

ARMED FORCES TRIBUNAL, REGIONAL BENCH, CHENNAI-600 016.

File NO. H.11015/AFTRBC/Admin/2011

Dated 9th Jan. 2012

TENDER NOTIFICATION

Sub: Quotation for AMC of IT and office equipments held on charge of Armed Forces Tribunal, Regional Bench, Chennai –Regarding

Dear Sirs,

Quotations are hereby invited for awarding Annual Maintenance Contract (AMC) of:

- 02 Nos Xerox Machine Toshiba E-Studio
- 3 Nos. of HP Office Jet Pro 8000 laser jet printers
- 14 Nos. of BIZ 800 - 0.9 KVA U.P.S
- 1 No. of Fax Machine PAGE PRO 1390 MF USB A to B Cable (Printer)
- 1 No of Erricson Business Phone – 250
- 2 Nos of Aqua Guard Classic water purifier

in the Armed Forces Tribunal Regional Bench, Chennai, Ministry of Defence, 1A Rudhra Road, (Old M.H Complex), St. Thomas Mount, Chennai – 600 016.

2. The terms and conditions are stipulated in a separate sheet enclosed as (Annexure-A). A list showing specifications of the printers and UPS installed in different sections of this Tribunal, to be covered by the said AMC, is enclosed as Annexure-B. Another list showing specifications of the office equipments installed in different sections of this Tribunal, to be covered by the said AMC, is enclosed as Annexure-C.

3. You are, therefore, requested to submit your most competitive techno-commercial bids (both technical bid and commercial bid to be given in separate envelopes) for AMC addressed to the Registrar, Armed Forces Tribunal, Regional Bench, Chennai in a sealed cover with a superscription “*Quotation for AMC of IT and office equipments of AFTRBC*” so as to reach to this office by 20.01.2012 (05:30 PM) at the latest. Quotations, if any, received after the above mentioned date will be rejected. The quotation once submitted is final and no negotiation is permissible / admissible.

Thanking you,

Yours faithfully,

Registrar
Armed Forces Tribunal,
Regional Bench, Chennai

Encls: As above (Annexure A to E)

ANNEXURE-A

TERMS AND CONDITIONS FOR ANNUAL MAINTENANCE CONTRACT(AMC)

The Annual Maintenance Contract will be awarded to the contractor found to be the most suitable for maintenance of IT and Office Equipments which are the property of the Government of India subject to the acceptance of the following terms and conditions.

A. List of Printers and other peripherals under the scope of AMC are given at Annexure B. Another list of Office Equipments under the scope of AMC are given at Annexure C. The Contractor shall physically inspect all the hardware to be covered under AMC and submit detailed hardware configuration report of each equipment before taking charge and commencement of AMC.

B. The validity of the AMC will be for one year which will be mentioned in the order. Contractor shall not subcontract the hardware maintenance jobs to any outside agency including their franchise.

C. For keeping the Systems and peripherals in good working condition the following services must be provided:

- a. Scheduled Preventive Maintenance (PM) at least once in three months. The record of PM will be maintained by this Tribunal as per proforma mutually agreed with Contractor. PM can be clubbed with corrective (breakdown) maintenance.
 - b. Unscheduled or on call corrective (breakdown) and preventive maintenance service shall set right the malfunctions of the systems and equipments to complete the call. This includes replacement of unserviceable parts. The parts replaced will be either new parts or equivalent in performance to the new parts. Whether a defective item or component to be replaced or repaired shall be at the sole discretion of this Tribunal. The replaced or obsolete component / part shall be deposited at this Tribunal.
- D. The AMC contractor shall replace all brand original, new accessories, components / parts and of equivalent or advanced make from reputed manufacturers in lieu of irreparable / obsolete components to enable to provide satisfactory performance. Used / repaired spare parts will not be accepted. The contractor shall clean hardware every month using standard isopropyl alcohol.

- E. Either party can terminate the contract at any time by giving three months notice in writing.
- F. For down time (penalty) calculations the day on which the call is closed will not be taken as part of down time .
- G In case of intermittent failures and repetitive problems to improper diagnosis or repair, the system will be treated as continuously down.
- H. If any systems and equipments are required to be taken out of office for repairing, then a stand-by system / subsystem and equipment of the similar configuration and quality acceptable to this office will be provided on returnable basis. Contractor will be responsible for transportation and delivery of system / subsystem and equipment. Such hardware under repair, should be repaired and returned up to the satisfaction of this Tribunal within a period of maximum ten days.
- I This contract extends only to problems arising out of normal functioning of equipment and the contract does not cover breakdown or services or spare cost, arising out of damages caused due to fire, theft, riots, accidents, earthquakes, storm and other natural calamities.
- J The AMC Contractor will keep record of machine failure including the nature of failure, date and time of booking the complaint, date and time of repair and the total down time. This record will be signed by the Contractor and the authorised representative from this Tribunal. Format for keeping this record will be as per **Annexure-D**. This can be done through complaint register.
- K At the end of the AMC, the contractor shall handover the complete systems and equipments to this Tribunal in good working condition.
- L In case contractor decides to upgrade any System the same will be taken out of the AMC contract.
- M Any changes to the system when the System gets burnt due to site problem would not be covered under this contract and it will be discussed mutually on case to case basis.
- N For all the equipments maximum acceptable downtime will be three working days excluding holidays. However, it is desirable that the call is attended within 24 hrs. of lodging of the complaint. The penalty for completing the calls after the scheduled time is given in **Annexure-E**. However the maximum delay in fault rectification averaged over three months for all machines should not exceed two working days. It is desirable that PM is done once in three months in every system & peripheral. If neither PM nor corrective (breakdown) maintenance has been done in any

System or Peripheral the payment for that System or peripheral will be deducted from the payment of the contractor.

O The bills for AMC will have to be submitted in duplicate at the **end of each quarter**. The payment will be made quarterly after the submission of the bill and down time statements. The penalty will be deducted as per the conditions above.

P All the maintenance calls will be registered with the nearest office of the contractor by Telephone, Post, Fax etc. The contractor offering the bids, therefore, should provide the address, telephone no. Fax no. e-mail id etc. so that complaint can be registered expeditiously. The contractor will submit the call service slips which will be signed by both the parties.

Annexure - B

LIST OF PRINTERS AND OTHER PERIPHERALS UNDER THE SCOPE OF AMC

Ser No	Particulars of the Equipment	Quantity
1.	Printer HP Office Jet Pro 8000	03
2.	UPS Biz 800 0.9 KVA Line Interactive UPS with rated, Minimum VAH 168 AVR for Single Phase AC 160V to 280 V Input	14

Annexure - C

LIST OF OFFICE EQUIPMENTS UNDER THE SCOPE OF AMC

Ser No	Particulars of the Equipment	Quantity
1.	Xerox Machine – Toshiba E-Studio 167 Automatic Document Feeder MR-2017 USB A to B Cable (Printer) Adu for E-165/205-MD 0103 E Studio PFC GH 1060 Network Printer E 165/205 GA-1190 Scan Enabler for E Studio 165/205 –GA 1200 Fax Extension Board E165/205-GJ 1040	02
2.	Fax Machine – PAGE PRO 1390 MF USB A to B CABLE (Printer)	01
3.	Business Phone-250, Bottom Plate Cover with Ericsson Logo, CPU- D5 including CF & Basic License, PROM Set for CPUD5, PROM Set For CPUD5, Connection cable, Cable Exch PC-V24, Analog Trunk BTU-A (8 Lines) Firmware BTU-A, ELU D3(8) CARD, Firmware ELU-D3, Analog Extn- ELU-A(16 Extn), Firm Ware-ELU-+ A, Dialog 4224 Oper Terminal User Guide for 4224, Base Station BS340, FCBC 48V/12.5V, SMPS Module 12.5 AMP 48V IC CU2 Card, PROM Set for IC CU-2, BP Management SW, MDF-50 PORTS. Disconnection Module, Integrated Protection Module (IPM), Rossette Box, Message on Hold, Cable FCBC to BP 250	01
4.	Aqua Guard Classic (3 stage water purification system with e- boiling+)	02

ANNEXURE – D

(Form for Complaint Reports of Armed Forces Tribunal, Regional Bench, Chennai)

Address												
<u>Month & Date</u>												
Failure		Complaint		Booking	Attended		Repaired		Down Time		Remarks	Engr.
Date	Time	Date	Time	Comp. No.	Date	Time	Date	Time	Days	Hours		Name & Sig.

(Signature of the Officer)

ANNEXURE-E

PENALTY PROVISIONS

Down time will be calculated after 3 working days as mentioned earlier. If the service engineer fails to attend this office without suitable replacement then a penalty of **Rs. 200/- per day** shall be imposed and the same will be deducted from the quarterly payment of the contractor. The service engineer shall report in this office between **10:00 AM** and **3:30 PM** for all PM / BM maintenance calls.

1. Armed Forces Tribunal, Principal Bench, New Delhi Website – <http://aftdelhi.nic.in/>
2. Tender India System – The Indian Government Tenders Information System Website – <http://tenders.gov.in>.
3. National Co-operative Consumers' Federation of India Ltd
No 408 (Old No 622)
Rasheed Mansion, 4th Floor,
Anna Salai, Chennai -600 006
4. Kendriya Bhandar
Community Hall, Revenue Quarters,
15th Main Road, Anna Nagar,
Chennai-600 040
5. Triplicane Urban Cooperative Society Ltd
156, Big Street,
Triplicane, Chennai-600 0155.
6. Silver Star Computer (P) Ltd
Corporate Office
141, KH Road ,Numgambakkam
Chennai -600 034.
7. Hcl Infosystems Ltd
IInd Floor MNO Complex
H- 67, Greems Road,
Chennai- 600 006.
8. Helix Automation (P) Ltd
117/69,M T H Road ,Padi
Chennai-600 005.
9. Computer India
69/1 ,(New No.) Peters Road
Royapetta,Chennai-600 014
10. Micro Clinic India Pvt Ltd,
No.6, 4th floor, B,Wing , Parsn Manere
602 Anna Salai,Chennai-600 006
- 11 M/S Domain System Solution
No.8, Rajan Ist Street
Gnanamurthy Nagar
Ambattur
Chennai-600 058.

