

TENDER NOTICE

Quotations are invited from the interested vendors for annual maintenance contract (herein referred to as AMC) of Computers and peripherals (including installed Operating System) including the local area network (hereinafter referred to as PC) as detailed in Annexure-I, in the Headquarters Office of the Directorate General of Valuation at Mumbai (hereinafter referred to as DGOV).

Support Services.

Support services are to be provided under the AMC to keep the system in good working condition, and shall include:

- i) Unscheduled: Vendor shall depute one resource person who has required knowledge and expertise to resolve/fix day-to-day issues relating to the hardware/operating system on a daily basis.
The corrective and remedial services to set right the malfunctions of the systems include replacement of unserviceable parts. The parts replaced shall be new or of the same quality & capacity or higher in performance & capacity. Whether a defective item of components is to be replaced or repaired shall be the sole discretion of the vendor. In case of replacement of parts, defective parts (except hard disk drive) removed from the system will become the property of the agency.
The vendor shall be responsible for the maintenance of the local area network (including Internet). In case there is problem with Internet connectivity, it shall be the responsibility of the vendor to take up the issue with the ISP Service provider (presently MTNL) to sort out the issue.
- ii) Scheduled : There shall be a scheduled preventive maintenance once a month. Preventive maintenance shall include vacuum cleaning of PC to remove dusts etc from the internal components.

TERMS AND CONDITIONS:

1. Interested vendors shall apply quoting the charges for maintenance of PC for a period of two year, which shall be renewed every year.
2. System maintenance shall not include the cost of consumables and supply items such as inkjet cartridge, computer stationary and toner cartridges.
3. The vendor shall provide complete details including qualification, experience of person deputed to DGOV. The vendor shall provide in writing e-mail address, telephone number (land line and mobile) and also alternate phone numbers where calls are to be logged.
4. A record shall be maintained at DGOV, recording scheduled/unscheduled visit of service engineer. The record shall mention nature of failure, date/time of complaint and date/time when problem is resolved. The vendor's service engineer shall sign this record.
5. The vendor needs to attend any work pertaining to this agreement immediately and in any case not later than 24 hours from the time of logging call. For downtime calculation the day on which the call is closed will not be taken as part of downtime. The day on which the call is reported and holidays shall not be taken into account for calculation of downtime.
6. In case of intermittent failure and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.

7. For the purpose of downtime calculation maximum permissible time for repair shall be 1 (one) day.
8. If vendor fails to perform any of its obligations as per the provisions then a penalty at the rate of 0.1 % (of total AMC amount) per day will be imposed.
9. Payments will be released on quarterly basis and on completion of a quarter, subject to satisfactory services provided by the vendor during the quarter.
10. DGOV reserves the right to reject any or all the tenders received without assigning any reason whatsoever. Canvassing in any form by the tenderer will result in rejection of their tenders.
11. Any clarification, queries, requirements of the vendor shall be settled before AMC commences. Start of AMC shall imply that all terms and conditions have been agreed to between both the parties.
12. Either party has the right to terminate the AMC if the services are not satisfactory by giving one month notice. In case contract is cancelled before completion of period, proportionate payment will be made for the completed period.
13. On completion of contract the vendor shall hand over PC to DGOV in full working condition. The vendor shall be responsible for any loss or damage caused owing to negligence on their part.
14. In case of any disputes the decision of Commissioner (Valuation), DGOV, Mumbai shall be final and binding.
15. Vendor should have at least 5 years' experience in AMC of PC. They are required to submit proof of experience along with bid. They are also required to provide addresses of the Central Government Office where such/similar services are being provided along with details thereof.
16. As AMC involves 'service', furnishing of Service Tax Number is mandatory for all service tax registered vendors. The vendor shall furnish the Service Tax Registration Number along with copy of the same. Further the successful bidder would be required to comply with all the legal requirements during the period of contract.
17. Interested parties are requested to submit 'technical bid' and 'commercial bid' separately in sealed envelopes. The commercial bid should specify basic price and applicable rates separately. The two bids shall be enclosed in one envelope. The technical bids will be opened first on 26.10.2016 (11: 30 am). Commercial bids of parties who do not qualify under 'technical bids' shall not be entertained. Representatives of parties may be present at the time of opening tenders if they so desires.
18. The quotation (technical and commercial) marked clearly on top 'Tenders for AMC of Computers & peripherals' and enclosed in one envelope shall be submitted in a sealed cover to the Headquarters Office at Mumbai, on or before 25.10.2016 (02:30 pm). The Principal Commissioner (Valuation), DGOV, Mumbai reserves the right to cancel the quotation notice or to reject any or all the quotations received from the service providers, without assigning any reason for the same. No correspondence will be made with unsuccessful bidders. This issues with the approval of Principal Commissioner (Valuation).

Copy:

1. www.dov.gov.in
2. www.tenders.gov.in
3. www.cbec.gov.in
4. Notice Board

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ANNEXURE - I

Sl. No.	Brand	Model	Processor	RAM	HDD	Screen	CD/DVD	OS
1	HCL	TRU SL-1265	CORE 2 DUO	1GB	80 GB	17	DVD	VISTA
2	HCL	TRU SL-1260	CORE 2 DUO	1 GB	160 GB	17	DVD	VISTA
3	HCL	TRU SL-1265	CORE2	4 GB	160 GB	19	DVD	VISTA
4	HCL	TRU SL-1265	CORE2	2 GB	250 GB	19	DVD	VISTA
5	HCL	TRU SL-1265	Core2 -2.4 Ghz	2 GB	250 GB	17	DVD	VISTA
6	HCL	TRU SL-1265	CORE2 6600	2 GB	250 GB	19	DVD	XP
7	HCL	TRU SL-1265	CORE2 DUO E4500	2 GB	80 GB	17	COMBO	VISTA
8	HCL	TRU SL-1265	CORE2 DUO E4500	1 GB	250 GB	17	DVD	XP
9	HCL	TRU SL-1265	CORE2 DUO E4500	1 GB	160 GB	17	DVD	VISTA
10	HCL	PRO BL-1280	Dual Core E5300	2 GB	160 GB	17	DVD	windows7
11	HCL	PRO BL 1280	Dual Core E5300	1 GB	160 GB	17	DVD	windows7
12	HCL	PRO BL 1280	Dual Core E5300	1 GB	160 GB	17	DVD	windows7
13	HCL	PRO BL 1280	Dual Core E5300	1 GB	160 GB	19	DVD	windows7
14	HCL	TRU SL-1265	DUAL CPU	1 GB	160 GB	19	DVD	VISTA
15	HCL	Global line 2700	Intel Xeon	8 GB	500 GB	15	DVD	Server 2003
16	HCL	Global line1701	Intel Xeon	8 GB	500 GB	19	DVD	Server 2008
17	HCL	Global line 27200	Intel Xeon	8 GB	73 X 4 GB + 300 X 4 GB	15	CD	Server 2003
18	HCL	Global line 2700	Intel Xeon	8 GB	500 GB	17	DVD	Server 2003
19	HCL	Global line 2700	Intel Xeon	8 GB	500 GB	17	DVD	Server 2003
20	HP	Proliant ML350 (G5)	Intel Xeon E5410 2.33 Ghz	2 GB	160 GB	17	DVD	Linux Red Hat Enterprise 5.3
21	Acer	F7D	Pentium-4 2.80Ghz	1 GB	160 GB	17	DVD	XP
22	HCL	PRO BL 1065	Pentium -4 1.8 Ghz	512 MB	40 GB	17	CD	XP
23	HCL	PRO BL 1200	Pentium 4 3.00ghz	1 GB	80 GB	17	CD	XP
24	HCL	PRO BL 1200	Pentium 4 3.0ghz	2 GB	160 GB	17	CD	XP
25	HCL	PRO BL-1090	Pentium 4.3 ghz	1 GB	250 GB	17	CD	XP
26	HCL	PRO BL-1070	pentium 4-2.4ghz	512 MB	40 GB	17	CD	XP
27	Acer	F7D	Pentium D	4 GB	160 GB	19	COMBO	XP
28	Acer	F7D	Pentium -D 2.8Ghz	1 GB	160 GB	19	DVD	XP
29	HCL	PRO BL 1070	Pentium-4 2.4Ghz	1 GB	40 GB	17	CD	XP
30	HCL	PRO BL 1090	Pentium-4 2.8 ghz	1 GB	40 GB	17	CD	XP
31	HCL	PRO BL 1200	Pentium-4 3.4 Ghz	1 GB	160 GB	17	CD	XP
32	ACER	F7D	Pentium-D 2.80 Ghz	2 GB	300 GB	17	DVD	XP
33	Acer	F7D	Pentium-D 2.80 Ghz	512 MB	160 GB	17	DVD	XP
34	Acer	F7D	Pentium-D 2.80 Ghz	1 GB	160 GB	19	DVD	XP
35	HCL	PRO BL 1280	Pentium-D 2.80 Ghz	1 GB	160 GB	17	DVD	VISTA
36	WIPRO	DSG9MW0078	Pentium III 551 Mhz	256 MB	20 + 160 GB	17	CD	XP
37	HCL	NA	CORE 2 DUO	1 GB	160 GB	17	DVD	VISTA
38	HCL	NA	Pentium-4 1.6 Ghz	512 Mb	20 GB	17	CD	XP

Latest Computers came under maintenance

1	LENOVO	PGAZ689	Desktop	INTEL CORE i7 37705 CPU @3.10GHZ	1 TB	8 GB	DVD	WINDOWS 7 PROFESSION
2	LENOVO	PGAZ695	Desktop	INTEL CORE i7 37705 CPU @3.10GHZ	1 TB	8 GB	DVD	WINDOWS 7 PROFESSION
3	LENOVO	PGAZ706	Desktop	INTEL CORE TM i7 37705CPU @3.10	1 TB	8 GB	DVD	WINDOWS 7 PROFESSION
4	LENOVO	PGAZ693	Desktop	INTEL [®] CORE TM i7- 37705CPU@3.10	1 TB	8 GB	DVD	WINDOWS 7 PROFESSION

ANNEXURE-I (Contd.)

PRINTERS :

No	Brand	Type	Model
1	HP	Deskjet	845C
2	HP	Laserjet	P1007
3	HP	Laserjet (Colour)	CP1515n
4	HP	Laserjet	P1007
5	HP	Laserjet	P1505
6	HP	Laserjet	P1505
7	HP	Laserjet	P1007
8	HP	Laserjet	P1007
9	HP	Laserjet	P1505
10	Canon	Laserjet	LBP2900B
11	HP	Deskjet	845C
12	HP	Laserjet	F300
13	HP	Laserjet (Colour)	CP1515n
14	HP	Laserjet	P1007
15	HP	Deskjet	840C
16	HP	Laserjet	P1505
17	HP	Laserjet (Colour)	CP1515n
18	HP	Laserjet	P1007
19	HP	Laserjet	P1505
20	HP	Laserjet	P1007
21	HP	Officejet	J6488
22	HP	Laserjet	P1007

Note: All PC's are on a network using 4 switches viz., D-Link DES-1016D (16 port), D-Link DES -1008D (8 port), D-Link DES -1008D (8 port) and D-Link Web Smart switch DES-1252 (48 port).