

Tender No. FIECRIT 19-0018 Dt. 15-10-2019

Annual Maintenance Contract (AMC) of Computers / Servers / Networks for the period 2019-20

Page 1 of 14

Issued To:

THE MYSORE PAPER MILLS LIMITED
PAPER TOWN, BHADRAVATI – 577302
KARNATAKA STATE, INDIA

TELEFAX: 0091 – 08282 - 273002
08282-270201-208 (8 lines) Extn. No.2411, 2573

Tender No : FIECRIT 19-0018 dt: 15-10-2019
(Inward No: FIECRII 190014)

Name of Work :

**Annual Maintenance Contract (AMC) of Computers / Servers /
Networks for the period 2019-20**

Due date of receipt of offers 28-10-2019
Dept: IT & EG

Enclosure: Invitation of Tender for the work and

Inside Contract conditions etc., : Page 3 -13
Price Format : Page 14

Issued by AGM Projects, PB, CE & TS)
The Mysore Paper Mills Limited, Paper Town
Bhadravathi-577303

Signature of the Tenderer

Events of Tender.

1. Name of work : Annual maintenance of Computers / Servers/ Net work for the year **2019-20** at The Mysore Paper Mills Limited, Bhadravathi

2. Tender No : **FIECRIT 19-0018 dated: 15-10-2019.**

3. Date of commencement
Of sale of tender document : 15-10-2019

4. Last date of sale of tender
document : **16 Hrs on 26-10-2019**

5. Due date of submission of
offer : **14 Hrs on 28-10-2019.**

6. Date of Opening of tender : 15 Hrs on 28/10/2019 (If possible)

7. EMD to be paid : To be paid as per the Tender documents
Along with the Offer Rs: 10,000/- in favor of The Mysore Paper Mills
Limited, Paper Town, Bhadravathi for any Scheduled
Bank payable at Bhadravathi.

8. Contact person for enquiry : AGM(Projectds, PB , CE&TS)
Manager (IT/EG)
Supdt ((E)

INVITATION FOR QUOTATION FOR THE WORK

Annual Maintenance Contract (AMC) of Computers / Servers / Networks for
the period 2019-20

Tender No : FIECRIT 19-0018dt. 15-10-2019

To: M/s

Dear Sirs;

1. Sealed competitive Quotations are invited for the work of Annual Maintenance Contract (AMC) of Computers / Servers / Networks for the period 2018-19 as detailed in the following pages.

2. Validity of Tender:

The quotation shall remain valid for a period not less than 90 Days after the dead line for submission of quotation and each tenderer must submit only one quotation.

3. Evaluation of quotations:

The purchaser will evaluate and compare the quotation determined to be substantially responsive i.e., which are properly signed, and conform to the terms and conditions and specifications in the following manner.

3.1 The evaluation will be done including all tax. If the tenderer has not included the tax in their quotation for the item rate, and has also not indicated the rate of tax applicable, the quoted rate will be treated as though it is inclusive of the tax and no extra payment for tax will be made.

3.2 The evaluation would be done for all the items put together. The items for which no rates have been quoted would be treated as zero and the total amount would be computed accordingly. The tenderer who has quoted for partial quantity of any one or more item(s) would be treated as non – responsive.

4. Award of contract:

- 4.1 Purchaser will award the contract to the agency who is technically acceptable and recommended by the user department as per para 3.2 above.
- 4.2 The purchaser reserves the right at the time of contract award to increase or decrease the quantities of any or all of the items indicated in para I above by 25% without any change in the unit price or any other terms and conditions.
- 4.3 The purchaser prior to the expiration of the quotation validity period will notify the tenderer whose quotation is accepted of the award of contract. The terms of the accepted offer shall be incorporated in the purchase order.
- 4.4 Normal commercial warranty/guarantee shall be applicable to the supplied goods.
- 4.5 Payment shall be made after the delivery of the goods and their acceptance by the bill certifying authority.
- 4.6 Notwithstanding the above, the purchaser reserves the right to accept or reject any quotations and to cancel the quotation process and reject all quotation at any time prior to the award of the contract.

5. Last date and time of receipt of quotations:

You are requested to submit the seal Cover superscribing the name of work Tende for the work of Maintenance Contract (AMC) of Computer for **2019-20. Latest by 14.00 hours** on: 29-10-2019 Tender will be opened on the same day at 15.00 hours, if possible.MPM is not responsible for any postal delty.

6. Scope of the work :

Scope of Work for Annual Maintenance Contract (AMC) of Computers / Server Systems / Networks for the Period **2019-20**

- 6.1 Providing periodical preventive maintenance along with attending for breakdown maintenance based on specific needs of each unit of Computer System / Server System / Networks and it's related equipments / machines for trouble free functioning of all the Computer System / Server System listed elsewhere in this document along with the Antivirus facility to entire Computer System / Server System of The Mysore Paper Mills Ltd., Bhadravathi, both inside the factory, forest offices of MPM which are situated at Sagara, Hosanagara and Thirthahalli of Shimoga district and at MPM Township situated at Bhadravathi.

6.2 Service Engineers shall take care of maintenance, installation and confi At MPM Bhadravati about 97 computer systems & 05 Lap tops within a radius of about one Kilometer are connected to servers through a Computer Network Systems (CNS).

guration of existing Symantec anti-virus software on all systems. Service engineers are required to do periodical updates, cleaning virus in all Computer / Server systems. In Case of Virus attack to any of the Computer / Server Systems same is to be removed, rectified and restored the systems immediately without any data loss. Updating of antivirus software in all systems also in the scope of the agency.

6.4 Every day agency's **ONE Qualified Service Engineer** shall visit and stay at MPM Factory from **9 AM to 5 PM** on mandatory basis at Bhadravathi – 577 302 works for maintenance, repairing of malfunction, including replacement of unserviceable parts on free of cost basis. All service call to be attended on the same day on 24 X 7 basis. If situation calls for, service engineers are required to attend and solve the problems during night calls also. In case of leave / absent of service engineer alternative arrangement shall be made and the work shall not hamper, if not, an amount of Rs 1000 per day will be deducted from the bill.

6.5 PCs and Server to be provided 95% up time. The computers . servers which are covered in the table I given below

6.7 At any given moment of time the spares in good working condition shall be kept in MPM for immediate replacement which can be taken back by the agency after the completion of the contact. The responsibilities of safe custody of these items are with the agency. Such items are as follows:

6.7.1 Two back up computer systems comprising of two CPU's two TFT Monitors of size 17 inch or more, two keyboards & two Mouses to be provided for servicing during down-time. The backup systems shall be of latest model with latest model with latest specifications and shall always be in good working condition.

6.7.2 Other spares items, which are to be kept at MPM at any given moment of time are listed at table 1 below. The list detailed below is not exhaustive but tentative only. Agencies are required to keep sufficient quantity of good working spare parts at MPM premises to suit to various Models / specifications of the computer / server

Table 2. Indicative List of spares to be kept in MPM for AMC of Computer & Server System

SLNO	ITEM	QTY
1	CMOS Lithium Battery	10 Nos
2	Motherboard for Core i3	1 No
3	Motherboard for Dual Core	2 Nos
4	Motherboard for Core2 Duo	2 Nos
5	Dual Core Processors	2 Nos
6	Dual Core2 Duo Processors	2 Nos
7	Hard disk 40 GB/80GB I.D.E / SATA	1 Nos (one each)
8	Hard disk 160GB SATA	1 Nos
9	Hard disk 250 GB SATA	1 Nos
10	Keyboard Mechanical, PS/2 / USB	2 Nos
11	Keyboard Membrane, PS/2 / USB	2 Nos
12	CD-ROM Drive	1 Nos
13	CD-ROM DVD Writer	1 Nos
14	Scroll Mouse, PS/2	4 Nos
15	Scroll Mouse, USB Optical	4 Nos
16	SMPS, ATX for P4 mother board	2 Nos
17	SMPS, ATX for Core2 Duo / Dual Core mother board	2 Nos (one each)
18	Network Card, PCI	2 Nos
19	Parallel Port PCI card	2 Nos.
20	CPU Fan for Dual Core Motherboards	2 Nos
21	CPU Fan for Core2 Duo Motherboards	2 Nos
22	SD RAM, 128M / 256 M	4 Nos (two each)
23	DDR RAM, 256M / 512M	4 Nos (two each)
24	DDR2 RAM 512M/1GB	4 Nos (two each)
25	DDR3 RAM 1GB/2GB	2 Nos (one each)
26	DDR4 RAM 4GB	2 Nos

Note:

The above mentioned quantity is only minimum requirement. However agencies to provide and keep sufficient number of spares to service and up keeping of systems immediately.

6.8 The service of a Resident Engineer to supervise the functioning of the service engineers and to meet their requirements are essential who needs to visit MPM frequently.

6.9 In MPM, various makes & models of Computer / Server are in usage. So, agencies are required to use spares of same Make / Brand for the replacement of any defective spare parts to ensure the originality / compatibility / efficiency / of the systems. Agency shall provide service and spare parts replacement facility to all of these models without any additional price over and above the quoted rates.

7. Quantity: Please refer Price Format Page No: 14

8. Work Execution Location: At MPM's site.

9. Inspection : Inspection by MPM officials at MPM's site.

10. Work Completion Time :

You are required to complete the above work within one years period or as per work schedule given to you by the bill certifying authority.

11. Transportation :

To and Fro Transportation of items and manpower required to carryout the work detailed above is in the scope of the tenderer.

12. Validity of AMC :

This Work is valid for a period of **12 months** commencing from the date of issue of work order. The contract is extendable for a further period of 6 Months beyond the validity period of 6months at the same rate and conditions.

13. Rates for AMC :

13.1 The rates quoted are inclusive of all works listed in the scope of work and mentioned elsewhere in this document. The Computer Systems / Server Systems / Networks covered under this tender is listed in Table 1 . However MPM may replace old computer systems. This is due to the continuous up gradation approach of MPM in replacing the old models of IT components by latest models.

13.2 If any old models of Computer / Server systems are replaced by new models / systems, same will be covered under warranty period, which will be informed to the agency. The amount quoted for AMC of such old systems will be deducted from the contract value on pro-rata basis.

13.3 The price mentioned is to be exclusive of all types of taxes and the details of admissible taxes are to be clearly mentioned in the Price Format.

Note: The above list show only format for quoting. Agency to mention all the detailed spares list for computers / Servers mentioned in Table 1 and also for OFC/Cat-5 Network systems.

14. General Conditions :

- 14.1 Agency is responsible for security of their property and confidential information.
- 14.2 MPM may consider the extension of the MPM factory canteen facility at subsidized rate to the agency's persons, but it is not obligatory on the part of MPM. Also MPM may consider the providing of accommodation at Paper Town, Bhadravathi to agencies service engineers and unskilled labours at the cost fixed by MPM subject to availability and it is not binding or obligatory on the part of MPM.
- 14.3 In case agency fails to replace the damaged spare parts like monitor, keyboard, mouse, motherboard, hard disk, RAM, Memory chord, network chord. etc., immediately MPM reserves the right to replace the same and back charge the amount to the agency which will be deducted from their running bills. In this regard MPM engineer's decision to replace the damaged spare parts is final and binding on the part of the agency.
- 14.4 **Providing of one qualified service engineers** shall be on daily continuous basis as per MPM's working schedule. MPM will maintain the record of attendance of these persons and in case of absence of them, agency shall arrange for alternate equivalent persons to carry out the work during their absence. If alternate arrangements are not made such absences are liable for deduction of amount from the agency's bills on pro-rata basis.
- 14.5 Reliever engineers attending services when regular engineers go on leave, must come with insurance, 2 passport size photos and work order photo copy to submit to MPM security office to get permit/pass.
- 14.6 During sugar mill crushing season, engineers are required to attend during night on emergency basis. Hence engineers are required to stay in the accommodation provided (if any) to them at Paper Town, Bhadravathi on chargeable basis. However, providing of accommodation by MPM is not binding on the part of MPM. In that case agency is required to make their own arrangement to stay at Paper Town, Bhadravathi.
- 14.7 In case of replacement to unserviceable parts like mouse, keyboard, hard disk etc, agency is required to provide brand new item free of cost. This is required in order to avoid repetitive failure of replaced items causing lot of inconvenience and downtime to users. If the replaced parts fail frequently, MPM reserves the right to procure the new part and debit the cost of such procurement from the running bills of BMC.
- 14.8 Agency shall comply with the Employee State Insurance (ESI) Act, Provident Fund (PF) Act and any other workmen related Acts as per statutory for the workmen who works under this tender.
- 14.9 General Conditions enclose Annexures for financial Compliance documents and other applicable terms and conditions also part of this tender.

15. Payment Terms:

No advance payment will be made. Payment will be made on quarterly basis against certification from certifying authority after completion of service works as mentioned in our scope of work. Every month agency is required to submit a report which contains the details about the maintenance works carried out on each Computer Systems / Server Systems, items replaced to the particular system along with the details of specifications / serial number / reference number etc., of the items removed and items replaced. The exact format and style of report will be furnished to the agency by MPM. Quarterly payment of bill is based on these reports. At the time of payment of quarterly bills any dues/ recoveries towards delay on agency's part will be recovered from these bills.

16. Foreclosure of the contract:

In the event MPM decides to not to continue with the contract due to various reasons viz., technological up gradation, replacement of desktop computers & servers, replacement of network system, modification of network system, agency's failure in carrying of work to the satisfaction of MPM etc., MPM reserves the right to foreclose the contract with pro-rata payment to the contractor for the work carried out till the foreclosure date. In this regard MPM's decision is final and binding on the part of the agency.

17. Guarantee:

The work done by you shall be guaranteed against defective workmanship / defective materials for a period of 12 months from the date of putting into service. Any defects developed during the guarantee period shall have to be rectified by you free of cost.

18. Quoted price :

17.1 The Tender shall quote for items in the enclosed Price Format by considering the scope of work, terms & conditions and the delivery of the work.

17.2 All duties, Taxes and other levies payable by the tenderer shall be separately mentioned and quote the unit price.

17.3 The rates quoted for each item shall be fixed for the duration of the contract and shall not be subject to any adjustment.

17.4 Rates for supply of partial quantity of an item is not acceptable.

17.5 Corrections if any shall be made by crossing out, initialing, dating, and Rewriting.

17.6 Cable or facsimile quotations are not acceptable.

19. Bill Counter Signing / Certifying authority:

AGM (Finance)i/c is the bill counter signing authority and. Manager(IT & EG) or any other officer duly authorized by them shall be the bill Certifying authority. Payment will be made on quarterly basis after certifying by the concerned officer agency to submit their Invoice in Triplicate containing the details of the work done. The exact format of the report will be given by MPM

20. Penalty for delaying the maintenance work :

20.1 The agency shall be able to restore the servers / computers systems within two hours from the time of informing them about the non-availability of service of any computers / servers, which are located at various locations of MPM Bhadravati and connected through Local Area Net work (LAN). These computers & servers may be located either at factory premises or at township premises. If the agency fails to restore the facility as detailed here, then a penalty charges will be levied on the agency and will be recovered from their bills as per following norms.

20.2 With regard to the decision about the duration & amount of penalty, type of penalty i.e., Production loss or Non Production loss, MPM's decision is final and binding on part of the agency.

20.3 During sugar mill crushing season, engineers are required to attend during night on emergency basis. Hence engineers are required to stay in the accommodation provided (if any) to them at Paper Town, Bhadravathi on chargeable basis. However, providing of accommodation by MPM is not binding on the part of MPM. In that case agency is required to make their own arrangement to stay at Paper Town, Bhadravathi. After awarding the work order no sub contract is entertained, if MPM comes to know that the agency has given **sub contract** then the AMC will be terminated.

21. GST

The Quoted rates shall be inclusive of GST applicable from time ot time. The new Finance Bill GST is effective from 01-07-2017. The applilcable GST to be indicated seperately in the offer, otherwise , the amount indicated in the offer is considered inclusive of GST. The agency to provide PAN no . If not provided 20 % Bill amount will be deducted at source.

22. Fore Clousure of Contract.

In the event MPM decides to not to continue with he contract due to various reasons viz, Technological up gradation, replacement of desktop co mputers and servers , replacement of net work system, modification of network system, MPM reserves the right to foreclose the contract with Pro-rata payment to the agency for the work carried out till the date of foreclosure. In this regard MPM decision is final and binding on the part of the contract

23. Warranty

The Supplier warrants that the Goods supplied under this Contract are new, unused, of the most recent or current models and that they incorporate all recent improvements in design and materials unless provided otherwise in the Contract. The Supplier further warrants that all Goods supplied under this Contract shall have no defect arising from design, materials or workmanship or from any act or omission of the Supplier, that may develop under normal use of the supplied Goods in the conditions prevailing in the State.

24. Performance Security

2

Within 21 days of receipt of the notification of contract award, the Supplier shall furnish Performance Security to the Purchaser for an amount of 10% of the Contract Value, valid up to 60 days after the date of completion of performance obligations including Warranty obligations. In the event of any correction of defects or replacement of defective material during the Warranty period, the Warranty for the corrected/replaced material shall be extended to a further period of 12 months and the Performance Bank Guarantee for proportionate value shall be extended 60 days over and above the initial Warranty period.

OR

10% of the running bill amount will be deducted as performance / Security deposit

- 2 The proceeds of the performance security shall be payable to the Purchaser as compensation for any loss resulting from the Supplier's failure to complete its obligations under the Contract.
- 3 The Performance Security shall be denominated in Indian Rupees and shall be in one of the following forms:
 - 4.3.1 A Bank guarantee, issued by a nationalized/scheduled bank in the form provided in the tender documents or another form acceptable to the Purchaser; or
 - 4.3.2 A cashier's check or Banker's certified check, or crossed demand draft or pay order drawn in favor of the Purchaser.
- 4 The Performance Security will be discharged by the Purchaser and returned to the Supplier not later than 60 days following the date of completion of the Supplier's performance obligations, including any Warranty obligations, under the Contract.
- 5 In the event of any contract amendment, the Supplier shall, within 20 days of receipt of such amendment, furnish the amendment to the Performance Security, rendering the same valid for the duration of the Contract as amended for 60 days after the completion of performance obligations including Warranty obligations.

25. Pre-Qualification Criteria for eligibility of tender.

Agency who quote for this work shall have previous minimum of Two years in the past from 2017-18 , 2018-19 along with the current carrying out such type of AMC with in large / big organization with at least 100 computers system (In single organization) along with servers and net work system comprising of ot door and in door OFC/UPT/STP switches / routers/ transceivers etc., The necessary work order in support if such experience shall be enclosed along with the offer. MPM decision is final fir accepting or rejection of such documents.

Financial Compliance documents to be submitted by the Agency

Financial Compliance Certificates / documents to be submitted by the agencies while quoting against the above said enquiry / tender and also while accepting the work order against the above said enquiry / tender for the said work.

Sl. No:	Name of the document	Details of the Document		Remarks
		Document Number	Document Date	
1	Permanent Account Number of the Company (PAN).			
2	Central Sales Tax (CST) Number			
3	GST Number			
7	ESI Code No:			
8	P F Code No:			

Note : If PAN is not provided, 20 % amount from the bills payable to the agency will be deducted as Tax Deduction at Source (TDS)

Seal and Signature of the Tenderer

Signature of Agency with seal.

Adress

Mobile No:

SI	Description	UOM	Qty.
1.1	HP ML350 Server with Intel Xeon 5504 2.0 GHz Quad core Processor , 2GB DDR3 RAM, 3x72 GB HDD.(DATA SERVER)	Nos.	1 No
1.2	HCL Make INFINITI LINE SERVER 1700AH Intel Ceon 1.8 GHz DDR2 1GB RAM, SATA 80 GB HDD (BHADRA SERVER)	Nos	1 No
1,,3	IBM Serer X3100 M\$ (PN-2581 KA), INTEL WEON,E#-1220V2, CPU-QUAD CORE 3.1 HHZ, 1x4GB RAM, & SATA 500 H.D.D IT&EG SERVER-)1 Nos	Nos	1No
1.4	HCL Make Pentium Core2 Duo based Desktop Computers with 14 / 15 / 17 inch Color / TFT Monitors	No	85 Nos
1.5	HCL Make Core 1-3 Based Desktop computers with 17 / 18.5 inch color / TFT/ LED , Monitors	Nos	03
1.6	ACER Make Core 1-3 based Desktop computers with 18.5 inch color / TFT/ LED, Monitors	Nos	09
1.7	LAP TOPS OF ALL MAKES	NOS	05

PRICE FORMAT (Agency to quote the rates in the below format)

Inward File NO: FIECVLI 190014

Tender No: FIFECRIT 19-0018/ 15-10-2019

Name of work: AMC of computers , servers, net work for the period 2019-20

Sl.NO	Scope of work	Unit	Qty	Rate	Value
1.1	AMC of HCL Desk Tops PC's Core2 Duo	Nos	85 Nos		
	HCL Make Core i-3 Based Desktop computers with 17 / 18.5 inch color / TFT/ LED , Monitors		03		
	ACER Make Core 1-3 based Desktop computers with 18.5 inch color / TFT/ LED, Monitors		09		
1.2	IBM Servers	Nos	01		
1.3	HP Servers	Nos	01		
1.4	HCL Make INFINITI GLOBAL LINE SERVER	Nos	01		
	LAP TOPS OF ALL MAKES				
1.5	Manpower support (One engineer)	N0	01		
1.6	Total: Rs				
1.7	GST @ 18 %				
1.8	GRAND TOTAL				

Signature of contractor