

NOTICE INVITING QUOTES FOR AMC FOR COMPUTERS AND PERIPHERALS

**Sub: Annual Maintenance Contract for the computers and peripherals
installed in the Commissionerate of Rural Development - regarding**

Sealed quotes are invited from reputed Annual Maintenance Contract Providers having certification of ISO 9001 for support for the Annual Maintenance Contract for the Computers and peripherals in the Commissionerate of Rural Development, Thiruvananthapuram. The firm should have their own service centre at Thiruvananthapuram to undertake repairs and servicing all the components including monitors and other peripherals. They should have sufficient infrastructure and expertise to maintain the systems, and reputed financial stability. The annual maintenance contract will be for a period of one year.

The site of the Computers and Peripherals for which AMC is to be executed is Commissionerate of Rural Development, L.M.S. Compound, Thiruvananthapuram.

The quotes should be super scribed "AMC for Computers and Peripherals" and addressed to "the **Commissioner for Rural Development, L.M.S Compound, Vikas Bhavan P.O., Thiruvananthapuram-33**". The last date of receipt of quotes is fixed at 3PM on **06/06/2008**. Late offers will not be accepted. The bids will be opened at 4PM on **06/06/2008** in the presence authorized representatives of the firms, if any.

The tender forms will be available at the Commissionerate of Rural Development, Thiruvananthapuram , at a price of Rs. 169/- [Rs.150/- + VAT(12.5%)] for original and Rs. 113/- [Rs.100/- +VAT(12.5%)] for duplicate.

List of Computers and accessories in CRD for the Annual Maintenance Contract is attached as annexure - I. The list of Computers and accessories whose warranty expires on 14.06.2008 is attached as annexure -II. The tenderer shall quote pro-rata rates for these items after the expiry of the warranty till the completion of AMC for other items listed in annexure - I.

The successful tenderer shall submit a bank guarantee for an amount equal to 5% of the quoted value.

Terms and conditions:

- (a)** The vendor shall be registered as a company under Companies Act.
- (b)** The vender shall have sufficient infrastructure to cater the service: they shall have sufficient financial and manpower strength in specific terms as follows:
 - (i)** Turn over of the vendor during the last financial year shall be 5 times the value of the contract.
 - (ii)** The firm has their own service centre at Thiruvananthapuram to undertake repairs and servicing of all the components including monitors and other peripherals.
 - (iii)** The vendor shall provide complaint booking over phone during 8

a.m. to 8 p.m. on all Government working days.

- (c) They shall have experience in the same field for minimum three years and they should have handled a minimum of 3 AMC s in the past, in Government Departments (State / Central)
- (d) The vendor shall have sufficient communication facilities such as land phone, mobile phone, fax and on-line complaint registration facility.
- (e) In the case of a back to back AMC business with others, such contract shall be informed well in advance to the customer awarding AMC. However, this is not applicable in the guarantee period, where the service support is by Original Equipment Manufacturer/their Authorized Service Provider.
- (f) The scope of AMC must be as follows:
 - (1) Monthly inspection and clearing:
 - (2) Quarterly preventive maintenance:
 - (3) Service level for break down maintenance:
 - (a) Critical equipments: complaints shall be cleared in 24 hours:
 - (b) Non-critical equipments: complaints shall be cleared in 72 hours.
 - (c) Vendor shall do all call logging and provide quarterly reports.
- (g) If found necessary, the facilities in the centre and the infrastructure of the company will be verified by the department before awarding AMC.
- (h) The payment will be made in 4 equal installments payable in advance of each quarter. The last payment will be made after the successful completion of the contract.
- (i) The AMC shall cover the items listed in annexure I & II except the consumables like Floppy media, CD media. The vendor shall specify the items which do not come under AMC.
- (j) When repair/replacement takes place, the vendor shall not replace any of the components of the equipments with lower configuration. The vendor shall ensure that the replacement be made with OEM components only.

Thiruvananthapuram
19.05.2008

sd/-
Commissioner for Rural Development

Approved for issue

Assistant Development Commissioner (P&M)

List of Computers and accessories in CRD for the Annual Maintenance Contract

Item No.	Specification of Computers and Peripherals for AMC	Nos.
1	IBM Personal Computer 300GL [M/N-6287-61A] Pentium -II 400MHz, 512KB Cache, 440BX Chip Motherboard 128MB SDRAM PC100, 4GB IDE HDD, CD-ROM, 1.44MB FDD, 10/100 NIC, IBM G42 14" Color Monitor, IBM 104 Keyboard, IBM Logitech PS/2 Mouse	21
2	IBM Personal Computer 300GL [M/N-6287-61A] Pentium -II 400MHz, 512KB Cache, 440BX Chip Motherboard 96MB SDRAM PC100, 40GB IDE HDD, CD-ROM, 1.44MB FDD, 10/100 NIC, IBM G42 14" Color Monitor, IBM 104 Keyboard, IBM Logitech PS/2 Mouse	6
3	IBM Personal Computer 300GL [M/N-6563-V1A] Pentium-III 550MHz, 512KB Cache, AGP Card 128MB SDRAM PC100, 10GB IDE HDD, CD-ROM, 1.44MB FDD, 10/100 NIC, IBM G42 14" Color Monitor, IBM 104 Keyboard, IBM Logitech PS/2 Mouse	1
4	IBM Netfinity 3000 Server [M/N-8476-40U] P-II 450MHz, 512KB Cache, Intel 440BX Motherboard 128MB PC100 SDRAM with ECC support, IBM 4.5GB x 2 SMART UW SCSI HDD 7200rpm, 48xCD-ROM, 1.44MB FDD, 10/100 NIC, Adaptec AHA- 2940U/AHA-2940UW PCI SCSI Controller, IBM G42 14" Color Monitor, IBM 104 Keyboard, IBM Logitech PS/2 Mouse	1
5	HP Infiniti PC [Desktop System] Pentium-S 120MHz, 256KB Cache, 16MB EDORAM, Network Card, 1 No. 14" Color & 3 No. 14" Mono Monitor, 104 Keyboard, Mouse	4
6	HCL Infiniti Global Line 2550 SERVER Pentium-III XEON 1GHz, 256 Cache, 512MB RAM PC133, 18GB x 3 SCSI 10K RPM HDD, 16x DVD ROM Drive, 1.44MB FDD, 10/100 NIC, Tandberg 12/24GB SLR24 Tape Drive, MegaRAID 32MB Controller Card, LG 15" Color Monitor, 107 Keyboard, Optical USB Mouse	2
7	HCL Infiniti 2000 HL PC Pentium-IV 1.6GHz, 256KB/400 FSB, 128MB SDRAM, 40GB IDE HDD, 52x CD-ROM, Yamaha CRW3200E 24x10x40 with 4MB Buffer SafeBurn, 1.44MB FDD, 10/100 NIC, LG 15" Color Monitor, HCL 107 Keyboard, PS/2 Scroll Mouse, Audio Speakers and Microphone	1
8	HCL Infiniti 2000 HL PC Pentium-IV 1.6GHz, 256KB/400 FSB, 128MB SDRAM, 40GB IDE HDD, 52x CD-ROM, 1.44MB FDD, 10/100 NIC, LG 15" Color Monitor, HCL 107 Keyboard, PS/2 Scroll Mouse, Audio Speakers and Microphone	1
9	HCL Infiniti Pro HL1070C Pentium-IV 1.8GHz, 128MB DDRAM, 40GB IDE HDD, 52x CD-ROM, 1.44MB FDD, 10/100 NIC, HCL HCM580M 15" Color Monitor, HCL 107 Keyboard, PS/2 Scroll Mouse, Audio Speakers and Microphone	1
10	Wipro LQ-1050+DX 132col 24PIN Dot Matrix Printer	3
11	HP LaserJet 1000 Series Laser Printer	6
12	Epson LQ300+ 24Pin Dot Matrix Printer	2
13	HP LaserJet 6MP Laser Printer	1
14	HP Laserjet 1020 Laser Printer	1
15	HP Laserjet 1022 Laser Printer	3
16	HP Laserjet 1160 Laser Printer	1
17	HP Deskjet 3940 Inkjet Printer	1
18	HP Scanjet 6200C Flat bed color scanner	1

Contd ...

Annexure - II

**List of Computers and accessories in CRD for the
Annual Maintenance Contract from 15.06.2008**

Item No.	Specification of Computers and Peripherals for AMC	Nos.
19	HCL Infiniti Pro BL Personal Computer Pentium-IV 3GHz, Intel 945G, 256MB DDR, 40GB SATA Samsung HDD, Combo IDE Drive, 1.44MB FDD, 10/100/1000 NIC Integrated, HCL HCM582 15" Color Monitor, HCL 104+14MM PS2 Keyboard, PS/2 Scroll Mouse, Internal 56K Voice Data Fax modem	2
20	HCL Infiniti Pro BL Personal Computer Pentium-IV 3GHz, Intel 945G, 256MB DDR, 40GB SATA Samsung HDD, 52x CD-ROM, 1.44MB FDD, 10/100/1000 NIC Integrated, HCL HCM582 15" Color Monitor, HCL 104+14MM PS2 Keyboard, PS/2 Scroll Mouse, Internal 56K Voice Data Fax modem	1
21	HCL Infiniti Pro BL Personal Computer Pentium-IV 3GHz, Intel 945G, 256MB DDR, 40GB SATA Samsung HDD, 52x CD-ROM, CD Rewritable 24x10x40, 1.44MB FDD, 10/100/1000 NIC Integrated, HCL HCM582 15" Color Monitor, HCL 104+14MM PS2 Keyboard, PS/2 Scroll Mouse, Internal 56K Voice Data Fax modem	1
22	HCL Infiniti Pro BL Personal Computer Pentium-IV 3GHz, Intel 945G, 128MB DDR, 40GB SATA Samsung HDD, 52x CD-ROM, 1.44MB FDD, 10/100/1000 NIC Integrated, HCL HCM582 15" Color Monitor, HCL 104+14MM PS2 Keyboard, PS/2 Scroll Mouse, Internal 56K Voice Data Fax modem	8

NOTICE INVITING QUOTES FOR AMC FOR UPSs

Sub: Annual Maintenance Contract for the UPS systems installed in the Commissionerate of Rural Development - regarding

Sealed quotes are invited from reputed Annual Maintenance Contract Providers for support for the Annual Maintenance Contract for UPS systems in the Commissionerate of Rural Development, Thiruvananthapuram. The firm should have their own service centre at Thiruvananthapuram to undertake repairs and servicing the UPSs. They should have sufficient infrastructure and expertise to maintain the systems, and reputed financial stability. The annual maintenance contract will be for a period of one year.

The site of the Computers and Peripherals for which AMC is to be executed is Commissionerate of Rural Development, L.M.S. Compound, Thiruvananthapuram.

The quotes should be super scribed "AMC for UPS systems " and addressed to "the **Commissioner for Rural Development, L.M.S Compound, Vikas Bhavan P.O., Thiruvananthapuram-33**". The last date of receipt of quotes is fixed at 3PM on **06/06/2008**. Late offers will not be accepted. The bids will be opened at 4PM on **06/06/2008** in the presence authorized representatives of the firms, if any.

The tender forms will be available at the Commissionerate of Rural Development, Thiruvananthapuram , at a price of Rs. 169/- [Rs.150/- + VAT(12.5%)] for original and Rs. 113/- [Rs.100/- +VAT(12.5%)] for duplicate.

List of UPS in CRD for the Annual Maintenance Contract is attached as annexure.

Terms and conditions:

- (a) The vendor shall be registered as a company under Companies Act.
- (b) The vender shall have sufficient infrastructure to cater the service: they shall have sufficient financial and manpower strength in specific terms as follows:
 - (i) Turn over of the vendor during the last financial year shall be 5 times the value of the contract.
 - (ii)The firm has their own service centre at Thiruvananthapuram to undertake repairs and servicing of the UPS systems.
 - (iii)The vendor shall provide complaint booking over phone during 8 a.m. to 8 p.m. on all Government working days.
- (c) They shall have experience in the same field for minimum three years and they should have handled a minimum of 3 AMC s in the past, in Government Departments (State / Central).
- (d) The vendor shall have sufficient communication facilities such as land phone, mobile phone, fax and on-line complaint registration facility.
- (e) In the case of a back to back AMC business with others, such contract shall be informed well in advance to the customer awarding AMC.
However, this is not applicable in the guarantee period, where the service support is by Original Equipment Manufacturer/their Authorized Service provider.

- (f) The scope of AMC must be as follows:
- (1) Monthly inspection and clearing
 - (2) Quarterly preventive maintenance
 - (3) Maintenance of the lead acid batteries including de-ionized water refilling
 - (4) Service level for break down maintenance:
 - (a) Critical equipments: complaints shall be cleared in 24 hours:
 - (b) Non-critical equipments: complaints shall be cleared in 72 hours.
 - (c) Vendor shall do all call logging and provide quarterly reports.
- (g) If found necessary, the facilities in the centre and the infrastructure of the company will be verified by the department before awarding AMC.
- (h) The payment will be made in 4 equal instalments payable in advance of each quarter. The last payment will be made after the successful completion of the contract.
- (i) The AMC shall cover the items listed in the annexure except for battery.
- (j) The vendor shall have the responsibility to fill the de-ionised water in the rechargeable batteries except for the batteries of Numeric 3KVA UPS, whose batteries are Sealed Maintenance Free. The filling of water shall be done once in two months or before the batteries are getting dried up whichever is earlier. The vendor shall make periodic check ups to ensure that the batteries are not dried up and also clear the rust deposited at the battery terminals.

Thiruvananthapuram
19.05.2008

sd/-
Commissioner for Rural Development

Approved for issue

Assistant Development Commissioner (P&M)

Annexure

List of UPS systems in CRD for the Annual Maintenance Contract

Sl.No.	Items	No. of UPSs	Make and model
1	Telics 5 KVA UPS (with 24 nos. 12V Edison make 60AH tubular batteries)	3	Telics (A Kerala Govt. undertaking)
2	Numeric 3 KVA UPS	1	Numeric
3	Supra 2 KVA UPS (with 4 nos. 12V Exide make tubular batteries)	1	Supra
4	GBM Soldat 1 KVA UPS (with 2 nos. 12V Exide make tubular batteries)	1	GBM Soldat