

18-05-2012

To

Sir

Sealed quotations are invited from the AMC Service Providers for the annual maintenance of systems / printers enclosed vide annexure - 'A'. The terms and conditions are enclosed vide Annexure-'B'.

- The following documents should be submitted along with the quotes:
 - Company Profile and contact details
 - Copies of AMC customer satisfaction letters (minimum from 3 clients during the last 2 years)
 - List of AMC Clients along with their contact numbers.
 - Escalation Matrix
- All bids (including prices) should be valid for a period of one month from the last date of submission.
- The vendor should have sufficient expertise in maintenance of servers and systems.
- IRDA Reserves rights to reject the tender bids (any or all) without assigning any reasons what so ever.
- The prices should be firm and inclusive of all.

Please submit your quotations in a sealed cover IN PERSON to the undersigned at the following address on or **before 4th June 2012 before 3.00PM.**

The Joint Director (IT)
Insurance Regulatory and Development Authority
3rd floor, Parisrama Bhavan,
Basher Baugh
Hyderabad- 500 004.

Please feel free to call the undersigned in case of any clarifications.

Thanking You

Yours faithfully

A.R.Nithiyantham
Joint Director (IT)

Scope of work for AMC

1. The scope of work consists of Comprehensive On-site maintenance of Hardware as specified in Annexure A and as per the Terms and Conditions mentioned in Annexure B.
2. The comprehensive maintenance includes repair/replacement of all faulty systems / parts including fuser assemblies and plastic parts of the printers
3. Installation of OS and other software's of the system
4. Update the patches of the systems and keep them in working condition
5. Trouble shooting network relate problems. Wherever replacement of Network point or cable is required, it will be done on a chargeable basis
6. User call management / Help desk facility with proper software.
7. Maintenance support Includes Problem, Trouble shooting and correction, device driver & Firm Ware Upgrades, disks & RAID Systems support like O.S Reinstallation.
8. Maintenance includes all O.S. Related Technical Support like O.S, Upgrade installation, configuration, service packs & O.S. Upgrade installation, etc.,

‘Annexure- B’

Terms and Conditions:

1. This AMC covers comprehensive maintenance of the Servers including its peripherals, systems and other accessories of IRDA including the computers, printers and other accessories provided by IRDA to its officers at their residences more particularly described in the annexed schedule (hereinafter referred to as 'Scheduled Equipment' as per annex - A) on mutually agreed terms and conditions mentioned below.
2. Vendor shall provide for both preventive and remedial measures which includes free replacement of defective parts of devices, for the maintenance and upkeep of computers including its peripherals, systems and other accessories of IRDA including the computers, printers and other accessories provided by IRDA to its officers at their residences more particularly described in the annexed schedule (hereinafter referred to as 'Scheduled Equipment' as per annex - A).
3. Vendor shall station qualified and competent personnel at the premises of IRDA and shall provide details of such persons including their names, addresses etc. to the IRDA. It shall also inform the hierarchy of personnel to be contracted by IRDA in case of unsatisfactory performance of its authorized personnel. **At least one qualified and competent service engineer (with Hardware and Network Specialization)** shall be present in the office of IRDA on a **full-time basis** on all working days of the Authority including Saturdays for resolving computer related problems.
4. Eligibility criteria
 - a. The vendor should be a registered company under companies act
 - b. The vendor should be Authorized Service Provider of IBM servers and should be capable of maintaining Lenovo desktops & HP Printers etc.
 - c. The vendor should be providing AMC services for servers, desktops, printers etc. for the past 10 years
 - d. The annual turnover of the company should be One core and above. The proof for the turn over for the year 2010-11 or 2011-12 shall be submitted along with the tender document
5. The onsite engineer shall be responsible for all software related calls of the desktops installed at IRDA.
6. **Vendor shall submit the call logging reports on a daily-basis along with the status of the calls registered. A cumulative call logging report shall be submitted at the end of every along with the status of all the calls registered during the week. All the user complains shall be closed on the same day.** Parts which are to be replaced shall be completed with 24 Hrs or else standby should be provided.

7. Vendor shall provide escalation matrix to IRDA along with the contact details of the officials.
8. **Vendor shall provide 1 computer with necessary peripherals and accessories having the latest configuration as a stand by in the premises of IRDA.**
9. **Vendor shall carry out preventive maintenance once in every three months of all the computers including its peripherals, systems and other accessories of IRDA. The preventive maintenance shall include creation of Emergency diskette for the Servers. The preventive maintenance shall be completed during the first week of every quarter.**
10. The preventive maintenance activities includes but not restricted to the following:
 - a. **Cleaning of all 'systems' by Vacuum Cleaner or such other device as may be permitted by IRDA.**
 - b. Cleaning of mouse and CD-ROM Drives etc using cleaning liquids and cartridges.
 - c. Checking hard disks / memory and other parts of the systems periodically.
 - d. Running diagnostic tools.
 - e. Any other preventive maintenance activity for smooth functioning of the 'systems' at the request of IRDA.
11. It is hereby clarified that all the parts of the Desktop systems including Monitors, Keyboard, Mouse, Network Interface cards, Internal modem cards, Operating systems (Microsoft elated), Multimedia kit, speakers and mic are covered under the maintenance to be provided by the Vendor.
12. In case of IBM Servers, vendor should arrange for back-to-back support contract with the principal i.e) IBM and the copy of the contract document should be submitted by the selected vendor at the time of signing the AMC agreement.
13. Printers including plastic parts, fuser assemblies but excluding toner cartridges shall be maintained by Vendor.
14. Vendor shall immediately attend to any problem of IRDA with regard to the maintenance of its computers including its peripherals, systems and other accessories of IRDA particularly described in the annexed schedule (hereinafter referred to as 'Scheduled Equipments' as per annex - A). Replacement of parts shall be attended to on the day of the request.
15. The Mean Time to repair (MTTR) any equipment during Operations and Maintenance would be 2 hours from time of logging the call.
 - a. The Mean Time To Repair (MTTR) of Two Hours shall have the following clauses:
 - b. All calls logged in by 13.00 Hrs on working days shall be resolved the same day.

- c. All calls logged in after 14.00 Hrs shall be resolved by 11.30 Hrs the next working day.
 - d. All Calls logged in by 10.30 Hrs on Friday shall be resolved the same day
12. Vendor shall guarantee a minimum uptime of 98% during the maintenance period. Vendor shall maintain a record of 'breakdown and repair' of scheduled equipment, which shall be in the custody of the Authority.
13. Vendor shall ensure for proper interconnecting cables and power cables.
14. The scheduled equipment shall be serially numbered by vendor.
15. Vendor shall not have any objection regarding the third party hardware installation by IRDA, during the agreement period. However, when new systems are added by IRDA, the payment to be made to vendor for additional responsibility of maintaining these systems in terms of this agreement shall be increased proportionately. Similarly if there is any reduction in the number of computers to be maintained under this Agreement for any reason whatsoever, the payment shall be proportionately reduced.
- 16. Vendor shall provide Bank Guarantee for 20% of AMC cost valid during the period of Annual Maintenance.**

PAYMENT TERMS:

17. In case, a system is not repaired or not attend to within 24 hours or if no standby is provided, the payment for that quarter for that system shall not be made.
- 18. If the preventive maintenance is not carried out or delayed in any quarter, a penalty of 25% of the quarterly payment shall be recovered from the payment due.**
19. Payment for each quarter shall be made on a claim made by the vendor which shall quote its PAN No. and Service Tax No. in all such claims.
20. Vendor shall not divulge any information to which it had access under this agreement. Neither vendor nor any of its authorized personnel shall indulge in unauthorized use of software of IRDA.
21. Vendor shall not publicize this agreement for its sales promotion.
