

Annexure-2

Prequalification Criteria

The bidders willing to quote should qualify the following criteria. Documentary evidence should be enclosed with the offer in support of the fulfillment of the criteria. **Offers without supporting documents shall be liable for rejection.**

1. Should have successfully executed atleast one single order of similar nature of value of Rs.3.0 Lacs or more in last five years period ending 28/04/14)

OR

2. Should have successfully executed atleast Two Nos. of order of similar nature of value of minimum Rs.1.5 Lacs each in last five years period ending 28/04/14.

By similar nature of job means maintenance of Computers, Printers, Scanners, UPS etc.

Terms and Conditions

1. The tenure of the contract shall be for two years. The rates of AMC for all the items shall be valid for the period of two years.
2. Payment of the AMC shall be made quarterly against certified invoices.
3. The AMC shall be on comprehensive maintenance service basis. i.e. **no extra charges for spares shall be paid by UCIL.**
4. **Man power deployment** : Successful bidder have to depute a full time service engineer at our Jaduguda unit for attending calls related to Computers between 8.00 am to 5.00 pm. For Printers and other accessories a competent service engineer should visit our site for minimum three working days in a week.
5. **EMD** : An amount of Rs.10000/- should be submitted with the offer in the form of Demand Draft as EMD. Offers without EMD shall be liable for rejection.
6. **Security Deposit** : Within a period of ten days of award of Work Order, the contractor has to furnish a Bank Guarantee for 10% of total AMC value, valid till the end of contract period as Security deposit from any Nationalized Bank.

7. **The rates should be quoted strictly in accordance with the price format given in Annexure – 3.** The Total amount indicated a “ T ” shall be the deciding factor for L1 bidder.
8. **The contract shall be awarded to a single firm only so it is mandatory for the bidder to quote for all the items given in Annexure – 1 failing of which shall reject their offer.**
9. **The bidder should provide following documents along with the offer.**
 1. **Copy of Service Tax Registration Certificate.**
 2. **Copy of PAN**
10. **Substitute:** Suitable substitute shall be made available for equipments, which cannot be repaired within 5 days without any cost implication.
11. **If the contractor fails to repair any equipment at site then they may be allowed to take out the equipment at the contractor’s works for repair, however no extra cost for transportation etc. shall be paid by UCIL.**
12. **Police Verification:** The contractor has to submit ‘Police Verification certificate’ of all the employee to be deputed at site before starting the job. Gate passes to the employees of contractors will be issued only after submission of above documents.
13. **EPF**
The tenderer shall comply with the provisions of other laws such as EPF Act, Gratuity Act & other Labour laws applicable.
14. **The quantities mentioned in the tender may be increased/decreased at the time of placement of order.**

Special Conditions of Contract

1. **By Personal Computer it covers all its components attached to it i.e. CD Writer/CDWR DVD Combo/Internal Modem/Network card/RAM /Hard disc/SMPS etc. Monitors (both CRT and TFT as the case may be) attached to the PC shall also be covered under the AMC.**

2. For Dot Matrix Printer all the items (except Print Head) including all the connecting cables of the printer shall be included in the scope of AMC.
3. The Lamps of Flat Bed Scanners are also included in the scope of AMC.
4. Hard disks are covered under AMC, In case Hard Disk goes faulty in any machine the same shall be replaced with a new Hard Disk of Seagate/Samsung make of same or higher capacity. Similarly if any mother board goes faulty and if it cannot be repaired then it shall be replaced either by a similar mother board (new) or of Intel Mother board.(new)
5. The SMF Batteries of UPS shall be supplied by UCIL as free supply item as and when required but replacement of the same is in the scope of Contractor.
6. The software maintenance shall include loading, reformatting to softwares like Windows (98,Xp,2000,Vista,7,8),MS Office, Language software, Antivirus Software or any other softwares purchased by UCIL from time to time.
7. Removal of virus and patch management shall be a mandatory part of the Contractor. Contractor's service engineer 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. Anti Virus shall be supplied by UCIL.
8. The services of engineer of the contractor may be required on non-working days or beyond office hours on working days on some occasions to meet emergency situation without any extra charges.
9. If some machines are under warranty then they shall be included in the AMC after the expiry of the warranty. The proportional cost for AMC of the said machine shall be calculated as mentioned below.

AMC cost for 2 years
 ----- X No. of Proportional Months