

Tender Call for

**Comprehensive Annual Maintenance Contract (AMC) of Desktops,
Laptops, Printers, Projectors, Server & Network Equipment.**

for

Telangana State Electricity Regulatory Commission (TSERC)

(TSERC Tender Ref.no. TSERC/Office Administration/AMC/001/2021
Dt: 02-01-2021)

Telangana State Electricity Regulatory Commission

11-4-660, 5th Floor,
Singareni Bhavan,
Redhills, Hyderabad - 500 004

Telephones: 91 (40) 23397399, Fax: 91(40) 23397489

Comprehensive Annual Maintenance Contract (AMC) of Desktops, Laptops, Printers, Projectors, Server& Network Equipment.

TSERC, Hyderabad is inviting bids from service providers for comprehensive AMC of Desktops, Laptops, Printers, Projectors, Server & Network Equipment located in TSERC and residences of Chairman & Members, Hyderabad. The time schedules of various tender related events are as follows:

Bid calling date	02 -01-2021
Bid closing date/time	10-01-2021, 05.00 PM
Reference No.	TSERC Tender Ref.no. TSERC/ Office administration /AMC/001/2021 Dt: 02-01-2021)
Period of Validity of Bids	30 days from the date of bid opening
Submission	The sealed cover should be super scribed with "Quotation for Comprehensive Annual Maintenance of Desktops, Laptops, Printer, Projectors, Servers & Network Equipment and addressed to : Joint Director -Personnel, TSERC, 5th Floor, 11-4-660, Singareni Bhawan, Red Hills, Khairatabad, Hyderabad- 500004

1. **AMC required for the following Computer peripherals**

Sl.No.	Item Description	Qty
1	Desktops	22
2	All-In-One	3
3	Server	1
4	Laptops	6
5	Laser Jet Printers	1
6	Projectors	2
7	Cisco Switches	2
8	Scanners	2
9	UTM XG-125	1
(details are enclosed in Annexure B)		

2. **Price:**

- Price is to be quoted in **Annexure - A (enclosed)**. You are requested to furnish **Lumpsum amount** for AMC of the equipment mentioned in the **Annexure B** in sealed cover. Engineer charges should be shown separately.
- Individual items in **Annexure B** should also be quoted.
- Price quoted should include the cost of supporting the systems under warranty shall include labour. Price for systems not under warranty shall include charges of resident engineer, labour and material.
- Price should include transportation charges for maintaining systems located at residences.
- Quotations should be for all the equipment mentioned in Annexure A. **Conditional quotations will not be accepted.**

3. **Taxes and Duties:**

The prices quoted shall be inclusive of all taxes. TSERC is not liable to pay any additional amounts towards taxes and duties either now or in future. TSERC will recover the statutory taxes and duties, as applicable, if levied at a later date, either in full or in part from the securities provided by you against this order.

4. **Deduction of statutory taxes & duties:**

Taxes / duties will be deducted at source as applicable.

5. Scope of Work

- Maintenance & service of all Desktops, Laptops, Printers, Projectors, Server & Network Equipment at various locations at the office of the TSERC, Hyderabad and residences of Chairman & Members.
- Maintenance & service of system software and other software packages and customization of systems as and when required.
- Maintenance of server room equipment.
- Integration of the complete system and testing of the complete system as and when required.
- Maintenance of system software such as Installation & configuration and Administration of Operating System (XP, Vista, Win7, 2012 server **etc**), Antivirus Maintenance.
- Installation of Antivirus in all desktops and further updation (as and when required). Antivirus license will be provided by this office. It is the responsibility of facilitator to guard the systems against virus infections. Downtime due to virus, spam, and spy ware is attributable to facilitator.
- All the equipment except those under warranty will be covered under comprehensive AMC.
- Preventive maintenance for all equipment is to be done quarterly.
- Standby machine shall be provided, if downtime is more than 2 days.
- The facilitator should have experience in terminating Leased / Broadband lines in Router / Firewall.
- One Engineer Microsoft certified and having knowledge in Windows 2012 win7, Vista, XP , Firewall and Switches will have to be placed as resident hardware engineer, between 10:30 AM to 5:30 PM on all working days. Engineer must have expertise in maintaining the LAN cabling work also. Engineer has to work on all holidays and Sundays, if the services are required. No additional

amount will be paid for making the services of the Engineer available on such days. The engineer shall be issued Photo Identity card.

- Engineer must have expertise in handling projector, power point presentations in addition to Servers, desktops, printers, Laptops, scanners & Network Setup and will be responsible to handle these items in different meetings.
- The Engineer has to log and clear the calls and handle any IT related maintenance work assigned to him.
- Facilitator has to handover all the hardware under AMC to the successor in working condition. Failure to do so leads to deduction of actual expenditure to repair the hardware.
- Frequent change of hardware engineers will not be allowed.

6. **Down Time:**

Down Time is defined as the time for which the systems and or services running on it are said to be not available to the users in part or full due to any non - functioning, repairs / problems etc. The penalty will be counted from the time problem is reported to facilitator till problem is solved / rectified to the satisfaction of user. Penalty shall be applicable once the admissible down time is crossed. The admissible down time is as follows:

Maximum Admissible Downtime:

A) Server System - Maximum 8 hours calculated over a period of three months

B) Clients and Peripherals - Maximum 20 **office hours** calculated over a Period of Three months

Note: In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system, will be treated as continuously down from the time of first fault reporting.

7. **The facilitator shall provide maintenance service against all risks, except those risks covered by Force Majeure conditions as follows:**

- i. Preventive maintenance and carrying out the necessary repairs and fittings of replacement parts wherever applicable. Replaced parts become the property of facilitator. Preventive maintenance shall not be attended during run / office time. However preventive maintenance which does not effect normal

operation can be attended during run time with the permission of user. Preventive maintenance shall be carried out at least once in a quarter.

- ii. The bidder is required to maintain adequate stocks of spares to meet the requirements. TSERC, reserves the right to verify the stocks at any point of time.
- iii. Wherever a component has to be replaced, it shall be replaced with a component of the same make and configuration. In case the component of same make and configuration is not available, the replacement shall conform to open standards and shall be of a higher configuration specifically approved by TSERC.
- iv. The facilitator, may if so advised technically, get a dysfunctional hardware component repaired in lieu of its replacement, subject to ensuring the overall compliance of the requirement of up time.
- v. The facilitator shall ensure that all the replacements and components used in the process of restoring systems are genuine and original.
- vi. The essence of the hardware maintenance contract is to ensure that all the components of hardware work perfectly in unison and deliver rated performance during the period covered by the agreement between the facilitator and TSERC and that the systems uptime is up to the standards prescribed.

8. Access to the Equipment and Information:

- i. TSERC shall give the facilitator required access to the equipment to enable maintenance services.
- ii. Confidentiality of information :_The facilitator and its staff shall maintain strict confidentiality of information. No part of information can be disclosed to any party in any form during the contract period or thereafter. The incidental disclosure of information to facilitator and its staff is just for carrying out the job assigned and no more. Any violation or attempt of violation may lead to legal action under appropriate law.

9. Maintenance of Call Record:

A record is to be maintained for entering the details of equipment failure including the nature of failure, date and time of booking of the complaint. When the call comes up, it would be recorded and signed by the service engineer of facilitator and TSERC representative. Format for keeping this record will be as per the Annexure-C. Periodical reviews will be taken by TSERC from time to time. The quarterly bill should include the call records during the quarter.

10. Pre- qualifications of the tenders:

The bidder shall possess the following minimum qualifications:

- a) The bidder shall have at least 3 years of experience as on bid calling date in all of the following areas.
 - i. Maintenance of servers, desktops and Laptops.
 - ii. Maintenance of Desk Jet/LaserJet/Network Printers, Projectors and Scanners.
 - iii. Maintenance of network devices like I/Os, hubs, switches & network cabling, routers, firewall, and modems etc.
 - iv. Maintenance of system software such as Installation & configuration and Administration of Windows OS (XP, Vista, Win7, 2012 server **etc.**, and Antivirus Maintenance.
 - v. Handling of various servers with services running on them.
 - vi. Handling virus through anti-virus tools.
 - vii. Handling Security issues.
 - viii. Experience in providing the “services” defined in the scope of this tender.
- b) Bidder should have experience in maintaining at least three site/contract having minimum 50 PCs.
- c) The bidder should have registered H.O/Branch office at Hyderabad and running for the last 3 years as on bid calling date. Service tax registration certificate should be submitted.
- d) The bidder shall enclose documentary proof of his qualifications to the tender.

Note: Relevant documents in support of above should be furnished.

11. Evaluation of bid:

- During the evaluation of bid TSERC may ask vendor(s) for additional information, visit to vendors site and/or arrange discussions with their professional, technical faculties to verify claims made in the bid.
- Final choice of firm to execute the contract shall be made on the basis of appropriateness of the services offered, capability of bidder to execute and service the contract over the entire contract period.
- TSERC reserves the right to accept or reject all of the tenders received without assigning any reasons there for.

12. Jurisdiction:

All and any disputes or differences arising out of or touching this contract will be decided by the Courts of Tribunals situated in Purchaser's Headquarters only. No suit or other legal proceedings will be instituted elsewhere.

Statement of important limits/values related to bid

No.	Item	Description
1	Bid validity period	30 days
2	Price	As per Annexure B
3	Period for signing contract	Within 10 days from date of receipt of notification of award
4	Contract Period	One Year/Two Years from the date of agreement. The Successful bidder should enter in to agreement with TSERC, Hyderabad
5	Payment terms	Payment will be made within 15 days from the date of raising of Invoice after the end of each quarter
6	Penalty	Beyond permissible down time, @ 0.5% of quarterly maintenance charges <u>per week</u> subject to a maximum of 5% of the contract value.
7	Taxes	Applicable in Govt.

Joint Director - Personnel

Annexure - A

S.No	Item	Rate (Rs.) for 1 year	Taxes if any (Rs.)	Amount (Rs.)

Annexure – B

Desktops & AIO						
S.No	User Name	System	Model	Monitor	AMC/FMC	Warranty upto
1##	Chairman	Core i7-8700 @ 3.20 GHz; 500GB SSD; 8GB; Win 10 Pro;	Dell-7470 All-In-One	Dell 24" Touch AIO	FMC	28/07/2023
2	Member / T	Core I5-4570 @ 3.20 GHz; 500GB; 4 GB; Win 7 Pro; DVD RW;	HP Pro Desk 406 G1 TWR	HP-V192	AMC	
3	Member / F	Core I5-4570 @ 3.20 GHz; 500GB; 4 GB; Win 7 Pro; DVD RW;	HP Pro Desk 600 G1 TWR	HP V192	AMC	
4##	Member / F Residence	Core i7-8700 @ 3.20 GHz; 500GB SSD; 8GB; Win 10 Pro;	Dell-7470 All-In-One	Dell 24" Touch AIO	FMC	28/07/2023
5	Secretary	Core I5-6500 @ 3.20 GHz; 500GB; 4 GB; Win 7 Pro; DVD RW;	HP Elite One 800 23" All-IN-One	HP 23" AIO	AMC	
6	JD IT	Core I5-4700 @ 3.20 GHz; 500GB; 4 GB; Win 7 Pro; DVD RW;	HP Pro Desk 600 G1 TWR	HP Pro Display P221 22" LED	AMC	
7	JD LAW	Core I5 3.20 GHz; 500GB; 4 GB; Win 7 Pro; DVD RW;	HP Pro Desk 600 G1 TWR	Samsung 24"	AMC	
8	JD TE	Core I5-4700 @ 3.20 GHz; 500GB; 4 GB; Win 7 Pro; DVD RW;	HP Pro Desk 600 G1 TWR	HP V192	AMC	
9	JD P	Core I5-4700 @ 3.20 GHz; 500GB; 4 GB; Win 7 Pro; DVD RW;	HP Pro Desk 600 G1 TWR	HP V192	AMC	
10	AO	Core I5-3470 @ 3.30 GHz; 500GB; 4 GB; Win 7 Pro; DVD RW;	HP COMPAQ Pro 6300 MT	HP V192	AMC	
11	PO	Core i5-4700 @ 3.20 GHz; 500GB; 4 GB; Win 7 Pro; DVD RW;	HP Pro Desk 600 G1 TWR	HP P192	AMC	
12	Chairman Peshi	Core I5-4700 @ 3.20 GHz; 500GB; 4 GB; Win 7 Pro; DVD RW;	HP Pro Desk 600 G1 TWR	HP V191	AMC	
13	Member Peshi	Core I5-4570 @ 3.20 GHz; 500GB; 4 GB; Win 7 Pro; DVD RW;	HP Pro Desk 600 G1 TWR	HP V192	AMC	

14	SECY PESHI	Core 2 Duo E7500 @ 2.93 GHz; 160 GB; 4 GB; Win 7 Pro; DVD RW;	HP Pro 3090 MT	HP P191	AMC	
15	OSD TE	Core I5-3470 @ 3.30 GHz; 500GB; 4 GB; Win 7 Pro; DVD RW;	HP Compaq Pro 6300 Microtower	HP P191	AMC	
16	LEGAL Adv	Core 2 Duo E7500 @ 2.93 GHz; 160 GB; 4 GB; Win 7 Pro; DVD RW;	HP Pro 3090 MT	HP-L1710 17" TFT	AMC	
17	Senior PA	Core 2 Duo 2.80 GHz; 160GB; 4 GB; WIN 7 DVD ROM;	HP Compaq DX 2480Mt	HP--L1710 17" TFT	AMC	
18	LAISION Officer	Core 2 Duo E7500 @ 2.80 GHz; 160GB; 2 GB; Vista SP1; DVD ROM;	HP Compaq DX 2480	HP-L1710 17"	AMC	
19	CASHIER	Core I5-2500 @ 3.30 GHz; 500GB; 4 GB; Win 7 Pro; DVD RW;	HP compaq 8200 elite	HP P191	AMC	
20	RECEPTION	Core 2 Duo E7400 @ 2.80 GHz; 160GB; 4 GB; WIN 7 DVD ROM;	HP Compaq DX 2480Mt	HP-L1710 17" TFT	AMC	
21	WEBSERVER & MTA	Core I5-2500 @ 3.30 GHz; 500GB; 4 GB; Win 7 Pro; DVD RW;	HP compaq 8200 elite	HP-LE1711 17" TFT	AMC	
22	Scanner Connected & IT-Support	Core I5-4570 @ 3.20 GHz; 500GB; 4 GB; Win 7 Pro; DVD RW;	HP Pro Desk 600 G1 TWR	HP V192	AMC	
23	Scanner Connected & N9120FN	Core 2 Duo 2.80 GHz; 160 GB ; 4 GB; XP/SP2; DVD ROM;	HP Compaq DX 2480	HP--L1710 17" TFT	AMC	
24	Consultant Area	Core 2 Duo 2.93 GHz; 160 GB ; 4 GB; Win 7 Pro; DVD RW;	HP Pro 3090 MT	HP--L1710 17" TFT	AMC	
25	Stand By system	Core 2 Duo 2.80 GHz; 160GB; 4 GB; WIN 7 DVD ROM;	HP Compaq DX 2480Mt	HP--L1710 17" TFT	AMC	

##Sl Nos 1 & 5 are since under warranty, rate may be quoted for service support.

Laptops						
S.No	User Name	Configuration	Model	DISPLAY	AMC/FMC	Warranty upto
1	Conf-Laptop	Intel Pentium Dual Core T3200 @ 2.0GHz Processor, 2GB Ram, 250 GB HDD,	Compaq CQ40	14" Display	AMC	
2	AO-Laptop	Intel Core i5 4210U 1.7Ghz, 4 GB DDR3L (1R x 8) 1600 MHz RAM, Hybrid HDD 500GB with 8GB Flash,	Dell Latitude3440	14" HD Display	AMC	
ONLY SERVICE SUPPORT FOR THE FOLLOWING AS THEY ARE UNDER WARRANTY						
3	JDIT	Intel Core i7-86654 1.7Ghz, 8GB DDR4 RAM, SSD HDD 512GB, Win 10 Pro	Dell Latitude 7300CTO	13.3" FHD Touch Display,	FMC	28/07/2023
4	JDLAW	Intel Core i7-86654 1.7Ghz, 8GB DDR4 RAM, SSD HDD 512GB, Win 10 Pro	Dell Latitude 7300CTO	13.3" FHD Touch Display,	FMC	28/07/2023
5	JDTE	Intel Core i7-86654 1.7Ghz, 8GB DDR4 RAM, SSD HDD 512GB,Win 10 Pro	Dell Latitude 7300CTO	13.3" FHD Touch Display,	FMC	28/07/2023
6	JDP	Intel Core i7-86654 1.7Ghz, 8GB DDR4 RAM, SSD HDD 512GB, Win 10 Pro	Dell Latitude 7300CTO	13.3" FHD Touch Display,	FMC	28/07/2023

Printers			
S.No	User Name	Printer Model	AMC/FMC
1	JD IT	HP Colour Laserjet CP1025	AMC

Projectors			
S.No	User Name	Projector Model	AMC/FMC
1	Conference Room Projector	Epson EB-95 LCD Projector	AMC
2	Court Room Projector	Panasonic LB300XGA	AMC

Server					
S.No	User Name	System Configuration	Model	Serial .no	AMC/FMC
1	Domain Server	<p>Processor: 2Nos X Intel Xeon E5-2609 v3 1.9GHz,1 5M Cache,6.40GT/s QPI,No Turbo ,No HT,6C/6T</p> <p>Memory: 8Nos X 8GB RDIMM, 2133MT/s, Dual Rank , x8 Data Width DDR4</p> <p>Storage: 3Nos * 600GB 10K RPM SAS 2.5in Hot-plug Hard Drive & 3Nos * 1.2TB 10K RPM SAS 2.5in Hot-plug Hard Drive</p> <p>RAID Controler: PERC H730 Integrated RAID Cont roller, 1GB Cache</p> <p>Network: Broadcom 5720 Quad Port 1GbE B ASE-T</p> <p>Optical Drive: DVD+/-RW, SATA, Internal</p> <p>Power Supply: Dual, Hot-plug, Redundant Power Supply (1+1), 750W</p> <p>Display: Dell 19" Monitor Dell USB Keyboard & Mouse</p>	DELL Power Edge R630	DL8R9B2	Back to Back AMC from Dell
2	Switch	Cisco 28-Port Gigabit Managed Switch	Cisco SG300-28		AMC
3	Switch	Cisco 28-Port Gigabit Managed Switch	Cisco SG300-28		AMC
4	Scanner	HP N6310 USB -ADF Scanner with duplex Scanning.	HP ScanJetN6310		AMC
5	Scanner	HP Scanjet Enterprise FlowN9120 fn2	HP ScanJetN9120		AMC
6##	UTM	XG-125	SOPHOS		FMC upto (02.10.2023)

AMC/FMC SUMMERY		
1	TOTAL NUMBER OF DESKTOPS	22
2	TOTAL NUMBER OF All-in-One DESKTOPS	3
2	TOTAL NUMBER OF LAPTOPS	06
3	TOTAL NUMBER OF PRINTERS	1
4	TOTAL NUMBER OF PROJECTORS	02
5	TOTAL NUMBER OF SERVERS	01
6	TOTAL NUMBER OF SCANNERS	02
7	TOTAL NUMBER OF NETWORK EQUIPMENT	3

Annexure - C

Sl.No.	User name	Date / Time of Complaint	Nature of Complaint	Rectification Action taken	Date/Time of Rectification	Sig. of Engineer	Sig. of IT personnel