

Notice Inviting Quotations For IT Facilities

Sealed quotations are invited for Comprehensive Annual Maintenance Contract and Facility Management Services and Support for the computers & allied accessories at the Head Office and Units from reputed IT firms having sufficient infrastructure. Details are available at www.rplkerala.com or from the office of the undersigned. Interested organizations may submit their offer in sealed envelope to the undersigned on or before 31.08.2007.

REHABILITATION PLANTATIONS LIMITED

Terms and Conditions of Comprehensive Maintenance Contract including Facility Management Support Services

- 1 Rehabilitation Plantations LTD (RPL) invites sealed quotations [**Commercial and Technical Bids**] from reputed parties/firms for Comprehensive Maintenance Contract and Facility Management Support Services in respect of Computers and Peripherals (as per the Annexure- I enclosed) for a period of one year with effect from the date as will be communicated later on by this Office.
- 2 The AMC shall be on a comprehensive maintenance service basis i.e. no extra charges for any spare parts; software required will be paid by RPL. During the currency of the contract period, it will be the responsibility of the contractor to keep the equipments in perfect working order.
- 3 The tenderers are required to prove their technical competence for undertaking the job and also furnish their experience/reputation and goodwill through a certificate from any past customers/ Govt. Departments mentioning name/designation/telephone number etc. of the PSU/Department/Ministry concerned.
- 4 . The payment towards CAMC (and F.M.S.S) charges would be made at the end of each quarter on production of satisfactory reports from the concerned users.
- 5 If the Contractor fails to attend the complaints within stipulated time, as mentioned in the penalty clause, delay/damage/loss shall be charged and the same shall be deducted from the gross amount of the bill.
- 6 RPL reserves the right to select or reject any or all tenders without assigning any reasons whatsoever. The contract shall cover both preventive as well as corrective maintenance of all IT equipments for all the working days (and holidays as and when required as specified in this contract conditions). The maintenance (both preventive as well as corrective) shall cover services for rectification of fault, if any, and replacement/repairs of specified components.
- 7 The system may undergo minor changes due to shifting of various equipment, additions or deletions at the time of signing of contract or during the currency of the contract. For any such alterations, intimation shall be given to the contractor and if any new addition is not maintained through warranty clause but through AMC, charges for maintenance shall be payable to the contractor on monthly basis for full month of

service rendered at the rates agreed upon. Similarly, the deletion shall also be intimated to the contractor and charges shall be deducted for the purpose of payment to contractor.

- 8 The software maintenance shall include loading, reformatting to software like WINDOWS (95, 98 2000, XP,Vista), MS Office suite, Language Software, internet explorer, Outlook Express, Anti Virus Software, any other type of O/S presently installed, data retrieval, device driver software, system/network configuration and installation of software purchased by the RPL from time to time.
- 9 Removal of virus and patch management shall be a mandatory part of the contract. Contractor will position a competent qualified software engineer who shall be required to update anti-virus scanning software/monitor on a regular interval at least once in a month on preventive maintenance basis and even more frequently, if required on case to case basis.
- 10 The contractor shall have to depute One well qualified engineer having a minimum experience of three years with recognized Qualification in the field of software and hardware maintenance on full time basis for the service of the system shall be provided with suitable communication system (like cell phone) so that he may be contacted at any time in case of requirement. The service engineer will sign the attendance register at 0900 Hrs. on all working days and be available in the Company up to 5.30 Hrs. in the evening.**
- 11 The services of the engineers of the contractor may be required on non-working days or beyond office hours on working days on some occasions to meet emergency situation. The contractor shall ensure that on such occasions also the personnel are deputed.
- 12 The hardware and software problems reported by the users will be notified to the contractor's engineers and will be attended by them based on priority. Complaints given telephonically, service engineer will have them recorded on the main log book on the first available occasion and attend to them at the earliest and obtain acknowledgement of the user in his counter log book.
- 13 A penalty will also be levied for absent of service Engineer. The deputed/resident engineers should not be changed frequently so as to avoid disruption in services.
- 14 If average down time of all the systems taken together increase beyond 10% over a period of 3 months (calculated quarterly), RPL reserves the right to cancel the contract forthwith without assigning any reasons and blacklisting the firm.

- 15 The equipment will have to be repaired in house. The hard disk cannot be taken out of the premises in any case. For taking out other equipment, prior permission of Officer in –charge will have to be sought and if necessary standby equipment shall be provided. In case of replacement of Hard Disk, the removed disk shall be destroyed physically in the presence of responsible officials of RPL.
- 16 The contractor would carry out preventive maintenance of each machine once in every three months. Failure to do so shall attract penalty as deemed fit.
- 17 The items that are defective and need to be replaced would be first checked by RPL’s Computer/IT Cell before those are declared as defective. **The defective equipment/items will be replaced by the equipment/spares of the same specification/make and, in case these are not available, the equipment with higher specification will have to be installed.**
- 18 The contractor shall keep sufficient quantity of spare parts which include Intel P-III and IV CPUs, Mother Boards, Seagate Hard Disk of 10-80 GB capacity, HP Laser Jet 6L Printers, SCGA Monitors, CD ROM of 52X, Floppy Drive, Windows Key boards, Mouses and other required spares available centrally for ready use.
- 19 The contractor and his engineers shall be responsible for data recovery and data security in case of system failure and crashing of hard drive/disc of any computer system under the maintenance contract.
- 20 The engineer will not change the setting of any computer without seeking the prior permission and information of officer in charge of RPL
- 21 The contractor will have to follow all the security instructions applicable from time to time. If the engineers are found guilty of any violation of security norms, they will be liable to be prosecuted under the law.
- 22 **The contract is comprehensive and covers free replacement of all defective parts, except consumables like printer heads, ribbons, cartridges and plastic components.**
- 23 **The contractor shall not further sub-contract the CAMC including FMSS under any circumstances to a third party/sub-contractor for the maintenance.**

24 Client List and qualifications and experience of resource persons available with the firm who are coming within the scope of the service be attached with the quotation.

25 Bank Guarantee as Security Deposit / Fixed Deposit

A bank guarantee / fixed deposit of any nationalized Bank in favour of the Company for 5% of quoted amount may be furnished by the concerned firms to the Company as Security Deposit.

26 PENALTY CLAUSE

S. No.	Description	Maximum Free Period for Breakdown	Rate of Penalty Beyond Free Period	Penalty Average Breakdown exceeding 10% per quarter
1.	PC including Note Book	2 Days	Rs.200/- per working day / per computer	2% of total value of contract
2.	Laser Printer	2 Days	Rs.300/- per working day / per printer	2% of total value of contract
3.	Dot Matrix / Desk Jet Printers	2 Days	Rs.75/- per working day / per printer	2% of total value of contract
4	Scanner	3 Days	Rs.100/- per working day / per scanner	2% of total value of contract

The details of Systems available with us which are brought under to the preview of this contract are as follows.

Head Office

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|-----------------------------------|--------|
| 1. P4 PC | 7 No.s |
| 2. IBM Netfinity Server | 1 |
| 3. COM 16 port switch/Patch panel | |

All the PC s are with LAN connection

Printers

MSP345 Printers	10 Nos
H.P Laser Jet 6L Gold	2
H.P. Deskjet 640C	2
HP PSC 1400	1
Wipro LQDX	1

Sub Offices

Ayiranallur Estate

P4 PC	1Nos
H.P.Deskjet Printer	1
MSP345 Printers	2

Kulathupuzha Estate

P4 PC	1Nos
H.P.Deskjet Printer	1
MSP345 Printers	1

R.S Factory

MSP345 Printers	1Nos
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LC Factory

P4 PC	1Nos
Modem	1
MSP345 Printers	2

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MANAGING DIRECTOR