



राष्ट्रीय फिल्म संग्रहालय
NATIONAL FILM ARCHIVE OF INDIA
सूचना और प्रसारण मंत्रालय
MINISTRY OF INFORMATION & BROADCASTING
भारत सरकार
GOVERNMENT OF INDIA
लॉ कॉलेज रोड, पुणे - 411 004
LAW COLLEGE ROAD, PUNE - 411 004

F.No 24/21/2014-AMC

Dated 1st August, 2017

NOTICE INVITING TENDER

Subject: Comprehensive Annual Maintenance Contract (CAMC) of computer/printers/LAN etc.

Sealed quotations are invited for the Comprehensive Annual Maintenance Contract for computers, printers and networking and peripherals installed in the National Film Archive of India, Law College Road, Pune. The general scope of work includes -

- a) The contract would be comprehensive i.e including replacement of parts of Original Equipment Manufacturer (OEM) except replacement of cartridges for printers.
- b) Upkeep and maintenance of the hardware installed.
- c) To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
- d) Repair to be carried out at the NFAI location of the equipment.
- e) Standby arrangement to be made in case the equipment is to be taken out of NFAI premises for repairs.
- f) Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted. The contractor will provide expert support on short notice.
- g) Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
- h) Any other maintenance work to be undertaken related to the computer / peripherals. Beside repair and maintenance of computer and accessories the technician may be asked to occasionally make DVDs, or related jobs, as and when required.

2. Interested firms are hereby requested to furnish their proposals/rates through two bid systems i.e Technical Bid (Annexure-A) and Financial Bid (Annexure-B)

3. The list of computers, printers, etc. is attached as Annexures. However, new equipments purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/ maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for these new equipments. NFAI reserves the right to add/remove any item from AMC during the contract period.

4. The Technical and financial terms and conditions of AMC shall be as follows:

- (i) The firm/company must be registered as a firm or as a company. with the relevant Act.
- (ii) The firm/company must have expertise in on-site maintenance and repair of computers, laser jet printers, network components, peripherals and other hardware parts and accessories.
- (iii) The firm/company also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily Annual Maintenance of 20 or more computers connected in LAN under Novel/Windows environment for two years.
- (iv) The firm / company applying for this quotation would produce certificate for the previous financial year from the concerned authorities about the payment of service tax, income tax, and any other tax applicable.
- (v) The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine part of same specification and warranty.
- (vi) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Untill and unless written order of the Administrative Officer, NFAI is conveyed, the original specification / characteristics / features shall not be changed.
- (vii) The firm/company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN Number, Service Tax number, etc.

5. The other terms and conditions for awarding the AMC shall be as under:

- (i) The vendor will provide one qualified, with experience of at least three years in windows software and other software and maintaining computer equipments in Govt/PSU Sector/Commercial organizations, service engineers on all the working days from 9.30 AM to 6.00 PM for attending and redress of complaints and at least one engineer should be available from 12.00 to 6.00 PM on all working days. Engineers shall be equipped with mobile phones to ensure their availability.
- (ii) The initial period of contract will be for one year from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by the NFAI, based on the performance of the service provider.

- (iii) The firm/company will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, printer, keyboard, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A Preventive Maintenance Report from the user would be submitted to IT section failing which an amount of Rs.200 per machine as a penalty would be imposed.
- (iv) The service engineers would take up any reported fault with two hours of reporting the same. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a working standby for the same.
- (v) If the firm fails to carry out repairs with 24 hours, to the satisfaction of the user, a penalty of Rs. 200/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the one day till such time the PC/accessories are repaired. OR, NFAI will have rights to get it repaired from some other party on the expenses of the firm without assigning any reason.
- (vi) The successful bidder shall provide necessary support for maintaining virus free computer environment in the NFAI and help in upgrading the Software's/Virus Detection mechanism.
- (vii) Immediately on award of the contract, the contractor would give a report taking over all equipment under AMC (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the equipment work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract. In case any damage on the systems of the department is found, compensation which would be determined by the Competent Authority will have to be paid by the successful bidder.
- (viii) It may also be noted that in case of contractor backing out in mid-terms without any explicit consent of NFAI, the firm/company will be liable to recovery at higher rate vis-à-vis, those contracted with it, which may have to be incurred by NFAI on maintenance of machines for the balance period of contract through alternative means.
- (ix) The above act of backing out would automatically debar the firm from participating in future NFAI tenders.
- (x) **No advance payment in any case would be made.** However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.

6. **The interested firm may submit sealed envelopes for "Technical Bid" and "Financial Bid" in a sealed cover super scribed "Quotation for AMC of computer, printer and networking hub and related accessories" addressed to The Director, National Film Archive of India, Law College Road, Pune - 411 004 latest by 3.00 pm on 10th August, 2017. The quotations shall be opened on same day at 04.00 p.m.**
7. **Late submission of quotation will not be accepted.** Tenders by "E-mail" will not be accepted. Tenders may be submitted by Registered Post, by hand in person or by courier. However, any delay on this account shall not be accepted as reason for exception.
8. **Quotation received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted.** NFAI reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.
9. **The rates quoted should be NET (exclusive taxes).** The rate should be quoted per piece of each item of hardware and LAN separately. This is to facilitate addition or removal of equipments from the list covered under the contract. For comparing quotation of different parties the total of annual value will be considered for a fixed number of equipment and LAN taken together.
10. **The tender is not transferable.**
11. NFAI reserves the right to accept or reject any or all tenders **without assigning any reasons.**
12. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on comprehensive basis inclusive repairs and replacement of spare parts without extra payment.
13. After signing the work, the contractor will have to deposit **Rs.10,000/- (Rs. Ten Thousand only)** with NFAI, earnest money, which will be refundable only after the satisfactory completion of of the contract, without any interest.



(D.K. Sharma)
Administrative Officer

TECHNICAL BID**ANNEXURE-A**

| | | |
|---|---|--|
| 1 | Name of firm/Company/Agency | |
| 2 | Complete Address & Telephone Number | |
| 3 | Annual turnover of Rs.5.00 lakhs (per year) for two financial years 2015-16 and 2016-17 along with P&L statement, Income & Expenditure statement | |
| 4 | Number of years of experience in providing services in Govt. sector / PSU etc. (with proof). A certificate regarding satisfactory work done in at least two govt. organizations per year last two years 2015-16, 2016-17. | |
| 5 | Name & address of the Departments / Ministries / PSU etc. where at present work is undertaken (self-certified duly stamped copies of contract letters be attached) | |
| 6 | Copy of latest Income Tax return and PAN Number (with proof) for last two years 2015-16, 2016-17. | |
| 7 | GST No. | |
| 8 | Name, address and telephone of the Proprietor | |

Signature

Complete address of
the Company with seal

ANNEXURE-B**FINANCIAL BID**

This shall be submitted in a separate sealed envelope and the same shall be opened only if the agency is found successful in technical bid, on an assigned day to be intimated in due course.

| Sr. No. | Item | Particulars | Qty. | Per Unit Price | Total Amount |
|----------------|---|---|----------------|-----------------------|---------------------|
| | Computer | With different models, customized etc. | 32 Nos. | | |
| | Printers | | 16 Nos. | | |
| | Networking | 10/100/1000 on board integrated network port with remote booting facility, remote system installation For MAC - Built-in 10/100/1000 BASE-T (Gigabit) | | | |
| | Total Rates Quoted for AMC for 2017-18 | | | | |

* For quoting all above items please inspect and visit the site if required.

Signature

Company Seal