

CENTRE FOR DEVELOPMENT STUDIES

Thiruvananthapuram, Kerala

TENDER DOCUMENT

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTERS WITH FULL TIME RESIDENT ENGINEER

TENDER NO. CDS/CC/2023-24/T3

Date 01-02-2024

Last date for Submission: 15-02-2024 , 5 PM

Centre for Development Studies (CDS)

Prasanth Nagar, Ulloor , Medical college PO, Thiruvananthapuram 695011

No. CDS/CC/2023-24/T3

01-02-2024

NOTICE INVITING TENDER

Sealed tenders are invited for the AMC with fulltime resident engineer for the items mentioned in Annexure -1 for 12 months from 1 May 2024 to 30th April 2025.

1. Scope and Services

The Bidder company/firm should agree to maintain systems listed in **Annexure 1** in accordance with the provisions laid down in the tender document at yearly charges as given in the contract.

The company should provide the following types of services

- i. Preventive maintenance
- ii. Corrective maintenance
- iii. Software services for system operations
- iv. Assistance in H/W & S/W Upgrade

2. Resident Engineer

The company/firm shall provide one Resident Engineer for maintenance/service from 8.45 A.M. to 5.30 P.M Monday to Friday, except holidays in CDS, to keep the equipments in good working order. On holidays, company / firm has to depute resident engineers if required.

1. Engineers can be replaced either on the request of this office or due to unavoidable reasons like resignation, long leave, etc. in the middle of the contract period and in that case suitable replacement acceptable to CDS must be provided.

2. The Resident Service Engineers provided by the firm shall not be changed frequently. However, if found incompetent by CDS, the resident service engineer shall be changed by the firm.
 3. In case any engineer or the attendant wants to avail leave of short duration, he must inform in advance to CDS and the firm. Engineer can only be relieved for that period after getting suitable replacement from the Firm.
 4. CDS reserves the right to accept the resident engineer to be deployed for maintenance work.
 5. The salary planned to pay to the engineer should be industry standard and need to match the current job market. Less salary to the resident engineer or non payment of salary in time will have an adverse effect on performance and may lead to the engineer's resignation.
- 3. Company / firm shall provide the following services under the contract to keep the systems & peripherals in good working order.**
1. Scheduled Preventive Maintenance (PM) once in three Months for all systems covered under this contract. PM can be clubbed with corrective maintenance. Company / firm would maintain the preventive maintenance record in a separate register exclusively meant for this purpose.
 2. Unscheduled, on call corrective and remedial maintenance service to set the malfunctions of the system. This includes the replacement of unserviceable parts. Whether defective item/components are to be replaced or repaired shall be at the sole discretion of company / firm. The replaced part should be **same brand and Model** as the defective part. In case it is not possible, then an equivalent part can be used for replacement, after getting permission from CDS.
 3. Operating System (OS) Support: This contract is comprehensive inclusive of OS support on all the systems covered under this contract. Any problem related to OS maintenance, reloading of OS with all device drivers, OS upgrade, System configuration and network configuration shall be attended & rectified by the Company / firm. Company/firm should provide all required device drivers. For OS up-gradation, CDS will provide a set of OS upgrade software.
 4. Installation of client software(s) and other application tools as desired by CDS at client systems.
 5. Update of the software/drivers required for the networking components during the contract period.

6. Maintenance includes replacement of each and every malfunctioning part of the Computer, and related items like Hard Disk, SMPS, Memory, Mother Board, Processor, Keyboard, Mouse, internal cabling and connectors.etc . Monitors are not included.
7. The AMC shall include rectification of all Hardware and Software problems. The engineer(s) shall have to ensure that all calls are attended within 1 (One) Hour and the upkeep time for the repair of any system immediately. If any parts need to be replaced, then it should be done within 5 Working days.

4. Terms and conditions

1. The duration of this contract is 12 Months.
2. In case of underperformance, the contract for AMC will be revoked without any notice.
3. If the company wanted to discontinue the AMC with CDS during the AMC period, they should inform before three months.
4. The location to provide service would be CDS, Prasanth Nagar, Ulloor , Medical college PO, Thiruvananthapuram 695011.
5. Before entering into a contract, physical asset verification should be done by the company at its own cost.
6. This contract may be renewed for further period with same terms and conditions, provided CDS is satisfied with the services of the company or on the terms & conditions mutually agreed by CDS and the company/firm.

5. Payment conditions

1. **No advance payment in any case would be made.** Payment will be made as four equal instalments, after certification by Technical Experts of CDS on completion of each quarter.
2. The payment will be made against the invoice (in triplicate) mentioning the details of equipment that comes in for maintenance.
3. The payment will be made after deducting necessary taxes applicable, if any.
4. The rate quoted shall remain in force for the full period of the contract. No demand for revisions of rates on any account shall be entertained during the contract period.
5. The above payment terms should be strictly followed. Bidders are requested not to indicate their own payment terms.

6. Bidder requirements and documents to be submitted.

1. The Bidder should be a registered company or firm in India.
2. Bidder should have a registered office and well equipped service centre in Kerala.
3. The Company should have more than three years of experience in computer hardware and software maintenance field.
4. The Bidder company/firm must have PAN Number and GST registration. (Enclose self attested copy of the relevant document).
5. The Bidder must have executed satisfactorily, a minimum of Three (3) AMCs of more than 50 computers, for Government /PSU/ Banks with in last five years, The Bidder must have minimum of one ongoing contract with such organizations with service support of HP/DELL/Lenovo desktops. Copies of the purchase order issued from these organizations need to be attached.
6. The Bidder **should not have been blacklisted** by any /PSU/Government Dept in the past. A self-declaration letter by the Bidder, on the company's letter head should be submitted along with the bid.
7. The company/firm shall not enter into a franchisee contract with another vendor.
8. If the bid submitted by the Bidder has any deviation from the terms and conditions in the tender, then that should be mentioned separately.
9. AMC will be awarded to the successful Bidder only after verification of original documents if required.
10. Contact the Systems Officer, CDS, for any clarifications. Phone number 0471 2774281

7. EMD and Bank Guarantee

1. EMD (Earnest Money Deposit): The Bidder should submit EMD as a Demand Draft from nationalized bank in the name of Director, Centre for Development Studies, Thiruvananthapuram for an amount of Rs;- 2000/-. MSME registered companies need not submit the EMD.
2. Forfeiture of EMD : The EMD will be forfeited under the following conditions: (a) If the Bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of the tender. (b) If the Bidder withdraws the bid before the expiry of the validity period of 90 days of the bid. (c) If the Bidder fails to comply with any of the provisions of the terms and conditions of the bid / tender document.

3. Return of EMD: (a) The earnest money of all the unsuccessful bidders will be returned as early as possible after the expiry of the period of the bid validity but not later than 30 days of the issue of the work order to the successful Bidder.
4. **Performance Bank Guarantee/ Security deposit:** The selected Bidder has to submit bank guarantee equivalent to 10% of the contract amount, valid for one year at the time of submitting the agreement. The Bank Guarantee should be valid for a period of Sixty days beyond the date of completion of all contractual obligations of the successful Bidder. The security deposit will be released after satisfactory completion of the contract.

8. Resident engineer – Qualifications and experience.

1. Resident engineer should have passed three year diploma in engineering or BSc in Computer Science/ electronics /IT from a recognized institution.
2. Engineer shall have experience of more than two years in computer hardware maintenance.
3. Engineer shall have the capacity to read and speak Malayalam and English.
4. Resume with the certified copies of their testimonials are to be submitted to CDS before deployment of the resident engineer.
5. Resident engineers shall be expert for repair & maintenance of Computers.
6. Resident Engineer shall have sufficient and requisite knowledge of maintenance and trouble shooting in Windows and LAN environments and should be capable to diagnose and provide quick solutions.

9. Responsibilities of the Resident engineer

1. Service engineer shall do the preventive maintenance of all the computer systems on the campus quarterly. The Resident Engineers will be responsible for maintaining the Complaint Register.
2. Repairing of all faulty items coming under AMC. If any part could not be repaired, then report to higher officials of the firm and repair/replace the item without any delay.
3. There are computers, laptops and printers not covered under this AMC in CDS. Resident engineer is responsible for Performance monitoring of these systems and reporting to higher officials of CDS and installing software provided by CDS in these systems.

4. The Bid process – Two bid process (Technical and Financial)

The two bid system will be followed for this tender. Bidder is advised to carefully read this tender document before submitting his bid.

Interested Companies/ firms may submit their documents satisfying the technical bid requirements in a sealed cover super scribed with "Tender for AMC computer, for technical bidding". The technical bids should contain Annexure- 2, Annexure-3, DD for EMD and all supporting documents mentioned in the tender.

The other sealed envelope containing the quoted rates and documents relating to acceptance of all the terms and conditions, etc as mentioned in Annexure- 4 may be submitted super scribed with "Tender for AMC of computers, for financial bidding". Thereafter, both envelopes may be placed in a third sealed cover super scribed with "Tender for AMC of computers for technical and financial bidding" addressed to **Registrar, Centre for Development Studies, Prasanth Nagar, Ulloor , Medical college PO, Thiruvananthapuram 695011** by the last date mentioned in the tender.

The technical bids will be opened at the Registrar's office. The financial bid of only those parties shall be opened whose technical bids are found eligible. After verification of technical bids, CDS will shortlist eligible companies and inform them the date of opening the sealed "Financial bid" through email.

1. Late submission of tenders will not be accepted.
2. Tenders by 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 a reason for exception.
3. Bids received after due date, those received without separate sealed cover and rates not quoted in specified Performa will not be accepted.
4. The rates quoted should be net, and no discount or free services/offers quoted will be considered.
5. The bid shall remain valid for 90 days from the date of opening of the financial bid.
6. The Bidder who quoted the lowest amount in the financial bid will be considered as successful Bidder.
7. Successful Bidder shall have to enter into an agreement with CDS.
8. CDS reserves the right to accept or reject any or all tenders without assigning any reasons.
9. If any dispute(s) arise between the CDS and the firm with reference to any provision of the contract, the decision of the CDS shall be final and binding on both parties.

Annexure -1

List of hardware for AMC of Computers

SINO	Item	Configuration	Date Of purchase	Total numbers
1	HP Prodesk 400 G1 Desktop	Core i3 4 th generation, 4 GB DDR3 RAM, 500 GB HDD, DVD writer, Keyboard, Mouse Monitors are not included	April 2015	20
2	HP Prodesk 400 G1 Desktop	Core i5 4 th generation, 4 GB DDR3 RAM, 500 GB HDD, DVD writer, Keyboard, Mouse Monitors are not included	April 2015	4
		Total		24

Annexure -2 Checklist

SINO	Description	Compliance (Yes/No)	Documents attached if any
1	The Bidder should be a company/firm registered prior to 1-1-2021		Please indicate bid page no. where the document is attached.
2	The Bidder company/firm should have minimum of 3 years of experience in computer hardware maintenance field.		- do-
3	The Bidder company/firm must have executed satisfactorily a minimum of Three (3) AMCs of more than 50 computers for Government /PSU/ Banks with in last five year. Minimum one ongoing contract with such organizations with the service support of HP/DELL/Lenovo desktops.		- do-
4	The Bidder must have a PAN Number and GST Registration.		-do-
5	The Company/firm should have its own office(s) at kerala for the systems service support.		-do-
6	The Bidder should not have been blacklisted by any PSU/Government Dept in the past.		-do-

ANNEXURE- 3 Technical Offer

SINO	Item	Description
1	Name of the company/firm	
2	Address (with Tel. No., fax no. & e-mail address)	
3	The number of years of experience of the firm in Computer hardware maintenance business	
4	List of existing Customers	
5	Registration Number	
6	PAN Number	
7	GST Registration Number	
8	Details of the EMD (DD details)	
8	Details of the Contact person	

Confirm the following enclosure along with this format:

- a. Technical literature about Company
- b. Filled in check list and documents supporting items mentioned in the checklist and any other relevant documents supporting the tender document.

Declaration

I hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that in case found any deviation in the above statement at any stage, the company will be black-listed and will not have any deal with the Trust in future. If we are selected as successful Bidder, then we will accept all terms and condition mentioned in the tender.

(Seal and Sign of Authorized Signatory)

Name and designation

Annexure – 4 FINANCIAL OFFER

- 1.Name of the Company/firm :
2. Address
3. Tel. No. ,FAX No. and E-mail address.
4. Contact Person
5. Rates as per the following Performa:

1. Rate for the AMC of Desktop Computers with resident engineer.

SINO	Item	QTY	Amount
1	Desktop PC	24	
2	Resident engineer salary	1	
	Taxes		
	Total Amount		

Rates also include the transportation charges, other incidental charges etc.

I hereby certify that the information furnished above is full and correct to the best of our knowledge. We understand that in case found any deviation in the above statement at any stage, the company will be black-listed and will not have any deal with CDS in future.

I here by certified that I have read the entire tender document and I shall abide by the terms / conditions / clauses therein.

(Seal and Sign of Authorized Signatory)

Name and designation