



कर्मचारी भविष्य निधि संगठन
EMPLOYEES' PROVIDENT FUND ORGANISATION

श्रम एवं रोजगार मंत्रालय, भारत सरकार

Ministry of Labour & Employment, Govt. of India

क्षेत्रीय कार्यालय, अंबत्तूर REGIONAL OFFICE, AMBATTUR

आर40, ए-1, टी एन एच बी कार्यालय एवं विक्रय परिसर, मुगप्पेर पूर्व, चेन्नै-600037

R-40, A-1, TNHB Office-cum-shopping Complex, Mugappair East, Chennai-600037

दूरभाष /Telephone : 26350080 Extn:100 फेक्स /Fax: 26350544 E-mail: admin.ambattur@epfindia.gov.in

तना/क्षेका/अंब/सीटी/ एएमसी-कंप्यूटर परिधीय/2018

TN/RO/AMB/CT/AMC-Computer Peripherals/2018

23.10.2018

निविदा के लिए नोटिस

NOTICE INVITING TENDER

कर्मचारी भविष्य निधि संगठन, क्षेत्रीय कार्यालय, अंबत्तूर द्वारा अपने कार्यालय हेतु एक वर्ष के अवधि के लिए प्रतिष्ठित अनुभवी और पंजीकृत एजेंसियां / फर्मों / कंपनी / संगठन से डेस्कटॉप पीसी, प्रिंटर के व्यापक एएमसी मुहरबंद लिफाफे में निविदा आमंत्रित किया जाता है। नियम और शर्तों के साथ निविदा फॉर्म डाउनलोड करने के लिए कृपया वेबसाइट **www.epfindia.gov.in** पर जाएं। निविदा प्राप्त होने की अंतिम तिथि है दिनांक 14.11.2018 को 1:00 बजे अपराह्न।

Employees Provident Fund Organisation, Regional Office, Ambattur invites tender in sealed covers from reputed experienced and registered Agencies/Firms/Companies/Institutions for Comprehensive AMC of Desktop PCs, Printers for a period of one year. For downloading tender forms along with the terms and conditions, please visit the website **www.epfindia.gov.in** The last date for receipt of Tender is **14.11.2018 by 1:00 PM.**


(के विश्वनाथन / K VISWANATHAN)
सहायक भविष्य निधि आयुक्त (सीटी)
Assistant PF Commissioner (CT)



कर्मचारी भविष्य निधि संगठन
EMPLOYEES' PROVIDENT FUND ORGANISATION

श्रम एवं रोजगार मंत्रालय, भारत सरकार
Ministry of Labour & Employment, Govt. of India

क्षेत्रीय कार्यालय, अंबटूर REGIONAL OFFICE, AMBATTUR
आर40, ए-1, टी एन एच बी कार्यालय एवं विक्रय परिसर, मुगप्पेर पूर्व, चेन्नै-600037

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TN/RO/AMB/CT/AMC-Computer Peripherals/2018

23.10.2018

Notice Inviting Tender for Comprehensive AMC for Computer Peripherals

Employees Provident Fund Organisation, Regional Office, Ambattur invites sealed tenders from reputed experienced and agencies/ Firms/Companies/ Institutions for Comprehensive AMC of Desktop PCs, Printers for a period of one year on contract basis. The terms and conditions of tender procedure are as under.

		Rs. 10,000/-
1	Earnest Money Deposit	
2	Last date of submission of tenders	1 PM on 14.11.2018
3	Opening of Technical Bid	3 PM on 14.11.2018
4	Opening of Financial Bid	4 PM on 14.11.2018

TENDERING PROCESS

Tender is invited in two parts i.e. (1) **qualifying bid** and (2) **financial bid**. The tender form for qualifying bid prescribed in Annexure-I and the tender form for the financial bid prescribed in Annexure-II filled in all respects should be enclosed in **two separate sealed covers** and both these sealed covers must be put inside **a single sealed cover** and should reach the Regional Provident Fund Commissioner, R-40, A1, TNHB Office cum Shopping Complex, Mugappair East, Chennai – 600 037 **on or before 14.11.2018** by 1.00 pm either by SPEED POST/REGD.POST or by personal delivery in the Tender Box kept for this purpose at Regional Office, Ambattur. The tenders received after this deadline under any circumstances whatsoever will not be entertained.

The inner sealed covers shall be super scribed with "**Qualifying Bid**" and "**Financial Bid**" separately and outer sealed cover shall be super scribed with "**Bid – AMC for Computer Peripherals**". The Tenders will be opened by the Tender Evaluation Committee of Officers of EPFO **on 14.11.2018** at 03:00 p.m. in the presence of bidders in the office premises of Regional Office, Ambattur.

The qualifying bids will be scrutinised by the Committee to shortlist the eligible bidders and thereafter the financial bids of the short listed bidders will be opened. Earnest Money Deposit of Rs.10,000/- (Rupees Ten Thousand only) per application in the form of Demand Draft / Banker's Cheque of Nationalised Bank drawn in favour of "The Regional Provident Fund Commissioner, Ambattur" should accompany the qualifying bid. EMD in any other form is not acceptable. No interest is payable on the EMD to either the successful tenderer or the unsuccessful tenderer. Qualifying bids without Earnest Money Deposit will summarily be rejected.

EMD will be forfeited in case the eligible bidder withdraws during the tender selection process. The EMD of the unsuccessful bidders will be returned immediately after scrutiny of the proposals. Tender without documents, as above/incomplete tenders are liable to be rejected.

The Tenderers should ensure that the qualifying Bid contain: Annexure - I (duly filled-in), EMD for Rs. 10,000/- . All the required documentary proof (all pages signed) Signed copy of Terms and Conditions.

Similarly the financial Bid should contain the duly filled in Annexure – II and Annexure III . The Regional Provident Fund Commissioner, Regional Office, Ambattur reserves the right to accept or reject any or all the tenders without assigning any reasons thereof.



(K VISWANATHAN)
Assistant Provident Fund Commissioner (CT)

TECHNICAL REQUIREMENTS

1. The Bidder may be a proprietary firm, partnership firm, limited company, corporate body legally constituted and registered who possess the required licenses, registrations etc as per law valid at the time of opening of tender.
2. The bidder shall have at least 3 years experience in providing AMC of Computers Systems, Printers and network Switches to Government / Public Sector Undertaking/Large Private Sector Organisations/Reputed Educational Institutions and preferably from Chennai may submit their quotations.
3. Having successfully completed similar works of total value not less than **Rs.5 lakhs** in the past three years in State/Central Government/PSU/ Autonomous Body under Central Government/ Govt. Institutions/ Large Private Sector Organisations/Reputed Educational Institutions and submit work orders and Performance Certificate for the same.
4. The bidder should have an office at Chennai and there should be no case pending with Police against the Proprietor/Firm/Partner or the Company (Agency).
5. The tenderer should furnish the following information with documentary evidence along with Technical Bid.
 - i) Company profile indicating the details of address, website, fax, email address, telephone both land line and mobile numbers
 - ii) GST Registration Number, PAN Number and its related documents
 - iii) Banker's name and address
 - iv) Balance sheet and IT returns for the last three years
 - v) List of clients including the name of the contact person & tel. numbers
 - vi) Details of major work orders for the works carried out during the last three years (enclose work order copy)
 - vii) A self attested affidavit stating that the partners of the firm are sole proprietor or company have never been blacklisted by any Department. They should also certify that there is no Police case/enquiry and /or ever been punished by the Hon. Court (The submission of the bid without the documents mentioned above is liable for rejection. If the tenderer gives wrong information deliberately to create conditions for acceptance of the tender, the tender/bid is liable for rejection)

6. The bidder should submit Earnest Money Deposit (EMD) by way of Demand Draft of **Rs.10,000/-** (Rupees Ten Thousand only) drawn in favour of "The Regional Provident Fund Commissioner, Ambattur" along with the quotations failing which the tender will be outrightly rejected. EMD in the form of NSIC/SSI certificate will be accepted in lieu of EMD.
7. The successful bidder of the contract has to submit a **Security Deposit** (Performance Guarantee/ Security) @ 10% of the total value for one year either by way of Bank Guarantee Receipt within 15 days from the day of award of the contract. The Performance Guarantee will be returned after the successful completion of the contract period.
8. In case of breach of any terms and conditions attached to this contract, the performance security deposit of the agency will liable to be forfeited by this organisation besides annulments of the Contract.
9. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorised signatory may be attached.
10. No overwriting is permitted in the Financial Bid Form and any correction should be attested by the authorised signatory. Under any circumstances correction fluid should not be used in the Financial Bid.

TERMS AND CONDITIONS

The Agency will be considered for award of contract only if they agree to abide by the following terms & conditions:

SCOPE OF WORK

1. The selected agency will be responsible for repair/maintenance work of the computers and peripherals including replacement of defective parts (except consumables) at their own cost. The complete responsibility for smooth functioning of all the computers and printers under this contract (as above) shall rest with the contractor. They shall provide trouble free and prompt service throughout the period of the contract. The contract will be for full and comprehensive maintenance service in nature will cover repair, replacement of all defective parts, including plastic parts, equipment such as RAM, Adapters, Hard Disk Drive, Motherboard, DVD/CD drivers (read/write), SMPS, power supply units, fan, keyboard, mouse, printer head, drum unit, rollers, sprockets, PCBs etc. If any part is to be replaced, the same will be done so under the contract and no extra charges will be paid by the organisation for any spare parts. It shall be the responsibility of the tenderer to provide genuine parts and to keep all the systems and devices in fully working condition.
- 2 **The contractor should carry out preventive maintenance of each machine once in every month, in order to forestall any major failure of the same.** The AMC provider shall ensure cleaning of all machines covered under the contract by using blowers and other cleaning material **on quarterly basis** and a proper service report in this regard is to be submitted by the AMC provider.
3. Maintenance and service of system software and other software packages/material and customization of the system and network configuration as and when required is to be provided by the AMC provider.
4. To the extent possible, all repair and maintenance work should be carried out in the office premises only. Whenever it is not possible to conduct the repair within the office premises, the contractor shall obtain prior permission of the competent authority to conduct repair outside the office premises. No transportation charges/cartage for removal of any component to the workshop for repairs and back to office for installation shall be paid by this office.
5. The AMC provider shall attend to unscheduled, on-call corrective and remedial maintenance service from 09.15 AM to 05.45 PM on all working days, and if need arises on holidays or beyond office hours.
6. The organisation reserves the rights to increase or decrease the computer peripherals for which services are required for proportionate change in price on same terms and conditions of the contract. Any addition/deletion of items for maintenance under the contract will be informed through a written intimation.
7. The Tenderer shall quote the rates itemwise and it should be inclusive of taxes. The rate including taxes quoted will remain in force during the period of the contract and no demand for revision of rates on any account whatsoever will be entertained.
- 9 The contract shall remain valid for a period of one year. However, the contract may be extended for another two years on mutual agreement on the same terms & conditions, if the service found to be satisfactory by the competent authority.

PAYMENT

- 10 The AMC charges will be released only on quarterly basis after the satisfactory completion of maintenance for the quarter. No advance payment will be made to the agency in any case.

PENALTY

- 11 All complaints/service calls shall be attended within 24 hours from the lodging of the complaint. In case any complaint is not attended to/rectified within 48 hours, or in case standby is not provided and the items is not usable beyond 48 hours, the contractor shall be liable to pay penalty @ Rs.500/- per day. The penalty, if any shall be deducted from the quarterly bills or from the Security Deposit.
- 12 Whenever during the period of the contract, the contractor does not rectify the fault/defect complaint lodged by EPFO, the office shall get the faults/defects rectified by engaging suitable professionals from the open market and the amount paid shall be deducted from the amount payable to the contractor.

TERMINATION OF CONTRACT

- 13 The Contract can be terminated on any of the following contingencies.
- 1) On expiry of the contract period
 - 2) By giving one month advance notice by EPFO on account of
 - a) For committing breach by the Agency on any of the terms and conditions of the Contract.
 - b) On assigning the Agency or any part thereof or any benefit or interest therein or there under by the Agency to any third person or sub contracting whole or part of the contract.
 - c) On the agency being declared insolvent by the Competent Court of Law
 - d) The Agency provides unsatisfactory services
 - e) The competent authority not satisfied with the services of the agency
- 15 In case the contractor withdraws or the department terminates the contract for violation of terms and conditions and / or deficiency in services during the period of contract, notice is to be issued in one month advance by either side. In case the contractor withdraws without issuing any notice the performance guarantee will be forfeited.
- 16 In case the department terminates or the contractor withdraws for any deficiency in services / violation of terms and conditions during the period of contract, notice is to be issued in one month advance.
- 17 During the notice period of termination of the Contract in the contingencies contemplated above, the Agency shall keep on discharging its duties as before till the expiry of the notice period.
- 18 Failure by the contractor to comply with any statutory requirements and / or the terms of the agreement during the period of contract shall result in termination of the contract and subsequent disqualification from participation in any future tender of the department. Any dispute regarding the contract shall be resolved through the Indian Law and the jurisdiction of the courts located in Chennai.
- 19 The agency shall not engage any sub-contractor or transfer the contract to any other firm. The terms and conditions contained herein shall form part of the tender and the tenders will be valid for a minimum period of 90 days from the date of opening.
- 20 The Regional Provident Fund Commissioner, RO, Ambattur reserves the right to terminate the

contract without assigning any reasons by giving 30 days' notice.

OTHER CONDITIONS

- 21 The Organisation shall not be responsible for damages of any kind or mishap/injury/accident caused to any service engineer/equipment of the AMC provider while performing duty in EPFO premises. All liabilities, legal or monetary, shall be borne by the AMC provider. The Insurance and accident risks of the workers shall be the responsibility of the Agency.
- 22 It shall be the responsibility of the AMC provider to hand over the systems/items in good working condition at the end of contract period to this organisation, failing which, the firm shall be liable to pay liquidated damages to the organisation, as determined by the competent authority.
- 23 The organisation reserves the rights to accept or reject any or all tenders without assigning any reason whatsoever. It will also not be obligatory on the organisation to accept the lowest quotation and no explanation shall be given with regard to reason for rejection of the tender.
- 24 The successful bidder has to execute an agreement for the above contract with the EPFO incorporating the prescribed terms and conditions of the contract on a Rs.100/- non-judicial stamp paper before commencement of works. The cost of the stamp paper has to be borne by the Contractor/agency.
- 25 The tenderer shall sign and stamp each page of this tender document as a token of having read and understood the terms and conditions contained herein and submit the same along with the qualifying bid.
- 26 The tenderer should fill up the information in the Annexure I, II & III enclosed at the end of this document in clear and legible terms. Annexures will also have to be signed and stamped by the firm through its authorised signatory. The tender forms shall be rejected if it is not complete in any aspect.

The decision of the RPFC-I in all matters of the Contract shall be final and binding on both the parties.



ASSISTANT P.F. COMMISSIONER (CT)

Accepted the above terms and Conditions.

SIGNATURE OF THE CONTRACTOR WITH SEAL

Details of Enclosures

NAME OF THE WORK : AMC of the computer systems and peripherals at EPFO, RO, Ambattur

LIST OF ENCLOSURES:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

I have gone through the terms and conditions and nature of work to be undertaken. I have also visited the site physically and the rate quoted is as per the above.

NAME OF THE AGENCY WITH SEAL

QUALIFYING BID DOCUMENT

1.Name of the Registered firm/Company	
2. Address of the Company: (With tel.no/fax no/Email)	
3. Name & address of the Partners/Directors With tel.no/fax no./mob.no/email	
4. Contact person(s) with telephone number and mobile number	
5. Number of years of experience(*) in providing AMC of Computer Peripherals with any Government/PSU organisations	
6. List of major Clientele(*) provide copy of the work order	
7.PAN/GIR number(*)	
8.GST Registration no.(*)	
9.Bank account details(*)	
10.Details of Registration with EPF(*) (attach photocopy)	
11 Details of Registration with ESI(*) (attach photocopy)	
12.Registration with appropriate authority for providing Security Services (attach photo copy)	
13.Registration under Shops & Estt. Act (attach photo copy)	
14.Annual turnover for last 3 financial years (attach a copy of audited balance sheet for last three years)	
15.Income tax returns for the past three years	
16.Affidavit in the prescribed format to the effect that the agency has not been blacklisted by Central/State Government (attach copy)	
17.Details of Earnest Money Deposit(EMD)	

DD no/Date/Drawn on bank	
18.Any other relevant information	

DECLARATION

I hereby certify that the information furnished above is full and correct to the best of my / our knowledge. I understand that in case any deviation is found in the above statement at any stage, the company will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized Signatory with seal)

* Details in respect of government and non-government organizations may be provided in separate annexures accompanying this qualifying bid.

FINANCIAL BID

AMC OF COMPUTERS AND PERIPHERALS

EPFO, Regional Office, Ambattur, Chennai-600037

1. Name of the Firm/Company: _____

1	Desktop Computers					
	Model	Make	No of Items	Warranty if any, upto	Rate quoted /Item	Total
	HP	EliteDesk	10	No		
	HP	PRO 3090	9	No		
	HP	Compaq	13	No		
	I Ball		1	No		
	Wipro		2	No		
			35			
2	Multi Function Printer				Sub Total	
	Canon	ICMF4750	3			
3	Network Printer					
	HP	P1606DN	3	No		
4	Laser Printer					
	HP	P1108	7	No		
	HP	P1505	2	No		
	HP	P1007	2	No		
	Canon		5	No		
			16		Sub Total	
					Grand Total	

Date:

Signature of Authorised Signatory with Seal

ANNEXURE III

**FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD WITH
REGARD TO BLACKLISTING/NON-DEBARMENT, BY ORGANISATION**

To

The Regional Provident Fund Commissioner-I
EPF Organisation,
R-40/A-1, TNHB Office Cum Shopping Complex
Mugappair Road, Mugappair
Chennai – 600 037

Sir,

I/We hereby confirm and declare that I / we,

M/s. _____

Is/are not blacklisted/De-registered/debarred by any Government Department/Public Sector Undertaking/Private Sector/ or any other agency for which we have executed/undertaken the AMC works/Services during the last 5 years.

In the event of any such information pertaining to the aforesaid matter found at any given point of time either during the course of the contract or at the bidding stage, my/our bid/contract shall be liable for truncation/cancellation/termination without any notice at the sole discretion of the purchaser.

Yours faithfully,

Place:

Date:

(AUTHORISED SIGNATORY WITH SEAL)