



OFFICE OF THE COMMISSIONER OF CENTRAL EXCISE
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C.No. 03/COMP/HQ/AMC/2008-09/

Dated :09.09.2008

INVITATION FOR TENDER

Sealed tenders under two bid system {(I). Technical bid containing information relating to all aspects other than the price quoted and (II). Financial Bid containing the price quoted, both bids to be provided separately in sealed covers} are invited by the undersigned on behalf of the “President of India” from eligible vendors, for the Annual Maintenance of Computer System Hardware items / Peripherals and UPS installed at various offices / locations of this Commissionerate at Chandigarh, Mohali, Patiala, Rajpura, Shimla, Baddi, Nalagarh, Paontasahib, Parwanoo, Kala Amb, Bilaspur, Una and Mandi-Gobindgarh for a period of one year from the date of allotment. The eligibility criteria and the conditions governing the Maintenance Contract are given in the Annexure I and II appended with the tender is available on website www.cbec.gov.in . The approximate number of Computers, Peripherals and UPS to be covered under AMC are as under: -

| S.No. | Items | Numbers |
|--------------|---------------------|----------------|
| 1. | Computers | 124 |
| 2. | Laserjet Printers | 35 |
| 3. | Inkjet Printers | 08 |
| 4. | Dot Matrix Printers | 45 |
| 5. | Servers | 06 |
| 6. | Modems | 15 |
| 7. | Scanners | 03 |
| 8. | UPS | 84 |
| 9. | 5 KVA UPS | 01 |
| 10. | 3 KVA UPS | 01 |
| 11. | 2 KVA UPS | 04 |

The tender applications of only those bidders will be considered, who will satisfy the eligibility criteria(in annexure-I). The covers containing the sealed tenders shall be superscribed as “TECHNICAL”, “FINANCIAL” and addressed to the Commissioner, Central Excise Commissionerate, Chandigarh, which should reach to this office on or before 22.09.2008, upto closing hours i.e. 5:30 pm. If the technical bid cover does not contain all the details relating to acceptance of the conditions, eligibility documents, etc., no further processing will be undertaken. Hence, the financial bid shall contain only the rates quoted and their breakup. Tenders received after the last date will not be entertained.

sd/-
Commissioner

ANNEXURE

Eligibility criteria for AMC of Hardware items

- 1.** The company/firm/enterprise intending to submit the tender(hereinafter called the Company/Vendor) shall be a reputed organization in the field of Hardware & software maintenance for last 5 years and turnover should be above Rs.50 Lacs.
- 2.** The Company should have undertaken AMC for at least one Central Government Department / Public Sector Unit (PSU), in any of the previous 3 years.
- 3.** The company's contract should not have been terminated before the expiry of the full term, in any of the previous years or current year.
- 4.** The company must have technically qualified and skilled expertise in the following fields and its service engineer must have sound knowledge to troubleshoot any problem in these areas.
 - a.** System administration of SCO UnixWare7.1, RedHat Linux 7 & 8, Windows 2003 Server besides Windows 2000 server, win 9x, 2000, XP or any other O/S which is published as an alternative to any of the above O/S.
 - b.** Installation, configuration and tuning of the O/S mentioned above in (a).
 - c.** Installation of Oracle 8i/9i on SCO UnixWare7.1, RedHat Linux 7/8.
 - d.** Management of Local Area network and Intranet mailing system.
- 5.** Vendors having the facility of on-line posting or toll-free phone calling, for registering / receiving the service calls and to know their status will be preferable.

Annexure II
Conditions governing AMC

1. The tender documents, soon after completion of the application period, will be opened in the presence of tender committee formed in this regard. Only those whose 'technical' bids conform to the terms of the annexure I and II alone will be considered against their 'financial' bids. In case where 'technical' bid fails, the 'financial' bids will not be opened and returned to them as such. Financial bids will be finalized immediately thereafter.
2. This office does not bind itself to accept the lowest tender and reserves the right to reject any or all the tenders without assigning any reason whatsoever. Tenders in which any of the particulars and prescribed information are inadequate or incomplete in any respect of the prescribed conditions or counter-conditions are filed, are liable to be rejected at any time.
3. The maintenance service by the company shall include quarterly preventive service and breakdown maintenance of all computer hardware items in this Commissionerate and all the calls shall be attended on the same day of complaints made.
4. Where the parts/components have failed/damaged or gone into disuse due to any reason, replacement of those parts/components including monitor, SMPS, motherboard, processor, hard disk, wires, cables, chords, cards, circuit boards, mouse & keyboard etc. shall be provided free of cost by the company within 24 hours of attending to the call.
5. Where any items/parts/components need replacement, the same shall be replaced with the same make, specification and brand of item / component / part. In case, the brand / model become obsolete, the same shall be replaced with equivalent items/parts/components.
6. Where replacement of parts or support could not be obtained due to obsolescence, the entire parts or system (such as PC, server, printer, scanner etc) shall be replaced by the company with a branded equivalent or higher system, with at least the existing configuration of the failed system.
7. Where the replacement of the entire system with a new one has been necessitated, the replacement of the entire system shall be provided within one week and in any case not later than 10 working days from the date of the failure of the old system.
8. In the case of failure or malfunctioning in the systems having Unixware or Redhat 7/8 Linux server / Windows 2003 Server O/S due to any reason, the server shall be made up and running immediately so that the downtime shall not exceed eight hours.
9. In case of failure of windows-OS-based PCs due to any reason, the system shall be restored/rectified so that the downtime shall not exceed six hours.
10. In case of failure of printers, the same shall be restores/rectified so that the downtime shall not exceed 24 hours.
11. This office or the customer site will take no responsibility towards erratic power problems relating to the Electricity Boards or any other default situations of the Nature beyond its control, that may cause the computer systems to malfunction.

12. In all the cases of replacement of spares including logic card, SMPS, motherboard, hard disk, etc., for items mentioned in Sr.No 4 to 9 above, replacements must be done within 24 hours including the necessary software re-installation.
13. Penalty will be charged for downtime of more than 72 hours in the individual case of PCs and 48 hours in the case of breakdown of servers, provided that no penalty will be chargeable for the first 24 hours from the time of call/complaints and wherever an equivalent standby system has been provided.
14. In cases of downtime beyond those stipulated above, the said penalty at the following rates per day will be automatically deducted from the quarterly payable amount.
 - Rs.500/- per day for Server
 - Rs.250/- per day for PC/UPS
 - Rs.250/- per day for Laserjet / Inkjet printer
 - Rs.200/- per day for Dot matrix printer
 - Rs.500/- per day for Switch/Hub/other network component
 - Rs.150/-per day for any other hardware where the system or printer is in workable condition.
15. This Maintenance Contract shall remain in force from _____ to _____ or for one year from the date of acceptance of contract.
16. The charges will be paid quarterly, after satisfactory completion of each quarter.
17. Qualified and expert resident engineer must be stationed permanently in Commissionerate Office at Chandigarh who shall attend all the calls during the day at office / formations at Chandigarh. Separate Engineer would be deputed for attending outstation calls, other than Chandigarh. The engineer shall also make himself/herself available on all days at any of the formation of this office for such reason like the visit of dignitaries, Union Budget presentation in the Parliament etc. regardless of the holidays. These days shall be notified by this office from time to time in advance. If during the period of contract any holiday of the vendor's company falls on the working day of the customer, the engineer will remain with the customer's site to attend the calls.
18. If any hardware is disposed off during the period of Maintenance Contract for one or more reason, the proportionate charges will be deducted from the quarterly amount. If charges have been paid before the disposal of the system, then the proportionate amount is to be adjusted against the charges payable on remaining machines.
19. Cost shall be quoted for each type, brand and configuration of the hardware and also as aggregate of all the hardware put together based on the list of machines, so that some items can be either included additionally during the period of contract or withdrawn before its commencement. Further break up like taxes, etc. should also be shown.
20. Whenever during the period of the Maintenance Contract, the service of the company is found to be not satisfactory or if the company is found violating any of the conditions governing the Maintenance Contract, this office has the right to terminate the contract immediately without any compensation.

21. Penalty clause is not invocable, if the company provides a standby of the branded equivalent or higher system, restoring the original working environment within 24 hours after the complaint is made.
22. The vendor shall, at the time of applying for the tender, provide suitable records in proof of their eligibility vide Annexure and will also declare that any of their contracts had not been terminated by any customer before the contract's expiry of its full term in any of the previous years or current year.