

NAME OF THE PARTY:

LIMITED TENDER

PREAMBLE OF TENDER:- Electronics Corporation of Tamil Nadu Limited (ELCOT), a wholly owned Government of Tamil Nadu Undertaking is the Optional Procurement Agency of the Government of Tamil Nadu for procurement of IT related products like Computers, Printers, Other Peripherals and Software as per G.O. Ms. No. 58, Finance (BPE) Department, Dated 16.02.1999. Accordingly, ELCOT has been procuring various IT related products to all the State Government Departments / Boards / Autonomous Bodies etc. As part of the Procurement activities, ELCOT floats this limited tender inviting bids for the Annual Maintenance contract for One year for the computer and other Peripherals and IT products at TNPSC office as mentioned below:-

Short Title used in the Tender Document:

1. **Bidder:** Bidder means the party who makes a formal offer in pursuance of the tender floated.
2. **Successful Bidder:** Successful Bidder means the Bidder who becomes Successful through the tender process.
3. **Day:** A day means a Calendar Day.
4. **Purchaser:** Purchaser means the end user for whom the procurement is indented through the tender.
5. A complete list of Computers, Printers, Networking equipments with their specifications is detailed under 'Annexure I'.

TENDER SCHEDULE

a)	TENDER NO	ELCOT/Proc/LT/33833/TNPSC/AMC for IT products/2024-25
b)	Type of Tender	LIMITED TENDER – Single part bid
c)	Tendered Items	Annual Maintenance contract for One year for the computer and other Peripherals and IT products at TNPSC office for a value of Rs.25 lakhs (including GST)
d)	Delivery Location	All locations in Tamil Nadu
e)	DUE DATE & TIME for Submission of Tenders	01.10.2024 @ 11.00 AM.
f)	OPENING DATE & TIME	01.10.2024 @ 11.30 AM.

EMD: Rs.25,000/- (Rupees Twenty Five Thousand Only) by way of DD or through RTGS to ELCOT Bank Account as detailed below.

Name of the Bank & Branch	Indian Bank, Anna Salai , Nandanam
SBI A/c No.	400381773
IFS Code	IDIB000N078
MICR No.	600019096

VALUE OF THE TENDER

Comprehensive Annual Maintenance contract for One year for the computer and other Peripherals and IT products at Tamil Nadu Public Commission office for a value of Rs.25 lakhs (including GST)

Eligibility Criteria: The Bidder shall have executed a order for Annual Maintenance Contract for the IT products (i.e Desktop & Laptops, Printers, Scanner, CCTV , Servers, Network Switches, Projectors, Bio-Metric, Xerox machine) for any Government Departments / Government undertaking Organizations / Public Sector Undertakings of Tamil Nadu in the last 3 years as on 31.08.2024

Documentary Proof: Copy of work order issued in the name of Bidder, along with the related acknowledgement

Annual Maintenance contract for 1 years for the computer and other Peripherals and IT products at TNPSC office.

The description of the IT products for AMC are as follows (Annexure I)

S. No.	Description of item	Model	Purchase year	Qty
1	Lenovo System Think Centre (Intel Pentium)		2009	3
	Acer Power Series / Acer Veriton (Intel core 2 duo + Intel i7)		2013	6
	Zenith (Intel Pentium)		2009	3
	HCL (Intel core 2 duo + Intel i3)		2010	8
			2011	12
Dell Computer	3020 (Intel i3)	2013	130	

			2019	20
	Dell Computer	3070 /3080 (Intel I5)	2013	13
	HP computer	HP280	2010	25
			2013	5
			2019	11
	HP Computer	HP280i5	2020	105
	HP Computer	HP280 i7	2021	34
	Dell Computer	Dell 3080	2021	50
	Dell Computer	Dell 3070	2021	52
	Total Computer			477
2	SERVER	LENOVO THINK SYSTEM SR 550	2017	4
		Hp proliant DL 580 Gen 10th	2016	4
		HPE DL 380 Gen 10		10
	Total			18
3	Laptops	HP 250 i5	2021	6
		ACER i5	2023	18
		Total		
4	HP Laser Jet Printer	LJ-1566	2012	15
		LJ-1606	2015	21
		M-202	2015	17
			2016	10
		P-2055	2009	02
		M-1213nf	2009	03
		HP Colour Printer (M154W)	2011	04
		Brother L326		6
	Xerox B210		3	
HP	HP MFD 329 dw	2023	15	
	Printer Total			96
5	Epson D70000	D70000	2016	02
	Epson Perfection V33	V33	2019	05
	Kodak i260 Image Scanner 40 PPM	I260	2014	03
	Kodak	1440	2017	2
	Cannon	DRC225	2018	2
	Scanner Total			14
6	Line Printers	Printronix 7000	2013	3
	Total			3

7	Projectors	BENQ	2014	5
	Total			5
8	Network Switches	24 Port Switch	2016	1
			2018	3
			2020	9
			2021	12
			2022	9
		8 port switch	2018	3
		2019	5	
	Total			42
9	Cameras	Dome Camera	2013	4
			2017	9
			2018	27
			2020	16
			2021	14
			2022	15
			2023	5
		Bullet Camera	2013	2
			2017	8
			2018	5
			2020	23
			2021	8
			2022	2
			2023	2
	Total			140
10	NVR	Hik vision	2019	2
		Uniview	2021	3
	Total			5
11	Bio-metric device	Matrix	2014	12
			2018	10
			2022	2
	Total			24
12	Photocopy Machine	Kyocera	2019	2
			2020	2
			2021	4
			2022	2
		HP	2022	3
		Toshiba	2022	1
	Total			14
13	NAS Device	WD My Cloud PR4100	2023	2
	Total			2
14	UPS	Numeric 10KV	2021	3

		Numeric 20KV	2021	2
		RPC 20KV		2
		Bharath 20KV	2021	2
		RPC 5 KV		1
		Luminous 10KV		2
		Luminous 5 KV		1
		Numeric 5 KV		1
		Total		14
15	Residential engineers			2

MODE OF DESPATCH : Tenders should be addressed to the **MANAGING DIRECTOR – ELCOT** (by Designation only) and super scribed with the tender number and sent in sealed cover either by Registered post with acknowledgment due or in person. Tenders received in ordinary cover without seal will not be considered. Bids received after the due date and Time will not be accepted. Delay in postal transit will not be accepted as a valid reason for late submission. The Tender Document is not transferable to any other bidder.

IMPORTANT NOTE: *TENDERER MUST SUBMIT THIS ORIGINAL TENDER DOCUMENT WITH THEIR SIGNATURE, AND SEAL WITHOUT MISSING ANY OF THE PAGES. Price bid must be submitted in the bidder's company letter head.*

The tenders received on SPECIFIED DUE DATE & TIME will be opened at **ELCOT, 692, Anna Salai, Nandanam, Chennai – 600 035** in the presence of the bidders who choose to be present. If sufficient response is not received on the due date of opening, ELCOT reserves its right to extend the due date for submission of tenders inviting more bids or cancel the tender.

SCOPE OF WORK

Electronics Corporation of Tamil Nadu Limited (ELCOT), a wholly owned Government of Tamil Nadu Undertaking invites offers for the Annual Maintenance contract for One years for the computer and other Peripherals and IT products at TNPSC office. The Bidder has to undertake the above said work .The detailed Scope of Work is given below.

- 1) Bidder should be ready to provide Maintenance of Networking, Computers, Servers, Printers, scanner, Biometric, CCTV and IT products etc

- 2) Bidders should deploy trained and experienced manpower Maintenance of Networking, Computers, Servers, Printers, etc.
- 3) Bidder should ensure that the equipments are in good working condition of the equipment before entering contract period.
- 4) No claim should be made for the standby devices. It is the sole responsibility of the bidder to ensure the working condition of the devices and handling of the equipments at the departments.

The following are the requirements with regard to the AMC of the above said IT products.

Obligation/Terms & Conditions of TNPSC

1. The company should appoint Two residential engineers to the Commission's office and they have to work from 10.00 am to 5.45 p.m. on all working days. Further, whenever required , they have to arrive early in the morning and leave late in the evening. Further, as and when required, they should attend office even on Saturdays, Sundays and other Government holidays. The service engineers can avail compensatory off for having attended office on Sundays on rotation basis without affecting the routine functioning of the Commission's office. The Service Engineers shall be required to work a minimum of 26 days in a month.
2. The Service Engineers should possess all the required educational, technical and practical experience and should be well equipped to attend all the faults immediately.
3. Frequent change of Service Engineer will not be accepted. In case of unavoidable circumstances, change of Service Engineer should be done only in consultation with the Commission.
4. The contractor shall not enter either into a sub-contract with any other person/company or transfer the contract or any benefit there under to any other person or company.
5. The contractor must have experience of providing similar services for Maintenance of Networking, Computers, Servers, Printers, etc., to Govt. Organizations /PSU/Nationalized Banks and should be in the field for at least Two years.
6. Preventive Maintenance should be done at regular intervals and report of such Preventive Maintenance should be submitted to the Commission's office. The frequency of such preventive maintenance will be quarterly. Any delay / omission in conducting preventive maintenance exercise during the contract period will attract a penalty of Rs,100 per non-critical equipment and Rs.1000 per critical equipments.

7. The contractor should attend to the minor complaints made by the user on the same day. However, all complaints must be attended to within the next day. However, the leeway to take the complaint to the next day cannot be a routine practice and this has to be done only under unavoidable circumstances and with the prior permission of the officials concerned, failing which it will attract a fine.
8. In case of major faults, the equipment should be set right and restored to working condition within 24 hours from the time of reporting of the fault. However, after deciding that if it is a major fault, a standby unit or equivalent configuration shall have to be provided within 24 hours by the successful contractor so that the work of that user/section does not suffer. If the faulty equipment is not rectified and installed within 24 calendar days from reporting the fault, the penalty would be levied.
9. If any of the problem is not resolved within a specified time limit (i.e., on the same day in case of a minor problem and within 7 days in case of major problems), the Commission has the liberty to get the same repaired by any outside vendor(s) and the cost of the same will be deducted from the Quarterly bill of the contractor.
10. The contractor shall keep sufficient number of spares such as Mother Boards, RAMs, Monitors, Hard Disk Drives, Keyboards, Mouse, Cables, Printer / Scanners etc. as standby (a minimum of five numbers of each) to put them in-service whenever required.
11. The Commission's office reserves the right to abandon or terminate the contract at any time without assigning any reason, after giving one-month notice to the contractor. In the event of the service / work being found unsatisfactory and / or not according to the specifications and standards laid down in the contract, the contract may be terminated at one month's notice after giving the successful contractor an opportunity to show cause as to why such an action should not be taken. If the explanation is acceptable it may be considered.
12. In the event of termination of the contract on account of unsatisfactory / substandard services, the Commission's office shall not accept any responsibility for any loss suffered by the contractor.
13. The AMC amount will be released on a Quarterly basis at the end of each Quarter on the satisfaction of the service contract and performance of the work entrusted for the period from the date of execution of the AMC.

14. The Contractor while taking over the contractual responsibility, shall undertake a detailed survey of all the assets covered by the AMC with regard to their working condition and quarterly payment shall be claimed (through M/s ELCOT) only for the assets that are in working condition
15. The contractor shall be required to hand over all the equipment in working condition at the time of termination/ completion of the contract.
16. Any equipment not made available in working condition on the Last day of the contract period shall be rectified /repaired by the contractor within the next three working days.
17. The contractor shall provide services for 15 working days from the date of expiry of the contract for smoother transfer of the AMC to the new contractor without any extra cost.

Additional Terms

- i) 98% up-time is expected for Servers & Desktops and immediate backup to be provided. Replacement of parts for servers should be top priority and such replacement to be done within 24 hours for desktops & Servers and 48 hrs for printers..
- ii) Company should inspect the entire Hardware and its configuration details before entering the contract and record the details of the configuration.
- iii) The Company should record the Stock No. and Serial No. of Desktops/Printers in advance so as to ensure call logging/resolution of complaints of all such stock. Refusal to attend to complaints stating Serial No. mis-match of stocks at any later stage will not be entertained and Company to resolve such complaints mandatorily.

PRICE BID EVALUATION

The bidder who becomes L1, in overall total will be called as L1 bidder.

PAYMENT TERMS

1. No advance Payment will be made.
2. The AMC amount will be released on a Quarterly basis at the end of each Quarterly period of the service contract and on satisfactory performance of the work entrusted for the period from the date of execution of the AMC.
3. Payment will be released based on the completion of work and subject to submission of bills

4. Penalty amount if any for delayed completion of work will be adjusted in the payment due to the successful bidder.
5. All taxes and other levies imposed by Governments in India will be paid at actuals as applicable.
6. Bidder shall have exclusive liability for remittance of Taxes to State and Central Governments as per the Statutes/Act ruling now or hereinafter enforced.
7. Payment will be made only on receipt of funds from Departments concerned.

PENALTY CLAUSE:

A penalty will be levied at the rate of 0.25% per week on the work order value in the event of non-fulfillment or non-observance of any of the conditions stipulated in the terms and conditions. subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.

Security Deposit:

5% of the contract value either by DD or BG valid for 15 months from the date of award of contract.

PRICE BID**Annual Maintenance contract for the computer and other Peripherals and IT products at TNPSC office.****ELCOT/Proc/LT/33833/TNPSC/AMC for IT products/2024-25**

S. No.	Description of item	Model	Purchase year	Qty	Unit Price in Rs.	Sub Total in Rs	GST in %	GST in Rs	Total in Rs
				(a)	(b)	C =(a*b)	(d)	E=(c*d)	F=(c+e)
1	Lenovo System Think Centre (Intel Pentium)		2009	3					
	Acer Power Series / Acer Veriton(Intel core 2 duo + Intel i7)		2013	6					
	Zenith (Intel Pentium)		2009	3					
	HCL (Intel core 2 duo + Intel i3)		2010	8					
			2011	12					
	Dell Computer	3020 (Intel i3)	2013	130					
			2019	20					
	Dell Computer	3070 /3080 (Intel I5)	2013	13					
	HP computer	HP280	2010	25					
			2013	5					
			2019	11					
	HP Computer	HP280i5	2020	105					
HP Computer	HP280 i7	2021	34						
Dell Computer	Dell 3080	2021	50						
Dell Computer	Dell 3070	2021	52						
	Total Computer			477					
2	SERVER	LENOVO THINK SYSTEM SR 550	2017	4					
		Hp proliant DL 580 Gen 10th	2016	4					
		HPE DL 380 Gen 10		10					
	Total			18					

ELCOT/Proc/LT/33833/TNPSC/AMC for IT products/2024-25

3	Laptops	HP 250 i5	2021	6					
		ACER i5	2023	18					
	Total			24					
4	HP Laser Jet Printer	LJ-1566	2012	15					
		LJ-1606	2015	21					
		M-202	2015	17					
			2016	10					
		P-2055	2009	2					
		M-1213nf	2009	3					
		HP Colour Printer (M154W)	2011	4					
		Brother L326		6					
	Xerox B210		3						
HP	HP MFD 329 dw	2023	15						
	Printer Total			96					
5	Epson D70000	D70000	2016	2					
	Epson Perfection V33	V33	2019	5					
	Kodak i260 Image Scanner 40 PPM	I260	2014	3					
	Kodak	1440	2017	2					
	Cannon	DRC225	2018	2					
	Scanner Total			14					
6	Line Printers	Printronix 7000	2013	3					
	Total			3					
7	Projectors	BENQ	2014	5					
	Total			5					
8	Network Switches	24 Port Switch	2016	1					
			2018	3					
			2020	9					
			2021	12					

			2022	9					
		8 port switch	2018	3					
			2019	5					
	Total			42					
9	Cameras	Dome Camera	2013	4					
			2017	9					
			2018	27					
			2020	16					
			2021	14					
			2022	15					
		Bullet Camera	2013	2					
			2017	8					
			2018	5					
			2020	23					
			2021	8					
			2022	2					
					2023	2			
	Total			140					
10	NVR	Hik vision	2019	2					
		Uniview	2021	3					
	Total			5					
11	Bio-metric device	Matrix	2014	12					
			2018	10					
			2022	2					
	Total			24					
12	Photocopy Machine	Kyocera	2019	2					
			2020	2					
			2021	4					
			2022	2					
		HP	2022	3					
		Toshiba	2022	1					
	Total			14					

13	NAS Device	WD My Cloud PR4100	2023	2					
	Total			2					
14	UPS	Numeric 10KV	2021	3					
		Numeric 20KV	2021	2					
		RPC 20KV		2					
		Bharath 20KV	2021	2					
		RPC 5 KV		1					
		Luminous 10KV		2					
		Luminous 5 KV		1					
		Numeric 5 KV		1					
	Total			14					
15	Residential engineers			2					
Grand Total in Rs.									
Total Ruppes in Words									

Note:

1	The total cost excluding applicable Local Taxes and including all other duties and charges (Such as Customs Duty, Installation Charges etc., as per the guidelines stated above) of overall items will be taken for Price Bid evaluation. The bidder who becomes L1, in overall total will be called as L1 bidder. However, the L1 bidder will be asked to match the lowest rate/quote of any individual item, wherever they have not become L1.
2	Bidders should quote compulsorily for all the items indicated in the Price bid and Partial bid will not be accepted.
3	The Bidder shall submit the offer by filling up all the columns against each Item. Bids with blank columns are liable for rejection.
4	In cases of discrepancy between the prices quoted in words and in figures, lower of the two shall be considered.

Signature of the authorized person:

Name of the authorized person:

Designation:

Name and Address of Bidder:

Stamp of bidder:

ELCOT/Proc/LT/33833/TNPSC/AMC for IT products/2024-25