

Tender No. 16-0125-FIECRIT Dt. 02-12-2017

Annual Maintenance Contract (AMC) of Computers / Servers / Networks for the period 2016-2017

Page 1 of 13

Issued To:

**THE MYSORE PAPER MILLS LIMITED  
PAPER TOWN, BHADRAVATI – 577302  
KARNATAKA STATE, INDIA**

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08282-270201-208 (8 lines) Extn. No.2411, 2573

Tender No : 16-0125-FIECRIT dt: 02-01-2017  
(Inward No: FIECRII 160047)

**Name of Work :**

**Annual Maintenance Contract (AMC) of Computers /  
Servers / Networks for the period 2016-2017**

Due date of receipt of offers 15-01-2017  
Dept: IT & EG

Enclosure: Invitation of Tender for the work and  
Inside Contract conditions etc., : Page 3 -12  
Price Format : Page 13

Issued by AGM Projects, PB, CE & TS)

Signature of the Tenderer

### Events of Tender.

1. Name of work : Annual maintenance of Computers / Servers/ Net work for the year 2016-2017 at The Mysore Paper Mills Limited, Bhadravathi

2. Tender No : 16-0125-FIECRDIT Dated: 02-01-2016.

3. Date of commencement  
Of sale of tender document : 02-01-2017

4. Last date of sale of tender  
document : 16 Hrs on 14-01-2017

5. Due date of submission of  
offer : 14 Hrs on 16-01-2017.

6. Date of Opening of tender : 15 Hrs on 16-01-2017 ( If possible)

7. EMD : To be paid as per the Tender documents  
Rs: 8,750/-

8. Tender document fee : Rs: 500/- as per tender document

9. Contact person for enquiry : AGM(Projectds, PB , CE&TS)  
Manager ( IT/EG)  
Supdt ((E)

**INVITATION FOR QUOTATION FOR THE WORK**

Annual Maintenance Contract (AMC) of Computers / Servers / Networks for the period 2016-2017

**Tender No : 16-0125-FIECRIT dt. 02-12-2016**

To: M/s .....

Dear Sirs;

1. Sealed competitive Quotations are invited for the work of Annual Maintenance Contract (AMC) of Computers / Servers / Networks for the period 2016-17 as detailed in the following pages.

**2. Validity of Tender:**

The quotation shall remain valid for a period not less than 90 Days after the dead line for submission of quotation and each tenderer must submit only one quotation.

**3. Evaluation of quotations:**

The purchaser will evaluate and compare the quotation determined to be substantially responsive i.e., which are properly signed, and conform to the terms and conditions and specifications in the following manner.

- 3.1 The evaluation will be done including all tax. If the tenderer has not included the tax in their quotation for the item rate, and has also not indicated the rate of tax applicable, the quoted rate will be treated as though it is inclusive of the tax and no extra payment for tax will be made.
- 3.2 The evaluation would be done for all the items put together. The items for which no rates have been quoted would be treated as zero and the total amount would be computed accordingly. The tenderer who has quoted for partial quantity of any one or more item(s) would be treated as non – responsive.

#### **4. Award of contract:**

- 4.1 Purchaser will award the contract to the agency who is technically acceptable and recommended by the user department as per para 3.2 above.
- 4.2 The purchaser reserves the right at the time of contract award to increase or decrease the quantities of any or all of the items indicated in para I above by 25% without any change in the unit price or any other terms and conditions.
- 4.3 The purchaser prior to the expiration of the quotation validity period will notify the tenderer whose quotation is accepted of the award of contract. The terms of the accepted offer shall be incorporated in the purchase order.
- 4.4 Normal commercial warranty/guarantee shall be applicable to the supplied goods.
- 4.5 Payment shall be made after the delivery of the goods and their acceptance by the bill certifying authority.
- 4.6 Notwithstanding the above, the purchaser reserves the right to accept or reject any quotations and to cancel the quotation process and reject all quotation at any time prior to the award of the contract.

#### **5. Last date and time of receipt of quotations:**

You are requested to submit the seal Annual Maintenance Contract (AMC) of Comp116-01-**2017. Latest by 14.00 hours** Tender will be opened on the same day at 15.00 hours, if possible.

#### **6. Scope of the work :**

Scope of Work for Annual Maintenance Contract (AMC) of Computers / Server Systems / Networks for the Period 2016-2017

- 6.1 Providing periodical preventive maintenance along with attending for breakdown maintenance based on specific needs of each unit of Computer System / Server System / Networks and it's related equipments / machines for trouble free functioning of all the Computer System / Server System listed elsewhere in this document along with the Antivirus facility to entire Computer System / Server System of The Mysore Paper Mills Ltd., Bhadravathi, both inside the factory, forest offices of MPM which are situated at Sagara, Hosanagara and Thirthahalli of Shimoga district and at MPM Township situated at Bhadravathi.

- 6.2 At MPM Bhadravati about 132 computer systems within a radius of about one Kilometer are connected to servers through a Computer Network Systems (CNS).
- 6.3 Service Engineers shall take care of maintenance, installation and configuration of existing Symantec anti-virus software on all systems. Service engineers are required to do periodical updates, cleaning virus in all Computer / Server systems. In Case of Virus attack to any of the Computer / Server Systems same is to be removed, rectified and restored the systems immediately without any data loss. Updating of antivirus software in all systems also in the scope of the agency.
- 6.4 Every day agency's one qualified Service Engineers and one unskilled labour shall visit and stay at MPM Factory from 9 AM to 5 PM on mandatory basis at Bhadravathi - 577302 works for maintenance, repairing of malfunction, including replacement of unserviceable parts on free of cost basis., as per the instruction of MPM Engineers. All service call to be attended on the same day on 24 X 7 basis. If situation calls for, service engineers are required to attend and solve the problems during night calls also.
- 6.5 PCs and Server to be provided 95% up time.
- 6.7 At any given moment of time the spares in good working condition shall be kept in MPM for immediate replacement which can be taken back by the agency after the completion of the contact. The responsibilities of safe custody of these items are with the agency. Such items are as follows:
- 6.7.1 Two back up computer systems comprising of two CPU's two TFT Monitors of size 17 inch or more, two keyboards & two Mouses to be provided for servicing during down-time. The backup systems shall be of latest model with latest model with latest specifications and shall always be in good working condition.
- 6.7.2 Other spares items, which are to be kept at MPM at any given moment of time are listed at table 1 below. The list detailed below is not exhaustive but tentative only. Agencies are required to keep sufficient quantity of good working spare parts at MPM premises to suit to various Models / specifications of the computer / server

**Table 1.** Indicative List of spares to be kept in MPM for AMC of Computer & Server System

Sl No	ITEM	Quantity
1	CMOS Lithium Battery	5 Nos
2	Motherboard for Core 13	1 Nos
3	Motherboard for Dual Core / Core2 Duo	2 Nos(one each)
4	Mother Board for PM4	2 Nos
5	Dual Core/ Core2.Duo Processor	2Nos ( one each)
6	Hard disk 40 GB/80 GB I.D.E/SATA	2Nos ( one each)
7	Hard disk 160 GB SATA	2 Nos
8	Hard Disc 250 GB/ 320 GB SATA	2 Nos (one each)
9	Key Board Mechanical, PS/2/USB	2 Nos
10	Key Board Membrane, PS.2/USB	2 Nos
11	CD-ROM Drive / DVD Writel	2 Nos (one each)
12	Scroll Mouse, PS/2.USB Optical	4 Nos(one each)
13	SMPS, ATX for PM4 mother board	2 nos
14	SMPS, ATX for core2 Duo / Dual care mother board	2 Nos(one each)
15	Net work cord, PCI	2 Nos
16	CPU Fan for PM4 Mother Board	2 Nos
17	CPU Fan for Core2 Dup/ Dual Core Mother Board	2 Nos (one each)
18	SD RAM, 128M/256M	4 Nos (two each)
19	DDR RAM 256M/512M	4 Nos (two each)
20	DDR2 RAM 512M/1GB	4 Nos (two each)
21	DDR3 RAM 1 GB/2GB	2 Nos(one each)

Note: The above mentioned quantity is only minimum requirement. However agencies to provide and keep sufficient number of spares to service and up keeping of systems immediately.

6.8 The service of a Resident Engineer to supervise the functioning of the service engineers and to meet their requirements are essential who needs to visit MPM frequently.

6.9 In MPM, various makes & models of Computer / Server are in usage. So, agencies are required to use spares of same Make / Brand for the replacement of any defective spare parts to ensure the originality / compatibility / efficiency / of the systems. Agency shall provide service and spare parts replacement facility to all of these models without any additional price over and above the quoted rates.

**7. Quantity:** Please refer Price Format Page No: 13

**8. Work Execution Location:** At MPM's site.

**9. Inspection :** Inspection by MPM officials at MPM's site.

**10. Work Completion Time :**

You are required to complete the above work within one years period or as per work schedule given to you by the bill certifying authority.

**11. Transportation :**

To and Fro Transportation of items and manpower required to carryout the work detailed above is in the scope of the tenderer.

**12. Validity of AMC :**

This Work is valid for a period of 12 months commencing from the date of issue of work order. The contract is extendable for a further period of 6 Months beyond the validity period of 6 months at the same rate and conditions.

**13. Rates for AMC :**

13.1 The rates quoted are inclusive of all works listed in the scope of work and mentioned elsewhere in this document. The Computer Systems / Server Systems / Networks covered under this tender is listed in Table 1 . However MPM may replace old computer systems. This is due to the continuous up gradation approach of MPM in replacing the old models of IT components by latest models.

13.2 If any old models of Computer / Server systems are replaced by new models / systems, same will be covered under warranty period, which will be informed to the agency. The amount quoted for AMC of such old systems will be deducted from the contract value on pro-rata basis.

13.3 The price mentioned is to be exclusive of all types of taxes and the details of admissible taxes are to be clearly mentioned in the Price Format.

Note: The above list show only format for quoting. Agency to mention all the detailed spares list for computers / Servers mentioned in Table 1 and also for OFC/Cat-5 Network systems.

#### **14. General Conditions :**

- 14.1 Agency is responsible for security of their property and confidential information.
- 14.2 MPM may consider the extension of the MPM factory canteen facility at subsidized rate to the agency's persons, but it is not obligatory on the part of MPM. Also MPM may consider the providing of accommodation at Paper Town, Bhadravathi to agencies service engineers and unskilled labours at the cost fixed by MPM subject to availability and it is not binding or obligatory on the part of MPM.
- 14.3 In case agency fails to replace the damaged spare parts like monitor, keyboard, mouse, motherboard, hard disk, RAM, Memory chord, network chord. etc., immediately MPM reserves the right to replace the same and back charge the amount to the agency which will be deducted from their running bills. In this regard MPM engineer's decision to replace the damaged spare parts is final and binding on the part of the agency.
- 14.4 Providing of one qualified service engineers and one unskilled labour shall be on daily continuous basis as per MPM's working schedule. MPM will maintain the record of attendance of these persons and in case of absence of them, agency shall arrange for alternate equivalent persons to carry out the work during their absence. If alternate arrangements are not made such absences are liable for deduction of amount from the agency's bills on pro-rata basis.
- 14.5 Reliever engineers attending services when regular engineers go on leave, must come with insurance, 2 passport size photos and work order photo copy to submit to MPM security office to get permit/pass.
- 14.6 During sugar mill crushing season, engineers are required to attend during night on emergency basis. Hence engineers are required to stay in the accommodation provided (if any) to them at Paper Town, Bhadravathi on chargeable basis. However, providing of accommodation by MPM is not binding on the part of MPM. In that case agency is required to make their own arrangement to stay at Paper Town, Bhadravathi.
- 14.7 In case of replacement to unserviceable parts like mouse, keyboard, hard disk etc, agency is required to provide brand new item free of cost. This is required in order to avoid repetitive failure of replaced items causing lot of inconvenience and downtime to users. If the replaced parts fail frequently, MPM reserves the right to procure the new part and debit the cost of such procurement from the running bills of BMC.



14.8 Agency shall comply with the Employee State Insurance (ESI) Act, Provident Fund (PF) Act and any other workmen related Acts as per statutory for the workmen who works under this tender.

14.9 General Conditions enclose Annexures for financial Compliance documents and other applicable terms and conditions also part of this tender.

## **15. Payment Terms:**

No advance payment will be made. Payment will be made on quarterly basis against certification from certifying authority after completion of service works as mentioned in our scope of work. Every month agency is required to submit a report which contains the details about the maintenance works carried out on each Computer Systems / Server Systems, items replaced to the particular system along with the details of specifications / serial number / reference number etc., of the items removed and items replaced. The exact format and style of report will be furnished to the agency by MPM. Quarterly payment of bill is based on these reports. At the time of payment of quarterly bills any dues/ recoveries towards delay on agency's part will be recovered from these bills.

## **16. Foreclosure of the contract:**

In the event MPM decides to not to continue with the contract due to various reasons viz., technological up gradation, replacement of desktop computers & servers, replacement of network system, modification of network system, agency's failure in carrying of work to the satisfaction of MPM etc., MPM reserves the right to foreclose the contract with pro-rata payment to the contractor for the work carried out till the foreclosure date. In this regard MPM's decision is final and binding on the part of the agency.

## **17. Guarantee:**

The work done by you shall be guaranteed against defective workmanship / defective materials for a period of 12 months from the date of putting into service. Any defects developed during the guarantee period shall have to be rectified by you free of cost.

## **18. Quoted price :**

17.1 The Tender shall quote for items in the enclosed Price Format by considering the scope of work, terms & conditions and the delivery of the work.

17.2 All duties, Taxes (S T / WCT etc.,) and other levies payable by the tenderer (including tax) shall be separately mentioned and quote the unit price.

17.3 The rates quoted for each item shall be fixed for the duration of the contract and shall not be subject to any adjustment.

17.4 Rates for supply of partial quantity of an item is not acceptable.

17.5 Corrections if any shall be made by crossing out, initialing, dating, and Rewriting.

17.6 Cable or facsimile quotations are not acceptable.

## **19. Bill Counter Signing / Certifying authority:**

AGM (Finance)i/c is the bill counter signing authority and. Manager(IT & EG) or any other officer duly authorized by them shall be the bill Certifying authority.Payment will be made on quarterly basis after certifying by the concerned officer agency to submit their Invoice in Triplicate containing the details of the work done. The exact format of the report will be given by MPM

## **20. Penalty for delaying the maintenance work :**

20.1 The agency shall be able to restore the servers / computers systems within two hours from the time of informing them about the non-availability of service of any computers / servers, which are located at various locations of MPM Bhadravati and connected through Local Area Net work (LAN). These computers & servers may be located either at factory premises or at township premises. If the agency fails to restore the facility as detailed here, then a penalty charges will be levied on the agency and will be recovered from their bills as per following norms.

20.2 With regard to the decision about the duration & amount of penalty, type of penalty i.e., Production loss or Non Production loss, MPM's decision is final and binding on part of the agency.

## **21. Service Tax (ST):**

With regard to Service Tax, as per the Finance Bill for 2015-16 new service tax structure is effecting from 01-05-2015, as per this, MPM shall deduct the service tax from the agency's gross bill for an equivalent amount to be payable from MPM. For the amount of service Tax to be paid by the agency, it is the sole responsibility of them to pay the service tax. As per Finance bill / rules / regulations, if at all MPM has to reimburse the service tax to the agency, same will be done as per the discretion of the Finance department of MPM. So, it is advised that the agency to be familiar with the service tax structure, payment, reimbursement etc.,

## **22. Fore Clousure of Contract.**

In the event MPM decides to not to continue with he contract due to various reasons viz, Technological up gradation, replacement of desktop co mputers and servers , replacement of net work system, modification of network system, MPM reserves the right to foreclose the contract with Pro-rata payment to the agency for the work carried out till the date of foreclosure. In this regard MPM decision is final and binding on the part of the contract

### **23. Warranty**

The Supplier warrants that the Goods supplied under this Contract are new, unused, of the most recent or current models and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Supplier further warrants that all Goods supplied under this Contract shall have no defect arising from design, materials or workmanship or from any act or omission of the Supplier, that may develop under normal use of the supplied Goods in the conditions prevailing in the State.

### **24. Performance Security**

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- 1 Within 21 days of receipt of the notification of contract award, the Supplier shall furnish Performance Security to the Purchaser for an amount of 10% of the Contract Value, valid up to 60 days after the date of completion of performance obligations including Warranty obligations. In the event of any correction of defects or replacement of defective material during the Warranty period, the Warranty for the corrected/replaced material shall be extended to a further period of 12 months and the Performance Bank Guarantee for proportionate value shall be extended 60 days over and above the initial Warranty period.

**OR**

10% of the running bill amount will be deducted as performance / Security deposit

- 2 The proceeds of the performance security shall be payable to the Purchaser as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.
- 3 The Performance Security shall be denominated in Indian Rupees and shall be in one of the following forms:
  - 4.3.1 A Bank guarantee, issued by a nationalized/scheduled bank in the form provided in the tender documents or another form acceptable to the Purchaser; or
  - 4.3.2 A cashier's check or Banker's certified check, or crossed demand draft or pay order drawn in favor of the Purchaser.
- 4 The Performance Security will be discharged by the Purchaser and returned to the Supplier not later than 60 days following the date of completion of the Supplier's performance obligations, including any Warranty obligations, under the Contract.
- 5 In the event of any contract amendment, the Supplier shall, within 20 days of receipt of such amendment, furnish the amendment to the Performance Security, rendering the same valid for the duration of the Contract as amended for 60 days after the completion of performance obligations including Warranty obligations.

## 25. Pre-Qualification Criteria for eligibility of tender.

Agency who quote for this work shall have previous minimum of Three years in the past from 2009-2015 along with the current carrying out such type of AMC with at least 270 computers system (In single organization) along with servers and network system comprising of out door and indoor OFC/UPT/STP switches/transceivers etc., The necessary work order in support of such experience shall be enclosed along with the offer. MPM decision is final either in accepting or rejecting such documents. The above will be considered for PQ for accepting the offer.

**Financial Compliance documents to be submitted by the Agency**

Financial Compliance Certificates / documents to be submitted by the agencies while quoting against the above said enquiry / tender and also while accepting the work order against the above said enquiry / tender for the said work.

Sl. No:	Name of the document	Details of the Document		Remarks
		Document Number	Document Date	
1	Permanent Account Number of the Company (PAN).			
2	Central Sales Tax (CST) Number			
3	Value Added Tax (VAT) Number			
4	Works Contract Tax (WCT) Number			
5	Service Tax (ST) Number			
6	TIN Number			
7	ESI Code No:			
8	P F Code No:			

Note : If PAN is not provided, 20 % amount from the bills payable to the agency will be deducted as Tax Deduction at Source (TDS)

**Seal and Signature of the Tenderer**

Signature of Agency with seal.

## PRICE FORMAT

## RATE / QUANTITY :

<b>SI</b>	<b>Description</b>	<b>UOM</b>	<b>Qty.</b>	<b>Rate per number per year</b>	<b>Total value</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
1.1	AMC of HCL Desk Tops PC's Core2 Duo	Nos.	130		
1.2	Servers	Nos	2		
1.3	Manpower Support (One Engineer)	No	1		
1.4	Total 1.1 to 1.3				
1.5	VAT @ 5.5% on 75% of basic value of SI. No. 1.1				
1.6	Service Tax @ 14% on Labour component				
<b>1.7</b>	<b>Swachha Bharat Cess @ 1% I</b>				
<b>1.8</b>	<b>Total 1.4 to 1.7</b>				

Signature of agency with seal

Adress

Mobile No: