



**India Meteorological Department
Regional Meteorological Centre,
6, College Road, Chennai – 600 006.**

Notice Inviting Expression of Interest (EoI)

EoI Enquiry No. RMM/20044/RC

Dated: 12.10.2018

Regional Meteorological Centre, India Meteorological Department (IMD), Ministry of Earth Sciences (MOES), Government of India, on behalf of President of India invites “**Expression of Interest (EoI)**” for Annual Maintenance contract of computers, printers and scanners, LAN (**Comprehensive AMC for PCs and Non-comprehensive AMC for RMC-LAN, printers and scanners.**)

1. The address and contact numbers for sending EoI or seeking clarifications regarding this EoI are given below:

1	EoI/queries to be addressed to	The DDGM, Regional Meteorological Centre, No.6, College road, Chennai-6.
2	Postal address for sending the EoI	DDGM (Kind Attn: Sri. A. Roiden) Regional Meteorological Centre, No.6, College road, Chennai-6.
3	Name/designation of the contact personnel	Sri. A. Roiden, Meteorologist B.
4	Telephone number of the contact personnel	Office :044-28246040
5	e-mail id for contact	rmsu.chennai@gmail.com
6	Fax number	044-28271581

SERVICE PROVIDERS having their spares and full-support facility centre at Chennai only need to apply.

Regional Meteorological Centre, Chennai has Servers, Desktop PCs, Laptops, Printers and Scanners. All these Systems along with Local Area Network are proposed to be brought under Annual Maintenance with single service provider with the terms and conditions specified herewith.

The List of Computer Systems and other peripherals are given in Annexure-I. Clarifications, if any, may be sought from Regional Meteorological Centre, Nungambakkam in person or through telephone on 044-28246040.

2. Eligibility for submitting the EoI:

- 1) The firm should be registered with the Registrar of Companies and Sales/Trade tax/Service Tax department. Copies of PAN Number / TAN number / GST number along with registration certificate/GST number, registration certificate and Income-tax clearance certificate>Returns for last 03 years must be attached.
- 2) The firm should have at least three years' experience in servicing and maintenance of Computers, Printers, LAN/networks etc with Central Govt. Ministry/ department/organization and CPSU. Necessary documentary proof with details should be submitted to this office along with the EoI.
- 3) Firm must provide customer satisfaction letter from at least two customers from govt. department/PSU while submitting the technical bids. IMD reserves the right to interact with earlier contractors to evaluate the firm capabilities on necessity.
- 4) Firm must have sufficient numbers of qualified and experienced engineers.
- 5) The firm should have their full support facility & stores in Chennai.
- 6) The firm/contractor must submit documentary evidence in support of fulfilling eligibility criteria mentioned above.
- 7) A Self declaration must be furnished by firm that there is no complaint/vigilance inquiry against them in any Govt./Department/PSU and they have not been black listed by any Govt./Department/PSU.

3. Earnest Money Deposit (EMD):

(i) Bidders are required to submit Earnest Money Deposit (EMD) for an amount of **Rs. 5,000/-** (Rs. Five Thousand only) along with their technical bids. The EMD may be submitted in the form of an Account Payee Demand Draft or Fixed Deposit in favour of Assistant Meteorologist (C&A), Regional Meteorological Centre, Chennai-6. or Bank Guarantee from any of the Public Sector Banks.

(ii) EMD shall be valid for 90 days from the day of issue of EoI.

(iii) Micro and small Enterprises if registered with any government bodies specified by Ministry of Micro, Small & Medium Enterprises (MoMSME) with valid certificate duly issued by GOI are exempted for submitting the tender fee and earnest money deposit (EMD).

(iv) **No entrepreneur or memorandum of application form is acceptable.**

(v) Other Firms, registered with NSIC with valid certificate duly issued by GOI are also exempted for submitting EMD. **No other type of certificate is acceptable.**

(vi) The exemption and relaxation in EMD is subject to the validity & acceptance of their registration certificate on the date of evaluation.

4. Refund of EMD: The EMD deposited by the Unsuccessful bidders will be returned to them (**Without any interest**) after expiry of the tender validity period. The EMD deposited by the Successful bidder(s) will be returned (**Without any interest**) after receipt of the Performance Security Guarantee submitted by the bidder. The bidders have to submit pre-receipt for obtaining their EMD in the **FORM GAR 43D** in duplicate with original signatures. One form should be affixed with revenue stamp.

5. Forfeit of EMD: Earnest money deposited by a Bidder will be forfeited, if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender or if it comes to notice that the information/documents furnished in its tender is incorrect, false, misleading or forged without prejudice to other rights of the purchaser. The EMD deposited by the Successful bidder will be forfeited without prejudice to other rights of Purchaser if supplier fails to furnish the required performance security within the specified period.

Firm shall have to extend the validity of EMD if extension of tender validity is agreed on the request of purchaser in exceptional cases.

6. Performance Security: Within twenty-one (21) days from date of the issue of notification of award by the purchaser, the supplier, shall furnish performance security to the purchaser for an amount equal to ten percent (10%) of the total value of the Supply Order, valid up to sixty (60) days after the date of completion of all contractual obligations by the supplier, including the warranty obligations.

PERFORMANCE SECURITY HAS TO BE SUBMITTED BY THE SUCCESSFUL BIDDER, IRRESPECTIVE OF ITS REGISTRATION WITH NSIC/MSME. PERFORMANCE SECURITY IS NOT RELAXED TO ANY SUPPLIER.

The Performance Security shall be either in the form of Fixed Deposit Receipt or Bank Guarantee drawn/issued by a commercial bank doing government business in the prescribed form in favour of the purchaser. In the event of any amendment issued to the contract, the supplier shall, within twenty-one (21) days of issue of the amendment, furnish the corresponding amendment to the Performance Security (as necessary), rendering the same valid in all respects in terms of the contract, as amended.

The purchaser will release the Performance Security without any interest to the supplier on completion of the supplier's all contractual obligations. The supplier shall submit pre receipt for obtaining their security.

7. Scope of work:

- 1) The scope of work covers maintenance of Personal Computers, Printers and Scanners.
- 2) The service engineers shall be responsible for preventive maintenance with virus detection and corrective maintenance of the computers and peripherals under AMC and also maintenance of O.S/software. Quarterly report on this shall be produced to AM(RSU) failing which appropriate penalty by way of fine would be imposed.
- 3) The Bidder/firm shall maintain the equipment as per manufacture's guidelines and shall use standard and genuine components for replacement.
- 4) The Bidder/firm must provide necessary support for maintaining VIRUS free computer environment.
- 5) Any reported fault would be taken up by the service engineers within **four hours**. As far as possible, the repairs would be carried out on site itself. However, in case the PC/machine is to be taken for service, the firm would

provide a **standby** for the same. Also stand-by inventory of computer, should be kept in the respective offices, as and when required basis.

- 6) The escalation matrix for complaint lodging should be made available to individual units.
- 7) A logbook one each at RMC, AMO, PBO. Chennai shall be maintained in which the resident engineers shall record all the complaints made. All the complaints received shall be attended by them in following manner:
 - i. Minor faults immediately.
 - ii. Major faults within 4 hours by replacement method, with the available spares, if instructed by RMC.
 - iii. If the equipment is required to be transported to the firm's/manufacture's service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.
 - iv. The replacement of components shall be as per manufactures instructions and as per the decision of RMC.
 - v. The firm shall have the required drivers (CDs and Floppies) for maintaining the PCs and peripherals for configuring them.
 - vi. Repair and servicing of equipment can be carried out at site or at the firm's works after attending the complaint by replacement method and the same shall be done within 4 days of the receipt of the complaints. The replacement of components shall be free of charge in case of comprehensive AMC.
 - vii. The contract includes replacement of all parts except consumables viz printer ink, toner cartridges, print heads, fuser assembly.
- 8) The rates quoted should also cover the maintenance of operating system, software installation, data recovery, preventive actions against virus spread, detection/removal of virus, configuration of internet, and connection of computers to projector for presentation.
- 9) The contract shall initially be for a period of one year which can be extended for further period for the same rates on mutual agreement.
- 10) The contract can be terminated at any time by RMC after serving advance notice of one month. In such an event the vendor should ensure restoration of all the spares & computer peripherals taken away for repairs, duly repaired.

11) The firm shall carry out preventive maintenance regularly and shall plan, as per schedule of quantities, such that maintenance is carried out in each equipment at least once in three months. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment.

The schedule of preventive maintenance shall be as follows: -

- i. Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
- ii. Running of test programmes to ensure quality print/date reliability.
- iii. Checking of power supply source for proper grounding and safety of equipment.
- iv. Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
- v. Shifting of equipment as and when required.
- vi. Running of diagnostic software for system performance.

12) It shall be the responsibility of the firm to make all the computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to RMC after expiry of the contract. In case any damage is found, the firm is liable to rectify it even after the contract.

13) The payment of AMC will be made at quarterly intervals on satisfactory maintenance and on commencement of the next quarter

8. SUBMISSION OF EoI:

A detailed compliance and non-compliance matrix on the above shall be submitted along with EoI response. A particular point of non-compliance doesn't disqualify the bidder provided the market feasibility is non-existent and proved with supportive document. A final corrected document will be the tender document with justified modifications.

The EOI submitted by the agency shall comprise the following:

Documents in support of Applicant as per Clause 2.

The EOI duly signed by the authorised representative shall be submitted in a sealed cover. The sealed cover Super scribed "EOI FOR AMC OF COMPUTERS, PRINTERS AND

SCANNERS, LAN AT RMC CHENNAI" must be handed over to RSU, RMC Chennai or sent by post to the mentioned address on or before 09th November 2018. EOI will be opened on 12th November 2018.

If the office happens to be closed on the date of receipt of the EOI as specified, the EOI will be received and opened on the next working day. EOI sent by post should reach RMC Chennai on or before [Time limit]. RMC Chennai shall not be responsible for any postal delay.

9. VALIDITY OF THE EOI

The EOI submitted shall remain valid for acceptance for a period of TWO months from the date of opening of the EOI.

10. ASSESSMENT OF THE EOI

Technical Assessment Committee (TAC) appointed by the competent authority shall examine the EOI documents submitted by all the firms, subject to fulfilment of minimum eligibility criteria and terms and conditions specified in the EOI.

To assist in the examination of EOI, the competent authority reserves the right to seek clarifications on the plan submitted by the Applicant. The request for clarification and the response shall be in the form of a written letter by post/ email-digitally signed or scanned letters forwarded through email/ fax.

Those who are interested may visit this Office for the physical inspection of the systems before submitting the EoI. The EoI may be submitted to address given below on or before 09.11.2018

**The Deputy Director General of Meteorology,
Regional Meteorological Centre,
6, College Road,
Chennai-600 006**

Note:

Those who are submitting the EoI are alone eligible for submitting the financial Bid. The date for the submission of the financial bid will be 23.11.2018.

Annexure-I:

List for *Comprehensive* Annual Maintenance contract for PCs and **Non-comprehensive** Annual Maintenance Contract for printers and scanners along with the name of offices where they are located are given below: -

Table I

Item at RMC. Chennai	No. of items
<u>PCs:</u> Ranging from Pentium IV/Celeron/i3 type CPU, DDRI to DDRIII memory and HDD from 20 GB to 500 GB	63
<u>Printers</u>	
HP Desk Jet/Inkjet	3
HP LaserJet Mono Colour	11
HP LaserJet colour	4
Samsung LaserJet	4
Canon LBP 3500 A3 printer	2
Epson Ink Tank printer	6
Total Printers	31
<u>Scanners</u>	
HP SCANJET G 4010	1
HP Scanjet G-3110	1
Total	2
LAN	
Web server	3
Switches	10

Table II

Item at AMO & PBO. Chennai	No. of items
<u>PCs:</u> Ranging from Pentium IV/Celeron/i3 type CPU, DDR1 to DDRIII memory and HDD from 20 GB to 500 GB	17
<u>Printers</u>	
HP LaserJet Mono colour	5
HP LaserJet colour	1
Samsung LaserJet Mono colour	3
Samsung copier cum LaserJet printer	1
Total Printers	10

Detailed make, configuration etc. of PCs can be browsed at www.imdchennai.gov.in

The following is the addresses and contact numbers of offices where the above items are located.

Legend	Location	Phone No.
RMC	Regional Meteorological Centre, 6, College Road, Chennai- 600 006	2824 6040
AMO	Airport Meteorological Office, ATX Complex, Meenambakkam, Chennai – 600027	2256 1515 Extn:4231
PBO	The Observatory, RS/RW unit, Opp. to Old Airport, Chennai - 600 027	2234 5388 Extn:25

The AMC for both places (1. RMC & 2. AMO/PBO) will be awarded to same firm or different firms depending on their quotation.

EoI - Format

1.	Name of Organization / Firm / Company	
2.	Address	
3.	Year of establishment	
4.	Status of the firm (Company / Firm / Proprietary)	
5.	Name of Directors / Partners / Proprietor	i) ii) iii)
6.	Whether registered for sales tax purposes. If so, mention number and date. Furnish also copies of sales tax clearance certificate.	
7.	Whether an assessee of income tax. If so, mention permanent account number.	
8.	Service Tax Registration No	
9.	Specify the maximum value of single work executed in the year in the country.	

Place:

Date:

Signature of Service Providers

Qualification Proforma

PARTICULARS IN RESPECT OF MAJOR AMCs EXECUTED IN LAST 3 YEARS

S. No.	Name of the Company with Address	Business Type	Description of the Contract	Start Date	End Date	Value of the Contract

Relevant certificates of having completed similar works issued by competent authority must be submitted along with the financial Bid.

Place:

Date:

Signature of Service Providers