



Government of India
Ministry Of Commerce & Industry
Office of the Development Commissioner
Visakhapatnam Special Economic Zone
Administrative Building , Duvvada
Visakhapatnam – 530 049 A.P. (INDIA)



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No.2(199)/2016/VSEZ/AMC&FMS/

7571

Dated: 08.11.2017

NOTICE INVITING QUOTATION

Subject: Annual Maintenance Contract & Facility Management Service (AMC&FMS) of computer / Printers /LAN, maintenance of VSEZ website & other peripherals etc.

Sealed quotations are invited for the Annual Maintenance Contract & Facility Management Service for computers / printers/VSEZ website and networking Hardware and Accessories installed in the Office of the Development Commissioner, Visakhapatnam SEZ, Duvvada, Visakhapatnam.

Approximate list of Hardware/Peripherals to be maintained :

S.No.	ITEMS	Number of Units
1	COMPUTERS	40
2	PRINTERS	20
3	SCANNERS	2
4	UPS(offline)	15
5	LAN	1
6	SERVERS	2

Preventive Maintenance : PM for all the PCs and Printers has to be carried out once in every 3 months.

- Upkeep and maintenance of the hardware installed.
- To provide and maintain the required drivers, additional peripherals and hardware for maintaining the equipments.
- Repair to be carried out at the location of the equipment.
- Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.
- Coordination with OEMs for troubleshooting of the computer, other hardware/software and peripherals under warranty.
- Any other maintenance work to be undertaken related to the computer/peripherals/software etc.

Anti-virus : Installation & Maintenance

Net Connectivity : It is the responsibility of the Contractor to attend network connectivity related problems such as configuration of network and other hardware related set up connectivity from the PC to the nearest hub.

(Cntd...2)

Software Installation : Corrective and preventive maintenance also includes installation of OS and related all drivers on PC/Printers. Contractor will be responsible for installing the generic software like windows, service packs, all drivers, internet explorer, MS office, Anti-virus which will be provided by the user department. It is responsibility of the contractor to keep backup of all these common software's on intranet for easy downloading at any place/time. It is responsibility of the service engineers to educate the customers at VSEZ time to time on basic maintenance tips for ease of life for both the parties.

Spare Parts : Contractor to keep the Hardware spares of VSEZ in good condition.

Servers : Servers are crucial and used for 24X7 service across the Lab.

LAN Maintenance : Maintenance of LAN Connection & Equipment

The terms and conditions include :

1. The Firm should be based in Visakhapatnam
2. Interested firms are requested to furnish their proposals / rates in Annexure – A (Schedule) attached.
3. The firms should have a previous experience in maintenance of such equipment with Government Department / Public Sector Undertaking in Visakhapatnam.
4. The rate should be inclusive of all taxes. Nothing shall be paid extra.
5. 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 VSEZ, based on the performance of the service provider.
6. The vendor will provide one qualified service engineer on all the working days from 9.30 AM to 6.30 PM for attending and redress of complaints. The engineer shall also be available on holidays as per requirement of VSEZ if needed.
7. An Earnest Money Deposit (EMD) of Rs.5,000/- (Rupees Five Thousand only) through a Demand Draft on any scheduled bank drawn in favour of Development Commissioner, VSEZ, Visakhapatnam, must accompany the quotation Form. Quotation received without EMD will not be considered. Earnest money of unsuccessful tenders will be returned without interest on demand while the EMD submitted by successful bidder shall be retained as Security and to be returned on successful completion of contract.
8. The Undersigned reserves the right to accept or reject any quotation.
9. On acceptance of the quotation, it will become a contract and shall be bound by the terms and conditions of the quotation.
10. If the contractor fails to provide the service within the time stipulated in the letter or acceptance then the undersigned shall be at liberty to hire the service completed by any other person or firm.

(Cntd...3)

11. Prior to acceptance of the quotation, the undersigned reserve the right to call for discussions.
12. Quotation which does not comply with the above conditions is liable to be rejected.
13. In case your quotation is accepted, the service has to be provided within the stipulated time limit failing which the order will be treated as cancelled without any further intimation. You are requested to quote the reference number and date in all your correspondence.
14. The firm shall submit an undertaking that the Govt. data of VSEZ will not be shared with any other agency.
15. The interested firm may submit the Bid in a sealed cover super scribed "Quotation for Annual Maintenance Contract & Facility Management Service (AMC&FMS) of Server/Computers/Printers/LAN & other peripherals etc. addressed to Development Commissioner, VSEZ, Administrative Building, Duvvada, Visakhapatnam – 530049 latest by 2.00 PM on 20/11/2017.

 20/11/17

(P. Mahesh Kumar)
Pay & Accounts Officer

ANNEXURE-A(SCHEDULE)

Name and Address of the Firm:

Name of the work	Amount Per Month in Rs.
Annual Maintenance Contract& Facility Management Service (AMC&FMS) of Server/Computers/Printers/LAN, VSEZ website & other peripherals etc. networking hardware and accessories including providing one on-site engineer during office hours on all working days.	
Total	

Name of the Signatory

Authorized Signature with Company's seal :