

No.F.01/24/2018-C
GOVERNMENT OF INDIA
PRESS INFORMATION BUREAU

Shastri Bhavan,
26, Haddows Road,
Nungambakkam,
Chennai – 600 006.

Date: 10.05.2018

TENDER NOTICE

**For Comprehensive Annual Maintenance Contract of Computers/Peripherals etc.
of Press Information Bureau, Ministry of I & B, Chennai.**

Sealed quotations are invited from experienced, reputed Chennai based firms in the field of maintenance of computers/ peripherals and fulfill the following terms and conditions for award of 'Comprehensive Annual Maintenance Contract of Computers/ Peripherals etc. (Details of items may be seen in annexure-A) being maintained in the Regional office of Press Information Bureau, Chennai. The quotations are to be submitted in sealed envelope with superscription "**Quotation for AMC for Computers**".

The quotations should be addressed to the Addl. Director-General [M&C], Press Information Bureau, Government of India, Shastri Bhavan, 26, Haddows Road, Nungambakkam, Chennai – 600 006 **SO AS TO REACH LATEST BY 4.00 P.M. ON 28.05.2018. THE QUOTATIONS WILL BE OPENED ON THE SAME DAY AT 5.00 P.M.**

TERMS AND CONDITIONS

1. The Contract will be for a period of one year from the date of signing it.
2. The firm should be registered with Tamil Nadu Sales Tax Department for works contract tax. Copies of PAN/GST number Income-Tax clearance certificate/returns for the past 3 years must be attached.
3. The firm must be Authorized Service Provider for at least one reputed manufacturer like – HP/Compaq, IBM/HCL.
4. The firm must have sufficient numbers of qualified and experienced IT engineers.
5. The rate against each item should be mentioned separately. The systems to be maintained by the contract winning firm include Server, Computers, all types of printers. The rate for each item should be quoted on comprehensive basis inclusive of repairs and replacement of spare parts without any extra payment.
6. The rate quoted should also cover the maintenance of Operating System, software installation, installation of patches, data recovery, preventive actions against virus spread, detections / removal of virus, configuration of internet, configuration of applications (Client/Server), connection of computers for projector for presentation etc.

7. The expected response time to attend calls logged by PIB is 30 minutes to four hours from the time of logging. As far as possible the repairs should be carried out on site itself. However, in case the equipments is taken to the site of the service provider, the firm should provide a standby of same configuration.
8. The service provider should provide uninterrupted service on all days including Saturdays, Sundays and National Holidays.
9. The firm shall also be responsible for deployment of necessary staff for cleaning of all hardware using suitable cleaning materials and equipments. Each equipment/system has to be cleaned once in two months regularly.
10. The firm shall maintain equipments as per manufacturers' guidelines and shall use standard components for replacement.
11. The firm winning the bid is responsible for maintaining the entire identified computers virus free by installing latest/reliable anti-virus programmes on all the systems. The anti-virus programme needs to be upgraded on regular basis.
12. The firm will deploy a resident engineer at PIB during the forenoon session of all working days. He will have to available on call on holidays. Resident engineer is to maintain a log book of a complaint and attend them in following manner:
 - i. Minor faults immediately.
 - ii. Major faults within 4 hours if replacement is done with spare available.
 - iii. If spares are not immediately available, time limit for attending to the fault will be 48 hours. However Laser Printers and scanners are to be got serviced from authorized service centres of its respective manufacturers.
 - iv. The firm shall be responsible for taking backup data and programme available on PCs before attending the fault and shall be also responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement.
 - v. If the equipment is required to be transported to the firm's/manufacturer's service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.
 - vi. The replacement of components shall be as per manufacturers' instructions and as per the decision of Addl. DG[M&C], PIB, Chennai.
 - vii. The firm shall have the required drivers (CDs) for maintaining the PCs and peripherals for configuring them.
 - viii. Repair and servicing of equipments can be carried out at the site or the firm's workshop after attending the complaint by replacement method and the same shall be done within 7 days of the receipt of the complaints. The replacement of components shall be free of charge.
 - ix. The replacement also involves all items of equipments:
 - Including major parts such as monitor tubes, print heads of printers, adaptors of DeskJet printers, HDD, SMPS, CPU motherboards, but
 - Excluding, consumables such as computer stationery, ribbon, ink cartridges etc.

