

**GOVERNMENT OF INDIA**  
**Income Tax Department**  
**OFFICE OF THE COMMISSIONER OF INCOME-TAX (COMPUTER OPERATIONS)**  
2<sup>nd</sup> Floor, Main Buiding, Aayakar Bhavan, 121, Mahatma Gandhi Road, Nungambakkam, Chennai 600 034

**TENDER FORM FOR AMC FOR CRITICAL AND NON CRITICAL EQUIPMENTS**

<b>B. FINANCIAL BID</b>			
1	Name and address of the concern		
2	Please indicate pro rata AMC charges for the period 01.08.2008 to 31.07.2009 (taking into account that the AMC will be in respect of around 8 Servers, 627 PCs, 403 DMPs, 36 Lasejet printers, 42 ink jet/Deskjet/Officejet printers as per chart enclosed, (subject to physical verification) The AMC shall cover all parts of the equipments including printer heads, keyboards, mouse, internal memory, sound card, graphics card, LAN Card, modem etc. AMC shall also include installation/ reinstallation of all kinds of standard softwares including Operating System, ITD application front ends, Anti virus Software, Drivers for Scanners, Printers, etc. other standard tools like Developer 2000 products, Clients for Network System, etc. as and when required.		
3	<b><u>NON CRITICAL EQUIPMENT</u></b>	<b>Each</b>	<b>Gross</b>
4	For each complete Personal Computer system incl. Multimedia Kits and all internal and external accessories (such as Mouse, keyboard, FDD, HDD, CD Drive, all cards etc.)		
5	For each Dot Matrix Printer		
6	For each Laser Printer		
7	For each Ink Jet Printer		
8	For each Desk Jet Printer		
9	For each Office Jet Printer		
10	For each Scanner		
11	<b>Total</b>		
12	<b><u>CRITICAL EQUIPMENT</u></b>	<b>Each</b>	<b>Gross</b>
13	For 1 No. 80 KVA UPS (Incl. Battery and battery pack: requires immediate substitute or replacement with same brand beyond OEM warranty period, for OEM prescribed expected lifetime or if caused by UPS failure within OEM warranty period )		
14	For each 30 KVA UPS (same as above)		
15	For each 15 KVA UPS (same as above)		
16	For each 10 KVA UPS (same as above)		
17	For each 5 KVA UPS (same as above)		
18	For each 2 KVA UPS (same as above)		
19	Servers (IBM Netfinity 5500, Xeon, Siemens, etc.)		
20	<b>Total</b>		
21	Whether the Service Provider is agreeable to payment of AMC		

	charges on quarterly basis, after satisfactory completion of the work for each quarter.		
22	Whether the Service Provider is agreeable to provide a compatible substitute with similar configurations at their own costs, if the downtime of any Non critical equipment exceeds 3 working days and any Critical equipment exceeds 4 hours during working days and 8 hours on non working days and in the alternative, allow the Department to hire the goods from a third party the cost of which will be adjusted out of the AMC charges payable.		
23	Whether the Service Provider is agreeable for imposition of a penalty of Rs.100/- per day (starting from date of complaint including holidays and restricted to 50% of AMC charges per equipment) per non-critical equipment, if non-critical equipment remains non functional continuously for more than five working days without provision of substitute equipment. If original equipment is not repaired and returned within 10 working days, then, an additional penalty of Rs.25 per day (including holidays) shall be charged per non critical equipment starting from the 11th day onwards.		
24	Apart from provision of a substitute equipment as mentioned in clause 35 above, whether the Service Provider is agreeable for imposition of a penalty of Rs.1,000/- per day (including holidays-starting from date of complaint) per critical equipment (Sl. Nos. 13 to 19 only) if the original critical equipment remains non functional continuously for more than 2 working days. If original equipment is not repaired and returned within 10 working days, then, penalty of Rs.1,000/- per day shall be charged per critical equipment starting from the 11th day onwards.		
25	Please confirm whether the Service Provider is agreeable to enter into a comprehensive Annual Maintenance Contract as per draft approved by the Department, at his cost, if AMC is awarded.		
26	Whether the Service Provider is willing to take up AMC of either Critical Equipment alone or Non-Critical Equipment alone or both.		
27	Whether the Service Provider is willing to extend the AMC for a mutually agreed period at mutually agreed percentage of increase in the contract value on same terms.		
28	In case of non performance or under performance based on criteria as laid down by the Dept. before the award of AMC and on review every quarter, the AMC could be cancelled without any notice. Is the provider willing to accept such cancellation terms?		
29	Details of EMD enclosed		

Place: **Signature of the authorised person of the concern**

Date : **Name and designation of authorised person of the concern**

Encl.: Annexure

**Annexure to Financial Bid**

**CHART INDICATING NUMBER# OF EQUIPMENT AT VARIOUS LOCATIONS**

Station	PC	DMP	Ink jet Printer	Laser Printer	UPS	Scanner	Server
Chennai	428	143	44	170	80 KVA - 1 15 KVA - 1 (Tambaram Chennai) 10 KVA - 3 5 KVA - 5 2 KVA - 1	8	IBM, Novell, Siemens  6 Nos.
Coimbatore	106	53	18	11	5 KVA - 1		IBM-1No.
Cuddalore	1	1		1			
Dindigul	3	1					
Erode	7	9	2	1			
Kancheepuram	1	1					
Karaikudi	2	2					
Karur	3	2					
Krishnagiri	7	2					
Kumbakonam	12	4	4				
Madurai	59	36	12	2	10 KVA - 3 5 KVA - 1		IBM-2 Nos.
Nagapattinam	5	2					
Nagercoil	2	2					
Namakkal	2	1					
Ooty	2	4					
Pollachi	2	7					
Pondicherry	7	3		7			
Pudukkottai	2	2					
Ramanathapuram	2	2					
Salem	34	18	3		5 KVA - 1		
Tambaram	3	1	2	1			
Thanjavur	12	8	1	1			
Theni	1						
Tirunelveli	10	9	3			2	
Tiruppur	3	5	1				
Trichy	67	29	9	5	5 KVA - 2		IBM PIII – 2 nos
Tuticorin	6	5	1				
Vellore	6	6					
Villupuram	2	2					
Virudhunagar	5	5	1	1			
<b>TOTAL</b>	<b>802</b>	<b>367</b>	<b>101</b>	<b>203</b>	<b>19</b>	<b>10</b>	<b>11</b>

# Number subject to change after verification

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**Contact Persons:**

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