

**OFFICE OF THE COMMISSIONER OF CENTRAL EXCISE, DELHI-I:
C.R. BUILDING: I.P. ESTATE: NEW DELHI - 110 002:**

C. NO. I-5(8)CE/COMP/AMC/04/Pt./08/

Dated :- 23-4-2008

TENDER NOTICE

**Subject:- Invitation of quotations for Comprehensive Maintenance
Contract for the year 2008-09 in respect of Personal
Computers & Pentium Server's at Central Excise
Commissionerate, Delhi-I.**

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Quotations in sealed cover are hereby invited to award Comprehensive Annual Maintenance Contract for the year 2008-09 in respect of Servers/Personal Computers and their accessories of this Commissionerate on the following terms and conditions. The Operating System is UNIX/LINUX/Windows. Deployment of servers/ PC's/ UPS/Printers etc. are enclosed herewith for your reference.

TERMS & CONDITIONS : -

1. Experience in UNIX/LINUX/Windows is a must. In quotations give (a) No. of years experience in UNIX/LINUX; (b) the sites where UNIX and LINUX system is installed and maintained.
2. The Contract will be on comprehensive basis, inclusive of repairs and replacement of spare parts without extra payment and all the taxes.
3. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on their part.
4. Contractor will provide two qualified experienced resident engineers who will report to System Manager daily in the morning at 10.00 AM.
5. In case any machine remains down beyond 24 hours from the time of lodging the complaint with the resident engineers and no standby equipment provided by the contractor, an amount calculated @ Rs. 250/-per day per machine of the total AMC amount will be deducted.
6. The Commissionerate, Delhi-I shall not pay any charges i.e. initiation charges, cost of spares for maintenance of the system except Annual maintenance charges.
7. The contract will be effective for one year from the date of issue of letter awarding the contract.
8. In case the service is found to be unsatisfactory, the contract will be cancelled without assigning any reason.
9. The systems to be maintained by the contractor shall include Servers /nodes / Terminals/Monitor/CPU/Keyboard/Mouse/UPS/Printers and other accessories added thereto (as per enclosed list). The Contractor will also be required to set right errors in software/programs, removal of viruses and load all Drivers etc., when ever required. Providing, loading and maintaining UNIX O.S. and LINUX is the sole

responsibility of the Hardware maintenance contractor.

10. The Party must specifically list consumable parts, however, that are not covered under AMC i.e. for which it will raise separate Bill. (Refer point no. 2 above)

11. Since Hard disk, Optical drive, Keyboards and mouse are susceptible to frequent breakdown, the same will be replaced immediately with standby/ replacement.

12. Company should have a respectable number of AMC contract with Government Agencies and have good experience in Unix, Linux & Windows Operating Systems and knowledge of Networking etc.

Sealed quotations, Complete in all respect may be addressed to the Joint Commissioner (Computer), Room No. 120, Ist Floor, Central Excise Commissionerate, Delhi-I, C.R.Building, I.P. Estate, New Delhi - 110002 latest by 1600 hours on 08.05.2008 and quotation will be opened at 1100 hours on 09.05.2008 in Conference Room, interested party may appear. Any Verification/Clarification regarding sites of machines installed may be done on 30.04.2008. Superintendent (Computer) in Room No.256, 2nd Floor, Central Excise Commissionerate, Delhi-I, C.R.Building, New Delhi - 110002 may be contacted on any working day with regard to any clarification in this regard.

This Commissionerate reserves the right to select or reject any or all the quotations received without assigning any reason whatsoever.

Encl: As Above.

-sd/-
JOINT COMMISSIONER
CENTRAL EXCISE, DELHI-I

LIST OF SERVERS /PC'S/PRINTERS/UPS ETC. DEPLOYMENT AT CENTRAL EXCISE DELHI - I HEADQUARTERS AND DIVISIONS FOR THE PURPOSE OF AMC				
Details of PC's and their accessories installed in Headquarters and Divisions				
Formation	Item Description	Qty.	AMC Period	Remarks
Headquarter + Divisions + Residence.	Pentium PC's with all accessories	87	One Year from the date of awarding contract.	
Headquarter + Divisions	IBM PC's	27	From 01/04/2008 upto the expiry of contract.	Three year warranty expiring on 31/3/2008.
Headquarter + Divisions	HP Compaq AMD	9	Under three years warranty	Warranty expires on 20/10/2009.
Headquarters	HP Desktop	2	From 14/6/2008 upto the expiry of contract.	One year warranty expires on 13/6/2008.
Headquarters	Toshiba Notebook (Laptop)	2	From 16/7/2008 upto the expiry of contract.	One year warranty expires on 15/7/2008.
Headquarters	HP S3180	4	From 17/9/2008 upto the expiry of contract.	One year warranty expires on 16/9/2008.
Details of Printers installed in Headquarter and Divisions.				
Formations	Item Description	Qty.	AMC Period	Remarks
Headquarter + Divisions	Printers (Inkjet/Deskjet/Dot Matrix)	45	One year from the date of awarding contract.	
Headquarter + Divisions	Laser Printer	55	One year from the date of awarding contract.	
Details of the Server's installed in Headquarter and Divisions.				
Formation	Item Description	Qty.	AMC Period	Remarks
Headquarter	Server	1	One year from the date of awarding contract.	
C. Ex. Division I/II/III & IV	Server with all accessories (including all the workstations attached with the server.)	4	One year from the date of awarding contract.	
Details of UPS installed in Headquarter and Divisions.				
Formation	Item Description	Qty.	AMC Period	Remarks
Headquarter	UPS 5 KVA	1	One year from the date of awarding.	
C. Ex. Division I/II/III & IV	UPS 2 KVA	4	One year from the date of awarding contract.	
Headquarters + Divisions	UPS 500/625 KVA	100	One year from the date of awarding contract.	
Details of Scanner's installed in Headquarter and Divisions.				
Formation	Item Description	Qty.	AMC Period	Remarks
Headquarters + Divisions	Scanners	Page 3 of 3	One year from the date of awarding contract.	

<u>Formations</u>	<u>Name and Address of the Office</u>
Headquarter	O/o The Commissioner of Central Excise, Delhi - I C. R. Building, I. P. Estate, New Delhi.
Division - I	O/o Dy./Asstt. Commissioner of Central Excise, Division - I Deepshikha Building, Rajendra Place, New Delhi
Division - II	O/o Dy./Asstt. Commissioner of Central Excise, Division - II Shopping Complex, Near Milan Cinema, Karampura, New Delhi.
Division – III	O/o Dy./Asstt. Commissioner of Central Excise, Division - III IVth Floor, Gagandeep Building, Rajendra Place, New Delhi.
Division – IV	O/o Dy./Asstt. Commissioner of Central Excise, Division - IV IInd Floor, Gagandeep Building, Rajendra Place, New Delhi.