

No. NATPAC/10914/2018-GA3

Dated: 25.10.2018

**DETAILED TENDER NOTIFICATION**

Quotations are invited for Annual Maintenance Contract of Computers and Peripherals of NATPAC at Sasthra Bhavan building, Pattom, K.Karunakaran Transpark, Akkulam, Thiruvananthapuram and Calicut Office.

**Terms & Conditions**

1. Quotations are invited from the licensed and experienced agencies having Service Tax registration. (Copy of the latest Tax Return to be submitted along with the quotation.)
2. The bidder should have at least three years of experience in IT facility management/ annual repairs and maintenance of computer system, peripherals, accessories & LAN.
3. The bidder should have minimum two running contracts with any Govt. /Semi Govt. Dept/ PSU /Bank for a total value of not less than Rs.1 Lakh each. Testimonial should be enclosed as proof.
4. 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 NATPAC. During the currency of the contract period, it will be responsibility of the Contractor to keep the equipments in perfect working order.
5. The bidders are required to prove their technical competence for undertaking the job and also furnish their experience/ reputation and good will through a certificate from past customers / Govt. Departments mentioning name / designation / telephone number etc. of the Department / Ministry concerned.
6. The payment towards AMC charged would be made at the end of each quarter on production of satisfactory reports from the office.
7. If the Contractor fails to attend the complaints within stipulated time, as mentioned in penalty clause, delay / damage/ loss shall be charged and the same shall be deducted from the gross amount of the bill.
8. The contract shall cover both preventive as well as corrective maintenance of all IT equipments for all the working days (and holiday as and when required as specified in this contact conditions). The maintenance (both preventive as well as corrective) shall cover services for rectification of fault, if any, and replacement/ repairs of specified components.
9. 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 contracts. For any such alternations, 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 monthly 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.
10. The software maintenance shall include loading, reformatting of softwares, data retrieval, device driver software, system/network configuration and installation of software purchased by the NATPAV from time to time.
11. Removal of virus and patch management shall be a mandatory part of the contract. Contractor will post a competent qualified software engineer who shall be required to update anti-virus scanning software / monitor on regular interval at least once in a month on preventive maintenance basis and even more frequently, if required on case basis.
12. The Contractor shall have to depute one qualified engineer having minimum Experience of three years with recognized Qualification in the field of System Administration, software and hardware maintenance on fulltime basis for the service of the system. He should be provided with suitable communication system (like cell phone) so that he may be contacted at any time in case of requirement. The service engineer should be available in the office at 09.00 Hrs. on all working days and be available up to 5.30 Hrs in the evening.
13. The service of the Contractor's engineers 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.

14. The hardware and software problems reported by the users will be notified to the Contractor's engineers and will be attended by them based on priority. Complaints received the service engineer has to be recorded on in 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.
15. A penalty will also be levied for absence of service Engineer. The deputed/ resident engineers should not be changed frequently unless there is request so as to avoid disruption in services.
16. If average down time of all the system taken together increase beyond 10% over period of 3 months (calculated quarterly), NATPAC reserves the right to cancel the contract forthwith without assigning any reasons and blacklisting the firms.
17. The equipment will have to be repaired in house. The hard disk cannot be taken out of the premises in any case. For taking out any equipment, prior permission of Officer in-charge will have to be sought and if necessary standby equipment provided.
18. The contractor would carry out preventive maintenance of each machine once in every three months. Failure will to do so shall attract penalty as deemed fit.
19. The items that are defective and need to be replaced would be first checked by NATPAC's Computer/IT Cell before those are declared as defective. The defective Equipments / 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.
20. The contractor shall keep sufficient quantity of spare parts which include CPU's Motherboards, Hard Disks of sufficient Capacity, Printers, Monitors, CD ROM, Keyboards, Mouse and other required spares available centrally for ready use.
21. The Contractor and his Engineer shall be responsible for data recovery and data security in case of system failure and crashing of hard drive/ disc of any computer system under the maintenance contract.
22. The Engineer will not change the setting of any computer without seeking the prior permission and information of officer in charge of NATPAC.
23. The contractor will have to follow all the security instruction applicable from time to time. If the engineer is found guilty of any violation of security norms, they will be liable to prosecute under the law.
24. The contract is comprehensive and covers free replacement of all defective parts, except consumables like ribbons, cartridges.
25. The contractor shall not further sub – contract the AMC under any circumstances to a third party / sub – contractor for the maintenance.
26. AMC shall be entered into on annul basis and extendable for two years depending on the quality of services and terms offered. The payment of AMC shall be made quarterly at the end of every quarter, after obtaining satisfactory performance certificates from concerned officer.
27. Penalty clause will operate for complaints, which are not attended within the stipulated times, as indicated in terms and conditions. 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 10 working days from the date of its break down.
28. Agency taking AMC should extend all the benefit applicable to the personnel engaged by them for the performance of this contract under various legislation applicable to employers engaged by the contractor.
29. Number of items under AMC may increase or decrease as and when items become obsolete/out of warranty and after purchase etc. The payment will make accordingly for the equipments actually maintained and certified by the users.
30. NATPAC have no master – servant relation with personnel engaged by the contract.

31. PENALTY CLAUSE

SL.No	Description	Maximum free period for Break down	Rate of Penalty beyond free period	Penalty average break down exceeding 10% per quarter
1	Desktop computers, Laptops	2 days	Rs. 200/- per working day / per computer	2% of total value of Contract
2	Laser Printer	2 days	Rs.300/- per working day / per printer	2% of total value of Contract
3	Inkjet printers	2 days	Rs. 75/- per working day / per printer	2% of total value of Contract
4	Scanner	3 days	Rs. 100/- per working day / per scanner	2% of total value of Contract

### 32. Scope of AMC

List of machines covered under the AMC are attached in *Annexure -I*

#### General Conditions

1. All the persons engaged shall be under the authority and the responsibility of the Contractor to comply with all statutory obligations under Labour legislations, including EPF, ESI Act and the Contractor has to provide uniform to persons engaged by him on account of this maintenance contract. Insurance and accident claims if any has to be met by the Contractor.
2. The proof of remittance of EPF and ESI share for the previous month in respect of the employees engaged in the Building should be produced before the authorities of NATPAC to claim payment for the succeeding month.
3. All the disputes arising out of or connected with this contract shall be deemed to have arisen in Thiruvananthapuram and only courts in Thiruvananthapuram shall have jurisdiction to determine the same.
4. NATPAC should not have any employer employee relation with the personnel engaged by the Contractor.
5. NATPAC reserves the right to select or reject any or all tenders without assigning any reasons whatsoever.
6. The Director, NATPAC reserves the right to modify, alter or cancel the contract without assigning any reason and notice or arrange the work through any other mode and the decision of the Director in this regard is final.
7. The Annual Maintenance Contract should be valid for a period of one year from the date of commencement or for the period decided by the Director, NATPAC.
8. Sealed quotation should be submitted for Annual Maintenance of Housekeeping and Cleaning inclusive of all charges, taxes and levies applicable for this Contract and also for complying the obligation as per the legislation applicable for the performance of this Contract. No extra amount will be paid. However if the law require NATPAC reserves the right to deduct any amount from the AMC amount for fulfillment of obligation arising out of this AMC agreement without notice.
9. The amount quoted should be annual amount for the AMC. However part payment can be allowed on production of bill along with details of statutory payment made by Contractor.
10. Sealed quotation has to be submitted to **“The Director, National Transportation Planning and Research Centre, Sasthra Bhavan, Pattom Palace P.O, Thiruvananthapuram-04”** before **12.30 pm on 09- 11 -2018** and the quotation will be opened at 04.00 pm on the same day.
11. For any clarification, contact Sri. Naseerudeen.C – 9946790194.

Sd/-  
REGISTRAR

## DESKTOP COMPUTERS UNDER AMC

SL.No	NAME	SPECIFICAITON	QTY
1	Dell Optiplex 3010 DT	Intel Core i5, 6GB RAM, 500 GB HDD, 17" LCD Monitor	1
2	Dell Optiplex 3010 DT	Intel Core i5, 4GB RAM, 500 GB HDD, 17" LCD Monitor	6
3	HP Compaq 8200 Elite	Intel Core i5, 8GB RAM, 500 GB HDD, 21" LED Monitor	5
4	HP Compaq 8100 Elite	Intel Core i3, 2GB RAM, 320 GB HDD, 18.5" TFT Monitor	16
5	HP Presario 3559	Intel Core i3, 3GB RAM, 500 GB HDD, 18.5" LCD Monitor	10
6	HCL Infinity PRO BL 1280	Intel Core 2 Duo, 2GB RAM, 320 GB HDD, 18.5" LCD Monitor	8
7	HP Pobook 400 GI MT	Intel core i7, 8GB RAM, 1TB HDD, 23" LED Monitor	7
8	HP Pavilion 500-210ix	Intel core i5, 4GB RAM, 500GB HDD, 20" LED Monitor	15
	TOTAL		68

## LAPTOP COMPUTERS UNDER AMC

SL.No	NAME	SPECIFICAITON	QTY
1	Dell Latitude E6230	Intel Core i5, 6GB RAM, 128 GB HDD	1
2	HP Pavilion G4	Intel Core i5, 2GB RAM, 500 GB HDD	3
3	HP Probook 4520s	Intel Core i3, 2GB RAM, 320 GB HDD	2
4	HCL ME 38	Core 2 Duo, 2GB RAM, 320 GB HDD	3
5	HP Compaq nx 6120	Intel Pentium 4, 512MB RAM, 60GB HDD	8
6	HP Compaq nx 5000	Intel Pentium 4, 512MB RAM, 60GB HDD	1
7	HP Compaq NC 8230	Intel Pentium 4, 512MB RAM, 60GB HDD	1
8	HP Compaq nx 7010	Intel Pentium 4, 512MB RAM, 60GB HDD	2
9	HP Envy 15-J111 TX	Intel core i7, 8GB RAM, 1TB HDD	7
	TOTAL		28

## PRINTERS

SL.No	NAME	SPECIFICAITON	QTY
1	Inkjet Printer	A4, Colour	8
2	Inkjet Printer	Multi function, A4, Colour	5
3	Inkjet Printer	A3, Colour	16
4	Inkjet Printer	Multi function, A3, Colour	1
5	Ink Tank Printer	A4, Colour	3
6	Ink Tank Printer	Multi function, A4, Colour	2
7	LaserJet Printer	A4, Black & White	10
8	LaserJet Printer	A3, Colour	1
	TOTAL		46

## SERVER

SL.No	NAME	SPECIFICAITON	QTY
1	IBM System X3650 M3 Rack 2U Server	Intel Xeon E5645 6 core 2.4 GHz Processor, Dual Processor capable 16 GB DDR III RAM, 4 x 300 GB 2.5" 10K SAS HS, Dual Gigabit Ethernet, 2 x 675 W Redundant Power Supply, 18.5" TFT Color monitor (Non IBM),	01

## SCANNER

SL.No	NAME	SPECIFICAITON	QTY
1	Canon Lide 110	A4	1
2	Canon Lide 100	A4	1
3	Wep Avision	A3	1
TOTAL			3

## UPS

SL.No	NAME	SPECIFICAITON	QTY
1	V-Guard	600 VA	6
2	APC	600 VA	4
3	Numeric	600 VA	1
TOTAL			11

## NETWORK SWITCHES AND CABLES

SL.No	NAME	SPECIFICAITON	QTY
1	48 Port Switch	CISCO ws- c2960-48TC-s	1
2	24 Port Switch	CISCO ws- c2960-24TC-s	2
3	24 Port Switch	D Link web smart switch DES 1228	1
4	24 Port Switch	Intel Express 410T Stand alone	1
5	16 Port Switch	Intel in business 10/100	1
6	Patch Panel		5
7	I/O Ports & Cables		120