

Office of the Vice Chairman, Jammu Development Authority

Subject: - Notice Inviting Tender for AMC (Service Only) of Computer Hardware and allied equipments.

For and on behalf of the Jammu Development Authority, sealed tenders affixed with revenue stamp worth INR 5/- and valid for a period of 90 days from the date of opening of tenders are invited for the below noted work:-

SNo	Name of Work	Estimated Cost	Earnest Money
1.	Annual Maintenance Contract (Service Only) of Computers & allied equipments installed in the office of Jammu Development Authority for a period of one year.	INR 18000/- Per Month	INR 10000/- in the shape of CDR/FDR drawn in favour of FA & CAO JDA Jammu.

The tender document containing detailed terms and conditions can be downloaded from the website of JDA www.jdajammu.in. The tender duly filled in should reach the office of Vice Chairman, JDA through Speed/Registered post on or before **27/06/2017** by 2:00 PM. The tenders shall be opened on the same day or any other subsequent day convenient to the department in presence of the tenderers who may like to be present at the time of opening of tenders. Vice Chairman JDA reserves the right to accept or reject any or all tenders without assigning any reason thereof.


Sr. Programmer,
Jammu Development Authority,
Jammu.

No: JDA/CP/300
Dated: 06/06/2017

Tender document for AMC (Service Only) of Computer Hardware and other allied equipments.

Reference NIT No: JDA/CP/300 dated 06/06/2017

1. Scope of Work

- a) The contract would be for service only i.e. EXCLUDING replacement of parts and consumables.
- b) The AMC provider shall provide one suitably qualified and experienced **Resident Engineer** at Vikas Bhawan, Rail Head Complex, Jammu.
- c) The job involves
 - upkeep and maintenance of the hardware installed including Desktop computers, Laser/Inkjet Printers, Scanners, UPS, Laptops, LCD Projector, Bio-Metric attendance machines, LAN and allied equipments like cabling, Modems, Switches and Access Points etc installed in the Head Office and two Divisional offices of Jammu Development Authority, Jammu.
 - Maintenance of the required drivers and additional peripherals and hardware for maintaining the equipments.
 - Support for users and troubleshooting of generic office software packages and removal of virus, formatting of machines and re-installation of OS software, if corrupted.
 - Coordination with OEMs for troubleshooting of the computer and other equipments under warranty.
 - Maintenance of the existing LAN/Wireless LAN and laying of additional cables for adding new nodes, wherever required.
 - Any other maintenance work to be undertaken related to the Information Technology.
- d) The firm shall maintain the equipment as per manufacturer's guidelines.
- e) The list of computers, printers, UPSs, networking hardware etc. is attached as Annexure-A. However, new equipments purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/ maintained. JDA reserves the right to add/remove any item from AMC during the contract period.



2. Technical Qualification Criteria

- (i) The firm/company should be in existence for at least 3 years in the trade as on 31.3.2017 with maintenance turnover of more than Rs. 3 lakh per annum during the last 3 years ending 31st March 2017. Certificate from Chartered Accountant to be attached.
- (ii) The firm/company must have expertise in on-site maintenance and repair of computers, laser jet printers, network components, peripherals and other hardware parts and accessories in a LAN environment of 50 or more computers in a Government department. Certificate to this effect from at least one Central/ J&K State Government Department/PSU/Autonomous Body shall be furnished.
- (iii) The firm/company should be registered with Commercial Taxes Department, J&K Government and should produce Tax Clearance Certificate.
- (iv) The firm/company should produce the self attested photocopies of documents related to allocation of TIN Number and PAN Number.

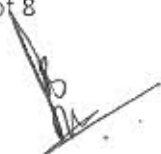
3. The other terms and conditions for awarding the AMC shall be as under:

- (i) The vendor will provide one qualified service engineer on all the working days from 10:00 AM to 4:00 PM for redressal of complaints. The engineer shall also be available beyond normal working hours and also on holidays as per requirement of JDA, if needed. An amount of Rs. 500/- per day will be deducted if the Service Engineer remains absent/leave without providing substitute.
- (ii) The initial period of contract will be for one year from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by the JDA, based on the performance of the service provider.
- (iii) The firm/company will prepare logbooks for each of the machines to be taken under the AMC and Preventive Maintenance with virus scanning and virus removal and special cleaning of the Monitor,



printer, keyboard, mouse etc. from outside with liquid cleaner will be carried out on monthly basis. A Preventive Maintenance Report from the users would be submitted to Computer Section failing which an amount of Rs. 500 as a penalty would be imposed.

- (iv) The Service Engineer would take up any reported fault immediately. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same.
- (v) If the firm fails to carry out all repairs within 24 hours, to the satisfaction of the user, a penalty of Rs. 200/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the one day till such time the PC/accessories are repaired. A call sheet duly signed by user should be submitted to the Computer Section after successfully attending the call.
- (vi) The successful bidder shall provide necessary support for maintaining virus free computer environment in the JDA and help in upgrading the Software's/Virus Detection mechanism.
- (vii) Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration). It shall be the responsibility of the firm/company to make all the equipment work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract.
- (viii) An Earnest Money Deposit (EMD) of Rs. 10000/- (Rupees Ten thousand only) through CDR/FDR drawn in favour of FACAO, JDA must accompany the tender. Quotation received without EMD will not be considered. Earnest money received from other unsuccessful tenders will be returned without interest on demand. The EMD of successful bidder will be refundable after successful completion of the contract after the adjustment of dues against the contractor, if any.
- (ix) It may also be noted that in case of contractor backing out in midterm without any explicit consent of JDA, the firm/company will be liable to recovery at higher rate vis-à-vis, those contracted



with it, which may have to be incurred by JDA on maintenance of machines for the balance period of contract through alternative means. Unsatisfactory performance by the contractor shall also attract foreclosure of the contract at the sole discretion of JDA and resultant recoveries.

- (x) The above act of backing out and non-performance would automatically debar the firm from any further dealing with JDA and EMD amount would also be forfeited.
 - (xi) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.
4. The interested firms fulfilling Technical Qualification criteria may submit the quotation in a 2-Envelope system i.e. "Technical Bid" and "Financial Bid" as per proforma given in Annexure "B" and "C" respectively. Both the envelopes should be placed in a bigger sealed cover super scribed **"Quotation for AMC of computers"** addressed to Vice Chairman, Jammu Development Authority, Vikas Bhawan, Rail Head Complex, Jammu, latest by 2.00 PM on **27/06/2017**.
 5. Late submission of tenders will not be accepted. Tenders by "Telex/Telegram/Fax/E-mail" will not be accepted. Tenders may be submitted by Registered/Speed Post only. However, any delay on this account shall not be accepted as reason for exception.
 6. Quotation received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted.
 7. The rates quoted should be NET (All inclusive) and no discount or free services/offers quoted will be considered.
 8. The tender is not transferable.
 9. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part.
 10. Before submitting the quotation, interested firms/companies are advised to visit office of the JDA to see the IT setup to be managed.
 11. In case of any dispute, the settlement will be made in the Courts of Jammu only.



Annexure "A"

Sno.	Name of Equipment	LOCATION			
		Head Office, Vikas Bhawan Rail Head Complex, Jammu.	Division No. I, Near Railway Station, Jammu.	Division No. II, Nehru Market, Jammu.	Total
1.	Desktop PCs (HP/Lenovo)	41	1	2	44
2.	Laptops	06	0	0	06
3.	A4 Size All-In-One printers (HP)	03	0	0	03
4.	A3 Size Printers (HP)	02	0	0	02
5.	A4 Size printers (HP)	30	1	2	33
6.	A4 Size Scanner (HP)	02	0	0	02
7.	A0 Size Scanner (HP)	01	0	0	01
8.	UPS 3KVA (Uniline)	01	0	0	01
9.	UPS 1 KVA	30	1	2	33
10.	Switch 24-Ports (Dlink)	02	0	0	02
11.	Switch 8-Ports (Dlink)	02	0	0	02
12.	Switch 4-Ports (Dlink)	01	0	0	01
13.	WiFi Router (Dlink)	01	0	0	01
14.	WiFi Modem	02	01	01	04
15.	LCD Projector (Panasonic)	01	0	0	01
16.	Bio-Metric Attendance Machines (Adhaar) under warranty	04	01	01	06
17.	CCTV Cameras under warranty	06	0	0	06

Annexure "B"

TECHNICAL BID (To be submitted on Letter Head)

1	Name of Company/Firm	
2	Address	
3	TIN / PAN No.	
4	Name of the authorized signatory	
5	Specimen signature of the authorized signatory.	
6	Telephone number of the authorized signatory and other telephone numbers of the firm.	
7	Whether the firm had enclosed EMD?	YES/NO
8	Whether all certificates attached in support of Qualification criteria?	YES/NO
9	List of documents enclosed:- i> ii> iii> iv> v>	

Signatures
Name
Designation
Stamp
Date

Annexure "C"

FINANCIAL BID (To be submitted on Letter Head)

1	Name of Company/Firm	
2	Address	
3	Name of authorized signatory	
4	Specimen signature of the authorized signatory	
5	Telephone number of the authorized signatory and other telephone numbers of the firm	
6	Lump sum monthly rate (INR) for providing one dedicated Resident Engineer for one year for maintaining the Computer Systems and allied equipments as per details given in Annexure "A" and Terms and Conditions of the tender document.	Rs. _____ Per Month (All inclusive) In Words:

Signatures
Name
Designation
Stamp
Date