

Director General, Regional Training Institute, Jammu

RTI/J/A/IT/20-21/21

Dated 09.04.2021

TENDER NOTICE

Sealed tenders are invited from eligible/reputed and authorized Computer Hardware service providers/firms/vendors for undertaking the “**Annual Maintenance Contract**” on **COMPREHENSIVE BASIS** for the period of one year from 1st April, 2021 to 31st March, 2022 in respect of Computers, Laptops, Printers, UPSs, FAX Machines etc. installed in the office of the Director General, Regional Training Institute, Jammu. The tender should reach this office by or before 20.04.2021 upto 4:30 PM. Bank guarantee for an amount of RS. 32,000/- (Rupees Thirty Two Thousand only) pledged in favour of Director General, Regional Training Institute, Jammu must accompany the tender. The tender would be opened on same day at 5:00 PM in the chamber of Administrative Officer (A), office of the Regional Training Institute, Jammu in the presence of such of the tenderers who may wish to be present. The details of the hardware items, terms and conditions of the AMC can be had from this office, on all working days upto 19.04.2021 between 2:00 PM to 4:00 PM and also can be downloaded from our official website- <https://cag.gov.in/rti/jammu>

Sd/-

Sr. Administrative Officer

OFFICE OF THE DIRECTOR GENERAL, REGIONAL TRAINING

INSTITUTE, JAMMU

(TERMS AND CONDITIONS)

1. The successful tenderers shall enter into an agreement with the Office.
 2. The Contract shall be **COMPREHENSIVE ONE** and the firm will repair all defective parts of computers, printers, UPSs etc. lying in the offices at their own expenses. The faulty parts of equipments under AMC which are beyond repair or where performance is not satisfactory after repair, will be replaced by vendor at his own cost. The office reserves the right to take a final decision regarding replacement of a faulty/repared part. However, consumable parts like cartridge, ribbons, drum, tonner, printer heads, Teflon etc. will not come under the Annual Maintenance Contract and the cost of consumable items shall be borne by the office.
 3. The firm shall be responsible for maintenance and upkeep of the Computer Hardware and its peripherals in order to keep them in good working condition and also cleaning/vacuuming of all items on quarterly basis.
 4. The firm will be required to depute at least one engineer on regular basis on all working days who must be well versed with the fault repairs/software maintenance on day-to-day basis and must possess all related equipments/software and mark his daily attendance in this office. In case of urgent and emergent situations, it can be asked to rectify the problem on holidays and after working hours also, at no additional cost.
 5. The firm will attend to the fault within one hour of logging the complaint, equipment down time should not be more than 24 hours from the time of report of fault. In case of failure of above clause a fully functional standby / replacement should be given. This would include the attached peripherals also.
 6. All records of complaints will be maintained and properly recorded by the firm with the details such as time when the call was reported and attended, signatures of the user, problem, comments of the user etc. A copy of the call/ feedback report is to be given to the office.
 7. The firm shall maintain the equipments as per manufacturers' guidelines and shall use standard components for replacement. In case of an instance of sub-standard repair/replacement of parts by the firm, it may lead to cancellation of the contract and legal action may be taken against the firm.
 8. The following documents must be attached with the Tender: -
 - a. Bank guarantee for an amount of RS. 32,000/- (Rupees Thirty Two Thousand only) pledged in favour of Director General, Regional Training Institute, Jammu must accompany the tender.
 - b. Authorized Service Providing Certificate/Experience Certificate/Related documents.
 - c. Self-attested copy of PAN/ TIN No/GST number.
 - d. The firm should neither be blacklisted by any Govt. department nor is any criminal case registered against the firm or its owner /partners anywhere in India. The firm should submit an affidavit regarding this.
- Tender without above mentioned documents will not be considered.**
9. Payment shall be made on quarterly basis on equal instalments after receiving satisfactory certificate of maintenance/service rendered from concerned offices/sections.
 10. All related taxes would be deducted at source.
 11. The contract shall commence with the effect from the date of signing of agreement or from 01.04.2021 whichever is later and shall be valid till 31.03.2022.
 12. The vender shall furnish an undertaking that it shall maintain the confidentiality of all information/data stored on the Computer Systems of the offices and shall at no cost divulge or reveal any information wholly or part of it, which it may access during the maintenance, repairs etc. of the computer systems.
 13. All disputes shall be subject to the jurisdiction of Court in J&K only.
 14. Force majeure clause shall apply
 15. The description, specifications quality/make/brand and approximate quantity of computers and allied items are given in enclosed Annexures.
 16. The number of items may be increased or decreased at the discretion of the office.

Sd/-
Sr. Administrative Officer

TECHNICAL BID

Name of the firm/vendor	
Registration Certificate	
Service Tax Registration No.	
PAN No.	
Name of the authorized person	
Contact No.	
Email Address	
CDR No. & date	
Affidavit for not backlisted	
Latest Income Tax Return	
Tax Clearance Certificate	
Experience Certificates, if any	
Others	

Seal and Signature of vendor

FINANCIAL BID

Firms may quote the rates in the following format:

RTI Office & Hostel

S.No.	Items	Quantity	Rate per unit /per month	Amount
1	Desktop HP & Dell Core i5	40		
2	Desktop HP Core i3	27		
3	HP Printer	14		
4	HP Scanner	4		
5	HP Laptop	4		
6	UPS(10KVA)	3		
7	UPS (2KVA)	3		
8	Sony Projector	3		

Seal and Signature of vendor