



कर्मचारी भविष्य निधि संगठन
EMPLOYEES' PROVIDENT FUND ORGANISATION
(श्रम एवं रोजगार मंत्रालय, भारत सरकार) (Ministry of Labour, Govt. Of India)
क्षेत्रीय कार्यालय/Regional Office
Near Central Excise Office, V.L. Puram, Morampudi,
रजमहेन्द्रवरम / RAJAMAHENDRAVARAM-533107.

क्रम सं: जी आर/राजमंड्री/प्रसासन/सी टी/2018

दि 15-11-2018

मुहर बन्द निविदा आमंत्रण हेतु सूचना

कर्मचारी भविष्य निधि संगठन, उप क्षेत्रीय कार्यालय, राजमंड्री 2018-19 हेतु कम्प्युटर पेरिफेरल्स की वार्षिक रख रखाव संविदा (ए.एम.सी.) के लिये मुहर बन्द निविदा आमंत्रित करता है . अभिकरण अपनी संविदा अद्योहस्ताक्षरी के नाम से उपरोक्त पते पर दिनांक 05-12-2018 को अपराह्न 4.00 बजे तक या उससे पूर्व प्रेषित कर सकते हैं .

विशिष्टता सहित सेवा शर्तें एवं मर्दों की सूची , इस कार्यालय के सभी कार्य दिवसों में प्रातः 10.00 बजे से 5.00 बजे तक प्राप्त की जा सकती है तथा कर्मचारी भविष्य निधि संगठन के वेबसाईट www.epfindia.gov.in से डाउनलोड कर सकते हैं नियम व शर्तें सम्बन्धि कागजात ऐनेक्चर में सम्मिलित हैं। यह कार्यालय बिना कारण किसी भी उद्धरण को पूरे या भाग को अस्वीकार करने का पूर्ण अधिकार रखा है।

[गणेश कुमार जनि]

क्षेत्रीय भविष्य निधि आयुक्त - II

क्षे का : रजमहेन्द्रवरम

सेवा में :

वेब प्रसासन : इस अनुरोध से की उपरोक्त समाचार को इस कार्यालय के वेब साइट पर लोड करें।

Phone: 0883-2470532



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EMPLOYEES' PROVIDENT FUND ORGANISATION
(श्रम एवं रोजगार मंत्रालय, भारत सरकार) (Ministry of Labour, Govt. Of India)

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No. AP/RO/RJY/CT/F-12(AMC)/2018

Date: 15-11-2018

TENDER NOTICE

Employees' Provident Fund Organisation, Regional Office, Rajamahendravaram invites sealed quotations from reputed agencies for Annual Maintenance Contract of Computer systems, thin clients & peripherals available in Regional Office, Rajamahendravaram and Dist Offices- Kakinada, Eluru & Bhimavaam for a period of 1 year from the date of signing of the agreement.

The interested agencies may send their quotations by name to the undersigned on or before 05-12-2018 by 04.00 PM the above address. The sealed cover containing quotation should be superscribed with "Tender for AMC - Computer systems & peripherals".

The terms & conditions and list of items can be obtained from this office on all working days between 10.00 AM to 5.00 PM and also can be downloadd from the office website www.epfindia.gov.in. This office has full rights to reject the whole or part of any quotation without assigning any reason.

[GANESH KUMAR JANI]

Regional P.F. Commissioner-II (F&A)

RO, RAJAHMUNDY

EQUIPMENT TO BE BROUGHT UNDER ANNUAL MAINTENANCE CONTRACT

S.No	Item Name	No. of peripherals for which AMC required	Rate per year per equipment	Total cost
1.	Server – HCL Net Manager-270050(SAS) – Intel Xeon E5405 Quadcore Processor – SCO Open Server (Version 6)	01		
2	HCL –HCM780M CRT 18" Monitor	01		
3	Personal Computers (HP/HCL/ACER/DELL)	34		
4	EPSON LQ-310 printer	01		
5	HP 128fn Laserjet pro MFP	01		
6	EPSON L130 Color Printer	01		
7	HP 5200n Laser Printer	01		
8	HP P3015 Laser Printer	01		
9	HP Inkjet Colour Priner	01		
10	Cannon-LBP2900 Laser Printers	15		
11	HP Thin Client including Monitor	54		
12	HCL Thin Client including Monitor	10		
13	HP Deskjet 1050 Scanner	01		
14	HP Scanner Scanjet-G4050	01		
15	EPSON Scanner V39	01		
16	SISCO-W5-C2960-24 Port Switch	04		
17	Brother Multifunction Device (MFC-7340)	01		
18	Konica Minolta BIZHUB-164 Xerox machine	01		
19	Brother MFC 7360 printer	02		
20	Brother M1212 NF printer	01		
21	CANON MF 237w printer	01		

(All the above rates are inclusive of GST and other taxes)

Signature of Authorized signatory with company seal

TERMS AND CONDITIONS

The shortlisted company should provide the following services under the Contract to keep the Computer Systems and Peripherals in good working order:-

- The service provider should have knowledge in SCO Open server. SCO server partner is preferable.
- The agency shall carry out the maintenance work on call basis. However, in addition, the agency shall also carry out periodic preventive maintenance at least once in a month including cleaning of systems and other peripherals with taking signature of users. The agency is required to depute one resident mechanic in the office of the EPFO for preventive maintenance. The agency shall provide maintenance service through qualified, experienced and competent persons. The AMC will include necessary repairs to the installed systems and replacement of defective/damaged parts, components and other accessories. No other charges will be paid for damaged parts.
- The Agency is required to provide evidence in respect of qualification and experience, which would be checked by EPFO to see the suitability/competency of the service personnel.
- The agency and the resident personnel, it shall follow the system of monitoring the work and attendance of the service personnel as stipulated by RPFC
- In the absence of any personnel, it shall be the responsibility of the agency to depute another competent and experienced engineer during the period of absence of the designated personnel.
- Operating System Support – The shortlisted company should provide comprehensive maintenance which includes the Operating System Support on all the Systems covered under this Contract. Any problem associated with the Operating System or Network Configuration should be attended.
- Device Drivers under all Operating System are part of the hardware. Any problem related to Device Drivers should be attended.
- The Period of Contract is for 12 months from date of signing of the agreement. The Contract can be renewed on yearly basis at the same rate and Terms and Conditions for a further period of one year. Renewal should be proposed by either of the interested parties at least one month in advance. Either party can terminate the Contract at any time by one month's prior notice in writing.

- System Maintenance under the Maintenance Contract is fully comprehensive and shall include replacement of all spares like Hard Disk Drive, all other drives, Mother Board, RAM, Adaptors, Logic Cards, LAN Cards (Ethernet), Printer Heads etc free of cost by shortlisted company but shall not include the consumables and supply items such as ribbons, media like magnetic tapes, cartridges, floppy diskettes and computer stationary.
- The Regional P.F. Commissioner reserves the right to increase or decrease quantities of any item of work and the agency shall maintain the same at the rate quoted for similar item.
- The Regional P.F. Commissioner takes no responsibility for any delay, loss or non- receipt of any quotation after despatch.
- No transportation charges, whatsoever shall be paid by the RPFC for any type of services.
- The agency shall ensure to keep sufficient number of standby Computer, UPS, printer at EPFO to meet the stipulated response time. Minimum one number of each item shall be kept standby at EPFO at their own risk.
- 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 upto 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.
- In case of non-compliance with the contract, RPFC shall reserve the right to cancel/rescind/revoke the contract and impose suitable penalty in proportion to damages .
- For down time calculation, the day on which call is lodged will not be taken as part of downtime.
- In case of intermittent failures and respective problems due to improper diagnosis of repair the System will be treated as continuously down.
- The Commissioner will keep a record of machine failure (including the nature of failure) date and time of lodging the complaint, when the machine was made up and the total downtime.
- Any new hardware will be brought into maintenance through a written intimation.

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SERVICE ASSURANCES • The Services of maintenance under the contract shall ensure that the systems and peripherals under the contract shall have an uptime 98%

- Maximum acceptable down time will be three days excluding holidays. The maximum delay in fault rectification averaged over three months for all systems should not exceed two working days.
- Up – time efficiency will be computed as follows –

$$\frac{\text{Up-Time} \times 100}{\text{Total time for which the equipment is available}}$$

- The following will not be included in the total time –

Time lost due to Power of environmental failures &
Time taken to recover the computer equipment because of power or
environmental failures.

- PENALTY : Penalty for completing the calls after the time limit as indicated in Service Assurance will be Rs.400/- (Rupees Four Hundred Only) per working day per Computer System. For other peripherals which are not critical to the Computer System the penalty shall be Rs.200/- (Rupees Two Hundred Only)
- Whenever the Computer System / Terminal / Printer / Terminal Server / Ethernet Card etc can not be repaired on site within the specified limits, the shortlisted company will have the option to provide an alternative equipment of matching specification which will be replaced within the period of maximum 60 days with the equipment of same make / model. But in case of Computer System, the original CPU should be restored. Failing these replacement, penalty clause will apply.
- PAYMENT : The amount of Annual Maintenance Contract will be paid quarterly after expiry of each quarter starting from date of signing of agreement and after submission of bills in triplicate to the Regional Provident Fund Commissioner, Employees Provident Fund Organization Regional Office, EPFO, Rajahmundry.

TERMINATION FOR DEFAULT

- EPFO may without prejudice to any other remedy for breach of Contract, by written notice of default sent to the selected agency, terminate the Contract in whole or in part: a) If the agency fails to deliver services specified in the Contract, or b) If the agency fails to perform any other obligations under the Contract.

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- In the event the EPFO terminates the Contract in whole or in part, pursuant to this Clause the EPFO may obtain services, upon such terms and in such manner as it deems appropriate, similar to those specified, and the agency shall be liable to the EPFO for any excess costs for such similar services. However, the agency shall continue performance of the Contract to the extent not terminated.

**Signature of Authorized signatory
with company seal**