



NATIONAL INSTITUTE FOR THE ORTHOPAEDICALLY HANDICAPPED

(Under the Department of Disability Affairs, Ministry of Social Justice & Empowerment, Government of India)

B.T. Road, Bon-Hooghly, Kolkata-700090

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No. C.AMC Services/2145/IT/2014/NIOH/

17thSep 2015

NOTICE INVITING TENDER

Sub: Invitation of Quotations for Comprehensive Annual Maintenance Contract of Desktop Computers, Servers, Laptops, Printers, Scanners and other peripherals for office use and Internet & LAN and Network Devices installed at Institute.

Sealed Quotations/proposals are invited from reputed agencies having relevant experience for providing Comprehensive Annual Maintenance Contract of all types of computer related Hardware and Networking (LAN & Internet) in the existing system of the Institute as per General Terms & Conditions and Scope of work.

The interested parties/agencies shall visit the site to inspection/to assess the work and details at NIOH. The Tender documents can be collected from I.T Section of this Institute on cash payment of `500/- (non-refundable) on or before **1st Oct 2015** up to 3.00 p.m.

The filled tender Application and Price Bid (Annxure-1 & 2) along with all credentials/relevant documents shall be placed in sealed cover super scribed "**Tender for Comprehensive AMC Services of all Hardware & Network System**" and the same shall be reached on or before **5th Oct 2015** up to 2.30 p.m.

The same will be opened on the same day at 3.30 p.m. in the Director's meeting Room by the Tender Selection committee in presence of tenderers/representatives, if any.

The authority of the Institute reserves the right to accept or reject any or all the quotations/proposals without assigning any reason what so ever.

Copy for information and necessary action to:

- 1 Accounts Office: NIOH. Kolkata
2. P.A to Director. NIOH, Kolkata - to upload in the Institute's Website
3. Coordinator, I.T Section, NIOH, Kolkata
4. Notice Board, NIOH. Kolkata
5. Notice Board, ISI, NSSO, CTTC, Kolkata.
6. Notice Board of AYJNIHH/NIMH/NIVH (ERCs). Kolkata
7. Office Copy

**Dy. Director (Admin.)
NIOH**

GENERAL TERMS & CONDITIONS

Eligibility:

1. The Agency/Firm should have minimum 1 (one) year relevant experience to provide Computer Hardware and Network (LAN & Internet) Maintenance services.
2. The Agency/Firm should have PAN Card and Trade License registration for such work.
3. The Agency/Firm should have registrations Professional/I.T/S.Tax, etc.
4. The firm/agency shall submit the performance Security Deposit as EMD amount **₹10,000/-** in the form of Draft (from any Nationalized/Scheduled Bank) in favour of "National Institute for the Orthopaedically Handicapped" payable at Kolkata along with Tender document. Without EMD, the tender documents summarily rejected.

Terms & Conditions:

1. The engagement will be provided for 6 (Six) months initially, which may be extended for further period of 6 (Six) months on satisfactory performance under same rates, terms & conditions.
2. The maintenance work is for Comprehensive Annual Maintenance Contract of all the Desktop Computers, Servers, Laptop, Printers, Scanners and other peripherals etc. and Local Area Network, Network Devices and UPSs installed at NIOH. The agencies/firms are required to visit and examine the whole system and satisfy themselves before submitting their Tenders/quotations.
3. The rates shall be exclusive of Service Tax. Even if, there is any variation of these during the contract period, the rate shall remain unchanged and no additional payment can be made in this regard.
4. The agency/firm shall provide 1 (one) qualified technician/expert who shall be made available on regular basis (from 8.30 AM to 5.00 PM in all working days) for carrying out the preventive maintenance works and sort out day to day problems. The firm/agency must provide the Technician/Expert on any special circumstances in holidays and beyond the office hours.
5. The Technician/Expert should be very polite while providing services with Institute officials and should have knowledge to writing & submit of all maintenance related reports/estimations as & when asked. He should suggest latest information about Hardware & Software services for providing better & quality services in this Institute.
6. Care should be taken so that the system does not lead to major breakdown and in case the system goes into fault, it should be rectified within the 48 hours of complaint registered.
7. All spare parts/consumable shall be of same make and type as installed as far as possible. If the same are not available, permission for alternative make must be taken from the authority of the Institute.
8. The agency / firm shall provide tools and equipment required for the maintenance purposes.
9. In case, your technician/Expert is found, not up to the mark and not able to work properly, he will have to be replaced as per the instruction of the Institute. There will be sufficient penalty, if found any delay/fault of services as per scope of work and terms & conditions.
10. The Institute will have the liberty to discontinue the contract at any time by giving one month's notice without assigning any reasons. The agency / firm have to hand over the whole in good condition after expiry of the contract.

11. In case of any problem with the Computer hardware or LAN System, the agency's / firm's Representative/Technician/Expert shall keep informed to authorized person of the Institute.
12. In case the Agency/Firm want backing out during the contract period without any explicit consent of the Institute, he will be liable to forfeiture of security deposit, which shall be deducted @7.5% on the bill amount and to be adjusted against EMD.
13. If the compliant is not attended or not got resolved in 24 hours, penalty shall be imposed @5% of monthly maintenance charge.

SCOPE OF WORK

Scope of work shall be as defined hereunder:-

1. The agency/firm has to provide maintenance services of all Desktop Computers, Laptops, Printers, Scanners, Servers, LAN system, Network devices (UTP cable, Fiber, LAN switches, I/O devices etc.), UPS and related equipment installed at NIOH Campus.
2. The parts for which services could not be provided shall be replaced by agency / firm. The parts that are to be replaced should either new parts of reputed brand or equivalent in performance & capacity. The defective parts removed shall become the property of NIOH, if replaced from the existing hardware's. It is also, the defective parts are to be mentioned in old parts register from time to time.
3. The agency / firm shall provide all spares (Hardware) which cover under the contract as well as any other need or service without any extra charges. Maintenance of Computer hardware and Network system will be responsibility of the agency / firm.
4. Servicing of each main item like computer, printer, LAN switches etc. must be done once in a month and a report will be submitted by the agency/firm regarding this.
5. The Technician/Expert will note the complaint received on phone with the name of complainant, details and date of complaint and allot a complaint no. to complainant who will be indicated in the call report or Log Book.
6. In case of any complaint, the Technician/Expert shall attend to the fault with immediately and rectify the problem within 24 hours.
7. All troubles in Computer hardware & its peripherals and LAN system should be rectified totally. Troubles in the systems should not be repetitive in nature. If same problem occurs more than three times and it is not rectified then it will be presumed that it could not be diagnosed by the agency/firm or the defective part connected with this problem is not replaced. In this case the maintenance amount for that system will not be payable.
8. If there is any type of problem in a system which could not be rectified within 24 hours, the clear reason, solution & time for the rectification of the problem should be mentioned by the agency/firm engineer on the call report/Log Book.
9. No system / part will be taken to workshop by the agency/firm unless it is very essential. Only defective parts may be taken to workshop by the agency/firm. In case, the agency / firm want to take any part to the workshop for its repair, he has to provide standby part in advance so that the work may be continued.

10. If agency/firm provides standby system for any part which is out of order, it will be the responsibility of the agency/firm that before expiring the contract agreement it should be repair/replace the defective system and only then he could take its standby system back otherwise the Institute may deduct/recover from the security and payable amount equal to the cost of the system.
11. No system/ LAN points should be remained down on the basis that the part equivalent to defective part is not available. The agency/firm has to install the latest parts in the system so that the work may be continued.
12. It will be the responsibility of the agency/firm to keep all the Computer hardware and LAN system in active and working condition. If the agency /firm fail to do so or could not provide satisfactory services for the network & peripherals, the services for those networks may be discontinued by the Institute by giving a notice to the agency/firm & full amount for the maintenance of those networks may be recovered by the Institute from the agency / Firm.
13. The agency/firm shall provide the all services on site including all spares and replacement of defective parts. The agency must have a service base in Kolkata with required and enough spares. The agency should always be in a position to replace • defective parts of all brands of PCs, Servers, and Printers, Printer-cum-fax machine, Scanner, External CD Writer and LAN switches without any delay. This should be specifically confirmed in the offer.
14. Any person from the agency/firm will neither open any system nor replace any spare without prior permission of authority of the Institute otherwise the agency/firm will be responsible for the same and the Institute may take necessary action accordingly.
15. The agency shall get the maintenance of the system, including the cleaning thereof, done by his maintenance staff solely at his own risk. The NIOH shall not, in any way, be liable to make any payment, incur any expenditure or face any law suit in any court of law for any injury or death suffered by the Contractor's maintenance staff during the course of maintenance under the AMC.
16. The agency/firm must have expertise in corrective and preventive onsite maintenance and repair of server, computers, laptops, printers, Laser printers, Desk Jet /dot matrix printers and peripherals and other hardware parts and accessories.
17. Allotment of I.P address and its monitoring including recording. I.P address cannot be changed without the permission of competent authority. If misused or abused report will be submitted immediately to the competent authority.
18. Installation of operating systems (Windows 7 & 8, Windows Vista, Windows XP, Windows 2000, window Server 2003, Microsoft ISA Server), antivirus packages, mail server configuration and other application tools as desired by users with prior permission of the authority.
19. Update of the software/drivers required for the networking components during the work period and maintains the systems inventory details in proper manner and Resolving anti-virus issues as and when required.

20. The Technician/Expert by the agency shall contact with other service agencies such as BSNL, Printer Refilling, and Antivirus supplied agency to get done the works as & when required basis.
21. List of individual user name/site/No. & use of Internet by them shall be provided as & when asked; to fix up responsibility of any type of misuse/deviation can be imposed on him/her.
22. Monitoring and support of Hardware in server & clients. Hardware & Network support to all Departments in this Institute. All Printers setting, sharing through LAN, Installation & configuration in various departments.
23. Configuring E-Mail accounts of various intranet users & configuration of Microsoft exchange server. Taking back up of E-mail accounts as & when needed. Synchronizing the E-mail accounts with MS-Outlook.
24. The agency/firm should be maintained 'Complaint Log Book' which would contain entries made by officers/users of NIOH pertaining to any computer Hardware related problems. The engineer shall attend to these problems in the order of their entry and record in the register after the problem is solved.
25. If any computer/hardware needs to be taken out of the Institute premises for repairs, then the engineer would write a request in the 'Complaint Log Book' after which an 'Gate Pass' would be given by an officer of NIOH to permit the engineer to take the PC/Hardware Part for repairs/replacement (as the case may be).
26. The agency is to maintain the Hardware Parts/Computers/UPSs/Printers details as well as the old peripherals Register with status/certify, that may submit to the concerned as & when required.
27. The agency/firm shall be maintain and manage of network software, proxy and firewall.

WORK TO BE DONE MONTHLY:

- a) Cleaning of the interiors of the Computer hardware and LAN racks where switch installed by vacuum/air blower /wiping them clean. No equipment for cleaning etc., will be provided by NIOH.
- b) Preventive maintenance: In respect of computer systems installed with any equipment require critical care therefore preventive maintenance of these systems should be done at least twice in a month and for other individual computers once in a month. Failure will be viewed as non-performance and will invite cancellation of services and penalty will be made accordingly.
- c) The preventive maintenance would include monthly servicing of the Computer hardware and LAN System irrespective of whether the system has suffered a breakdown or not and it would include checking of all the peripherals installed with PC for proper operation, servicing and cleaning of machines (with blower) and printers and cleaning of floppy drives and checking of head alignment.
- d) A Preventive Maintenance/Performance Report signed by the each user would be submitted to this Institute of every month in the prescribed format by the agency failing which quarterly payment will not be released to the agency/firm.
- e) Check the battery fluid gravity by hydrometer, battery water level and checks all controls.

Application Format

Sl No.	Particulars	
01	Name of the Agency/firm and address with Phone number	
02	Name of the owner/Proprietor with Address, phone number and email id	
03	Details of Trade license(Photocopy must be enclosed)	
04	Details of PAN Card(Photocopy must be enclosed)	
05	Details of Professional/income/sales taxes(Photocopy must be enclosed)	
06	Details of Experience in given format	Format indicated below

Name of the Organization	Dates of services provided during the period		Years/Months
	From	To	

08. If any other details please specify

Signature of Tenderer with Seal

Price Bid

Comprehensive Annual Maintenance Contract of Desktop Computers, Servers, Laptops, Printers, Scanners, UPSs, Network Devices and other peripherals.

(This part should be photocopied and then fill-up the prices quoted on the photocopy only and shall be duly signed and stamped by the authorized signatory and enclosed)

Sl. No.	Items	Qty. (Tentative)	Unit Charge in ` (Per Annum)	Total Charges in ` (Per Annum)
1.	Desktops	124		
2.	Laptops	12		
3.	Thin Clients	14		
4.	Printers	40		
5.	Scanners	06		
6.	IBM Servers	02		
7.	UPSs	16		
8.	Media Converters	10		
9.	LAN Switches (8-Ports, 16-Ports)	24		
10	HCL-24TM-L3 Managed Switch	02		
11	Wifi access point	04		
12	Resident Engineer/Technician/Expert (Man Power) per Annum			
Total				
Inclusive of Taxes @				
Grand Total in `				