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**EMPLOYEES' PROVIDENT FUND ORGANISATION  
(MINISTRY OF LABOUR & EMPLOYMENT-GOVT OF INDIA)**

**REGIONAL OFFICE, VADODARA, GUJARAT STATE**

**BHAVISHYA NIDHI BHAVAN, AKOTA STADIUM ROAD, AKOTA, VADODARA, GUJARAT -390 020**

No: GJ/RPFC/BRD/Admn-II/File (53)/Vol.III/ 91

Date: 31.08.2017

**Tender Notice**

Sealed Quotations are invited from reputed and experienced agencies for awarding **Comprehensive Annual Maintenance Contract of Desktop computers and its peripherals, UPS, Printer, LAN** of this office for the initial period of one year from **01.11.2017**.

The AMC will be on comprehensive basis i.e. **including all spare parts of the systems/peripherals. The AMC will cover the printer head also** so that the systems be made operational by the agency without any additional cost.

For verification of site & systems, interested agencies may visit this office at above mentioned address during working hours (9:45AM to 6:15PM) from Monday to Friday before submission of their quotations.

The interested agencies may collect tender documents from this office by paying `500/- through DD/Pay order drawn in favour of Regional P.F. Commissioner, Vadodara or may download from website [www.epfovadodara.com](http://www.epfovadodara.com). In that case, the bidder will have to pay the cost of `500/- along with the quotation.

The interested agencies may submit their quotations **latest by 21.09.2017 at 3:00 PM** in a sealed envelope superscribed as **"Quotations for CAMC of Computers, Printer, UPS & LAN"** and address to **Shri A. N. TIWARI, Assistant P. F. Commissioner (ADM), Vadodara.**

Sd-  
(A. N. TIWARI)  
Assistant P.F.Commissioner (Admn)  
Regional Office, Vadodara.

To,  
The EDP Section  
Regional Office, Vadodara

...with a direction to upload the tender notice and tender documents on the office website by today.

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTERS, UPS,  
PRINTER, LAN etc.  
AT  
EMPLOYEES' P.F. ORGANISATION, REGIONAL OFFICE, VADODARA**

List of Documents:

1. Tender Document: Doc-I
2. Technical Bid: Doc-II
3. List of equipments and Financial Bid: Doc-III
4. Terms & condition as well as draft agreement: Doc-IV (will be provided after finalization bid)

**Doc-1**  
**Tender Document**  
**For AMC of**  
**Computer and its peripherals**

**1. Invitation to bid**

- I. Quotations are invited under **two-bid system** for the **Comprehensive Annual Maintenance Service** contract for Desktop Computers, and its peripherals which are installed in the office of Employees' P.F. Organization, Regional Office, Vadodara. The details of the system are given in Doc.III. The actual number may be increased or decreased at the time of commencement of contract or during the year.
  
- II. The maintenance agency (referred to as agency in this document) is required to submit the **technical and financial bid separately**. The quotation in Sealed Cover-I containing "**Technical Bid**" and Sealed Cover-II containing "**Financial Bid**" should be placed in another sealed cover superscribed "**Quotation for Comprehensive Annual Maintenance Service**" **Computer, Printer, UPS & LAN**". The quotation should reach this office latest **by 21.09.2017 at 3:00 PM. No any quotation shall be entertained after the given date and time.**

**2. Description of the Work:**

- I. **The Maintenance Service will consist of**
  - a) on-site preventive and corrective maintenance of items covered under AMC as indicated from time to time. The items are installed at EPFO, Regional Office, Vadodara
  
  - b) proper maintenance including necessary repairs to the installed systems and replacement of defective/damaged parts, components and other **accessories including printer Head etc.** No any charges will be paid for defective parts.
  
- II. The contract will be initially for one year. The contract may be renewed for further one year, at the discretion of Regional P.F. Commissioner and based on satisfactory services provided by the agency.
  
- III. The maintenance services will be provided from 09.30 hrs to 19:00hrs (Monday to Friday). Provision of availability of Mechanic on Saturdays, Sundays and Holidays should be made in case of exigency.
  
- IV. **The agency shall carryout the maintenance work on call basis. However, in addition, the agency will also depute its on resident Mechanic in the Office of EPFO, RO, Vadodara for preventive maintenance. The agency shall provide maintenance service through qualified, experienced and competent persons only.**

- V. Additional person may be deputed whenever there are more work load/complaints to rectify the equipment within the stipulated response time.
- VI. The parts/Components/Sub-assemblies used for repair/replacement by the contractor will be of the same/equivalent or higher make in functional capability as originally available in the systems.
- VII. The systems which are not serviceable by the agency due to obsolescence of technology or non-availability of part/components/assemblies will be withdrawn from the maintenance contract. The decision of RPFC regarding non-availability and obsolescence of technology will be final. Withdrawal of such units shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency. The agency will be required to submit its report in respect of such equipments with specific recommendations.
- VIII. The agency shall also carryout periodic preventive maintenance including cleaning through blower time to time with taking signature of users. The agency shall update all antivirus time to time.

3. **GENERAL CONDITIONS:**

- I. The Regional P.F. Commissioner (RPFC) reserves the right to accept or reject summarily any or all quotations, in whole or in part without assigning any reasons whatsoever.
- II. The Regional P.F. Commissioner reserves right to increase or decrease number of items of the work and the agency shall maintain the same at the rate quoted for similar item.
- III. The Regional P.F. Commissioner takes no responsibility for any delay, loss or non-receipt of a quotation after dispatch.
- IV. No transportation charges, what so ever shall be paid by RPFC for any type of services.
- V. **The agency shall ensure to keep sufficient number of standby Computer, UPS, Printers at EPFO to meet the stipulated response time. Minimum one number of each items shall be kept standby at EPFO at their own risk.**
- VI. The agency must be registered with the Registrar of companies or with the Gujarat Sales Tax department for works contract Tax or with other relevant government departments. Necessary supporting documents must be attached.
- VII. The agency must be currently maintaining more than 50 computers at a minimum of two locations in Gujarat. Copies of two such work order or any other documentary evidence clearly showing that more than 50 computers are being maintained at a single location should be attached.
- VIII. The agency must have satisfactorily executed in last 3 years minimum 2 AMC of more than 50 computers. Necessary supporting document as required must be attached.

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 ---- (Signature of Authorized  
 Signatory) With Company Seal\*

#### 4. TECHNICAL SPECIFICATION

The technical details and no. of equipments shall be as per the details given in Document III.

#### 5. PAYMENT TERMS AND CONDITIONS

- I. **The** payment to the agency will be made on quarterly basis at the end of each quarter against invoice with PAN number, raised by the agency and based on past performance. TDS any other Tax as applicable as per prevailing rates will be deducted before making the payment.
- II. **The** maintenance charge quoted by the agency per item is on yearly basis exclusive of taxes and levies applicable. No escalation of prices shall be permitted on any ground. The applicable GST rate should be mentioned by the agency.

#### 6. EARNEST MONEY DEPOSIT AND PERFORMANCE SECURITY DEPOSIT

- I. **EARNEST MONEY:** The agency will be required to deposit a sum of Rs. 10,000/- as earnest money through a demand draft in favour of Regional P.F. Commissioner, Payable at Vadodara at the time of submission of tenders, otherwise technical & financial bids will not be considered at all. The Earnest Money of successful bidder will be returned only after furnishing of the performance security. The Earnest Money of the unsuccessful bidder will be returned.
- II. **PERFORMANCE SECURITY:** The agency will be required to deposit a sum equivalent to 10% of the total work order at the time of signing the contract as performance security in the mode of Demand Draft or provide Bank Guarantee for the said amount from a Scheduled bank, pledged in favour of Regional P.F. Commissioner, Vadodara. No interest shall accrue on this amount. The Security amount shall be repayable after one month of the expiry/termination of contract after deduction of penalty/other dues, if any.

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## **7. TERMINATION OF CONTRACT AND PENALTY**

- I.** If the services provided by the agency under this maintenance contract are not to the full of satisfaction of RPFC, the maintenance contract may be terminated by RPFC and the charges shall be payable only up to the period till which the agency has rendered satisfactory services. The decision of RPFC in this regard shall be final and binding on the agency.
- II.** In case of non-compliance with the contract, RPFC shall reserve the right to cancel/rescind/revoke the contract and to impose suitable penalty in proportion to damages and may forfeit the EMD/Performance Security Deposit any time.
- III.** The max. response time for repairing the system shall not be more than **one day** and penalty for failure of the agency to repair the system/providing equivalent standby equipment within the response time will be ` **250/-** per day.

## **8. ARBITRATION**

- I.** In the event of any dispute or difference relating to maintenance service and application of the provisions of the contract (whether during the service period or upon its completion), the same shall be settled amicably through mutual discussions, or shall be referred to the sole arbitrator of a person appointed by the Regional P.F. Commissioner, Regional Office, Vadodara.

## **9. JURISDICTION**

- I.** The court at Vadodara alone shall have the jurisdiction in any matter arising out of relating to or touching this agreement.

## **10. DOCUMENT/INFORMATION REQUIRED**

- I.** **Tender** document/Doc-I duly signed in each pages.
- II.** **Technical** bid as per Document-II filled and duly signed along with all required documents.
- III.** **Financial** bid as per Document-III filled and duly signed.
- IV.** **The** details of the clients to whom such service is being provided and feedback letters from such clients regarding satisfactory service provided.
- V.** **DD** of Rs. 10,000/- as EMD in favour of Regional P.F.Commissioner, payable at Vadodara to be submitted.

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**Document –II**  
**Technical Bid**

The technical bid shall contain following information in a sealed cover superscribed by “**Technical Bid**”.

- I. Name, Address, Set up and status of the Agency/Bidder including the details of the contact person with telephone number.
- II. The bidder should be a company registered with the Registrar of Companies and registered with GST/Gujarat Sales Tax for Works contract Tax. Document in support of registration with the Registrar of companies and with the sales Tax Department for works Contract Tax.
- III. EMD of Rs. 10,000/- (Rupees Ten Thousand only) in form of DD in favour of Regional P.F.Commissioner, payable at Vadodara.
- IV. PAN No. & Service Tax registration Number/GST registration of the agency.

**EQUIPMENT TO BE BROUGHT UNDER AMC**

**List attached in the Financial Bid document.**

- I. **List** of at least 3 qualified services Mechanics (Minimum ITI in computer science) with details of qualification and having more than 3 years of experience in the relevant field as per Performa enclosed. The qualification and experience of Mechanic(s) deputed to EPFO, Regional Office, Vadodara will be verified. *Copies of qualification and experience certificates to be enclosed.*

<b>Sr. No.</b>	<b>Name</b>	<b>Technical Qualifications</b>	<b>Area Specialization</b>	<b>No. of years of Experience</b>	<b>Area of Experience</b>	<b>Date of joining the firm</b>
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---- (Signature of Authorized Signatory) With Company Seal

- II.** List of clients including Govt. Department/Public Sector undertaking with name complete address and contact person with telephone number where the company is currently maintaining more than 50 computers in a single location in Gujarat/Vadodara as per the Performa enclosed. *Copies of two such work order preferably of Govt. Departments/Public sector undertakings or any other documentary evidence from clearly showing that more than 50 computers are being maintained at a single location should be attached.*

<b>Sr. No.</b>	<b>Name of the organization/Govt dept/PSU with Contact person with tele No.</b>	<b>Details of equipment and Nos.</b>	<b>Period of Contract</b>	<b>Contract Value in Rs.</b>	<b>Remarks</b>
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- III.** Technical Infrastructure available for repairing of attached items. (Attach separate sheet if required)
- IV.** Tender document duly signed in each page.

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---- (Signature of Authorized Signatory) With Company Seal



**Document-III  
FINANCIAL BID**

The financial/price bid should contain the quotation for maintenance charges per item in terms of Yearly basis only, as listed below. Price quoted by the bidder shall be exclusive of taxes and levies applicable. GST or any other tax as per Govt. policy shall be applicable as per prevalent rules. No other escalation of prices would be permitted on any ground. The financial bid should be enclosed in separate sealed cover superscribed "Financial Bid".

EQUIPMENT TO BE BROUGHT UNDER MAINTENANCE CONTRACT AT THE  
TIME OF THE COMMENCEMENT OF THE CONTRACT ARE AS UNDER-

Sr. No.	Description of items	Number	Rate per annum per equipment ( )	Total Cost ( )
01.	HP Unix Server	01		
02.	Laser Printer Model 1020,1022,2900B	32		
03.	UPS of Server 1KVA	01		
04.	DOT MATRIX PRINTER	13		
05.	PERSONAL COMPUTER WITH TFT HP BRAND	32		
06.	UPS 690VA WEP	18		
07.	UPS 800VA Luminious	117		
08.	Laser Printer 5200DN & 3015DN	04		
09.	WEP line Matrix Printer Model P-1000 & P-7000	02		
10.	Lan Cable Networking with 140 thin clients	-		
11.	Fax Machine RICOH 1100SF	01		
12.	Panasonic KXMB 1520 Printer cum scanner	01		
13.	HP laserjet Color Printer CP1025	01		
GRAND TOTAL				

*Note: Actual number of equipment may vary at the time of awarding of contract or during the contract period.*

----- (Signature of Authorized Signatory)