

PART- I

1. Scope of Work for Annual Maintenance Contract (AMC) of Computers / Servers /CCTV/Laptops/ Networks for the period 2023-24 (12 months) e-portal Tender No : MPML/FIECRIT/ 22-0066 DATED: 17-3-2023

- 1.01 Providing periodical preventive maintenance along with attending for breakdown maintenance based on specific needs of each unit of Computer System / Server System / Networks / CCTV cameras and it's related equipments / machines for trouble free functioning of all the Computer System / Server System listed elsewhere in this document, 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.
- 1.02 At MPM Bhadravathi about 90 computer systems, 15 CCTV cameras & 05 Lap tops within a radius of about one Kilometer are connected to servers through a Computer Network Systems (CNS).
- 1.03 Service Engineers shall take care of maintenance, installation and configuration of existing software on all systems. Service engineers are required to do periodical updates, cleaning virus in all Computer / Server systems. Installation of printer drivers of all model / make to the PC's is also required. 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 / recovery / BACK UP** of data, if hard disc is not detected, vendor has to take care & with out any additional charge. All software like windows XP OS service pack 3 , office 2003, adobe flash reader , word to PDF , PDF to word, Auto CAD, windows 7, windows 8 , windows 10 and subsequent drivers are all to be provided to the service engineer with **product key**. Updating of antivirus software in all systems also in the scope of the agency.
- 1.04 Every day agency's **ONE Qualified experienced 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 then the, service engineer is 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.
- 1.05 PCs and Server to be provided 95% up time.
- 1.06 The Computer Systems / Server Systems which are covered under AMC In this tender are listed in Table 1 below.

Table 1A. List of Computers, Lap tops & Servers covered under AMC is listed below

Sl. No	Configuration	Qty
01	HP ML350 Server with Intel Xeon 5504 2.0 GHz Quad core Processor, 2GB DDR3 RAM, 3X72 GB HDD.(DATA SERVER)	1 No.
02	HCL Make INFINITI GLOBAL LINE SERVER 1700AH Intel Xeon 1.8 GHz DDR2 1GB RAM, SATA 80 GB HDD (BHADRA SERVER)	1 No.
03.	IBM, Server X3100 M4 (PN-25821KA),INTEL XEON,E3-1220V2,CPU-QUAD CORE 3.1GHZ, 1 X 4GB RAM, & SATA 500 H.D.D. IT&EG SERVER-----01 NOS.	1 Nos.
04	HCL Make Pentium Core2 Duo based Desktop Computers with 14 / 15 / 17 inch Color / TFT Monitors.	72 Nos.
05	HCL Make Core i-3 based Desktop computers with 17 /18.5 inch color / TFT / LED, Monitors.	03 Nos.
06	ACER Make Core i-3 based Desktop computers with 18.5 inch color / TFT / LED, Monitors	09 Nos.
07	HCL Make Core i-5 based Desktop computers with 17 /18.5 inch color / TFT / LED, Monitors.	01 Nos.
08.	Sony / HCL/ HP / Dell make Lap tops	04 Nos.
09.	C.C.T.V. Cameras	14 Nos.
TOTAL NUMBER PC'S TO BE COVERED UNDER AMC--- 85 No's TOTAL NUMBER OF SERVERS----- 03 No's Laptop's----- 04 No's C.C.T.V----- 14 No's TOTAL----- 106		

Spares should be Kept in MPM for immediate replacement which can be taken back by the agency after the completion of the contract. The responsibilities of safe custody of these items are with the agency. Such items are as follows:

1.7.01 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 specifications and shall always be in good working condition.

1.7.02 other spares items, which are required to be, kept at MPM at any Given moment of time are listed in Table 2 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 Systems listed in SL no 1.06 for smooth and uninterrupted functioning of the systems.

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	02 No
3	Motherboard for Dual Core	04 Nos
4	Motherboard for Core2 Duo	04 Nos
5	Dual Core Processors	04 Nos
6	Dual Core2 Duo Processors	04 Nos
7	Hard disk 40 GB/80GB I.D.E / SATA	1 Nos (one each)
8	Hard disk 250GB SATA	04Nos
9	Hard disk 500 GB SATA	04 Nos
10	Keyboard Mechanical, PS/2 / USB	04 Nos
11	Keyboard Membrane, PS/2 / USB	04 Nos
12	CD-ROM Drive	01 Nos
13	CD-ROM DVD Writer	01 Nos
14	Scroll Mouse, PS/2	04 Nos
15	Scroll Mouse, USB Optical	04 Nos
16	SMPS, ATX for P4 mother board	08 Nos
17	SMPS, ATX for Core2 Duo / Dual Core mother board	08 Nos (one each)
18	Network Card, PCI	04 Nos
19	Parallel Port PCI card	02 Nos.
20	CPU Fan for Dual Core Motherboards	08 Nos
21	CPU Fan for Core2 Duo Motherboards	04 Nos
22	SD RAM, 128M / 256 M	04 Nos (two each)
23	DDR RAM, 256M / 512M	04 Nos (two each)
24	DDR2 RAM 512M/1GB	04 Nos (two each)
25	DDR3 RAM 1GB/2GB	02 Nos (one each)
26	DDR4 RAM 4GB	02 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.

1.08 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.

1.09 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.

2 Rates for AMC:

2.01 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 1A and 1B. 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.

2.02 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.

2.03. 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 under Table-1A.

IV.Manpower	Description	No.s	Rate
1	Manpower Service: Online support for skill level, ONE engineer to be deployed at MPM premises during the contract period.	01	Per Engg. Per Month

Note:

The above list shows only format for quoting. Agency to mention the entire detailed spares list for computers/servers mentioned in table-1A and also for OFC/Cat-5 Network Systems.

3. General Conditions:

- 3.01 Agency is responsible for security of their property and confidential information.
- 3.02 MPM may consider the providing of accommodation at Paper Town, Bhadravathi to agencies service engineer at the cost fixed by MPM subject to availability and it is not binding or obligatory on the part of MPM.
- 3.03 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.
- 3.04 Providing of one qualified experienced service engineer 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.
- 3.05 Reliever engineer 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.
- 3.06 Providing of accommodation by MPM is not binding on the part of MPM. In that case agency service engineer 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.
- 3.07 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 AMC.

4. Validity of AMC:

The AMC period will be for one Year for the period from 01-05-2023 to 30-04-2024. The contract is extendable for a further period of 3 Months

beyond the validity period at the same rate and conditions, subject to the condition that the service rendered is satisfied by MPM.

4.1 Validity of offer: 90 days from the date of submission of offer

5. PAYMENT and Bill Certifying authority:

5.1 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.

5.2 AGM (Fin) / Manager (IT & EG) or any other officer authorized by him shall be the bill certifying authority.

6. Foreclosure of the contract.

In the event MPM decides 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.

7. Penalty for delaying the maintenance work.

7.01 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 quarterly bills as per following norms.

7.02 With regard to the decision about the **AMC** duration, amount of penalty,

and type of penalty MPM's decision is final and binding on part of the agency.

Pre qualification.

Agencies who quote for this work shall have previous minimum **One year** of experience, in any one year during the last 03 year with the supporting documents from the concerned department along with the offer. Agency should have carried out such type of AMC in large / big organizations with at least 100 computer systems (in single organization) along with servers and network systems comprising of outdoor and indoor OFC/ UPT/ STP switches/ routers/ transceivers etc.. MPM decision is final either in accepting or rejecting the offers.