



GOVERNMENT OF INDIA
Ministry Of Finance
Department Of Revenue
LARGE TAXPAYER UNIT

1775, Jawaharlal Nehru Inner Ring Road, Chennai 6000101
Phone 2615 9000 Fax 2615 5282

C.NO. 1/7/01/2012

Dated : /01/2012

**Tender Document for Annual Maintenance Contract Of
Computers, Peripherals, Printers, Multifunction Devices, And Local Area Network
At Large Taxpayer Unit Chennai**

1. The Large Taxpayer Unit Chennai invites sealed quotations from reputed firms / companies engaged in the business of providing preventive and breakdown maintenance of computer systems for its Servers, Desktop Pcs, Printers, Multifunction Devices, Local Area Network including LAN switches installed at 1775, Jawaharlal Nehru Inner Ring Road, Anna Nagar West Extn., Chennai 600101 for a period of one year from 1.4.2012 to 31.3.2013.
2. The tender forms complete in all respects should be submitted to the Commissioner, LTU Chennai, 1775, Jawaharlal Nehru Inner Ring Road, Anna Nagar West Extn., Chennai- 600 101 by 16.00 hrs on 27.01.2012. The separate sealed covers should be super scribed in bold letters, "Technical Bid" or "Financial Bid" as the case may be.
3. The list of computer hardware items to be covered under the AMC can be obtained from this office any time between 11am and 5pm till 27.01.2012.
4. Tenders will not be accepted after the time and date fixed for the receipt of tenders.

(NARESH PENUMAKA)
COMMISSIONER

Notice Inviting Tender

(for Annual Maintenance Contract for Servers, desktop computers, Laptops,
Printers etc & Local Area Network)

Technical Bid.

1. The firm should be in existence for five years in the field of Computer Service Maintenance with a turnover of more than 50 lakhs during each of the last two years ending March 2011.
2. The firm should be a registered company with the Registrar of Companies/Sales Tax department.
3. The firm should have executed satisfactorily for a minimum of three AMCs (out of which one must be a Government Department or PSU) of 100 or more computers connected in LAN under Windows 2000 /Windows 2003 / Windows 2008 Server environment. (see Annexure F below, to be furnished)
4. The firm should have expertise in trouble shooting Red Hat Linux Advanced Server Enterprise edition.
5. The firm must have expertise in onsite maintenance and repair of servers, clients, stand alone computers (Windows Vista / Windows 7), Laptops, LaserJet Printers, network components and other hardware parts and accessories.
6. The following information have to be provided in support of the above eligibility criteria:
 - a. **Annexure A** : Name, Address, Set up and status of the organization with contact person and phone number.
 - b. **Annexure B**: Annual turnover for the last five years. Turnover under Computer Service Maintenance to be shown separately.

- c. **Annexure C:** List of at least five qualified engineers in the payrolls of the firm/company with details of qualification and more than three years of experience in the relevant field as per the following proforma.

S.NO	Name	Technical Qualification	Area of specialization	Years of Experience	Date of joining the firm

- d. **Annexure D:** List of all clients with name and complete address, contact person with telephone number where the firm is currently maintaining 100 or more computers in a single location.
- e. **Annexure E:** Details of hardware under AMC along with no. of resident engineers provided and contract value.
- f. **Annexure F:** List in support of point no.3 above in Technical Bid.
- g. The technical bid should be enclosed in a separate sealed cover superscribed "TECHNICAL BID"

Financial Bid.

1. The financial bid should contain the quotation for maintenance charges per item in terms of yearly basis only.
2. The financial bid should also mention the total maintenance charges for the whole year showing tax components separately.
3. Price quoted shall separately mention all taxes and levies applicable.
4. No escalation of prices would be permitted on any ground during the AMC period.
5. The financial bid should be enclosed in a separate sealed cover superscribed "FINANCIAL BID".

General Terms & Conditions

1. The contract period will be for one year from 1.4.2012 to 31.3.2013 and the rates quoted will remain in force during the period of contract.
2. A qualified resident service engineer shall be stationed at the LTU Chennai office premises. He shall attend to all calls during the time from 9-15 AM till 6-00 PM on all working days.
3. The resident service engineer shall also be available on Holidays whenever any requirements arise. Prior intimation will be given to the resident engineer, one day in advance.
4. It is the responsibility of the firm to provide standby resident engineer whenever the resident engineer is not available for any reason such as leave etc.
5. The service engineer shall attend to any complaint within 24 hours. As far as possible the repairs shall be carried out on site itself.
6. No revision of rates will be entertained during the contract period.
7. The firm shall prepare and maintain at the LTU office premises, a separate log book for each of the machine to be taken under AMC and preventive maintenance.
8. No advance payment in any case will be made. However, quarterly payment on pro rata basis will be made on satisfactory completion of the contract.
9. The AMC shall include installation, configuring all bought out software's including Operating System and antivirus software and installation of necessary drivers.
10. In case any equipment is taken outside the LTU Chennai office premises for the purpose of repairs or if any PC/printer is not attended/repared within forty eight hours, the firm shall provide a standby for the same immediately.
11. In case of replacement of any hardware parts such as Hard Disk, etc, the replacement should be of the same make and brand and either of the same configuration or higher.
12. The AMC will not cover Computer consumables.
13. The AMC is not transferable.

14. The list of Hardware items to be covered under the contract can be obtained from this office on any working day between 11 AM and 4 PM.
15. The tenders shall be addressed to the Commissioner (CE & ST), Large Taxpayer Unit Chennai, 1775 Jawaharlal Nehru Inner Ring Road, Anna Nagar Western Extension, Chennai-600 101.
16. **Failure to comply with any of the conditions mentioned herein (in the tender document) will disqualify the bidders in the AMC process.**
17. **The sealed tenders shall be submitted in this office either by post or in person so as to reach on or before 27-01-2012, 4.30 PM.**
18. In case of the firm backing out any time during the period of AMC without any explicit consent of this office, the firm will be liable to recovery at the rates that will have to be incurred by this office on maintenance of the machines/hardware for the balance period of the contract through alternative means.
19. If the firm fails to carry out repairs/provide any standby PC/printer within 3 days to the satisfaction of this office, a penalty of Rs 100/- per day will be charged for delay beyond three working days till such time the PC/printers are repaired.
20. Any dispute arising out of the agreement or that, which may arise in future, shall be resolved by taking recourse to mutual settlement, failing which the dispute will be subject to Chennai jurisdiction only. The Office of the LTU is entitled to withhold payments due to the firm in case of any dispute, till it is resolved.
21. This office reserves the right to terminate the services of the agency at anytime without giving any notice whatsoever.

