

GOVERNMENT OF INDIA
COMMISSIONER OF INCOME TAX -I
NASHIK

TENDER ENQUIRY NO. _____

TENDER DOCUMENT FOR
COMPREHENSIVE AMC OF LAPTOPS AT
CCIT,NASHIK REGION

LAST DATE OF RECEIPT OF TENDER : 14/03/2014

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**SPECIFICATIONS AND GENERAL TERMS AND CONDITIONS FOR COMPREHENSIVE
ANNUAL MAINTENANCE CONTRACT OF LAPTOPS**

1. INTRODUCTION

The Chief Commissioner of Income tax Nashik holds several laptops at various locations in its Region at 10 various stations and requires services for their regular maintenance and prompt repair.

1.2 RELATED INFORMATION

Reno	Item	Description
1.	Scope of work	COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF laptops (including provision of Anti Virus Software) at various stations.
2.	Cost of Tender Documents	Cost of bid document is Rs. 500/-(non-refundable), to be paid though a demand draft favouring 'ZAO, CBDT , Nashik' and should be enclosed with the bid document
3	Earnest Money Deposit (EMD)	A sum of Rs. 20, 000/- (Twenty Thousand) shall be furnished as Earnest Money Deposit (EMD) through an account payee demand draft favouring 'ZAO, CBDT , Nashik'. The EMD must accompany the bid without which the bid will be rejected
4	Period of Sale of Tender documents	
5	Persons** from whom the tender documents can be obtained and Submitted	Asst..Commissioner of Income tax, (HQ) of CIT-I,NASHIK Kendriya Rajaswa Bhawan, Gadkari Chowk, Old Agra Road, Nasik 422002
6	Last Date and Time for submission of Bid	14/03/2014
7	Date and Time of Opening of technical Bids	17/03/2014 at 4:00 P.M.
8	Place of Opening of Bid	Conference Hall , Gadkari Chowk, Nasik
9	Address for Communication	Asst. Commissioner of Income tax, (HQ) of CIT-I,NASHIK Kendriya Rajaswa Bhawan, Gadkari Chowk, Old Agra Road, Nasik 422002 Ph – 0253 2570401, 2313914

**** The bid document can also be downloaded from INCOMETAX DEPARTMENTS's website i.e. www.incometaxindia.gov.in.**

2. INTENT OF THE SPECIFICATIONS

2.1 It is intended to award the Comprehensive Annual Maintenance Contract (AMC) (including provision of Antivirus software) for the following in the Chief Commissioner of Income tax Region and its charges i.e. **Nashik, Dhule, Jalgaon, Malegaon, Aurangabad, Beed, Jalna, Nanded, Parbhani and Latur.**

Repair and Maintenance of laptops hardware and software, batteries alongwith virus protection of laptops, providing Application software, addressing and solving problems arising in software application loaded on laptops from assigned place. The services for the system software, application software and antivirus software are also required for all the laptops. The services for loading of Windows 2003/2008/2010 Server O.S., Linux/Unix O.S. and for downgrading of O.S. from Vista/Windows7 to XP may also be required. A reputed licensed enterprise total security Edition Antivirus software like Quick Heal/ Symantec/ McAfee/Kaspersky etc. is required for laptops. The Antivirus software is to be installed in all the laptops.

2.2 The complaints related to hardware, Operating system (including formatting of hard disks as and when required & loading of necessary drivers), office productivity software and virus scanning and clearing would be required to be attended to and rectified by laptop maintenance engineer for those Laptops, which are out of warranty. The complaints related to laptops, which are under warranty would be attended only for Operating system and office productivity software (including formatting of hard disks as and when required & loading of necessary drivers.) , virus scanning and clearing would be required by the Laptop maintenance Engineer and not for hardware related complaints. The hardware related complaints for the equipment under warranty have to be forwarded concerned Company.

2.3 Those Laptops, which are not under warranty, will be covered under comprehensive hardware contract by way of which the vendor to whom comprehensive AMC is awarded shall be required to replace all the defective parts of the equipment with genuine original spare parts. All the equipments are of popular brands such as HP, Compaq, IBM, HCL, Wipro, Lenovo, Sony, Acer, Asus, Apple, Dell etc. This condition about replacement would come into effect after the contract period has begun. The successful bidder, on award of AMC, shall begin the AMC service with all such Laptops (which are not under warranty).

2.4 The details of equipment are indicated at Annexure-III. Bids will be evaluated on the basis of quantities indicated in Annexure-II. However, CCIT/CIT-I ,Nashik reserves the right to vary the quantities as well as items at the time of award of contract, during the period of contract and also while renewal of contract.

3.0 INSTRUCTIONS TO THE TENDERERS

3.1 The tender documents can be obtained from ACIT,(HQ) , O/o CIT-I, Nashik , Kendriya Rajasawa Bhawan, Gadkari Chowk, Nashik from 10.00 a.m to 4.00 p.m. on all working days from 03/03/2014 against a bank draft of Rs. 500/-drawn on any nationalized bank and issued in favour of ZAO,CBDT, Nashik payable at Nashik. The tender document is also available at Income-tax Department's **Website: <http://incometaxindia.gov.in> and**

<https://tntenders.gov.in> . Tender fee of Rs. 500/-in the form of Demand Draft will have to be furnished separately at the time of submitting of bid by the bidders using internet documents.

3.2 The bids should be prepared strictly in accordance with the instructions contained in the specifications. These shall be submitted in a properly sealed cover as described in Clause 3.3 of these specifications, addressed to Asst. Commissioner of Income-tax, (HQ) O/o CIT-I, Nashik Kendriya Rajaswa Bhawan, Gadkari Chowk, Nashik -422002. The interpolations, insertions, cuttings and corrections, if any, made in the quotation, if any, must be duly initialed by the tenderer.

3.3 Each of the bidders shall submit its bids in two parts viz. '**Technical Bid**' and '**Financial Bid**' in separate sealed covers super scribed with the words 'Technical Bid' and 'Financial Bid' as the case may be. The draft/pay order for Earnest Money must be submitted in a separate sealed envelope and super scribed with the words "**Earnest Money**". The Financial bid shall be prepared as per proforma "Schedule of Prices" (Annexure-II) enclosed with these specifications. The two parts of the bid and the envelope containing Draft/Pay Order for Earnest Money shall be placed in one sealed cover which shall be marked and super scribed as indicated in Para 3.2 above.

3.4 The offers should be valid for acceptance for a period of at least 90 (**Ninety only**) days from the date of opening of the bids.

3.5 While submitting the bids as per the specifications, the bidder shall deemed to have read, understood and accepted all the terms and conditions stated in the tender document for this work and the clauses of the Contract Agreement (Annexure -I) that, if selected, it will be required to enter into. All certificates/information/documents as listed under Para 4 shall be furnished along with the bid.

3.6 The bidders shall be free to inspect the equipment between 11.00 AM and 3.00 PM, on 14/03/2014. A Certificate that all costs of repair and maintenance charges other than that specifically provided for as per the terms of this contract have been included in price bid, shall be furnished by the bidder along with the price bid.

3.8 The bidder will indicate the complete address of the company/office and service centre along with the name(s) of the contact person(s) and their telephone/Fax/Mobile No.(s) and other particulars as per the Proforma given in **Schedule-I**.

3.9 The bidder shall quote the unit-wise charges for the maintenance of the equipment as detailed in **Annexure-II** forming part of the "**Schedule of Prices**". However, the bidders shall be rated on the basis of their overall AMC charges for all the items and not on the basis of the charges for AMC for the individual units quoted by them. The duly filled in "Statement for financial Bid" should also be submitted by the tenderers, along with other details in Annexure-II. The rates should be quoted both in figures and words and each page of tender document must be signed by the tenderer. The rates quoted shall be Net and firm and no change of rates shall be allowed during the contract/extension period for any reason including increase in duties and taxes etc. The rates should be inclusive of everything (including taxes).

3.10 In case of discrepancies, the minimum quoted price shall be considered for evaluation. In case of difference between the amounts in figures and in words the rates quoted in words will govern.

3.11 The offers/bids must be sent by Registered Post/Courier/By hand/Speed Post sufficiently in advance so as to reach the Office of the Asst. Commissioner, (HQ) O/o CIT-I, Nashik, as at Para 3.2 above, by the scheduled date and time. Any bid received after the due date and time, by whatever means, shall not be considered and shall be returned unopened.

3.12 The bids prepared as per procedure in Para 3.3 above will be received up to 3.00 PM on 14/03/2014 and will be opened at 4.00 p.m. on 17/03/2014 in the Conference Hall, Gadkari Chowk, Nashik on the same day. In case the said day happens to be a holiday, the bids will be accepted and opened on the next working day. The bidder or any of his authorized representatives may be present along with the authorisation certificate at the time of tender opening. The tenders received after the deadline shall not be considered.

3.13 The date of opening of financial bids shall be the same as that of technical bids, only to the bidders declared successful in technical bids.

3.14 The tender specifications indicating the details of the items to be covered under AMC and terms and conditions shall be available up to 3.00 PM of the last date of tender sale 14/03/2014 against payment of a bank draft of Nationalized Bank of Rs. 500/- drawn in favour of ZAO, CDBT, Nashik.

3.15 Conditional or ambiguous tenders are liable to be rejected summarily.

4. QUALIFYING REQUIREMENT AND DOCUMENTS TO BE FURNISHED

4.1 The "Technical Bid" must contain the following documents, failing which the tender is likely to be rejected. The decision of CCIT/CIT-I Nashik or Technical Committee for Incometax Department, Nashik appointed by CCIT/CIT-I Nashik regarding fulfilment of the requirements of the Technical Bid shall be final and binding.

4.1.1 Please note that no prices shall be indicated in the technical bid otherwise the bid will be disqualified.

4.1.2 Schedules I, II and III attached with these specifications shall be duly filled in and enclosed with technical bid. The bidders are also required to furnish the Performance Certificates for rendering satisfactory services from their earlier clients for various AMCs handled by them in the past three years. These performance certificates should be furnished only for such AMCs where the contract is for 50 machines or more. A certificate from at least one Govt. Department/PSU/Nationalised Bank, to the effect of satisfactory execution of AMC for atleast 50 computers contract shall also be furnished.

4.2 The bidder must have the experience of providing the similar services for Maintenance of PCs, Laptops, etc. with resident engineer(s) to other Govt. Organizations/PSUs/Nationalised Banks and should be in this field for at least three years. A

list of Govt. Departments and other offices where the bidders have executed such orders during last three years shall be furnished with the technical bid (Schedule II).

4.3 The bidder should have a minimum turnover of Rs. 4 (Four) Crore per annum during each of the last three years. It should have its own office/branch office and service centre at Nashik and Aurangabad.

4.3.1 The bidder should have a resident service provider/engineer/other qualified professional in stations other than Nashik and Aurangabad as mentioned in para 2.1

4.3.2 In the absence of resident service provider as required in 4.3.1, the bidder should be capable and willing to attend the complaints arising at such stations within 24 hours of the intimation of the complaint. The bidder should furnish an undertaking in this respect.

4.4 The company should have satisfactorily executed, the AMC of the laptops under comprehensive AMC for any organization in each of last three years, and the size of the contract should be:

4.4.1 One single work of comprehensive AMC for a minimum of 50 laptops OR

4.4.2 Two similar works of comprehensive AMC for a minimum of 50 computers.

4.4.3 A certificate from at least one Govt. Department/PSU/Nationalised Bank, to the effect of satisfactory execution of AMC contract of at-least 50 computers shall also be furnished.

4.5 The bidder should have sufficient qualified personnel with BCA/MCA/BE (Electronics/Computer Science)/ 3yrs Polytechnic Diploma in electronics or equivalent. Certificates of the qualification should be attached.

4.6 The company shall provide proof of having satisfactorily executed comprehensive AMC for the equipment mentioned in Clause 4.4 along with a list of equipment so handled.

4.7 Copies of Sales Tax Registration certificate and Sales Tax Paid and Income Tax returns for the Assessment Year 2011-12, 2012-13, and 2013-14, Permanent Account No.(PAN) card allocated by the Income Tax Department, audited/ un-audited balance sheet, Profit and Loss Account, PF & ESI returns of the bidder for the previous financial years 2011-12 or 2012-13 and 2013-14 shall be furnished with technical bid. The service provider should produce ISO certificate for service.

4.8 A list of qualified service personnel, along with their qualifications and experience (Schedule III), who are permanent employees of the company for the last two years, with their cell phone numbers, shall be furnished along with the technical bid.

4.9 The names and qualifications of the Facility Manager should be communicated while filing the tender itself. Attested copies of certificates showing their qualifications must also be filed along with the tender. No change in the names can be made during the tenure of the contract without prior consent of the CCIT/CIT-I, Nashik.

4.10 The tenderers/bidders are required to deposit the Earnest Money of Rs.20,000/- (Rs. Twenty thousand only) in a sealed cover at the time of submission of bid. The earnest money deposit (EMD) shall be deposited in the form of a pay order/bank draft drawn in favour of the ZAO, Nashik. The tender shall be summarily rejected in the absence of

Earnest Money. No interest on the Earnest Money shall be paid. The demand draft towards EMD of all other bidders except those whose technical bids have been accepted shall be returned within one week of finalisation of the technical bids. The EMD of technically qualified bidders, with the exception of successful bidder, shall be returned within one week of the finalisation of financial bids. The EMD of successful bidder shall be returned within one week of furnishing of necessary Bank Guarantee as mentioned in clause 6.20.

The EMD is liable to be forfeited if the tenderer withdraws or impairs or derogates the bid in any respect within the period of validity of the offer. If the successful tenderer fails to furnish the Bank Guarantee as mentioned in clause 6.20 the earnest money shall be liable to be forfeited.

4.11 The bidder shall furnish with the bid all information as sought as per the specifications, in the absence of which the bid is liable to be rejected.

5. GENERAL TERMS AND CONDITIONS

5.1 The bidder must be conversant with the handling of repair and maintenance of all the laptops covered in the specifications.

5.2 The CCIT/CIT-I, Nashik reserves the right to reject any/all the bids without assigning any reason.

5.3 The officers of CCIT/CIT-I Nashik may visit the premises of the technically qualified bidders to assess their capability to handle such jobs without giving any prior intimation. Thereafter, the price bid of only those tenderers shall be opened whose technical bids have been found acceptable.

5.4 Acceptance of the bid shall be communicated to the successful bidder by a formal letter of acceptance and through Notice Board which is located in the O/o CCIT/CIT-I, Nashik's office.

5.5 The successful bidder shall be required to have at its disposal at least two service engineers with appropriate qualifications to discharge the service obligations at CCIT NASHIK REGION at various stations as mentioned in para 2.1. The Company should assign the service related obligations at CCIT/CIT-I, NASHIK to its such employees who are B.C.A./M.C.A./B.E.(Electronics)/3 yrs. Polytechnic diploma (Electronics) or have equivalent qualification. If required, tenderer can appoint persons in shifts to do the work. Company should have at least one certified engineer with valid Linux Certification (Brainbench/RedHat), Microsoft Certified IT Professional and Database Administrators certification.

5.6 The successful bidder shall be required to pay taxes, which would be levied by the Govt., for the execution of the work awarded under the Contract and all such charges must be included in the final price declared in the financial bid.

5.7 The successful bidder shall be required to submit a duly signed and stamped **'Comprehensive Annual Maintenance Contract Agreement' as per proforma at Annexure-I**, or such further modified terms as may be communicated to the contractor in writing, on a stamp paper of Rs. 100/- with notary. .

5.8 The successful bidder shall submit a certificate within 10 days of award of the contract that all the equipment have been taken over by him failing which the earnest money may be forfeited.

5.9 Each page of the tender should be numbered and signed by the tenderer with the seal of the firm.

5.10 Telegraphic/telex/fax/e-mailed letterhead quotations are not acceptable and will be ignored.

6. SCOPE OF COMPREHENSIVE AMC AND ITS IMPLEMENTATION

6.1 The successful bidder/Contractor shall provide services for the repair and maintenance of the equipment to be maintained at office premises otherwise, removal of virus from Laptops, loading of Systems and Application software, addressing and solving problems arising in software application loaded on laptop and Call management from 07.00 A.M. to 10.00 P.M on all working days in a week, hereinafter, termed as 'service hours'. All these services for the system software, application software and antivirus software are also required for the Laptops under warranty. The successful bidder shall mobilize its technical manpower and resources in such a manner that four qualified engineers having appropriate qualifications as stated in Para 5.5 are able to attend the calls/ complaints instantly on registering of complaint during the specified duration of service hours (7:00 AM to 10:00 PM). Any complaint registered during the service hours must be attended to by that day itself, except for prior permission of CCIT/CIT-Nashik or otherwise as mentioned in this document.

6.1.1 Under special circumstances, owing to specific needs of Income tax Department, services of service engineers may also be required beyond the specified service hours. Sometimes, problems may arise on the eve of such important events and may necessitate intervention of service engineers beyond the service hours.

- i. The vendor shall provide the contact details of three different persons (at least two at any given point of time), who could be contacted at odd hours beyond the specified service hours for emergency services;
- ii. The contact details shall include the telephone numbers (both landline and mobile); and residential address;
- iii. Such designated persons must be able to reach Incometax office within half an hour to 45 minutes of making a call; and
- iv. Such designated persons would then assist in troubleshooting of the problem

6.2 If any complaint registered on a day is not addressed to or attended on the same day itself or the latest by the next day (with prior permission as per Para 6.1 and 6.10):

6.2.1 A fine of Rs. 300/- per default (failure to attend/ rectify/ solve each failure) shall be deductible from the AMC charges payable to the vendor, subject to the condition that cumulative amount of fine on a particular day shall be restricted to Rs. 5,000/- and that for a month shall be restricted to Rs. 20,000/-.

- 6.2.2 The fine specified as above may be waived off under circumstances beyond the control of the vendor by the CCIT/CIT-I Nashik by an order in writing to that effect at the request of the 'Head of Services'. However, the vendor will not be eligible for automatic waiver and the waiver must be obtained in writing for it to be applicable.
- 6.2.3 If the defaults/ failures reach up to a level where daily and/ or monthly limits for fines are being reached, CCIT/CIT-I, Nashik shall be at liberty to review the contract and rescind it after an inquiry, which may be initiated by a written communication to that effect to the 'Head of Services' and completed within 15 days of initiation. The vendor shall be given an opportunity of being heard in this regard.
- 6.3 The successful bidder shall provide the troubleshooting services during such odd hours beyond the specified service hours in the night as well. The mechanism for the same will be as follows:
- 6.3.1 The Contractor shall set up a Call Management Center at Nashik office and Aurangabad office. The vendor shall depute a Call Coordinator at the Help Desk, who shall receive all the calls from the users and co-ordinate with the service Engineers for attending to calls. The Contractor shall also provide and use a Web based Call management system in addition to telephonic call logging system for logging and management of all the calls at its own cost. The call Management Centre should be operative from 7:00 am to 10:00 pm everyday.
- 6.3.2 The Help Desk and Call Management Centre (CMC) shall also coordinate with OEM suppliers (whose warranties are still in force); and original software providers (including Microsoft and Libsys) for logging complaints and getting the problems rectified.
- 6.3.3 The web based software for CMC must be capable of
- 6.3.2.1 Registering all complaints with brief descriptions
 - 6.3.2.2 Recording time of registering the call
 - 6.3.2.3 Automatically generating the complaint number
 - 6.3.2.4 Assigning service engineer to attend the call
 - 6.3.2.5 Recording comments of service engineer after attending the call
 - 6.3.2.6 Registering closure of call
- 6.3.4 The above software must also be able to generate MIS reports associated with Help Desk Services like calls closed, calls not closed during the day, calls requiring escalation etc.
- 6.3.5 The Help Desk must be able to escalate the calls as and when required.
- 6.3.6 The software should preferably be capable of sending auto generated e-mails and SMS to complainants for feedback.
- 6.3.7 At the start of the service, the vendor shall coordinate with CCIT/CIT-I, NASHIK to map the identity of users (their mobile numbers and emails) with physical location of their machines and this database must be updated every time officers come in or go out of office premises.

- 6.4 The Contractor shall keep at its disposal at least two service engineers at all such times during the service hours for maintenance of laptops hardware/ Software etc. Moreover, their timings for remaining available for rendering the required services shall be prescribed by the vendor from time to time as deemed appropriate based on the service requirements at CCIT,Nashik Region and as communicated to the vendor. Additional service engineers may have to be pressed into service on a particular day or during a particular period depending upon the number of pending complaints for no extra payment. In this regard the instruction of CCIT/CIT-I,Nashik shall be binding. The said service engineers must be well versed with the day-to-day problems encountered in hardware and software installed in equipment listed in this contract besides being able to install and re-install various common software. They must be equipped with maintenance kits comprising of tool box, multimeter, diagnostic software, external CD ROM/ combo drives / Blue tooth including device driver software and any other tool required for carrying out such services. All the service engineers, who the vendor mobilizes for providing specified services on the basis of complaints registered at CMC at CCIT,Nashik Region , must be contactable on immediate basis. Therefore, they all must carry a mobile phone and share their numbers for rendering services at Nashik Region. Everyday, the vendor through its call coordinator or any other person (Head of Services or his/ her deputy) declare the service engineers, who will be attending the complaints on that particular day. The vendor may, at its discretion, also provide the said list in advance.
- 6.5 The comprehensive AMC shall also include the following:
- (i) Installation of latest registered Anti virus software (to be provided by the vendor)including installation of free updates from the website on regular basis;
 - (ii) Providing software support such as loading of operating system (including Linux/win 2008 server/ vista/7/8); loading of application software, device drivers.
 - iii) Reinstallation of OS in case of system failure (including Linux/Unix & and otherServer/PC related O.S)
- 6.5.1 The vendor shall through its service engineers attend all the complaints. Absence of expresslisting of a particular type of complaint shall never be a justification for not delivering a service or attending a problem. This contract includes all problems that can possibly arise while operating Laptops. If any call is not attended to for such reasons and written waiver ofCCIT/CIT-I Nashikis not obtained in advance, it shall attract fine as stipulated in Para 6.1 and 6.10.
- 6.6 The Contractor shall ensure onsite external cleaning of every laptop other accessories covered under the AMC at least once in 30 days. He shall provide the cleaning material, approved by CCIT/CIT-I Nashikrequired for the purpose. The person deputed for this purposes must render the services on all working days.

- 6.7 The Contractor shall intimate the status of complaints pending/rectified on a daily basis. The Contractor shall also submit a consolidated report furnishing the details of calls attended, remedial action taken and their status on monthly basis.
- 6.8 The Contractor shall provide new spare parts, assemblies and sub-assemblies in place of such items, which develop defects /suffer breakdown during the period of AMC, including belts. All spare parts replaced shall be of original equipmentmanufacturer/supplier of that laptops shall be new (not used or second hand). In case of unavailability of any part, the related machine should be changed with a new one or equivalent working machine. This will, however, apply only to equipment covered under comprehensive hardware warranty.
- 6.9 For this, he shall enter into back-up guarantee with original equipment manufacturer(s) /original equipment supplier(s) and a copy of the same shall be furnished to CCIT/CIT-I,Nashik for reference.
- 6.10 The Contractor shall attend to the minor complaints within half an hour of the complaint made on the same day. However, all complaints must be attended by the next day. The complaints of officers shall be given priority in the order of their seniority. Alternate plans may also be chalked out by the CCIT/CIT-I Nashik from time to time to solve the immediate problems of Faculty Members. By minor complaints, it is meant that the faults can be corrected within 24 hours. However, the leeway to take the complaint to the next day cannot be a routine practice. Minor problems must be solved on the same day and should be carried over to the next day only under unavoidable circumstances and with prior permission of CCIT/CIT-I Nashik failing which, it will attract fine.
- 6.11 In case of major faults, the equipment should be set right and restored in working condition within three days from the date of reporting of fault. However, after deciding that it is a major fault, a standby unit of equivalent configuration shall have to be provided within one day by the Contractor so that the work of that user/Section does not suffer. The provision of standby unit does not absolve the Contractor from the responsibility of repairing the fault early. If the faulty equipment is not rectified & installed within 3 calendar days from reporting the fault, penalty would be levied from the date of complaint, as per Clauses 7.4 & 7.5 of the specifications. If there is need to laptop have taken away from office premises , gate pass duly signed by CCIT/CIT-I Nashik or concerned Laptop user.
- 6.12 If any glitch/problem is not resolved within a specified time limit (2 hours in case of minor problem and 72 hours in case of major problems, the owner will be at liberty to get the same repaired by any outside vendor and the cost of the same shall be deducted from the quarterly bill of the contractor.
- 6.13 The Contractor shall keep sufficient number of spares parts cables, batteries etc. as standby so as to put these in service whenever required. At least five numbers each accessories would be kept in store, as standby for use at any time if replacement is required. Any cost incurred towards transportation of the faulty/repaired as well as standby equipment shall be borne by the Contractor.

- 6.14 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 made good at his risk and cost by arranging its repair from external agencies.
- 6.15 The Contractor shall make arrangement of the requisite documentation/maintenance records etc. as required for processing the quarterly payment during the period of AMC, which is start from new financial year and end to that financial year only.He shall submit a copy of the document/maintenance records to CCIT/CIT-I Nashik,as and when required for reference.
- 6.16 All the equipment under AMC should pass through quarterly preventive maintenance and the preventive maintenance report, duly signed by concerned person (who is the custodian of the same laptop) should be submitted along with the quarterly bills.
- 6.16.1 The vendor shall appoint a fairly senior officer, who will be designated as “Head of Services” and will be empowered to :
1. Mobilize emergency support and services from within or outside the organization in order to cater to any emergency needs;
 2. Exercise administrative control over service engineers and Help Desk personnel assigned to deliver services at Income-tax Department. Nashik Region for acts of commission and omission;
 3. Respond to immediate needs of officers .
 4. Provide immediate services by summoning additional resources within its organization in emergency situations; and
 5. Act promptly and take remedial steps in case of failure of mechanism set for emergency services beyond service hours. If the designated persons cannot be reached or contacted for ‘beyond service hours’ assistance, ‘Head of Services’ will be contacted.
- 6.16.2 There can also be situations, where the designated service engineers may not be able to troubleshoot the problem while they are assigned to attend a complaint. In such situations, the ‘Head of Service’ shall make use of superior resources available within its organization to provide the necessary solution. Such needs can be ascertained based on feedback provided by service engineers or mutual consultation between CCIT/CIT-I Nashik and Head of Services.
- 6.16.3 Head of Services may have another officer deputizing for him/ her for issues involving lower degree of complications, but will be ultimately responsible for all bigger issues including ‘recourse to procuring remedial emergency services from open market at the cost of the vendor, if the same cannot be provided by it within the required time’.
- 6.17 The Contractor shall not use the services of any undesirable personnel for attending calls at CCIT, Nashik Region or any such person(s) not acceptable to CCIT/CIT-I Nashik.

- 6.18 The Contractor shall not enter into a sub-contract with any other person(s)/company(ies) or transfer the contract or any benefit there under to any person(s) or company(ies).
- 6.19 The Contractor shall get the maintenance of the equipment, including the cleaning thereof, done by his maintenance staff solely at his own risk. The CCIT,NASHIK REGION shall not, in any way, be liable to make any payment, incur any expenditure or face any lawsuit in any court of law for any injury or death suffered by the successful bidder's maintenance staff during the course of maintenance under this AMC.
- 6.20 The Contractor shall have to furnish a Bank Guarantee, valid upto three months beyond the expiry of the AMC, for an amount equivalent to 10% of the amount of AMC.
- 6.21 The successful tenderer, having been given the Letter of Acceptance (LOA) for the Contract, shall contact the CCIT/CIT-I Nashik within five days of his acceptance for executing the contract. Failing to do so will result in forfeiture of the earnest money.
- 6.22 He shall submit a duly signed and stamped 'Comprehensive Annual Maintenance Contract Agreement' on stamp paper of Rs. 100/-, with notary as per proforma enclosed at Annexure-I with these Specifications, immediately after acceptance of Contract.
- 6.23 The Contractor shall observe all security measures as are applicable to the office of CIT-I,NASHIK office . The CCIT/CIT-I,NASHIK reserves the right to cancel the contract in case of breach of security regulations and to take such action as may be considered necessary. Any special precautions required to be observed by the contractor shall be made known to him by the office of the CCIT/CIT-I Nashik from time to time.
- 6.24 The contractor should also undertake the exercise of preventive maintenance of the items mentioned under Annexure-III at least once in each quarter and submit a report in the format specified in Format-V.

7. TERMS OF PAYMENT

- 7.1 The Contractor shall submit his bill towards the charges for the annual maintenance services in four quarterly instalments after the end of each quarter with call attendance report. The payment for the same shall be subject to recoveries, if any, due to delay in rectification of faults or due to rendering working equipment unserviceable as stated under paras 6.10 and 6.11 above and paras 7.4 to 7.6 hereunder or under any relevant clause of this contract.
- 7.2 No claim on account of sales tax, service tax, work contract tax or any other taxes and duties for the material used for execution of the work, awarded under the contract, will be entertained by the Income Tax Department and all such taxes and duties shall be borne by the contractor himself.

- 7.3 The Income Tax Department shall deduct such taxes, duties and any other statutory levies imposed by the Government on such charges as may arise from the implementation of the contract agreement.
- 7.4 If any of the equipment(s) remains non-operational/non-functional due to unattended Hardware/Software/OS malfunctioning beyond the agreed upon permissible period as specified in Clauses above or/and if stand-by equipment is not provided, then deduction of Rs.500/- (Rupees five hundred only) per Item/part per calendar day, from the day complaint is made, shall be deducted from the quarterly bill, subject to the condition that cumulative amount of fine on a particular day shall be restricted to Rs. 2,000/- (Two thousand only) and that for a month shall be restricted to Rs. 20,000/- (Twenty thousand only). If the equipment is not put in working condition within a month, the equipment of same specification or whatever with nearest available specification shall be procured and its cost shall be deducted from the AMC charges/Bank Guarantee for this Contract. This will be inclusive of the penalty amount plus Rs. 1,000/- extra as penal cost.
- 7.5 If any laptop is found without antivirus software or updates beyond one month, deduction of Rs.200/- per laptop per day shall be made from the quarterly bill.
- 7.6 A penal deduction at the rate of Rs. 500/- (Rupees Five Hundred only) per person and per working day shall be made from the bills for the number of days, the qualified personnel, as specified under Clause 6.4, remain absent and at the rate of Rs.500/- (Rupees five hundred only) per person per working day for the number of days the as required under Clause 6.6 above, are not provided.
- 7.7 Sum of all recoveries levied during the quarter shall, however, be limited to the amount of quarterly bill. Additional deductions, towards procurement of equipment against unrepaired equipment, if any, shall be made from the Bank Guarantee. However, the contract may be reviewed as per the relevant clause if the fine recoverable reaches the upper limit.
- 7.8 Pro-rata recoveries, for withdrawal from AMC of any of the laptop shall be made. Any equipment can also be added on pro-rata basis during the period of AMC. The rates will be as indicated in Schedule II.
- 7.9 The Income Tax Department officials will review the status of pending complaints with the Contractor from time to time. If it is found that many complaints (5 or more) requiring repair of systems are pending for over a month, the CCIT/CIT-I, Nashik reserves the right to withhold the payment of quarterly bills temporarily till all pending complaints are cleared.

8. CHANGE OF LOCATION:

- 8.1 In case any laptop is required to be shifted from one place to another for repairing gate pass have duly signed by CCIT/CIT-I Nashik or the Laptop user.
- 8.2 In case of shifting of the said equipment beyond 50 km from the existing location, the terms and conditions of the AMC shall get extended by mutual consent, to the said equipment at the location to which it is shifted and on such further terms and conditions as are mutually agreed upon between the Contractor and the ITD in writing.

9. ARBITRATION:

9.1 In case of any disagreements so as to the interpretation of any clause or otherwise, relating to the AMC, that may arise during or after the execution of the contract, the matter shall be referred to the person(s) to be appointed or nominated by the CCIT/CIT-I, Nashik whose decision shall be final. Also in the event of any dispute, relating to the AMC, that may arise during or after the execution of the contract, the matter shall be referred to the person(s) to be appointed or nominated by the CCIT/CIT-I, Nashik for arbitration and the decision of such person(s) would be binding on both the parties. The proceedings of the arbitration shall be carried out only in Nashik.

10. RENEWAL/TERMINATION OF THE CONTRACT

10.1 The contract will be initially for a period of one year. The CCIT/CIT-I Nashik, however, reserves the right to Renew/ Extend the term of the contract on a quarterly, six-monthly or annual basis, upto a total period of three years, after obtaining willingness of the Contractor, with or without altering any or all the terms and conditions of the contract.

10.2 During renewal of the contract, the hardware quantity per item may be added/ reduced.

10.3 In case of renewal of the contract, the Contractor shall have to furnish a fresh Bank Guarantee, valid upto three months beyond the expiry of the Contract, for an amount equivalent to 10% of the amount of AMC.

10.4 The CCIT/CIT-I, NASHIK reserves the right to abandon or terminate the contract at any time without assigning any reason, after giving three months notice to the Contractor. In the event of the service/work being found unsatisfactory and/or not according to the specifications and standards laid down in the contract, the contract may be terminated at one month's notice after giving to the Contractor an opportunity to show cause as to why such an action should not be taken. In the event of termination of contract on account of unsatisfactory/substandard services, the CCIT/CIT-I, NASHIK shall not accept any responsibility for any loss suffered by the Contractor.

10.5 In case of termination of contract, CCIT/CIT-I, Nashik shall be at liberty to get the job completed from alternative sources at the risk and cost of the Contractor and deduction to this account shall be made from the Contractor.

11. HANDING OVER

11.1 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 smooth manner.

11.2 Any equipment not made available in working condition on the last working day of the contract period shall be rectified/ repaired by the Contractor within next 3 working days failing which the equipment shall be got rectified from alternate sources and deductions of the same made from the AMC payment.

11.3 The Contractor shall provide services for 15 working days from the date of the 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 last hour of

the AMC contract period shall be rectified by the outgoing AMC Contractor without any extra cost to Income Tax Department.

ANNEXURE -1

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT AGREEMENT FOR LAPTOPS

This AGREEMENT made on this, the _____ day of _____ 2014 between the President of India, acting through the CIT-INashik, hereinafter referred to as "THE OWNER" (which expression shall, unless excluded by or repugnant to the context, be deemed to include his successors and assigns) on the one part

And

M/s _____ having its registered office at _____ hereinafter referred to as "THE CONTRACTOR" (which expression shall unless excluded by or repugnant to the context, be deemed to and include his heirs, executors, administrators, legal representative, successors in interest and assigns) on the other part.

WHEREAS the **Owner** is desirous of entrusting to the Contractor a contract of comprehensive repair & maintenance of the Laptops as described in Annexure III hereunder, and located in the CCIT Nashik region at stations viz. Nashik, Dhule, Jalgaon, Malegaon, Aurangabad, Beed, Jalna, Nanded, Parbhani and Latur(hereinafter referred to collectively as the "EQUIPMENT".

AND WHEREAS the Contractor has agreed to undertake such repair and maintenance, as per the terms and conditions and charges set out hereunder.

AND WHEREAS it is agreed that a formal agreement be executed between the parties thereto:

NOW IN consideration of the premises, it is hereby agreed and declared by and between the parties hereto as follows:

1.0 SCOPE OF SERVICE:

1.1 M/s _____ hereby agrees to undertake the repair and maintenance of the Laptops for CCIT,Nashik Region so as to keep it fit for normal usage on the terms and conditions of this agreement.

1.2 The AMC for the laptops is for the period from _____ to _____(both days inclusive).

1.3 The Contractor shall provide services for the repair and maintenance, of the laptops to be maintained including removal of virus, application/system software, as well as hardware

etc. from 07.00 A.M. to 10.00 P.M, on all seven days in a week. If required, the contractor may depute persons in shifts to do the work.

1.4 The calls shall be attended promptly on all days except gazetted holidays. However, in special circumstances, the Contractor may be required to provide such services on gazetted holidays also.

1.5 The Contractor agrees to load registered Antivirus software like Quick Heal/ Symantec/ McAfee/Kaspersky on all machines (software to be provided by the Vendor). The Contractor shall also load free update of the anti virus software regularly during the period of AMC.

1.6 The Contractor agrees to provide software support, formatting the HDD, loading of operating systems application software's, driver software etc. Copies of these software shall be provided by the Owner once only in the beginning of the Contract which will be used by the Contractor during the Contract.

1.7 The Contractor agrees to post qualified personnel as specified in clause 5.5 & 6.4 of the Tender Specifications. The said personnel shall be well-versed in solving day-to-day problems encountered in the Hardware and Software and shall be capable of installing the Software. They shall be equipped with the maintenance kit comprising of toolbox, multimeter, diagnostic software and external accessories as needed including device driver software etc. The said personnel shall report to the CCIT/CIT-I Nashik.

1.8 The Contractor shall ensure onsite external cleaning of every item of the Equipment, at least twice in 7 days. The Contractor shall provide the cleaning material, approved by CCIT/CIT-I, Nashik, required for the purpose. The personnel(s) of the Contractor, deputed for the purpose, shall report to and work under the instructions of the Owner and shall do the work as assigned by the Owner.

1.9 The Contractor agrees to provide spare parts, assemblies and sub-assemblies, which develop defects or break during the period of AMC including all spare parts, hard disk, etc. All spare parts replaced shall be of original equipment manufacturer/supplier of that computer and peripheral and shall be new. The faulty parts arising out of replacements shall be the Contractor's property.

1.10 The Contractor agrees to attend to all the complaints in accordance with Clauses 6.1 to 6.24 of the Specifications.

1.11 The Contractor's responsibility to maintain the said equipment in operating condition is subject to :

1.11.1 the non-occurrence of any event beyond the reasonable control of Contractor including, but not limited to, acts of God or public enemy or Governmental authority, confiscation of facilities, act of war or threatened war, hostility, rebellion or sabotage resulting from fire, flood, explosion, accident, Earth Quake, riot, lockouts, strikes or other concerned acts of workmen, direct or indirect.

1.11.2 the non-occurrence of any event occasioned by fault or negligence of the owner, his agent or his employees or by causes external to the system such as, but not limited to, power failure.

1.11.3 The performance by the Owner of his obligation under this agreement .

1.12 The Contractor agrees to make arrangement of the requisite documentations during the period of AMC. The list of documentation in particular formats

Complaint Register	(FORMAT-I)
Complaint Form	(FORMAT-II)
Cleaning Record	(FORMAT-III)
Attendance Register	(FORMAT-IV)
Quarterly Report on Preventive Maintenance	(FORMAT-V)

1.13 The Owner also reserves the right to withdraw any item of the Equipment included in the contract hereof at anytime during the period of this contract.

1.14 The Contractor agrees to submit a Bank guarantee of an amount equivalent to 10% of the amount of the AMC and also during each renewal of the contract.

2.0 PERIOD OF CONTRACT

2.1 The contract shall commence on _____ and shall remain in force till _____ (both days inclusive).

2.2 During the entire period of the contract, no request for any increase in the rates on any account would be entertained and the performance would be reviewed from time to time to ensure that it is to the entire satisfaction of the Owner.

2.3 The contract will be initially for a period of one year. The CCIT/CIT-I Nashik, however, reserves the right to Renew/ Extend the term of the contract on a quarterly, six-monthly or annual basis, upto a total period of three years, after obtaining willingness of the Contractor, with or without altering any or all the terms and conditions of the contract.

3.0 AVAILABILITY OF MAINTENANCE SERVICE:

3.1 The Contractor shall provide repair and maintenance services for the said Equipment through resident Engineers and other staff as per the Clauses 1.3 and 1.4. Services rendered during the said period shall be charged as specified in clause 4.1 below.

3.2 The Contractor shall ensure that no complaint remains unattended. In case of failure to do so, recoveries as indicated in Clause 4.6 below shall be effected from the quarterly bills.

3.3 The Contractor shall be required to maintain a register detailing complaints wherein each complaint received and action taken thereon along with the timings will be recorded by the Contractor's service staff. The complaint register will be produced to the ACIT(HQ) NASHIK on daily basis for inspection and further directions, as the case may be.

4.0 REPAIR/ MAINTENANCE CHARGES:

4.1 The Owner shall be liable to pay to the Contractor a sum of Rs. _____ (Rupees _____ only) towards the charges for repair and maintenance rendered during the period of AMC from _____ to _____ in quarterly installments, after effecting recoveries, if any, as stated under clauses 4.6 to 4.8 hereunder

4.2 Pre-receipted bill, in triplicate, shall be submitted by the Contractor as per the following schedule:

1st bill on or after _____
2nd bill on or after _____
3rd bill on or after _____
4th bill on or after _____

The Contractor shall submit along with the quarterly bill the complaint register for the quarter, the preventive maintenance report, the cleaning record for the quarter as well as the attendance register(s) for the quarter.

4.3 The Owner shall deduct prescribed taxes, duties and any other statutory levies imposed by the Government on such charges as may arise from the implementation of this agreement.

4.4 On receiving the complaint from Laptopuser, the complaint shall be entered into a complaint register/Web based call Management System. The complaint shall be immediately passed on to the contractor's service engineer by a written note or by a telephonic message, as the case may be. The service engineer shall attend to the complaint the same day (if the complaint lodged by 3.00 PM) or latest by next day (if complaint is lodged after 3.00 PM). All minor complaints shall be repaired positively within 24 hours. The complaints of CCIT/CsIT and Addl. CsIT shall be attended most promptly. In case the engineer feels that the complaints cannot be rectified within this time, standby laptop with back up of data shall be installed by next working day and faulty equipment shall be repaired immediately. However, this will not absolve the Contractor's responsibility of rectifying equipment within stipulated time and shall be counted for penalty stated elsewhere in the specification.

4.5 In case of major faults, the equipment shall be set right in working condition within five days from the date of reporting of fault. However, after deciding that it is a major fault, a standby unit shall be provided by the Contractor within one day so that the work of that user does not suffer. The provision of standby unit does not absolve the Contractor from the responsibility of repairing the fault early. The Contractor shall keep sufficient number of spare standby viz at least 5 sets each so as to put these in service whenever required.

4.6 If any item of the Equipment remains non-operational/non-functional beyond the agreed upon permissible period as defined in the tender specifications and stand-by is not provided, a deduction @ Rs.200/- (Rupees five hundred only) per item/part of item per calendar day, from the day complaint is made shall be deducted from the quarterly bill, subject to the condition that cumulative amount of fine on a particular day shall be restricted to Rs. 3,000/- (Three thousand only) and that for a month shall be restricted to Rs. 20,000/- (Twenty thousand only). If the equipment is not put in working condition within a month, the equipment of same specification or whatever with nearest available specification shall be procured and its cost shall be deducted from the AMC charges/Bank Guarantee for this Contract. This will be inclusive of the penalty amount plus Rs. 1,000/- extra as penal cost.

4.7 The Contractor shall also be penalized at the rate of Rs. 1000/- (Rupees one thousand only) per day per person for the number of working days, the qualified personnel, as specified under Clause 5.5 & 6.4 of the Specifications, remains absent and @ Rs.500/-

(Rupees five hundred only) per working day for number of days the computer & its accessories cleaning services, as required under Clause 6.6 of Specification, are not provided.

4.8 Pro-rata recoveries, for withdrawal from AMC of any item of the equipment shall be affected by the Owner before making payment of any bill of the Contractor.

5.0 CHANGE OF LOCATION:

5.1 In case any computer equipment is required to be shifted from one place to another, gate pass duly signed by CCIT/CIT-I Nashikor concerned custodian .

5.2 If the shifting of the said Equipment is beyond 50km from the existing location, the Contractor shall be discharged of the obligations under this agreement, unless the terms and conditions of this agreement are extended by mutual consent, to the said equipment at the location to which it is shifted and on such further terms and conditions as are mutually agreed upon in writing between the Owner and the Contractor.

6.0 TERMINATION OF AGREEMENT

The owner reserves the right to abandon or terminate the contract at any time without assigning any reason, after giving three months notice to the Contractor. In the event of the service/work being found unsatisfactory and/or not according to the specifications and standards laid down in the contract, the contract may be terminated at one month's notice at their risk and cost of the Contractor and after giving to the Contractor an opportunity to show cause as to why such an action should not be taken. In the event of termination of Contract on account of unsatisfactory/substandard services, the Contractor shall be liable to compensate the owner of all the loss, damages, costs and consequences thereof.

7.0 OTHER TERMS OF AGREEMENT

7.1 The Owner may stipulate any further conditions during the period of the Contract which will be duly communicated to the Contractor in writing.

7.2 The Contractor shall not employ any undesirable personnel(s) and if any such person(s) is not acceptable to the Owner, the Contractor shall immediately replace him.

7.3 The Contractor undertakes not to enter into a sub-contract with any other person(s)/company(s) or to transfer the contract or any benefit there under to any person(s) or company(s) without the prior written approval of the owner.

7.4 The Contractor shall get the maintenance, including cleaning of the equipments, done by his maintenance staff solely at his own risk. The owner 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 contract. The Contractor shall observe all laws and be responsible for the implementation thereof in respect of the staff employed by him.

7.5 The Contractor shall observe all security provisions as are applicable to the Income Tax Department. The CCIT/CIT-Nashik reserves the right to cancel the Contract in case of

breach of security regulations and to take such action as may be considered necessary. Any special precautions required to be observed by the Contractor shall be made known to the Contractor by the owner from time to time.

7.6 The specifications and General Terms and Conditions appearing hereinbefore and Annexure III, all Formats and Schedules appearing hereinafter shall be construed as if they were part of this contract.

8.0 ARBITRATION:

In case of any disagreements so as to the interpretation of any clause or otherwise, relating to the AMC, that may arise during or after the execution of the contract, the matter shall be referred to the person(s) to be appointed or nominated by the CCIT/CIT-I, Nashik whose decision shall be final. Also in the event of any dispute, relating to the AMC, that may arise during or after the execution of the contract, the matter shall be referred to the person(s) to be appointed or nominated by the CCIT/CIT-I, Nashik for arbitration and the decision of such person(s) would be binding for both the parties. The proceedings of the arbitration shall be carried out only in Nashik.

IN WITNESS thereof the parties thereto, acting through their properly constituted representatives there up to duly authorized, have caused these presents to be signed and executed for in their respective names and on their behalf on the day, month and year first above written at Nashik .

For and on behalf of :

For and on behalf of :
THE PRESIDENT OF INDIA

Signed

Signed

Name :
Date :

Name :
Date :

IN THE PRESENCE OF

Signed
Name

Signed
Name

Date
Place

Date
Place

FORMAT - I

COMPLAINT REGISTER

(To be submitted every alternate day in the morning to the ACIT(HQ) O/o CIT-I,Nashik

Sr. No	Date & time of receiving complaint	Name of the Member /Officer/Section	Room No/Address	Complaint Details	Complaint Attended Date & Time	Token Number	Fault Status	Remark
1	2	3	4	5	6	7	8	9

COMPLAINT FORM

Complaint No/ Token No.	Date and time	Name of Officer	Address	Tel. No.
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Laptop NO

Nature of complaint

Attended on _____

Attended By _____

Rectified on _____

Date & Time

Signature of User/User Representative with Name

CLEANING RECORD
**(To be submitted the first working day of every month in the morning to the
ACIT(HQ),O/o CIT-I,Nashik**

Date	Equipment	Room No.	Name	Signature of User/Representative

FORMAT-IV

ATTENDANCE REGISTER
Vendor's Support Staff and Engineers
(To be kept in the Room of the ACIT(HQ) O/o CIT-I,Nashik)

Sr. No	Name of Engineer	Dates	Present/Absent	Remarks of ACIT(HQ)

FORMAT-V

Quarterly Report on Preventive Maintenance
(To be submitted in the week after the end of the quarter to the ACIT(HQ) O/o CIT-I,
Nashik

Date :

For the Quarter :

Sr.No	Name of User	Room No/Address	Hardware/O.S/Drivers/antivirus/check done	Disk defragmentation /removal of temporary files/cleaning of disk drives/physical cleaning are done	Power Input to the system & earthing checked	Signature of user

Schedule-I

GENERAL INFORMATION

TENDER PROFORMA

(To be filled in by the bidder for the technical bid)

1. Name of the bidder:
2. Head/Regd. Office Address:
 - (a) Postal
 - (b) Fax No.
 - (c) Telephone No. (s)
 - (d) E-mail Address
 - (e) Website Address
3. Former name of Company (if any)
4. Status of bidder (Public Ltd co /PVT CO/ Individual etc)
 - (a) Individual
 - (b) Partnership
 - (c) Incorporated
5. Nashik office Address:
 - (a) Postal
 - (b) Fax No.
 - (c) Telephone No. (s)
 - (d) E-mail Address
6. Control Room Details
 - (a) Postal
 - (b) Fax No.
 - (c) Telephone No. (s)
 - (d) Mobile No.
 - (e) Working Hour
 - (f) E-mail Address
7. Year of establishment of the business in information technology especially Hardware Services.
8. Details of Registration with Sales Tax, PF & ESI Authorities (enclose proof)
9. Amount of EMD deposited
 - Draft No.
 - Bank Detail

Amount

10. Whether assessed to Incometax,
Please furnish details of PAN,
Assessing Officer details
and returned income for past 3 year.

11. Period of validity of tender

12. Details of technical particulars and schedules/Annexure enclosed.

13. Name and Address of the authorized signatory/contact person for this tender

14. Letter of authority for attending bid opening enclosed with tender

14. Total staff strength of the company on its payroll

- a) Regular for last 2 years
- b) Engineers/ other staff
- c) Daily wages

16. Work Contract Tax Call No.

17. Whether bidder has certified engineers with valid Linux
Certification (Brainbench/RedHat), Microsoft Certified IT
Professional and database Administrators certification

Signature of tenderer

Date:

Name

Place :

Office Seal

Schedule-II

Details of Annual Maintenance Contracts Executed/Under Execution since _____

S.No.	Name of Organization/Address	Contract period		Value of AMC	Size of the AMC	whether AMC was with resident Technical Personnel(s) or not
		From	To			

Signature of tenderer

Date

Name

Place:

Office Seal

Schedule - III

Details of Staff working continuously with the company for more than two years

S.No	Name of the Staff	Whether Regular or temporary	Qualifications	Date of Appointment	Designation

Signature of tenderer

Date

Name

Place:

Office Seal

ANNEXURE-II A

Schedule of Prices for Comprehensive AMC

TENDER FORM FOR AMC FOR LAPTOP

A.	FINANCIAL BID	
1.	Name and address of the concern	
2	Please indicate AMC charges for the period 01/04/2014 to 31/03/2015 taking into account that the AMC will be in respect of Laptops (As per Annexure –II B)	
3	Whether the service provider is agreeable to payment of AMC charges on quarterly basis, after satisfactory completion of the work for each quarter.	
4	Whether the service provider is agreeable to provide a compatible substitute with similar configuration of their own costs, if the downtime of the equipment exceeds 3 working days and in the alternative, allow the Department to hire the goods from a third party and the cost of which will be adjusted out of the AMC charges payable.	
5	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 total AMC charges per equipment per annum per equipment, if the equipment remains non-functional continuously for more than 5 working days without provision of substitute equipments. 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 equipment starting from the 11 th day onwards.	
6	Please confirm whether the service provider is agreeable to enter into Annual Maintenance Contract as per draft approved by the Department, at his cost, if AMC is awarded	
7	Whether is 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.	
8	In case of non performance or under performance based on criteria as laid down by the Department 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	
<p>Place : _____ Signature of the Authorized person of concern Date : _____ Name & Designation of Authorised person of the concern</p>		

Annexure – III

Details of Equipments ****Station : Nashik**

Sr.No	Sr.No of Laptop	Make of Laptops	Model No
1	Lq -00449	Lenovo	R400
2	CNU84644B0	HP	65306
3	CNUT8464107	HP	Compaq 6530b
4	Cnu84623g7	Hp	Compaq 6530b
5	CNU84644130	HP	65306
6	CNU 8464112	HP	Compaq6530b
7	CNU84649V3 P/M GW 688AV	HP	Compaq 6530B
8	CNU7440B79	Lenovo	Compaq7440B79
9	04660-R400	Lenovo	04660-R400
10		HP	Compaq6530b
11		HP	Compaq6530b
12		HP	Compaq6530b
13		Lenovo	R400
14		HP	Compaq6530b
15		Lenovo	R400
16		Sony	PCG71313W
17		HP	Compaq6530b
18		HP	Compaq6530b
19		Hp	Compaq6530b
20		Hp	Probook 4410
21		Hp	Compaq6530b

22		Hp	Compaq6530b
23	CNU8462CXM	HP	Compaq 6530b
24	CNU-846250C	HP	Compaq 6530b
25	CNU846158C	HP	Compaq 6530B
26	MNHY7BBK139	HP	
27	CNV95228L	HP (Intel Core 2 Duo	Probook 4410S
28	CNU84641063	HP	Compaq 6530b
29	CNU 8461S63	HP	Compaq 6530b SI
30	CNU8462R	HP	Compaq 6530b RC P/N GW688AV
31	CNU8462TLY	HP	Compaq 6530b

Station : Dhule

32		Lenovo	P/N 44C0631
33		HP	Compaq6530b
34		HP	Compaq 6530b
35		HP	Compaq 6530b
36		Hp	Compaq 6530b
37		Hp	Compaq 6530b

Station : Malegaon

38		HP	Compaq6530b
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Station : Aurangabad

39		Hp	HP 6530b
40		HP	Compaq6530b
41		HP	Compaq6530b

42		HP	Compaq 6530b
43		Lenovo	King paid R-400
44		Lenovo	R-400
45		HP	Compaq 6530b
46		HP	Compaq 6530b
47		HP	Compaq 6530b
48	VPCEB3AGC	Sony E Series	E-Series
49*	EVPCEB3AGC	Sony Vaio	
50		HP	Compaq 6530b
51		HP	Compaq 6530B
52		HP	Compaq 6530B
53		HP	Compaq 6530B

Station : Beed

54		HP	Compaq 6530B
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Station : Jalna

55		HP	Compaq 6530B
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Station : Latur

56		HP	Compaq 6530B
57		HP	Compaq 6530B

Station : Nanded

58	CNU846412L	HP	Compaq6530b
59		HP	Compaq 6530B
60		HP	Compaq 6530B

61		HP	Compaq 6530B
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Station : Parbhani

62		HP	Compaq 6530B
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Station : Jalgaon

63		HP	Compaq6530b
64	CNU8464DSY	HP	
65		HP	Compaq 6530B
66	CNU84640WZ	HP	Compaq 6530B
67	CNU8462VLC	HP	Compaq 6530B
68		HP	Compaq 6530B
69		HP	Compaq 6530B
70	CNU8462V5W	HP	Compaq 6530B
71	CNU8462T97	HP	Compaq 6530B
72	CNU8464T16	HP	Compaq 6530b
73	CNU8462T59	HP	Compaq 6530b
74	CNU8463YBW	HP	Compaq 6530b
75	CNU84626KN	HP	Compaq 6530b

*** Serial No. 49 Laptop in warranty till May,2014. Other Laptops warranty is expired.**

**** The CCIT/CIT-I ,Nashik reserves the right to vary the quantities as well as items as per this Annexure at the time of award of contract, during the period of contract and also while renewal of contract. In case of increase / decrease in quantity of Laptops, the AMC charges shall be increased or decreased as the case may be on per unit basis as per average AMC charges calculated.**