

**REQUEST FOR ROPOSAL FOR
COMPREHENSIVE AMC OF
COMPUTERS & PERIPHERALS
AT PCA (FYS)**

PRINCIPAL CONTROLLER OF ACCOUNTS (FYS)

10-A, S.K. BOSE ROAD, KOLKATA- 700001

Tender reference	EDP/21/Contract/XXVI dated 09/08/2019
Name of the Department	Defence Accounts Department Government of India, Ministry of Defence
Date of Issue of Request for Proposal (RFP)	09/08/2019
Last date and time for Receipt of Proposal	16/09/2019 at 16:00 Hrs
Date and Time of opening of Technical Bids	17/09/2019 at 15:00 Hrs
Date and Time of opening of Financial Bids	19/09/2019 at 11:00 Hrs
Place of Opening of Bids	Chamber of Accounts Officer (Fys) EDP Section, 2nd Floor, O/o the PCA(Fys) Kolkata, Ayudh Bhawan, 10-A, S. K. Bose Road, Kolkata-700001
Address for Communication	Accounts Officer (Fys) EDP Section, 2nd Floor, O/o the PCA(Fys) Kolkata, Ayudh Bhawan, 10-A, S. K. Bose Road, Kolkata- 700001; Ph No: (033) 2248-5077 to 5080 Extn-654/655, mail:cda-cal@nic.in
Bid submission	Bid to be submitted in a single sealed envelope labeled "Tender for AMC of PC's, Laptops, Printers, Scanners , UPS & peripherals and Computer Network & equipment (LAN/WAN/INTERNET) at PCA (Fys) Kolkata" This envelope should contain two sealed envelopes labeled: 1. Technical Bid for AMC of PC's, Laptops, Printers, Scanners , UPS & peripherals and Computer Network & equipment (LAN/WAN/INTERNET) at PCA (Fys) and 2. Commercial Bid for AMC of PC's, Laptops, Printers, Scanners , UPS & peripherals and Computer Network & equipment (LAN/WAN/INTERNET) at PCA (Fys)

Note:

- ❖ This bid document is not transferable.
- ❖ Bids without relevant documents as specified in this Request for Proposal (RFP), shall be summarily ejected.
- ❖ This bid document is also available in this office website (www.pcafys.nic.in)



**GOVERNMENT OF INDIA
MINISTRY OF DEFENCE**

*OFFICE OF THE PRINCIPAL CONTROLLER OF ACCOUNTS (FYS)
EDP SECTION*

10-A, S.K. BOSE ROAD, KOLKATA: 700001

E-mail ID : cda-cal@nic.in

Phone No : (033) 2248-5077 to 5080 Extn-654/655

Website : pcafys.nic.in

FAX No. : (033) 2248-0991

No: EDP/ 21/Contract / XXVI

Dated: 09/08/2019

Last Date of Submission. 16/09/2019 by 04:00 p.m.

Should be addressed to: Accounts Officer (EDP) on the above address.

TENDER- COMPREHENSIVE AMC OF COMPUTERS & PERIPHERALS at PCA (Fys)

Sealed techno-commercial (Annexure-3) and financial (Annexure - 4) quotations in separate envelopes are requested for provision of the services for Comprehensive Annual Maintenance of Computer Systems & Peripherals, networking switches etc. and Maintenance of UPS for PCA(Fys). The details of the scope and quality of services are provided in succeeding paragraphs:

2.0. SCOPE OF WORK/SERVICE

2.1. Repair & Maintenance Services (Hardware): - The contractor will be required to maintain the equipment (PCs, Laptops, Notebooks, Printers, Scanners, Modem, and LAN Switches, UPS etc.) in good working order and will be required to perform preventive maintenance of these equipment once every three months. The details of the equipment is provided in the "Annexure-1" tender document. For this, a contractor will require to provide the following services:-

2.2. Correct any faults & failures in any EQUIPMENT under this contract during our normal working hours i.e. from 09:45 to 18:15 on week days (i.e. Monday to Friday)

2.3. The Contractor will be required to provide a total of 99.9% up time of all equipment under the contract.

2.4 The maintenance services will be comprehensive and will include cost of labour, faulty parts/complete equipment replacement with new parts/equipment, including plastic may be given to the contractor except faulty hard disk and any other storage device. In case of replacement, contractor has to supply new equipment/ parts of the equivalent keeping in view the Book value of the item but the old equipment will remain the property of the PCA(Fys) as obsolete item.

2.5. As per our estimates, contractor will require to place following professionals at PCA(Fys) for undertaking the tasks to be carried under Annual Maintenance Contract.

Suggested Professional	Services(*)	Relevant Experience	No.
Resident Engineer	1. Troubleshoot and repair the system. 2. Installation of Patches, Operating System 3. Operating system/Application Software bug isolation and fixing Video Conferencing etc.	4 years	3 (2 for PCA (Fys) Main Office, 1 for Railway Building(for Tuesday and Friday & Monday, Wednesday & Thursday in M.O.)

(*)Any other services relating to the relevant field as and when arises.

2.6. The Contractor's professionals will be required to move to provide services to different locations in Kolkata [PCA(Fys) Office at 10-A ,S.K.Bose, Kolkata-700001, Railbari at 6 Esplanade East, Kolkata-69]. No payment will be made by PCA (Fys) on local moves.

2.7. Immediate Resolution of problem and keeping H/W SOFTWARE uptime up to 99.9%. The contractor has to provide standby hardware in case of corrective maintenance takes more than 1 (one) working day. The standby equipment arrangement will be allowed for maximum of 10 working days only. If any equipment is not repaired within 48 hours (Two working days) from the time of reporting of call or the standby provision period exceeds the allotted period (max 10 working days), a recovery of 0.5% of Total contract value of the quarter will be recovered per day per faulty equipment.

2.8. If the above time schedule is not adhere to as per para 2.7 in respect of any item, the same may be considered as sufficient ground to consider services as unsatisfactory and PCA(Fys) may, at his sole discretion, terminate the contract, in which case the pro rata payment, for the period of AMC services rendered by the firm, will be made. The firm understands and agrees not to raise any claim whatsoever kind against for his decision to terminate the contract incidental to it.

2.9. If the number of items to be covered by AMC if reduced/increased during the contract period the contract value of such items will be worked out on the basis of unit rate applicable on the AMC.

2.10. The Contractor's professionals may be required to install newly procured hardware at any of the site as directed by the PCA(Fys). Moreover the resident engineer will do the jobs such as data transfer, data backup etc. as instructed by PCA(Fys) from time to time.

