provided the original equipment is returned within a period of 7 working days from the date of its breakdown.

19. Security Deposit: -The successful firm/contractor, within a period of 10 days, shall furnish a Bank Guarantee for 10% of the total cost of CAMC, valid till the end of the contract period towards security for smooth performance of the CAMC, failing which formal contract for CAMC will be withheld and fresh contract shall be initiated at the risk and cost of the contractor/firm.

**DURATION OF AGREEMENT:**

- This CAMC shall be valid for a period of one year starting from the forenoon of first day till last day (afternoon) of the contract. It may be extendable annually for two more years subject to satisfactory services and suitable commercial terms offered by the firm.
- The contract may be terminated by either party by giving one month's notice in writing.

**Qualifying Requirements (QR):**

- a) The vendor/contractor/firm shall provide evidence to show that it has 1; Jagged at least three similar contracts for maintenance of a Government of India / PSU / Nationalized Bank / Corporate offices network during last 3 years.
  - b) The firm will enclose IT Clearance Certificate and Annual Turnover Statement (audited) for last financial year with the offer, along with registration certificate to prove payment of Govt. taxes/duties.
  - c) Company should have annual AMC turnover of Rs. 50 lakhs at least. Copy of purchase order should be attached of current financial year.
  - d) Service engineers should have 3 years proficiency in Windows and Linux hardware and basic networking. Bio-data of the Service Engineers employed by the firm along with their age, experience and qualification should be enclosed with the offer.
22. The computers and peripherals (to be placed under CAMC) may be inspected in presence of our institutes Computer staff by the qualified tenders. The non-functional and the items required for repair may be pointed out to this office within 15 days of commencement of CAMC, after consulting our Computer staff.

23. Number of items may increase or decrease as and when items become obsolete/out of warranty and after purchase etc. The payment will be made accordingly for the equipments actually maintained and certified by the users.
  
24. Vendor should provide three PC's (P4 or above) standby printers (one laser and one inkjet). Consumables will be borne by the Institute for standby printer.

Yours sincerely,

**(S M D Jeelani),  
Computer Engineer,  
Head Computer Division,  
For Director**

**Details of Computers and Peripherals for Annual Maintenance Contract (AMC)**

<b>S. No.</b>	<b>Details of Items</b>	<b>Quantity</b>
1.	Computers (P-IV of various makes like DELL,IBM, HP, HCL, Compaq etc.)	170
2.	DELL make Desktop (warranty expires on 1.1.2012)	55
3.	ACER make Desktop (warranty expires on 1.12.2012)	50
4.	Laptop (IBM,HP and Toshiba),	50
5.	Laser Printers (HP 4+, 6 Pro, 2100, 2200-D, 1000, 1005 including One Colour Laser Printer-cum-Photocopier, One HP 1500-L Colour Laser Printer	60 approximately
6.	HP DJ Printers	15 approximately
7.	Scanners	20 approximately
8.	Computers under Warranty for maintenance of software problem like prevention from virus etc.	-
9.	Two resident engineers. ( one should be RHCE )	

**PENALTY CLAUSE**

<b>S. No.</b>	<b>Description</b>	<b>Maximum Free Period for Breakdown (includes software problems)</b>	<b>Rate of Penalty Beyond Free Period</b>
1.	PC including Note Book	5 Days	Rs.200/- per working day / per computer *
2.	Laser Printer and desk jet	5 Days	Rs.300/- per working day / per printer *
3.	Scanner	5 Days	Rs.100/- per working day / per scanner

\* 1) Stand by item should be provided in good working condition of equivalent or better configuration and if item is unrepairable then replacement should be done within 30 days.