

REQUEST FOR PROPOSAL

JAIPUR VIDYUT VITRAN NIGAM LIMITED

Interested qualified Companies/Firms are requested to send the proposals for quoting the rates for Providing Annual maintenance services for Computer system installed at various offices of JVVNL for Rate Contract.

Qualifications required and other details are available on our website www.jaipurdiscom.in. Interested qualified Consultants/Firms may obtain RFP document by 30.06.2010 up to 12:00 hrs. (IST) accordingly as per details given on website or requesting in writing or personally on following address.

Last date of submission of Proposals: 30.06.2010 by 14:30 hours (IST)

Opening of AMC Proposals: 30.06.2010 at 15:00 hours (IST)

Secretary (Admn.)

Contact Address:

Secretary (Admn.),
Jaipur Vidyut Vitran Nigam Ltd.
Room No. 025, Vidyut Bhawan,
Janpath, Jaipur- 302 005
Phone- 0141-2747017, Fax : 0141-2740534

JAIPUR VIDYUT VITRAN NIGAM LIMITED
Vidyut Bhawan, Jan Path, Jyoti Nagar, Jaipur.

NO.JPD/Secy(Admn)/MIS/F.Tech.122/D. 923

Dated : 12/06/2010

SHORT TERM NOTICE FOR INVITING TENDERS FOR AMC

Tenders are invited in sealed envelope for rate contract of Annual Maintenance Contract (AMC) of computers systems installed at various offices situated at Jaipur Discom.

Sr. No.	Description
1	P III colour monitor, 14'/15' KBD, Mouse CD Rom 256/512 MB RAM or above, 20/40 GB HDD or Higher
2	P III colour monitor, 14'/15' KBD, Mouse CD Rom 64/128 MB RAM of above, 20/40 GB HDD of Higher
3	P IV 2.66 Hz or Higher colour monitor, 14'/15' KBD, Mouse, CD Rom/ DVD RW, 512MB & Above RAM, 40/80 GB HDD
4	P IV 2.66 Hz or Higher colour monitor, 14'/15' KBD, Mouse, CD Rom DVD RW 128/256 MB RAM, 40/80 GB HDD
5	Labour Charges for inspection, checking & fault analysing of Computer Systems.

The AMC proposals and rates so quoted shall be subject to the terms & conditions prescribed by Jaipur Discom as mentioned below. The tenders shall be accepted up to **30 June 2010 up to 2.30 PM** and shall be opened at **3.00 PM** on the same day at in the following office

The Executive Engineer (MIS),
MIS Cell,
Jaipur Discom,
Room No. 318,
Vidyut Bhawan,
Janpath, Jyoti Nagar,
Jaipur-302005

The other Terms and condition are as under

SCOPE

The scope of this contract is to provide maintenance support including half yearly preventive maintenance, break down maintenance, Reinstallation of operating system and other software installed at present, if required,

(including back up of data on reinstallation), installation and updating of Anti viruses software, repair/replacement of defective/non workable parts (includes in AMC charges) Computer Systems during the contract period. Replacement of the defective parts must be done by same make / configuration or by better make/configuration. It includes all peripherals except printers attached with the system under AMC i.e. keyboards, monitor, LAN card, sound card, speakers, modems (internal / external), all other cards, etc. attached with the system as already installed / available.

On taking over the systems under AMC which are presently not covered under AMC the officers of firm shall check all such systems and change the damaged hardware of non working system with genuine spare parts of same make and quantity of above make and performance with the consent of concerned officer in charge. No service charges would be payable to the firm by the JVVNL for such replacement.

But if any new hardware is required to be installed by the concern officer then no extra cost for such installation will be paid by Jaipur Discom; however the hardware shall be provided by Jaipur Discom / Concern officer.

Engineer of firm will attend all calls / complaints lodged by the officer's in charge of individual computer system. **Even if there is no call/complaint in a half year then at least one preventive maintenance inspection will be mandatory for that period and firm will submit original copy of all such CSR/Call/Complaint attended or preventive maintenance slips with invoice for claiming payment of half year.**

The Computer systems of which the warranty is going to be expired during the contract period of the AMC or the warranty of which is not expired at the time of contract, for those systems the rate of AMC will be calculated proportionately on the basis of the no. of months excluding months for which they are under warranty.

QUALIFICATION

1. The tenderer firm has to provide the necessary supporting document as a proof regarding maintaining technical staff of at least 10 persons as a staff having technical qualification/Certificate Course in Computer/Hardware/IT from reputed Company/Institution dealing in Computer training.
2. The tenderer firm shall have an experience of AMC of 10 or more computer systems, including at least two GoR/ Corporate undertaking/Utility of having 10 or more computer system, supported by the certificate of satisfactory performance during AMC period.

In lack of supporting documents of the above qualifications the tender shall be rejected.

COMENCEMENT OF AMC

Firm has to start AMC of the Computer within 07 Days after getting the order from the Concerned officer.

RESPONSE TIME & PENALTY

The response time will be eight (8) working hours for attending the call/complaint and 72 hours for replacement of the parts.

If in case, there is any delay or ignorance by the firm in attending the calls/ system in above stipulated period, than a penalty will be levied @ 1% of amount (quoted by the firm) payable for AMC of the respective computer, multiplied by numbers of days for which the delay has been made and the amount of penalty will be deducted from the amount of bill subject to maximum of 10% of the bill.

APPLICABILITY

The maintenance contract is applicable for one year and may be extended for next one year on the basis of satisfactory performance and on the mutual consent of Jaipur Discom and the tenderer firm.

ACCIDENTAL DAMAGES

Any damages caused to the Computer system by the act of the firm shall be on the part of the firm.

FORCE-MAJEURE

Delay to attend the call due to force majeure will not be counted for the calculation of penalty. The applicability of the clause of force majeure will be decided by Secretary (Admn.) Jaipur Discom, whose decision shall be final and binding on both the parties.

TERMS OF PAYMENT

The payment shall be made on half yearly basis after the expiry of each maintenance period within 60 days after submission of the maintenance charges invoice in concerned offices in triplicate supported with the one original & 02 copy of Half yearly inspection / call attending slips (CSR's) duly signed by the in charge of the computer system. Payment will be released by concerned AO of Circle or having the D.D. power, Jaipur Discom on receiving verified bills from concerned officer of Jaipur Discom. Replacement of any hardware will be the sole responsibility of the firm concern however no extra payment will be made to the firm by the JVVNL for such replacement. The reimbursement of service tax will be made after submission of documentary evidence of service tax paid.

SECURITY CUM PERFORMANCE GUARANTEE

- Receipt of this work order the firm shall have to furnish the security cum performance guarantee immediately either in cash or in the form of Bank guarantee (In case of contract value of AMC is less than or equal to Rs. 5,000/- then the PBG/SBG will be accepted only in Cash) in prescribed Performa on Non judicial stamp paper worth Rs.100/- from a scheduled bank equivalent to 10% of the aggregate value of the contract of AMC for 1 year.

- On completion of the contract to the entire satisfaction of the Discom, the security cum performance guarantee shall be released after 3 months.
- Jaipur Discom reserves the right to forfeit the security cum performance guarantee in full or a part thereof if the performance of the firm is not found satisfactory or the Firm does not fulfill the terms and conditions of the contract or commits breach of any terms and conditions.
- The Firm shall have to extend the validity of period of security cum performance guarantee as and when required on intimation from the order placing authority.
- **No interest would be payable by Jaipur Discom on the amount of security cum performance guarantee.**
- **The security cum performance guarantee shall remain valid during the entire currency of contract i.e.1 yrs. With a grace period of 3 months.**

CONTRACT

This agreement together with any attachment here signed by both parties shall constitute the entire contract between Jaipur Discom & Firm. The forgoing terms & conditions shall prevail notwithstanding any variation contained in the terms and conditions of any other documents submitted by the contractor unless variations have been specifically agreed upon by Jaipur Discom in writing. **The firm will execute an agreement on non-judicial stamp paper of Rs.100/-, before commencing the AMC which will be borne by Firm to fulfil the contractual formality of AMC.**

ARBITRATION

If at any time any dispute whatsoever may arise between Jaipur Discom and Firm in relation to the contract, either party may forthwith give to the other, one months notice in writing of the existence of such disputes and the same shall be referred to the CMD, Jaipur Discom, Jan path, Jyoti Nagar, Jaipur or any person appointed by him for the purpose.

JURISDICTION

In case of disputes whatsoever which may arise between the parties herein shall always be deemed to have arisen in Jaipur and no court except the court at Jaipur (Rajasthan) shall have jurisdiction to entertain the same.

ACCEPTANCE

The acceptance of this detailed maintenance order must be acknowledged within two weeks time from the issuance of this order. In case no communication is received within the said period, it will be understood that Firm have accepted the order in full including all the terms and conditions stipulated herein.

OTHER TERMS & CONDITIONS

(a) Either party can terminate the contract by giving three months notice in writing without any liabilities to the other party.

(b) Whenever it requires to replace any hardware during AMC period, firm will replace that with same make, configuration, specification or available in upgraded version which acceptable to the system configuration. In case of failure to provide the required hardware within 72 hours of the failure then it will be purchased from the market and the cost of the same will be borne by Firm and deducted from the AMC Bills.

(c) The system will be handed over by the Firm to the in charge/system administrator or agency authorized by the JVVNL after the expiry of AMC period in good working conditions.

(P. K. JAIN)
Secretary (Admn.)
Jaipur Discom, Jaipur