



सत्यमेव जयते

KASEZ

विकास आयुक्त कार्यालय
Office of the Development Commissioner

कांडला विशेष आर्थिक क्षेत्र

Kandla Special Economic Zone

वाणिज्य तथा उद्योग मंत्रालय

Ministry of Commerce & Industry

गांधीधाम - कच्छ

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F.NO.KASEZ/comp/Tender/2002/

7th Nov. 2013

Sub: Comprehensive Annual Maintenance of Computers, UPS
and peripherals installed in DC Office, Kandla SEZ

Office of the Development Commissioner, Kandla Special Economic Zone invites sealed quotations for Comprehensive Annual Maintenance Contract of Computers, Printers etc. installed in O/O Development Commissioner, Kandla SEZ initially for one year and which can be extended on mutual consent for further one year as per terms & conditions given in Annexure-II. The details of computers, Printers & UPS are given in Annexure-I.

The Sealed envelope shall be marked and superscribed as "Tender for Comprehensive Annual Maintenance of Computers, Printers & UPS".

The offer should reach to the Inward Counter of this office latest by 3.00 PM on 22nd Nov. 2013. Tenders can also be sent by registered post at the aforesaid address so as to reach this office by the scheduled date and time. No offers received after the scheduled date and time, shall be entertained. The tenders will be opened by this office on 22nd Nov. 2013 at 3.30 pm.

The Development Commissioner, KASEZ reserves the right to reject/cancel/postpone any/all tenders received without assigning any reasons.


Asstt. Development Commissioner
Kandla Special Economic Zone

ANNEXURE-I

S.No	Particulars	Qty.	AMC cost per Unit inclusive of Taxes	Total AMC cost inclusion of Taxes
I) CPU + MONITORS + MOUSE + KEYBOARD				
1	DELL Quad Core Server	02 Nos.		
2	DELL All-in-one Computers	03 Nos.		
3	DELL Desktop PCs	38 Nos.		
4	HP Desktop PCs (7 new + 3 old)	10 Nos.		
5	ZENITH Desktop PCs	03 Nos.		
II) LAPTOP				
1	DELL Laptop (i5)	02 Nos.		
III) PRINTERS				
1	HP LJ 1505	07		
2	HP LJ 1010	02		
3	HP LJ 1020	06		
4	HP LJ 1022	03		
5	HP LJ 1000	02		
6	HP LJ P1008	05		
7	HP LJ 1106	01		
8	HP LJ 1007	01		
9	HP Photosmart C312 COLOR	01		
10	HP CP 1215 color	01		
11	HP CMF 1312 color (All-in-One)	03		
12	HP 5788- Color (AIO)	01		
13	HP OJ 8600A (AIO)	02		
14	HP OJ 8500A (AIO)	01		
IV) UPS SYSTEMS				
1	20 KVA (APC)	01		
2	05 KVA (APC)	01		
3	02 KVA (APC)	01		
Total.....				
AMC rate in figure				

Dr. Sayu

ANNEXURE-II

Terms & Conditions:

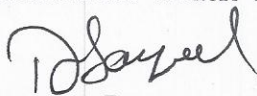
1. The firm should have executed the maintenance of Servers, Computers, Printers and peripherals under comprehensive AMC in minimum 3 nos. of Govt. Department for atleast three years.
2. The firm shall submit a valid Authorisation Certificate of being the Authorised Service Partner of any company like DELL/HP.
3. The information asked in Annexure-I shall be furnished in the given format only and should be supported by necessary documents.
4. Copies of Income Tax Return for the last three years shall be furnished with the bid.
5. Quotation once submitted shall not be allowed to be withdrawn till the tender process is finalized.
6. The Development Commissioner, KASEZ reserves the right to reject/postpone any/all the bids without assigning any reasons.
7. The tender should be valid for at least 90 days from the last date of submission thereof.
8. The bids containing any over writing/cutting shall be rejected out rightly.
9. The work contract shall be valid for a period of one year, or may be renewed for a further period of one year or shorter period with mutual consent on the same rates and terms & conditions.
10. The contract may be terminated by the Department at any time without assigning any reason thereof. If the services of the contractor are found to be unsatisfactory, the contract will be awarded to another firm at the risk and expense of the successful bidder. In this regard, the department's decision will be final and binding on the successful bidder.

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11. The AMC contract shall also include engagement of 3 Nos. of Data Entry Operators and one consulting Programmer. Wages for these persons will be decided by KASEZ Administration as per their qualification and experience and the amount will be negotiated and paid to them directly. The services of the DEOs/consulting programmer can be discontinued at any time without any notice to the contractor or to the person so engaged.
12. The firm shall provide service during working hours on all working days. However, in special circumstances, the contractor may be required to provide service, if required on closed holidays and odd hours.
13. The Contractor shall post atleast one full time professionally certified & competent Resident Service Engineer fully trained having a minimum 2 years of on the site work experience. The said personnel shall be well versed in troubleshooting techniques for solving day-to-day problems encountered in the hardware and software. They shall be equipped with maintenance kits comprising of tool box, multi meter, diagnostic software and external CD ROM/Combo drivers including device driver software and any other tools required for carrying out such services.
14. As far as possible, the repairs would be carried out on the site itself. However, in case the system/equipment being taken to the workshop, proper Call report should be submitted with signature of the System Administrator and the firm would provide a stand-by System/equipment for the same.
15. The Contractor shall not transfer the contract or liability there under to any person or company.
16. No advance payment shall be made. The contractor shall submit it's pre-receipted bill in triplicate towards the charges for the AMC in quarterly installments, after the end of each quarter.
17. A penalty of Rs.500/- per occasion will be applicable on all complaints not attended to within 24 hours of report on daily basis. If reported during the forenoon session, all calls will be cleared on the same day.

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18. At the time of expiry of contract all the equipment under maintenance shall be handed over in working condition so that handing over of AMC to the next Contractor takes place in a smooth manner.
19. The contractor shall provide services for 10 working days from the date of the expiry of the contract for smooth transfer of the AMC to the new contract or without any extra cost.
20. TDS/Levies shall be deducted from the Contractor's bills as per the Government orders.
21. While the AMC contractor decides on the need for replacement, the operational characteristics shall not be hindered and services will be maintained and system and printers will be made available for normal use.
22. In case of intermittent failures and repetitive problems during the AMC period, the call will be deemed to be pending from the first day of such failure report. Not more than two such failures will be allowed during a calendar month of AMC period.
23. Preventive maintenance of all machines should be done once in 3 months.
24. In case of any dispute so as to the interpretation of any clause or otherwise, relating to the AMC that may arise during or after the execution of the contract, the matter shall be referred to the person(s) to be appointed or nominated by DC, KASEZ whose decision regarding interpretation shall be final and binding on both the parties. The proceedings of the arbitration shall be carried out only in Gandhidham.
25. Successful bidder shall have to execute an agreement with KASEZ Administration on 100 rupees stamp paper, the format for which will be supplied by this office.


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