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OFFICE OF THE  
COAL MINES PROVIDENT FUND COMMISSIONER

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/कुक्न& 826014 १/२क] [११]१ हक] र

POLICE LINE, HIRAPUR,  
DHANBAD-826014(JHARKHAND),INDIA

No. CPF/150/EDP/AMC/Computer System/HQ/2012/116

Dated:23-12-2013

**Notice Inviting Tenders**

Sealed quotations are invited for Comprehensive Annual Maintenance Contract in respect of Computers/Laser Printers/Laser Printer cum FAX /UPS etc of CMPFO, Hqrs. Office, Dhanbad from authorised service provider of the respected field as per the list of items enclosed in the prescribed proforma.

2. The Quotations duly filled in the prescribed proforma which may be downloaded from CMPFO website i.e. [cmpfo.gov.in](http://cmpfo.gov.in) may be submitted in properly sealed covers super scribed as "Quotation for AMC of HP, IBM, Compaq and Lenovo PCs & Peripherals" and addressed to the Commissioner, CMPFO, Headquarters Office, Police Line, Hirapur, Dhanbad, Jharkhand so as to reach this Office on or before **25-01-2014** at 1200 Hrs.. Quotation received after due date will not be entertained at all. A bank Draft amounting to Rs. 10,000/- payable to the **Commissioner, CMPF Account No. -1(10976586920) payable at SBI Main Branch, Dhanbad** should also be enclosed with the quotation which will be returned after finalization of the process. Any quotation received without earnest money as stated above, will be summarily rejected. Quotations received will be opened on the same day at 4 P.M. i.e. **25-01-2014**.
3. Tender document may be downloaded from CMPFO Website i.e. [cmpfo.gov.in](http://cmpfo.gov.in) or same may be obtained from Office of the Commissioner, CMPFO, Headquarters Office, Hirapur, Police Line Dhanbad without payment of any fee.
4. The rates inclusive of taxes applicable on date such as Service Tax, VAT etc, may be quoted on comprehensive basis for the items listed in the prescribed proforma enclosed herewith. The payment of AMC charges will be made in four installments each after completion of first three months, six months, nine months and after completion of first year period. The period of AMC will be for one year from the date of award of AMC. No further enhancement of rates during the period of AMC will be entertained.
5. It may also be noted that this Office reserves the right to accept or reject in part or in full, all the quotations without assigning any reason thereof.

Encl:- Terms & Conditions Proforma

Commissioner, CMPFO

### **Terms & Conditions of the AMC**

1. The contract will be on Comprehensive Maintenance Service basis and no extra charges for any general wear and tear/spare parts etc. shall be made by the Office except for consumable parts/batteries. During the currency of the contract period it will be the responsibility of the company to keep the equipment in perfect working order. The services of at least one resident Engineers should be provided for attending day to day calls during the office hours and in case of emergency beyond office hours.
2. The repair work will have to be carried out at the location of the equipment except in the exceptional circumstances where the equipment or any component may be required to be taken out for repairs in workshop. In such cases the standby arrangement shall have to be made by the company and in no way the working of computer shall be held for want of any standby arrangements. No any other charge will be payable like transportation, fare etc.
3. Necessary estimates will be submitted by the firms in respect of any of the computer hardware for which the AMC is given requiring repair/correction before taking them on AMC . It may be noted that no separate estimate for repair after award of AMC will be entertained.
4. The AMC. Will be valid for a period of on e year from the date of award of contract. The payment towards AMC charges shall be made in four installments i.e. after completion of each quarter. For the purpose, company will be required to submit a pre-receipted bill. The company sahlh have a attend to all the complaints just on receipt of information from the concerned users of the machines. This Ministry reserves the right to terminate AMC at any time during the period of AMC, if the performance of the company is not found satisfactory.
5. The company shall have the required drivers CDs and Floppies for maintainingf the PCs, Printers, etc. for configuring the printers and PCS. The Company will be required to depute qualified engineer to check up all the Computers/Printers/UPS at least once in each quarters and obtain certificate from the concerned user about the proper working of Computers/Printers UPS etc. and submit a copy in the Concerned Brach of this Organisations. In view of the virus attach, which attack, which affects the computers and results in loss of valuable data, it will be the responsibility of the company to prevent/repair the machines with anti-virus techniques.
6. (i) The firms should be registered under the Companies Act'1956 and should furnish the detail of its Registered Office.  
(ii)The firms are required to furnish their standing and goodwill through a certificate/documentary proof of Ministries/Departments with whom they are working complete address and telephone Nos./Income Tax No./ST/CST No.. List of present contracts having in Govt. Departments may also be enclosed with the quotation.  
(iii) The service provider should have a minimum 5-7 years experience in the operational area.  
(iv) The firms should also submit the authorization in original from the OEM firm.  
(v) The firms should have work permit or be registered with local authority including sales tax.  
(vi) A certificate of its compliance with statutory requirements like EPF, ESI, etc for the last 1-2 years may be furnished alongwith the quotation. The contractor shall also comply with all labour laws in relation to their employees including payment of minimum wages as laid down by any law.

- (vii) The quotation received without the above mentioned documents and Bank Draft towards earnest money as stated in the letter inviting quotations as well as those received after the due date, will be summarily rejected.
- (viii) A 'fall clause' will be effective to the approved rates. i.e. if the firm undertakes identical works in other Ministry/Departments at rates lower than the rates approved by this Organisation, the firm will have to charge at those rates from this Organisation. At the time of submitting the bill for payment a certificate to the effect should be attached with the bill.
7. The Organisation reserves the right to select or reject any or all the quotations without assigning any reasons whatsoever.

**PROFORMA**  
**(For AMC of IBM, HP & COMPAQ PCs/Printers/UPS in Coal Mines Provident**  
**Fund Organisation, Headquarters Office, Dhanbad.)**

S.No.	Description of Items	Quantity	Quoted price/per items(in Rs.)
01	Computer System Complete Set (HP Compaq-DX6100MT) with DVD Writer	1	
02	Computer System Complete Set (HP Compaq-DX6100MT) without DVD Writer	1	
03	Computer System Complete Set (HP Compaq-DX7200MT) with DVD Writer	1	
04	Computer System Complete Set (HP Compaq-DX7200MT) without DVD Writer	1	
05	Computer System Complete Set (Lenovo Think Centre-DM4)	1	
06	HP Laserjet 1020	1	
07	HP Laserjet 1022	1	
08	HP Laserjet 1160	1	
09	HP Laserjet 2420	1	
10	HP Laserjet 3050MFP	1	
11	HP Laserjet 3055MFP	1	
12	HP Laserjet p1108	1	
13	HP Laserjet 1000 Series	1	
14	HP Laserjet 1020+	1	
15	UPS 1KVA(APC)	1	
16	UPS 600VA(APC)	1	

Note:- 80 Nos.(approx) of Computer system with UPS and 28 Nos.(approx) of Printers are in working condition as on date, final quantity of equipments will be decided after selection of the L1 firm.