



परमाणु ऊर्जा शिक्षण संस्था
(भारत सरकार के परमाणु ऊर्जा विभाग का स्वायत्त निकाय)



ATOMIC ENERGY EDUCATION SOCIETY

(An autonomous body under Department of Atomic Energy, Govt. of India)

Reg. AID

AEES/PC& GA/Comp. AMC/2021-2022/3022

16th February, 2021

Last date for receiving sealed quotations is
08.03.2021 up to 1600 hours

M/s. _____

**Sub: Inviting offers for Comprehensive Annual Maintenance Contract
for Computers, Printers, Scanners & Fax machines installed in
Central Office, AEES.**

Sirs,

For and on behalf of Atomic Energy Education Society, sealed quotations are invited to enter into a Comprehensive Annual Maintenance Contract for the computers, Printers, Scanners, Fax Machines and other peripherals installed in the Central Office of Atomic Energy Education Society located at "A" wing, Western Sector, Anushaktinagar, Mumbai - 400 094.

1. Terms and conditions : Annexure - I
2. Scope of work
(list of Personal Computers, Printers, : Annexure - II
Scanners, Fax Machines and other peripherals)

You are requested to send your quotation to the Administrative Officer III, Atomic Energy Education Society, Central Office, 'A' Wing, Western Sector, Anushaktinagar, Mumbai - 400 094 in a sealed superscripted envelope mentioning "Quotation for Comprehensive Annual Maintenance Contract of Computers, Printers, Scanners & Fax machines installed in Central Office, AEES, Mumbai" on or before 1600 hours of 08.03.2021

An Engineer from your firm can inspect the computers, printers, scanners and other peripherals on any working day between 10.00 a.m to 6.00 p.m, if required, before submission of the quotation.

The contractor should quote the rates in figures as well as in words. All corrections must have dated initials of the contractor.

केन्द्रीय कार्यालय : वेस्टर्न सेक्टर, अणुशक्तिनगर, मुंबई - 400 094
CENTRAL OFFICE : Western Sector, Anushaktinagar, Mumbai - 400 094
दूरभाष / Telephone : +91-22-2556 5049 / 2550 3328 / 2557 1501 / 2550 3310
फैक्स क्रमांक / Fax : +91-22-2557 6230 / वेबसाइट / Website : www.aees.gov.in

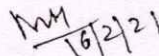
The acceptance of quotation will rest with AEES. AEES does not bind to accept the lowest or any other quotation and reserves the right to reject any or all the quotations received without assigning any reason, whatsoever.

Quotations which do not fulfill all or any of the conditions specified in Annexure – I and incomplete in any respect, are liable to be summarily rejected. Quotations received late and conditional offers will not be considered.

Quotations received against this tender enquiry will be opened on 08.03.2021 at 1700 hours in the Purchase section, Central Office, AEES, Anushaktinagar, Mumbai 400 094. The tenderers submitting quotations are requested to be present at the time of opening of tenders.

Encl: a.a.

Yours faithfully,


(Meena H Hingorani)
ADMO- III

TERMS AND CONDITIONS

1.	<p><u>Price Basis</u> :-The maintenance services will be comprehensive including charges of Resident Engineer and all the replacement of spare parts [mouse , hard disk, Key board, DVD DEvices FDD, CD Drive, Motherboard, Monitor, Modem, Printer, scanner etc. and Networking including software maintenance (loading of windows, MS Office, formatting etc)]. The amount of service charges admitted shall remain firm throughout the currency of this contract and no other charges are payable.</p> <p>Note:</p> <ol style="list-style-type: none"> 1. Manpower charges are not to be quoted separately. The same should be included in maintenance charges. 2. If there are any changes in the quantity of Computers/Printers, the rate will be calculated on pro-rata basis. 3. Machines which are currently under manufacturer's warranty shall be included under CAMC after expiry of warranty period which will be duly intimated by AEES to the contractor.
2.	<p><u>Period of contract</u>:- The CAMC shall commence after issue of Work Order for a period of one year for the following: (Description and quantity mentioned in Annexure – II)</p> <ol style="list-style-type: none"> a) Personal computers b) Server Computer c) Printers <ol style="list-style-type: none"> 1. Laser Jet (Black & White) 2. Laser Jet (Colour) 3. Dot Matrix Printers- A3 Size 4. All in one Printer d) Scanners e) Switches with cable f) Laptop with Adaptar g) ADSL Modem h) Printer Cables – 5 i) External HDD for Data movement. j) Adapter – 1 k) Mother Board Cell – 10 Nos l) Power Cable m) VGA Cable, HDMI Cable
3.	<p><u>Scope of services</u>:-</p> <p><u>3.1 Resident Engineers</u>:- The contractor shall provide minimum one well experienced and qualified Engineer to be stationed at AEES, Central Office. The Engineer shall remain present in the AEES Central Office on all working days for full working hours. The attendance of Service Engineer will be monitored through muster. He should have Three years Diploma in Computer or Electronics from recognized institution and should have minimum two years experience in computer maintenance and networking fields. The company shall ensure proper conduct of its personnel in office premises, enforce prohibition of consumption of alcoholic drinks, smoking, loitering without work etc and basic with moral respect towards female staff. The contractor shall provide qualified Resident Engineer as substitute in case of absence/leave of the deputed Resident</p>

	<p>Engineer failing which pro-rata maintenance charges for the period of absence will be deducted alongwith the penalty of Rs. 500/- per day.</p> <p>The service personnel appointed for the job should not be changed frequently until and unless of any emergency. Any changes in this regard will be with the prior approval of AEES.</p>																						
	<p>3.2 To keep the Personal Computers and Printers and other items, covered under the CAMC in good working condition. Maintenance services shall be provided from 0945 hours to 1815 hours. (five days a week) on all the working days . To update antivirus of all Personal Computers once in 15 days. To check internet connectivity in all Personal Computers.</p>																						
	<p>3.3 The Contractor shall not disclose / steal/share confidential information/data which is available in the Personal Computers. He shall take all reasonable measures to protect the confidentiality and avoid the unauthorized use, disclosure, publication, or dissemination of Confidential Information/data.</p>																						
	<p>3.4 The contract will cover routine servicing of each computer and printer once in every month (preventive maintenance) other than attending to the specific complaints regarding the malfunctioning of units (Computers, Printers, Scanners and other peripherals). Monthly Preventive Maintenance Report should be duly signed by the authorized person in AEES.</p>																						
	<p>3.5 Any maintenance call shall be attended by the Service Engineer immediately without delay.</p>																						
	<p>3.6 In case the repair time for any part of a Personal Computer, Printer, Scanner and other peripherals, exceeds two working days, the maintenance agency should provide a fully, functional substitute unit with the same specification until the original part is repaired/replaced. No additional charges for any transportation of the faulty parts from and to AEES will be paid. The original equipment should be repaired and restored within a period of one month. Necessary arrangements for replacement/recoupment of store items shall be made by the contractor. The Resident Engineer will not be allowed to carry store items/faulty items to the workshop/office of the maintenance agency during office hours.</p>																						
	<p>3.7 The contractor shall provide maintenance services of software and operating system including loading/reloading of software packages on free of cost basis.</p>																						
	<p>3.8 The contractor shall maintain stock of following spare parts required on free of cost basis at AEES premises within 15 days of acceptance of work order. These spares shall be replenished with NEW items as and when they are used.</p> <table border="1"> <thead> <tr> <th>Item Description</th><th>Quantity to be kept as spares</th></tr> </thead> <tbody> <tr> <td>Mother Board</td><td>At least one No. suitable for each type of machine</td></tr> <tr> <td>Hard Disk Drive</td><td>One No. (Min 500 GB)</td></tr> <tr> <td>DVD Drive</td><td>One No.</td></tr> <tr> <td>Key Board (USB port/PS2)</td><td>Three Nos. / one No.</td></tr> <tr> <td>Mouse (USB port/PS2)</td><td>Three Nos. / one No.</td></tr> <tr> <td>SMPS</td><td>One No.</td></tr> <tr> <td>Ethernet Cards</td><td>One No.</td></tr> <tr> <td>Pen Drives</td><td>One No.</td></tr> <tr> <td>Monitor (Colour)</td><td>One No.</td></tr> <tr> <td>Dot Matrix Printer</td><td>One No.</td></tr> </tbody> </table>	Item Description	Quantity to be kept as spares	Mother Board	At least one No. suitable for each type of machine	Hard Disk Drive	One No. (Min 500 GB)	DVD Drive	One No.	Key Board (USB port/PS2)	Three Nos. / one No.	Mouse (USB port/PS2)	Three Nos. / one No.	SMPS	One No.	Ethernet Cards	One No.	Pen Drives	One No.	Monitor (Colour)	One No.	Dot Matrix Printer	One No.
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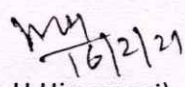
Deskjet Printer	One No.
Laser Jet Printer	One No.
M.B. Cell	Two Nos.
Power Cable	
VGA Cable/HDMI Cable	
External HDD for Data Movement	
Printer Cables	Five Nos.
Adapter	One No

If at any given time, the requirement of above spare part arises & the contractor is not able to supply within 02 working days, then penalty of 0.5% per working day will be levied, subject to maximum of 5% of the bill of that quarter.

	3.9 AEES reserves the right to terminate the contract by giving notice of one month without any obligation on its part.
	3.10 Any downward revision in the rate of maintenance charges for the computer system during the period of contract should be communicated immediately. In case any dispute arises between the user of Personal Computers and the maintenance agency, the decision taken by the competent authority in AEES will be final and binding on the maintenance agency.
	3.11 The Resident Engineer should maintain the call logs of the complaints received and take initials of the concerned authorized person on the same on completion of work.
	3.12 The PCs and Printers and other items are installed at Central Office located at AECS-6 Building, Western Sector, Anushaktinagar. The firm should make their own arrangements for visiting office for attending to faults and preventive maintenance and no conveyance will be provided by AEES for this purpose.
	3.13 Any movement of Hardware outside AEES will be only through GATE PASS.
4.	Security Deposit: The Security Deposit equal to 3% of the contract order value by way of Demand Draft of nationalized/Scheduled Bank shall be collected from the successful contractor. The same shall be released on the successful completion of the contract. In case of unsatisfactory performance, the security deposit will be forfeited.
5.	Terms of payment: The total payment of service contract charges will be paid on quarterly basis. Quarterly Annual Maintenance charges, after completion of each quarter will be payable on production of a service certificate from the Heads of different Sections of Central Office, AEES for the satisfactory performance of the contract as per terms and conditions of the contract along with your bill in triplicate.
6.	<p>Submission of bill: No advance payment will be made. Payment will be made on quarterly basis i.e. every three months by e-transfer after submission of the following documents :-</p> <ol style="list-style-type: none"> 1. Bills in triplicate 2. Certificate from the user department for having done the servicing satisfactorily. 3. Pre stamped receipt 4. Attendance of Resident Engineer 5. Bank Details <ol style="list-style-type: none"> a) Name of the Bank b) Branch c) Branch Code d) IFSC Code e) Account Number f) Account Holder's Name

	<p>Note: The bill addressed to the Accounts Officer, AEES (paying authority) should be submitted to the Administrative Officer III, Central Office, AEES, Western Sector, Anushaktinagar, Mumbai- 400 094</p> <p>6. GST Registration No.</p> <p>7. PAN</p>
7.	Income Tax and other applicable tax will be recovered from the bill at the time of settlement of bills during the currency of the contract.
8.	GST: GST shall be paid extra at actuals.
9.	Preventive maintenance:
	9.1 Preventive Maintenance of the Computers, Printers, Scanners, LAN & other peripherals shall be <u>carried out during the first week of every month</u> after the issue of CAMC. All equipments which are covered in the contract shall be inspected and tested at the time of Preventive Maintenance along with labeling of Personal Computers / Equipments
	9.2 In case Preventive Maintenance is not adhered to as per Clause No. 9.1 above, penalty will be levied at 0.5% per working day, subject to maximum of 5% of the bill of that quarter.
	9.3 Loading of software (Windows, MS Office etc) & Drivers for the peripherals attached to Computer will be the responsibility of the contractor.
	9.4 All USB drive heads, printer heads, CD Drive etc. should be cleaned during the above Preventive Maintenance. All internal parts of PCs, Printers, Scanners & other peripherals should be serviced and cleaned and ensured that they are dust free and operational.
	9.5 All mechanical parts should be serviced during Preventive Maintenance.
	9.6 In case the Hard Disk is to be formatted, the Company will do the job of back up and restoration of data from such hard disk whenever required. However, AEES will provide a DVD/CD if required, for this purpose. CD-Writer will be provided by the contractor to do the job of backup. Pen Drive and necessary tool kit shall also be provided to the Service Engineer for transfer of data, if required.
	9.7 The contract will start after the completion of the warranty as mentioned in the Annexure-II for those machines which are under warranty. The contractor will also provide status for major components under repairs with expected time to solve the issues/status.
	9.8 All PCs & Peripherals should be labeled with AMC Sticker valid from day of AMC Start.
10.	The maintenance agency should be in the field of personal computer maintenance for at least three years.
11.	The maintenance agency should have a fully equipped repair centre at Mumbai.
12.	At the discretion of the competent authority, the contract may be given to more than one agency for the maintenance of Personal Computers, Printers, Scanners & other Peripherals.
13.	The quotations should be on the basis of period of Maintenance Service Contract for Computers, Printers, Scanners and other items as per Annexure-II.
14.	The Resident Engineer employed by you should be adequately insured and in case of any accident during work in our premises, AEES will not be liable for any claim on this account.
15.	Any dispute arising out of this contract shall be settled by the sole arbitration of the CAO/Secretary, AEES or by some other person appointed by him whose decision shall be final and binding on the parties under the contract.
16.	TERMINATION OF CONTRACT: AEES reserves the right to terminate the contract by giving notice of one month without any financial obligation on its part. In the event of cancellation of the contract, the payment for services actually carried out will be made on

	prorata basis for the period during which the service was provided subject to fulfillment of all terms and conditions.
17.	EXTENSION CLAUSE: The contract shall automatically expire after one year from commencement of the contract unless extended further by the mutual consent of the Contractor & Society at the same rate and terms and condition for further period of one year.
18.	The following documents may also be submitted along with the quotation
a.	GST Registration No.
b.	Copy of PAN
c.	Income Tax Clearance Certificate (copy of last year)
d.	Copy of Registration Certificate (In case registered with DPS (DAE) or any other Govt. or State Govt. body / organization for the contract of AMC of Computers.
e.	List of major clients along with the company profile.
f.	Performance report of similar works completed by the bidder during last 03 years
19.	General and special conditions governing supply of stores applicable to contract being placed by AEES are detailed in Form AEES P – 11 (copy enclosed)
20	FORCE MAJEURE:- A Force Majeure (FM) means extraordinary events or circumstance beyond human control such as an event described as an act of God (like a natural calamity) or events such as a war, strike, riots, crimes (but not including negligence or wrong-doing, predictable/seasonal rain and any other events specifically excluded in the clause). An FM clause in the contract frees both parties from contractual liability or obligations when prevented by such event from fulfilling their obligations under the contract. The FM clause does not excuse the firm's non-performance entirely, but only suspends it for the duration of the FM. The firm has to give notice of FM as soon as it occurs and it cannot be claimed ex-post-facto.


 (Meena H Hingorani)
 ADMO-III

(Note : Mentioned format to be printed in the letter head of your Company/firm)

SCOPE OF WORK

Comprehensive Annual Maintenance Contract for Computers, Printers, Scanners, & FAX Machines installed at Central Office, Mumbai- 400 094.

Sr. No.	Description	Quantity (Nos.)	Annual Rate per Unit (Rs.)	Total (Rs.)
1.	Personal Computers having- I3 processor or better-36 Nos. & 01 Apple (as an amount to cover servicing / repairing / replacing of any parts such as its hard disk including recovery of data, motherboard, processor, memory, SMPS, all Add-on-Cards, CD-ROM, CD-Writer, Keyboard, mouse and monitors including LED/LCD Panels)	37 Nos.		
2.	Personal Computers having- I3 processor or below (as an amount to cover servicing / repairing / replacing of any parts such as its hard disk including recovery of data, motherboard, processor, memory, SMPS, all Add-on-Cards, CD-ROM, CD-Writer, Keyboard, mouse and monitors including LED/LCD Panels/Picture tubes.)	19 Nos.		
3.	Laser Jet Printer- Black & White (as an amount to cover servicing / repairing / replacing all its mechanical, electronic, electrical, electro-mechanical parts and all types of cables and adapters)	44 Nos.		
4.	Laser Jet Printer- Colour (as an amount to cover servicing / repairing / replacing all its mechanical, electronic, electrical, electromechanical parts and all types of cables and adapters)	02 Nos.		
5.	Dot Matrix Printers – A3 size (as an amount to cover servicing / repairing / replacing all its mechanical, electronic, electrical, electro-mechanical parts and all types of cables and adapters)	01 No.		
6.	All in one Printer (as an amount to cover servicing / repairing / replacing all its mechanical, electronic, electrical, electromechanical parts and all types of cables and adapters)	02 No.		

7.	Scanner : Model No. HP Scanjet G2410 – 2 Nos HP Scanjet G2400 – 1 No HP Scanjet 8200 – 1 No. HP Scanjet Pro300 s2-1 No HP Scanjet G3110 – 1 No. HP Scanjet Pro2000 S1 – 1 No. Canon DR G1100 – 1 No. EPSON Colour Scabber DS-1630-2 No. (as an amount to cover servicing / repairing / replacing all its mechanical, electronic, electrical, electromechanical parts and all types of cables and adapters)	08 Nos (Normal) 02 No (Big)		
8.	Server: Intel Xeon 3.00 Ghz	03 No.		
9.	Laptop: I3 & above	01 No		
10.	Laptop: below I3	01 No		
11.	Fax machine with printer: Model No. Canon Fax L170	01 No.		
12.	Fax Machine: Model No. Panasonic KX-FP 701	01 No.		
	Total			
	GST			
	Grand Total			

WVH
16/2/21
(Meena H Hingorani)
ADMO-III