

Tender Documents for
“Comprehensive Annual Maintenance Contract for Desktop
Computers, Laptops, Printers and Facilities Management

July, 2019

TOBACCO BOARD

G.T.Road, Guntur-522004
Phone: 0863-2358105, Fax:2354232
Website: www.indiantobacco.com

Important Dates

Last Date & time for receipt of tender documents	3:00 p.m. on 09.08.2019
Date & Time for opening of tenders	4:00 p.m. on 09.08.2019

Sealed tenders are invited from reputed and experienced service providers for providing annual maintenance services to Desktop Computers, Laptops, printers and also to undertake facilities management for systems at Head Quarters in Guntur. The annual maintenance includes maintenance on quarterly basis for servers, desktop computers, Laptops, dot matrix and laser printers.

ELIGIBILITY TO PARTICIPATE IN TENDER

1. The firm should be registered with Registrar of Companies and having PAN allotted by income tax department and also registered for Service Tax.
2. The firm should be in existence for over 5 years in AP/Telangana and annual turnover should be more than **Rs.30 lakhs** for consequently for the last 3 years in computer hardware related **sales and maintenance services**.
3. **The firm should have Certification as Authorized Service Provider (ASP) for any one reputed brand** in Computers.
4. The firm should have quality certification for services i.e. **ISO 9001:2015** or its equivalent as on date of submission of tender documents.

If the tenderer is not having any one of the above eligibility, the tender will be rejected in total.

DOCUMENTS TO BE SUBMITTED

- a) Memorandum of Association and Articles of Association of the company
- b) Valid registration with Registrar of Companies
- c) Balance sheet for the last three years including turnover of the firm in respect of hardware maintenance services.
- d) Valid work contract tax registration.
- e) Permanent Account Number (PAN) issued by Income Tax Department.
- f) Latest copies of ASP Certification.
- g) Certificate of ISO 9001:2015 or its equivalent
- h) List of Government organizations and other offices where the tenderer has executed orders for AMC for computers, printers during last five years shall be furnished. Performance certificate from at least two government organizations / public sector undertakings shall be furnished.
- i) A list of organizations where the tenderer is currently executing the AMC services.
- j) Details of branch offices, service centers, and resident service engineers shall also be furnished.

EARNEST MONEY DEPOSIT (EMD)

Earnest Money Deposit (EMD) amounting to **Rs. 20,000/-** must be enclosed along with the tender. EMD should be in the form of Demand Draft drawn in favour of the "Tobacco Board", Guntur. EMD amount of un-successful tenderers will be refunded after finalization of tender and award of work order to successful tenderer. EMD amount of successful tenderer will be refunded after award of work order and against submission of Performance Bank Guarantee for the value of 10% of work order and validity period of one year.

INSTRUCTIONS TO THE TENDERERS

1. The tender document can be downloaded from our website <http://www.indiantobacco.com/tenders.php> or from The Secretary, Tobacco Board, G.T.Road, Guntur-522004 during office working hours on all working days.
2. The cost of tender document is **Rs.1180/-** (including GST) and it should be payable by crossed demand draft in favour of "Tobacco Board" payable at Guntur. The tender document is downloadable at free of cost from the Board's website www.tobaccoboard.com. The demand draft shall be submitted along with tender. The tender will be rejected in case the tender document cost is not enclosed.
3. The tender documents are non-transferable i.e., only those firms can submit the tender who purchase the tender documents in their own name.
4. The sealed tenders along with supporting documents and EMD amount must be submitted to "**Tobacco Board, G.T.Road, Guntur-522004**" to reach him on or before **3.00 p.m. on 09.08.2019** in an envelope super-scribed "**Tender for AMC for Computers & Printers**". The tenders will be opened on the same day i.e., **4.00 p.m. on 09.08.2019** in Conference Hall, Tobacco Board, G.T.Road, Guntur. The tenderer or his authorized representative may attend the tender opening.
5. The tender shall be valid for a period of at least 120 (one hundred d & twenty) days from the date of opening.
6. The tenderer shall quote the item-wise unit charges per annum irrespective of make and brand for the maintenance of the equipments. The rates should be quoted both in figures and words. The rates quoted shall be firm and no change of rates shall be allowed during the contract period.
7. The contract will be awarded to the qualified and technically suitable tenderer offering the lowest evaluated tender in conformity with the requirements of specifications. Acceptance of the tender by the Tobacco Board shall be communicated to the successful tenderer by a formal letter of acceptance (LOA).

SCOPE OF SERVICES

1. **Facilities management Services** at Head Office, Guntur – The tenderer shall provide exclusively one resident engineer for Board's Head Quarters in Guntur. They shall be available on all working days during office hours to attend the Board's systems available in Head Quarters. They shall be well experienced in hardware problems related to desktop computers, servers, dot matrix, laser printers etc. and also in software installation, operating systems viz. Open Office, Windows XP Professional, Windows 2000 server or above, Linux, Unix administration, networking problems viz. configuring wired/wireless routers, access points, managed/un-managed switches etc. The testimonials and experience certificates of such personnel shall be produced along with tender.

2. The contract will be for a period of one year from the date of signing the agreement/date of award letter on comprehensive basis for providing all services on site including all spares and replacement of defective parts. The contractor should always be in a position to replace defective parts of all brands of Servers, PCs, and Printers without any delay.
3. As far as possible, the repairs would be carried out onsite itself. The contractor will have to provide stand by machine of the same configuration or higher, if it is absolutely necessary to take the defective machine for repair to its service center.
4. The department will provide consumable items such as printer ribbons, toners / image transfer kit / image drum for laser-jet printers, inkjet cartridges. All other spares shall be replaced free of cost as and when necessary by the AMC contractor.
5. All computer/printer components will come under the purview of the contract. This will include:
 - a. Processor (CPU)
 - b. Motherboards & SMPS Units
 - c. Main memory (RAM)
 - d. Storage devices, i.e. Hard Disk Drives, DVD/CD-ROM/RW Drives.
 - e. Keyboards, mouse
 - f. LED Monitors.
 - g. All parts of printers including printer heads, plastic parts like sprockets, knobs, ribbon masks etc. Teflon sheets, fuser assembly etc. shall also be replaced for laser mono/color printers.
6. The firm shall prepare a separate **log books for each of the machines** to be taken under the AMC and Preventive maintenance from outside and inside will be carried out on **quarterly basis**. The preventive maintenance would include quarterly servicing of the equipment irrespective of whether the equipment has suffered a breakdown or not and it would include checking of all the peripherals installed with PC for proper operation, servicing and cleaning of machines and printers and cleaning of floppy drivers and checking of head alignment. A preventive maintenance report signed by the user would be submitted in the prescribed format by the vendor to the Secretary, Tobacco Board, Head Office, Guntur by 15th of the month following end of each quarter.
7. The system down time should not exceed 48 hours from the time at which the complaint was made. If the down time is more than 48 hours, the contractor will provide a stand by system. In case the system is not repaired or an alternative system not supplied within the period of 48 hours from the time of failure report then the Board may choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the second party.

TERMS & CONDITIONS OF THE CONTRACT

1. No advance payment in any case would be made. Payment will be made **on quarterly basis** only after completion of service for the quarter and after successful completion of preventive maintenance.
2. It may also be noted that in case of contractor backing out during the contract period without any explicit consent of the department, he will be liable to forfeiture of EMD amount.
3. The Contractor shall not enter into a sub-contract with any other person(s)/firms(s) or to transfer the contract or any benefit thereunder to any person(s) or firm(s).
4. The Contractor shall get the maintenance of the equipments, including the cleaning thereof, done by his maintenance staff solely at his own risk. The Board shall not, in any way, be liable to make any payment, incur any expenditure or face any law suit in any court of law for any injury or death suffered by the contractor's maintenance staff during the course of maintenance under the AMC.
5. The Contractor shall be required to hand over all the equipments in working condition at the time of termination of the contract, otherwise the equipment, found faulty, shall be rectified from any external agencies and whole replacement/repair cost will be borne by the contractor only.
6. Except GST, no claim on account of VAT/sales tax or any other taxes and duties for the material used for execution of the work, will be entertained by the department and all such taxes and duties shall be borne by the contractor himself. The Service Tax as per the Government rates will be paid on AMC charges.
7. The department reserves the right to add any equipment (Computer system, and/or associated peripheral) for AMC during the period of contract at the same terms and conditions of the contract. Similarly, any of the equipment included in the contract can be withdrawn from AMC. Payment of bills will be made after adjusting for addition/withdrawal of such equipment on pro-rata basis.
8. The Chairman, Tobacco Board reserves the right to cancel the tender either partially or fully without assigning any reasons. The Annual Maintenance Contract (AMC) contract may be terminated at any time by giving one-month notice, if the services are not satisfactory and EMD will be forfeited.
9. The department reserves the right to cancel the contract in case of breach of security regulations required to be observed by the contractor. The contractor shall observe all security measures as are applicable to the department, which is under the security cover of the Ministry of Home Affairs. Any special precautions required to be observed by the contractor shall be made known to him by the department from time to time.
10. The contract will be initially for a period of one year. The department, however, reserves the right to extend the term of the contract for further period (maximum two years) on the same terms and conditions with mutual consent.

11. At the time of expiry of contract all the equipments under maintenance shall be handed over in working condition so that handing over of AMC to next contractor takes place in a smoother manner.
12. The firm shall provide services for 15 working days from the date of expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost. In this connection, any equipment which is noted as in non-working condition till the last hour of the AMC contract period should be rectified by the outgoing AMC Contractor without any extra cost to the department.

TENDER FORM

AMC for Computer Systems & Printers for the year 2019-2020

1.	Name of the Firm:			
2	Registered Office Address:			
	Fax No.			
	Telephone Nos.			
	e-mail address			
3	Service Centers Details	Location-1	Location-2	Location-3
	Postal address			
	Fax No.			
	Telephone Nos.			
	e-mail			
4	Year of Establishment & Registration No.			
5	GST No.			
6	Permanent Account No. (PAN)			
7	Turnover Details for the last three details in respect of maintenance Services.	2016-17 – Rs. 2017-18 – Rs. 2018-19 (as on 31.1.2019) – Rs.		
8	Authorized Service Provider Certification details	Brand _____ Valid from _____ to _____		
9	Quality Certification for Services like ISO 9001:2015	Certificate No. Issued on : Valid upto :		
10	Name, Designation & address of the authorized person in respect of this tender			
11	Total staff strength of the company on its payroll regular for last 2 years	Engineers _____ Other Staff _____		
12	Details of EMD Amount	Amount Rs. Demand Draft No. Name of the Bank		
13	Validity of the Tender			
14	Any other information			

PRICE BID

S.No.	Description of Items	No. of Systems	Price (Rs)	Value (Rs.)
Desktop Computers				
1	HP commercial Desktop – DX2480	23		
2	HP Elite 8100 Desktop PC	1		
3	Dell Vostro360 AIO PC	1		
4	Dell	1		
5	HP Pavillion P6000 Series Core-i5 Desktop PC	1		
6	HP 8200 Elite - Desktop PC – Core-i5	108		
7	HP406,G1,Commercial Desktop systems	12		
Servers				
1	HP Proliant ML350-G5 Server	1		
2	HP Xeon E5310 Server	1		
Laptops				
1	HP ProBook 4440-S Laptop Computers	8		
2	HP ProBook 440-G1 Laptop Computers	21		
3	Apple MacBook Air	1		
Laser Jet / Dot Matrix Printers				
1	HP LaserJet M427dw MFP Printer	1		
2	HP LaserJet P1007 Printers	22		
3	HP LaserJet P1008 Printers	10		
4	HP LaserJet 1020+ Printers	10		
5	HP LaserJet 1020+ Printers	21		
6	HP LaserJet P1606dn Printers	25		
7	HP LaserJet 1525n Printer	1		
8	HP LaserJet M251-nw Printer for Chairman	1		
9	TVSE MSP-455 XL Classis DMP	19		
10	TVSE DP5000 DM Printers	15		
11	TVSE MSP-355 Marathon DMP	2		
12	Wep-LQ-DSI-5235 DM Printer	1		

List of Systems proposed for AMC for the year 2018-19

S.No.	Description of Items	No. of Systems	Location	Make
Desktop Computers				
1	HP commercial Desktop – DX2480	23	HO - Guntur (14), LO,Hyd (1), Ongole-1 (4), J.R.Gudem-I (4)	Mar,2009, Feb,2010
2	HP Elite 8100 Desktop PC	1	HO, Guntur	Mar,2011
3	Dell Vostro360 AIO PC	1	HO, Guntur	Nov,2011
4	Dell	1	HO, Guntur	Dec,2011
5	HP Pavillion P6000 Series Core-i5 Desktop PC	1	HO, Guntur	Mar,2010
6	HP 8200 Elite - Desktop PC – Core-i5	108	HO, Guntur (40), APFs (15,17,22, 23,24,25,26,27,28,29,30,31,32,33,34, SLS,SBS, RJY,STL- 68)	July,2012
7	HP406,G1,Commercial Desktop systems	12	APF-18,20 & 35	
Servers				
1	HP Proliant ML350-G5 Server	1	HO, Guntur	Mar,2009
2	HP Xeon E5310 Server	1	HO, Guntur	Jun,2008
Laptops				
1	HP ProBook 4440-S Laptop Computers	8	HO, Guntur (6), RM-SLS,RJY (2)	Mar,2014
2	HP ProBook 440-G1 Laptop Computers	21	APFs (17,18,20,22,23, 24,25,27,28,29,30,31,32, 33,34,35 (16), RM-SBS(1) HO (4)	Dec,2014
3	Apple MacBook Air	1	HO, Guntur	Oct,2011
Laser Jet / Dot Matrix Printers				
1	HP LaserJet M427dw MFP Printer	1	HO, Guntur	Oct,2017
2	HP LaserJet P1007 Printers	22	HO, Guntur	Mar,2011
3	HP LaserJet P1008 Printers	10	HO, Guntur	Sep,2009
4	HP LaserJet 1020+ Printers	10	HO, Guntur (8), RM-SBS & RJY (2)	Oct-2012 Sept-2013
5	HP LaserJet 1020+ Printers	21	APFs (19), HO (2)	Jul,2015
6	HP LaserJet P1606dn Printers	25	APFs (17), RMOs (3), HO(4), STL(1)	July,2012
7	HP LaserJet 1525n Printer	1	HO, Guntur	Dec,2011
8	HP LaserJet M251-nw Printer for Chairman	1	HO, Guntur	Sep,2013
9	TVSE MSP-455 XL Classis DMP	19	APFs (18)	Feb,2013
10	TVSE DP5000 DM Printers	15	APF,17,18,20,22,23,24,25,28,29,30, 31,32,33,34,35	Jan,2013
11	TVSE MSP-355 Marathon DMP	2	Kanigiri	Jul,2015
12	Wep-LQ-DSI-5235 DM Printer	1	Kaligiri	Jul,2015

Date:

Signature of the Authorized Person

Place:

Name & Designation
Office seal.

Enclosure-1

Details of Annual Maintenance Contracts Executed in Past Five years

S.No.	Name of the Organization	Contract Period		Value of AMC	Number of resident technical personnel
		From	To		

* In case no. of contracts are more than 10, please indicate the details of only top ten contracts on the basis of annual contract value.

**Performance certificate from at least two Govt. organizations/PSU (only top ten) to be enclosed.

Details of Authorized Service Provider (Computers)

S.NO.	Name of the brand for which authorized	Year in which it became authorized and validity (authorization certificate may be enclosed)	Copy of Certificates enclosed (Yes / No)

Date:

Signature of the Authorized Person

Place:

Name & Designation

Official Seal

Enclosure-2

Details of Annual Maintenance Contracts presently under execution

S.No.	Name of the Organization	Contract start time	Value of AMC	Number of Resident Technical Personnel available

Date:

Signature of the Authorized Person

Place:

Name & Designation

Official Seal

Annexure-A

Location & addresses of the Board's offices, where systems are available:

Location	Address	Location	Address
Head Office, Guntur	Tobacco Board , G.T.Road, Srinivasarao Thota, Guntur-522004 (AP) INDIA Phone: 0863-2358399, 2358105 Fax: 0863-2354232	APF No.22	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.22 <u>PODILI - 523 240</u> PRAKASAM (Dt.) Phone (08499) 242218
APF No.15	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.15 <u>THORREDU - 533 293</u> EAST GODAWARI (Dt.) Phone (0883) 2497564	APF No.23	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.23 Chirala Road, Near Andhra Jyothi Office, <u>ONGOLE - 523 262</u> Phone (08592) 247380
APF No.17	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.17 <u>DEVARAPALLY - 534 313</u> WEST GODAWARI (Dt.) Phone (08813)273540	APF No.24	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.24 <u>TANGUTUR - 523 274</u> PRAKASAM (DT.) Phone (08592) 242568
APF No.18	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.18 <u>JANGAREDDY GUDEM</u> WEST GODAWARI (Dt.) Pin Code - 534 447. Phone (08821) 225314	APF No.25	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.25 <u>KONDEPI - (PO & Mdl)- 523 270</u> PRAKASAM (DIST.) Phone (08598) 225125
APF No.20	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.20 Near Milk Factory, Kurnool Road, <u>ONGOLE - 523 002</u> PRAKASAM (Dt.) Phone (08592) 233550	APF No.26	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.26 Kanigiri Road, Near Dubagunta Village, <u>KANDUKUR - 523 105</u> PRAKASAM (DT.) Phone (08598) 223360

APF No.27	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.27 <u>KANDUKUR - 523 105</u> PRAKASAM (Dt.) Phone (08598) 223561/221457	APF No.32	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.32 Uppalametta, <u>JANGAREDDY GUDEM - 534 447</u> WEST GODAVARI (Dt.) Phone (08821) 224214
APF No.28	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.28 <u>KALIGIRI - 524 224</u> Phone (08626) 248322	APF No.33	The Auction Superintendent TOBACCO BOARD Auction Platform No.33 <u>GOPALAPURAM- 534 316</u> West Godavari Dist. Phone.(08813) 257770
APF No.29	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.29 TENKAYATHOPU, Marripadu - (Mdl) <u>ATMAKUR - 523 322</u> NELLORE (Dt.) Phone (08628) 223644	APF No.34	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.34 C/o. M/s. Polineni Venkatesan & Company, G.T.Road, <u>TANGUTUR - 523 274</u> PRAKASAM (Dt.) Phone (08592) 242568
APF No.30	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.30 GOWARAVARAM (Village) <u>KOYYALAGUDEM - 534 312</u> WEST GODAVARI (Dt.) Phone (08821) 236888	APF No.35	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.35 Podili Road, Near Challagirigala Panchayat <u>KANIGIRI - 523 230</u> PRAKASAM (Dt.)
APF No.31	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.31 <u>VELLAMPALLY - 523 219</u> PRAKASAM (Dt.) Phone (08592) 244122		
STL Office, Ongole	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.20 Near Milk Factory, Kurnool Road, <u>ONGOLE - 523 002</u> PRAKASAM (Dt.) Phone (08592) 233550	RMO, Rajahmundry	The Regional Manager TOBACCO BOARD H.No. 46-11-32 DANAVALI PET <u>RAJAHMUNDY - 533 103</u> EAST GODAVARI (Dt) Phone (0883) 2442563 , 2442098
RMO - SBS, Ongole	The Regional Manager TOBACCO BOARD H.No.31-1-410(25), South By-Pass Road end, <u>ONGOLE - 523 001</u> PRAKASAM (Dt.) Phone (08592) 233359	RMO - SLS, Ongole	The Regional Manager TOBACCO BOARD H.No.31-1-410(25), South By-Pass Road end, <u>ONGOLE - 523 001</u> PRAKASAM (Dt.) Phone (08592) 233359