

Tender Notice No.12(10)/AMC/2022-23/1

Tender (short period) for providing
“Comprehensive Annual Maintenance Contract for Desktop Computers, Laptops and Printers”

February, 2022

TOBACCO BOARD

G.T.Road, Guntur-522004

Phone:0863-2358399 Website:www.tobaccoboard.com

Important Dates

Last Date & time for availability of tender documents	1:00 pm. on 03.03.2022
Last Date & time for submission of filled tender documents	3:00 pm. on 03.03.2022
Date & Time for opening of tenders	4:00 pm. on 03.03.2022

Sealed tenders are invited from reputed and experienced service providers for providing annual maintenance services to Desk top Computers, Laptops, printers and also to undertake facilities management for systems at Head Quarters in Guntur. The annual maintenance includes maintenance services 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 GSTIN allotted by GST Department.
2. The firm should be in existence for over 5 years in AP and annual turnover should be more than **Rs.50 lakhs** consequently for the last 3 years in computer hardware related **maintenance services**.
3. The firms having Certification as Authorized Service Provider (ASP) for HP and EPSON brand in Hardware Sales will be given preference.

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 Certifications.
- g) GSTIN certificate issued by GST department.
- h) Certificate of ISO 9001:2000 if any.
- i) List of Government organizations and other offices where the tenderer has executed orders for AMC for computers, printers during last three years shall be furnished. Performance certificate from at least two government organizations / public sector undertakings shall be furnished.
- j) A list of organizations where the tenderer is currently executing the AMC services.
- k) Details of branch offices, service centers, and resident service engineers shall also be furnished.

EARNEST MONEY DEPOSIT (EMD)

Earnest Money Deposit (EMD) an amount of **Rs.20,000/-** is to be enclosed along with the bid document. The EMD amount should be in the form of Demand Draft drawn in favour of the "Tobacco Board", Guntur.

PERFORMANCE SECURITY DEPOSIT (PSD)

The successful agency / firm has to submit a Performance Security Deposit @ **10% of contract value**. PSD amount will be retained till end of expiry of contract period. No interest will be paid on this deposit.

INSTRUCTIONS TO THE TENDERERS

1. The tender document can be download from our website <http://www.tobaccoboard.com> ONLY.
2. The cost of tender document is **Rs.708/- (including 18% GST)** and it should be payable by demand draft in favour of "Tobacco Board" payable at Guntur. The 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.
4. The sealed tenders along with supporting documents and EMD & Cost of Tender document amounts must be submitted to **"The Secretary, Tobacco Board, G.T.Road, Guntur-522004"** to reach him on or before **3.00 p.m. on 03.03.2022** in an envelope super-scribed **"Tender for AMC for Computers & Printers – Due on 03.03.2022 at 3:00 p.m."**. The tenders will be opened on **03.03.2022 at 4.00 p.m.** in Conference Hall, Tobacco Board, G.T.Road, Guntur.
5. The tenderer or his authorized representative may attend the tender opening.
6. The tender shall be valid for a period of at least 120 (one hundred and twenty) days from the date of opening.
7. 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.

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. He 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 THREE years 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
 - c. Main memory (RAM)
 - d. Storage devices, i.e. Hard Disk Drives, DVD/CD-ROM/RW Drives.
 - e. Keyboards, Mouse
 - f. Modems
 - g. Monitors
 - h. All peripheral cards / network cards
 - i. SMPS unit
 - j. All parts of printers including printer heads, plastic parts like sprockets, knobs, ribbon masks etc. Teflon sheets, fuser assembly and drums 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 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 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. The contract period is THREE years from the date of issue of the work order.
2. The PSD amount will be refunded to the contractor upon expiration of the AMC agreement after adjusting such dues or claims or both as may remain unpaid at the time of termination or expiration of the agreement.
3. 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.
4. 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 PSD amount.
5. 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).
6. The Contractor shall get the maintenance of the equipment, 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.

7. The Contractor shall be required to hand over all the equipment 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.
 8. The GST as per the Government rates will be paid on AMC charges.
 9. The department **reserves the right to add / remove any equipment** (Computer system, and/or associated peripheral) for AMC during the period of contract at the same terms and conditions of the contract. Payment of bills will be made after adjusting for addition/withdrawal of such equipment on pro-rata basis.
 10. The Executive Director, 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 & PSD will be forfeited.
 11. 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.
 12. 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 next contractor takes place in a smoother manner.
 13. 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.
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TENDER FORM**AMC for Computer Systems & Printers for the year 2022 - 2025**

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 Registration No.			
6	Permanent Account No. (PAN)			
7	Turnover Details for the last three details in respect of maintenance Services.	2018-19 – Rs. 2019-20 – Rs. 2020-21 – Rs.		
8	Authorized Service Provider Certifications details	Brand _____ Valid from _____ to _____		
9	Quality Certification for Services like ISO 9001:2000	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	Details of Amount - Cost of Tender Document	Amount Rs. Demand Draft No. Name of the Bank		
14	Validity of the Tender			
15	Any other information			

Desktop & Laptop Computers, Servers and Printers available in Andhra Pradesh					
S. No.	Description of Items	No. of Systems	Location	Price	
Desktop Computers				Rate	Value
1	HP 2480 – Commercial Desktop Systems	24	HO - Guntur (16) AUC-2,MKTG-2,Extn,GWF, Sqd, PAD-2, Accts, TW, COMPUTERS-5 APFs -8 20,18 (4 each)		
2	HP 8200 Elite – Desktop Systems	98	HO, Guntur (40), Secy, PA to ED-2, P&C, Auc-4, Sqd-2, Vig, Mktg-4, Pub, Extn-2, GWF, GAD-3, Pdn-2, PAD-5, Accts-6, TW-3, Computers-2 APF-54 17,23,24,25, 26,27,28,29, 30,32, 34 (11*4 each) - 44 22, 31 (2*5 each) - 10 RMO- 4 SLS,SBS-2, RJY		
3	HP Desk Top 406,G1	12	APF-18, 20 & 35 (4 each)		
4	HP Desktop Pavilion P6000	1	HO, Guntur (ED Peshi)		
Servers					
1	HP Proliant ML350-G5	1	HO, Guntur - Computers		
Laptops					
1	HP Pro Book Laptop Systems 4440-S&440-G1	29	APFs – 16 17,18,20,22,23,24,25,26,27,28,29,30,31,32,33,35 RMO- 1 RJY HO, Guntur - 12 Computer-7, Pdn, OSD, MKTG, AUC, F&A - 5		
Laser Jet / Dot Matrix Printers					
1	HP Laser M427dw MFP	2	HO, Guntur - (Computers & Accounts)		
2	HP LaserJet 1525 n	1	HO, Guntur (Computers)		
3	HP LaserJet P1007	20	HO, Guntur -20 PA-Ed, P&C, Vig, Pub, Extn-2, GWF, GAD-2, Pdn-2, Squad-2, PAD, Accounts-4, PA-CM, TW		
4	HP LaserJet P1008	6	HO, Guntur Auc, Sqd, Extn, Pdn, PAD, TW		
5	HP LaserJet 1020+	31	APFs - 16, 17,18,20,22,23,24,25,26,27,28,29,30,31,32,33,35 RMOs - 4 - SBS-2,SLS, RJY HO, Guntur - 11 Auc-2,Pdn,MKTG,Extn,GWF,PAD-2,Accts-2,TW		
7	HP LaserJet P1606dn	22	APFs - 16, 17,18,20,22,23,24,25,26,27,28,29,30,31,32,33,35 RMOs - 3 - SBS,SLS, RJY HO, Guntur – 3 - Accts, Auc, P&C		
8	HP LaserJet Pro200 M251-nw	1	HO, Guntur (ED)		
9	HP LaserJet CP1025 n	2	HO, Guntur - Secretary & PA to CM		
10	HP Laser M227dw fdn-MFP	1	HO, Guntur (Auc)		
11	HP Laser M180n - MFP	1	HO, Guntur (PA to ED)		

Date:
Place:

Signature of the Authorized Person:
Name & Designation with 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 / Printers)

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
APF No.17	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.17 <u>DEVARAPALLY - 534 313</u> WEST GODAWARI (Dt.)	APF No.18	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.18 <u>JANGAREDDY GUDEM</u> WEST GODAWARI (Dt.) Pin Code - 534 447.
APF No.20	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.20 Near Milk Factory, Kurnool Road, <u>ONGOLE - 523 002</u> PRAKASAM (Dt.)	APF No.22	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.22 <u>PODILI - 523 240</u> PRAKASAM (Dt.)
APF No.23	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.23 Chirala Road, Near Andhra Jyothi Office, <u>ONGOLE - 523 262</u>	APF No.24	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.24 <u>TANGUTUR - 523 274</u> PRAKASAM (DT.)
APF No.25	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.25 <u>KONDEPI - (PO & Mdl)- 523 270</u> PRAKASAM (DIST.)	APF No.26	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.26 Kanigiri Road, Near Dubagunta Village, <u>KANDUKUR - 523 105</u> PRAKASAM (DT.)
APF No.27	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.27 <u>KANDUKUR - 523 105</u> PRAKASAM (DT.)	APF No.28	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.28 <u>KALIGIRI - 524 224</u>
APF No.29	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.29 TENKAYATHOPU, Marripadu - (Mdl) <u>ATMAKUR - 523 322</u> NELLORE (DT.)	APF No.30	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.30 GOWARAVARAM (Village) <u>KOYYALAGUDEM - 534 312</u> WEST GODAVARI (DT.)
APF No.31	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO. 31 <u>VELLAMPALLY - 523 219</u> PRAKASAM (Dt.)	APF No.32	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.32 Uppalametta, <u>JANGAREDDY GUDEM - 534 447</u> WEST GODAVARI (Dt.)
APF No.33	The Auction Superintendent TOBACCO BOARD Auction Platform No.33 <u>GOPALAPURAM- 534 316</u> West Godavari Dist.	APF No.35	The Auction Superintendent TOBACCO BOARD AUCTION PLATFORM NO.35 Podili Road, Near Challagirigala Panchayat <u>KANIGIRI - 523 230</u> PRAKASAM (Dt.)
	Regional Manager (SBS) TOBACCO BOARD Old Bye Pass End ONGOLE Prakasam (Dt)		Regional Manager (SLS) TOBACCO BOARD Old Bye Pass End ONGOLE Prakasam (Dt)
	Regional Manager (NLS) TOBACCO BOARD Danawai Pet RAJAMAHENDRAVARAM		Head Office, TOBACCO BOARD G.T.Road, GUNTUR