

RASHTRIYA MAHILA KOSH
An Autonomous body under Ministry of Women and Child Development
GOVERNMENT OF INDIA

New Delhi-110016
30.09.2015

TENDER DOCUMENT

Sub: Notice Tender for Annual Maintenance Contract for Computers, Servers, Scanner, Switch ports and Printers in Rashtriya Mahila Kosh

Date of issue of Tender Document: 30th September, 2015

Date & time for submission of Bids: 9.30 AM on 1st October, 2015 to 5:00 PM
on 20th October, 2015

Date & time for opening of Technical Bids: At 3.30 PM on 20th October, 2015

1 Rashtriya Mahila Kosh (RMK) invites sealed tenders/bids from reputed, well established and financially sound Manpower Companies / Firms / Agencies to work of computer AMC comprehensive maintenance contract for Computers & Printers at Office of RMK at CSWB Building, 4th Floor, B-12, Qutab Institutional Area, New Delhi-110016, initially for a period of one year.

2 Complete Tender Document may be obtained from Deputy Director (Admn.), RMK, CSWB Building, 4th Floor, B-12, Qutab Institutional Area, New Delhi-110016 on all working days from 9.30 AM to 5.00 PM from 01.10.2015 to 20.10.2015. It can also be downloaded from the website of the RMK i.e. www.rmknic.in.

3 RMK reserves the right to amend / withdraw any of the terms and conditions contained in the Tender Document or to reject any or all the bids without giving any notice or assigning any reason thereof. The decision of the RMK in this regard shall be final.

4 We are pleased to inform you that the AMC for comprehensive maintenance contract for Computers, Printers and other peripherals at RMK. You shall provide maintenance services on all working days to keep the machines in good working order and in full working conditions. The services shall consist of the following: -

4.1 Corrective Maintenance Services

Replacement of defective parts of all types including Hard Disk drives, Hard Disk Media, CRT, Key tops, Rechargeable batteries (on the mother board) etc. **All the spares used for replacement shall be from original manufacturer of that particular equipment only.**

4.2 Preventive Maintenance

Regular preventive maintenance with a frequency of not less than once per quarter will be provided by you. This should include general check-up internal and external cleaning, checking of voltage and other parameters, running diagnostics, hard disk and floppy drive alignments etc.

4.3 Computer Virus Protection

You shall provide a reliable and regularly updated virus detection and prevention package removing virus infection, helping in recovery of data to the extent possible etc.

4.4 Properly Internet working in all computers

You shall check internet in all computers is working properly and ensure that all the sites are properly working.

4.5 Software Support

Support on Window 10, Window 7, Server software, Windows Vista, Microsoft Office 10, installation & up gradation of new software including re-loading from original/backup media.

4.6 General System Support

General help in systems reconfiguration, system software problems, optimization set up, partitioning, formatting, interconnections, backup of data, internet setup in desktops, troubleshooting of dialers & browsers. Defining a Backup & disaster recovery strategy & taking scheduled backups. Customization of hardware and software etc. shall be given by you.

4.7 Spares Stock/Replacement

You shall keep sufficient original spares, so that efficient service can be provided.

Replacement spares shall be from OEM only. If some spares become obsolete or not available in market, you shall supply the latest available spares from some OEM, to ensure the un-interrupted availability of machines.

4.8 Response Time

Response time (time from placement of the call to the engineer attending the machine) should generally be less than 2 to 3 hours but in no case should be more than 4 hours.

4.9 Stickers

Stickers should paste in all computers with computer number, your company name, and your phone numbers.

5.0 Duration of Contract

5.1 The annual maintenance contract shall be valid for a period of one year.

5.2 After completion of one year, this contract may be reviewed by RMK.

5.3 Notwithstanding any provisions of foregoing clauses, RMK reserves the right to terminate the Contract either in part or in full. RMK shall in such an event give fifteen (15) days notice in writing to you of its decision to do so. You shall upon receipt of such notice discontinue the work. In the event of such termination, you shall be paid for the actual time performed till the date specified in the notice.

5.4 RMK reserves the right to include/exclude at any time during the currency of this contract, additional computer hardware of similar configuration at unit price applicable for the AMC of such similar item for the balance period of the year.

6.0 Payment Terms

6.1 The payment shall be made on quarterly basis and amount will be due for payment on certification by RMK at the end of each quarter. The quarterly amount shall be worked out by dividing the total service contract value of different items as per Annexure-I, by the number of quarters in the maintenance contract period.

6.2 RMK shall be entitled to deduct Income Tax at source in accordance with the provisions of Income Tax Act as applicable from time to time.

7.0 Prices

7.1 The prices applicable to this contract shall be as given in ANNEXURE-I. These prices shall remain firm and valid till the complete execution of the contract.

7.2 RMK will not be liable to pay any additional expenses like taxes/duties and penalties etc.

7.3 RMK will not be liable to pay any charges related to transportation of faulty components / systems or stand by systems etc. between contractor's workplace and RMK office.

8.0 Penalty and termination clause

8.1 If the supplier fails to solve the problems within stipulated period then in case the delay exceeds two weeks, RMK reserves the right to cancel the AMC order. In such an event service providers will not be entitled to or recover from RMK any amount by ways of damages, loss or otherwise.

8.2 If the system could not be repaired within 24 hours of the placement of complaint, a standby system should be provided failing which the expenses incurred by RMK in getting the complaint attended to by outside agency shall be deducted from the quarterly contract fee payable to you.

8.3 All cases of delay will be decided by RMK and the opinion given by the user of RMK shall be final.

Annexure-I

(Amount in Rs.)

S. No.	Item Description	Qty.	Amount	
			Per Unit	Total
AMC Rate for the one year				
1	HP Server Intel Xeon Dual Core	1		
2	HP Computers			
	HP 3000: Intel C2D E7600	4		
	HP Intel Pentium Core E2180	18		
3	Printers & Scanner			
	HP 930C	1		
	HP Color LaserJet 1515N	1		
	HP Laser P2015	1		
	HP Mono Laser P1007	3		
	HP Deskjet D4368	10		
	HP laser 2055	2		
	HP laser M1213nf	1		
	HP Scanjet G2410	1		
4	Switch Port with Networking			
	24 Port switch	1		
	8 Port switch	3		
Total				/-

Service tax as applicable will be paid extra