Government of Tamil Nadu

Commercial Taxes Department

Tender Document

For the Annual Maintenance Contract for NLDR (Near-Line Disaster Recovery Centre)
located at PAPJM Annex building, No1 Greams Road, Chennai 600 006

Tender Ref No: CC4/737/2009 - XIV/2016

September 2016
1. INVITATION

On behalf of the Governor of Tamil Nadu, Tender is invited for the Annual maintenance contract for NLDR(Near-Line Disaster Recovery center)under two cover tender system (Pre-Qualification Bid Financial Bid)from reputed firms / Service Providers / Agencies by the Joint Commissioner (Admin), O/o The Additional Chief Secretary / Commissioner of Commercial Taxes Department, Chepauk, Chennai-600005. One cover shall contain EMD & Pre-Qualification Documents and the Second Cover shall contain Financial Bid. The Tender submission date and time is **08.11.2016 on or before 3.00 PM**. The Tender should be submitted at Computer Centre, Greams Road, Chennai – 6 on or before **3.00 PM on 08.11.2016**.

2. PRE-QUALIFICATION CRITERIA

   a. The Bidder should have previous experience in preparing the site for atleast 2 Data Centers / DR / NLDR (Near-Line Disaster Recovery Centre) for the Government Departments / Agencies.
   b. The bidder should have the experience of maintenance of the established Data Centers / DR / NLDR (Near-Line Disaster Recovery Centre)
   c. The bidder should have got their firm registered with either Service Tax Directorate or with the Commercial Taxes Department.
   d. The bidder should possess ‘A’ Grade license Electrical Contractor
   e. The bidder should have recorded an average annual turnover of RS 2 Crores/- in the last Three years (3) financial years.
   f. The bidders should have not been Black listed by any of the Government Agency in the past years for any reasons whatsoever.

3. Details of the Total Solution project

Total Solution Project for Commercial Taxes Department is a State Government funded Project for providing a complete e-Governance Tax Solution to Tamil Nadu Commercial Taxes Department. M/s. Tata Consultancy Services is the implementing agency. Total Solution Project is a complete transformation initiative to build a robust, integrated and comprehensive system for facilitating e-services, end-to-end administration, tax collection and monitoring of tax processes and compliance.

4. SCOPE

The scope of this tender is to enter an Annual Maintenance Contract for maintenance of NLDR(Near Line Disaster Recovery Centre) functioning at the Commercial Taxes Department for a period of five years from the date of Issue of work order issued by the Department. The work should be carried out strictly in accordance with the general conditions of this Tender.
The following infrastructure is available in the NLDR and it should be in maintained in accordance to the industry standard.

<table>
<thead>
<tr>
<th>Sl.No</th>
<th>Description</th>
<th>Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Electrical Main Cubical Panel Incomer – 2 numbers 250Amps 50 KA, 4 Pole, MCCB Outgoing 4 nos. 100 Amps Triple Pole with neutrals (TPN), 4 nos. 63 Amps Triple Pole with neutrals (TPN) includes of control switches indicator and monitoring equipments</td>
<td>One set</td>
</tr>
<tr>
<td>2</td>
<td>Electrical Distribution Panel Incomer – 2 nos 100 Amps, 4 pole 25 KA, 28 numbers of 32 Amps DP MCB includes of control switches indicator and monitoring equipments</td>
<td>One set</td>
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<tr>
<td>3</td>
<td>82.5 KVA Diesel generator set with AMF Control Panel, batteries and all equipments</td>
<td>One number</td>
</tr>
<tr>
<td>4</td>
<td>20 KVA UPS including batteries with accessories</td>
<td>One number</td>
</tr>
<tr>
<td>5</td>
<td>2 KVA UPS including batteries with accessories</td>
<td>One number</td>
</tr>
<tr>
<td>6</td>
<td>Modular Master cylinder kit for water leakage system with accessories</td>
<td>One number</td>
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<tr>
<td>7</td>
<td>Maintenance of Single box type 4 ‘ x 36w with tube light fitting</td>
<td>3 nos.</td>
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<tr>
<td>8</td>
<td>Maintenance of Exhaust Fan 15 “ with timers and its accessories</td>
<td>2 nos.</td>
</tr>
<tr>
<td>9</td>
<td>Maintenance of OC Web card with communication kid</td>
<td>2 sets</td>
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<tr>
<td>10</td>
<td>Maintenance of Precision air conditioners with accessories (8 Ton) including filling of GAS and all spares parts</td>
<td>2 sets</td>
</tr>
<tr>
<td>11</td>
<td>Maintenance of High wall mounting single split air conditioner with 5 kva automatic voltage stabilizer including of all spare parts</td>
<td>2 nos.</td>
</tr>
<tr>
<td>12</td>
<td>Maintenance of Recess mounted fitting with 2 x 36w PL lamp</td>
<td>10 nos.</td>
</tr>
<tr>
<td>13</td>
<td>Maintenance of Pest Rodent Repellant system with accessories</td>
<td>One set</td>
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<tr>
<td>14</td>
<td>Maintenance of 36 inch LED display</td>
<td>One number</td>
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<tr>
<td>15</td>
<td>CCTV system with accessories</td>
<td>One set</td>
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<tr>
<td>16</td>
<td>Maintenance of 100 lts seamless CCOE cylinder with VCR 33 valve</td>
<td>One number</td>
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<tr>
<td>17</td>
<td>Maintenance of Access control system with accessories</td>
<td>One set</td>
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<tr>
<td>18</td>
<td>Maintenance of Fire Alarm system with accessories</td>
<td>One set</td>
</tr>
<tr>
<td>19</td>
<td>Maintenance of Supply and fixing of timer</td>
<td>One number</td>
</tr>
<tr>
<td>20</td>
<td>Maintenance of Access Card</td>
<td>10 nos.</td>
</tr>
<tr>
<td>21</td>
<td>Maintenance of all civil and electrical work within premises of NLDR</td>
<td></td>
</tr>
</tbody>
</table>

**Note:**

AMC should be comprehensive which will include all spare parts, consumables if any, diesel, engine oil for Genset including filling cost, replacement of batteries for UPS, etc.,. No spare parts will be boned by the Department.
5. PERIOD OF AMC

AMC for 5 years from the date of issue of work order by the Department

6. EARNEST MONEY DEPOSIT

- An Earnest Money Deposit of Rs.50,000/- (Rupees fifty Thousand only) should be accompanied along with the Pre-Qualification tender.

- The Earnest Money Deposit should be remitted in the form of Demand Draft issued by any Nationalized or Scheduled Banks drawn in the favour of “The Joint Commissioner (Admin), Commercial Taxes Department, Chennai 600005”.

- The EMD in the form of Bank Guarantee/ Cheque or other form will not be accepted.

- Pre-Qualification Bid without the requisite Earnest Money Deposit will be summarily rejected and treated as Non-Responsive tender.

7. EMD forfeit

- If the Tenderer withdraws his tender after the acceptance of the tender, the Earnest Money Deposit paid by the tenderer will be forfeited.

- If the successful tenderer fails to enter the agreement for AMC within 15 days from date of issue of work order by the Department, the Earnest Money Deposit amount remitted by the Tenderer along with the Pre-Qualification Bid will be forfeited.

- The EMD of the unsuccessful Tenderer will be returned within a reasonable time, consistent with the rules and regulations of the TNTIT ACT 1998 and will bear no interest thereon till the date of return.

- No interest will be payable either on the EMD or the security deposit paid by the tenderer.

- The successful Tenderer will be required to execute and agreement in the form prescribed by the Additional Chief Secretary/Commissioner of Commercial Taxes embodying the terms and conditions for the execution of the Tender within Seven days from the date of receipt of intimation of acceptance of the Tender.

8. LANGUAGE OF BID DOCUMENT

Tenders shall be submitted in the prescribed forms in ENGLISH Language only.
9. VALIDITY OF BID

The Bids shall be valid for a period of 60 days (Sixty days) from the date of opening.

10. PRE – BID MEETING

The pre – bid meeting will be held on 17.10.2016 at 3 P.M in the Conference hall of the Commercial Tax Building at Greams Road. Preoperative bidders should send their queries well in advance of the pre – bid meeting to the e-mail.

11. SUBMISSION OF BIDS

a. Tenders should be submitted only through Post (or) in person in the Tender Box placed at the Office of the Joint Commissioner (Computer System), PAPJM Building, Greams Road, Chennai-600006.

b. A two stage bidding procedure will be followed. Cover-1 shall contain the EMD Pre-Qualification Bid, Signed Tender Conditions and Bidding document. The Cover-2 shall contain only the Financial Bid i.e., the cost of the components as in the Schedule C.

12. OPENING OF TENDERS.

The Cover-1 containing the original copy of the EMD, Pre-Qualification Bid and Tender Conditions and Bidding document will be opened by The Joint Commissioner (Admin) (I.A.S), at 4.00 PM on 08.11.2016 itself, in the presence of the Tenderers (or) their Authorized Representatives, who choose to be present. The Pre-Qualification Bids of the Tenderers will be evaluated. The Financial Bids i.e., Cover-2 of the Tenderers will be opened only for the Tenderers, who have cleared Pre-Qualification criteria. The date and time of opening of the Financial Bids will be informed to the qualifying Tenderers, in the Pre-Qualification bids.

13. PAYMENT SCHEDULE

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Milestone</th>
<th>% Payment</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>90 % of the AMC payment will be made in 20 equal installments for 5 years and will be paid quarterly</td>
<td>90%</td>
</tr>
<tr>
<td>2</td>
<td>Remaining 10% will be paid after the successful handover of the NLDR after the completing the AMC period of 5 years.</td>
<td>10%</td>
</tr>
</tbody>
</table>
The Bidding will be conducted through National Competitive Bidding and all payments will be made only in Indian Rupees.

14. NEGOTIATION

If it is felt that the price quoted by the lowest Tenderer is exorbitantly high with reference to the prevailing market rate, negotiation of rates will be made with the lowest Tenderer, for reducing the quoted rates to the reasonable levels. If the tender contains unbalanced items/rates the lowest tenderer must be prepared to furnish the detailed cost break up and other clarifications to the proposals submitted by them, as may be required to adjudge the reasonableness of their price proposals.

Commercial Taxes Department reserves the rights to either postponed or reject any tender without assigning any reasons whatsoever.

15. Liquidated damages

Liquidated damages will be imposed on the contractor for the lapses/short fall in achieving the rate of progress as per existing schedule.

16. LEGAL JURISDICTION:

Jurisdiction of all legal proceedings, if necessary, relating to the above tender shall be the appropriate court in Chennai only.

17. ARBITRATION:

Any fact or condition, which may not have been mentioned in Terms & Conditions and may arise after issuing work order, shall be decided as per the State Government policy/rules. In case rules/policies do not provide such situation, the issue will be referred for arbitration. Arbitration for any such dispute shall be conducted in accordance with the provisions of Arbitration and Conciliation Act 1996 or any statutory modification or re-enactment thereof. The arbitration shall be by a panel of three Arbitrators, one to be appointed by each party and the third to be appointed by the two Arbitrators appointed by the parties.

18. WHOM TO CONTACT?

For any clarifications regarding the e-tendering, the bidders shall contact the Joint Commissioner (CS), at the following address

The Joint Commissioner (Computer Systems),
No: 1, Greams Road, Chennai – 600 006.
Telephone: 044-28291082
e- mail: ctdcsys@nic.in

Dated Signature of applicant With Seal
19. INFORMATION AND INSTRUCTIONS

19.1. FOR SPECIAL ATTENTION


19.2. PRE-QUALIFICATION CRITERIA

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Qualification</th>
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<td>The Bidder should have previous experience in preparing the site for atleast 2 Data Centers / DR / NLDR (Near-Line Disaster Recovery Centre) for the Government Departments / Agencies.</td>
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<td>The bidders should have not been Black listed by any Government Agency in the past years for any reasons whatsoever.</td>
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Supporting Proof / Documents to be produced:

- Copy of the work order issued on behalf of the Government Department / Agency.
- Copy of the work order issued on behalf of the Government Department / Agency.
- a) Copy of the Service Tax Registration Certificate issued by the competent authority.
- b) Copy of the Certificate of Registration with the Tax Payer Identification Number (TIN) issued by the competent authority.
- Copy of the Audited Balance sheet with associated documents duly certified by a Charted Accountant.
- Notarized self-declaration in form of an undertaking to the effect that they have not been Blacklisted by any Government Department to be given in Rs.20/- valued India Non-judicial stamp paper duly notarized.
20. TENDERINSTRUCTIONS

(i) If the Qualification Application is made by an individual, it should be signed by the individual with his full name and his current address.

(ii) If the Qualification Application is made by a sole Proprietary Firm, it shall be signed by the Proprietor along with his full name and full name of the Firm with its current address. Document with regard to Registration as FIRM by the Registrar of Firms should be produced.

(iii) If the Qualification Application is made by a FIRM in partnership, it shall be signed by all the partners of the Firm with their full names and current address or by a PARTNER authorized by the Firm (either as per Articles of the Deed of Partnership or by Power of Attorney) for signing in Tenders, Agreements etc. In which case, certified copy of the Registered Deed of Partnership along with the current address of all the partners and a certified Photocopy of the Registered Power of Attorney issued in favour of the Signatory, should be produced.

(iv) If the Qualification Application is made by a “Limited Company” it shall be signed by a duly authorized person holding the power of attorney for signing the application, in which case, the certified copy of the power of attorney shall accompany the application. Such limited company or Corporation shall also furnish satisfactory evidence of its existence along with the Pre-Qualification Application.

(v) Qualification application from joint ventures is not acceptable.

(vi) All the Signatures in the Pre-Qualification Bid Application and all the Signatures in the Documents produced shall be dated.

(vii) All the originals of the documentary evidences produced shall be produced, if asked for, for verification at the time of opening of Pre-Qualification tender or subsequently.

(viii) Any clarification on the documents submitted by the bidders may be called for by the Commercial Taxes Department.

(ix) Interested bidders may obtain further information and inspect the bidding documents at Joint Commissioner (CS) on all working days from 07.10.2016 to 08.11.2016.

(x) Envelope should be sealed and super scribed with Tender Notice no, due date of tender opening and the name of the Tenderers. Every page of the Tender documents should be signed and sealed.

(xi) Tender documents are not transferable. The price quotations (including
the duties, taxes and Freight cost) shall be submitted in the form prescribed for the purpose and duly signed and sealed.

(xii) Corrections if any should be attested.

21. FORMATS

The Applicant shall include with the Pre - Qualification Application, details in the prescribed Performa vide Schedule ‘A’, ‘B’ & ‘D’ and commercial code in Schedule ‘C’.

(i) Schedule- ‘A’ - Affidavit
(ii) Schedule - ‘B’ - Self-Declaration on-Black Listing Certificate
(iii) Schedule - ‘C’ - Commercial Quote
(iv) Schedule - D Scope of work and Terms and Conditions

22. OPENING OF BIDS

(i) Bids received in sealed cover up to 15.00 hours on 08.11.2016 will be opened on the same day at 16.00 hours by the Joint Commissioner (Admin), in the presence of the Applicants or their authorized representative.

(ii) The Bid received belatedly beyond the prescribed time on account of any reasons whatsoever, will not be received.

(iii) Telegraphic Applications will not be entertained.

(v) The date of opening of Financial Bid will be notified to the qualified applicants after evaluation of Pre-Qualification Bid well in advance.
SCHEDULE “A”

AFFIDAVIT

(To be furnished in Twenty Rupees Non – Judicial Stamp paper Duly certified by Notary public)

1) I/WE the undersigned solemnly declare that all the statements made in the documents records etc., attached with this application are true and correct to the best of my knowledge.

2) I/WE, the undersigned do hereby certify that neither our firm/company nor any of its constituent partners have abandoned any work / works of similar nature and magnitude in India, during the last “FIVE” years.

3) I/WE, the undersigned do hereby certify that any of the contract awarded to me / us has not been terminated rescinded, due to breach of contract on my / our part, during the last “FIVE” years.

4) I/WE, the undersigned authorize and request any bank / person / firm / Corporation / Government departments to furnish pertinent information deemed necessary and requested by the Joint Commissioner (Admin), to verify the statements made by me / us or to assess my / our competence and general reputation.

5) I/WE, the undersigned, understand that further qualifying information / clarification on the statements made by me / us may be requested and agrees to furnish such information / clarification within “SEVEN” days from the date of receipt of such request from the Joint Commissioner (Admin), Chennai-5.

6). I/we hereby state that I/We have gone through the Tender Notice and all the instructions to the Tenderers which I/We fully understand and accordingly agree to abide by all the conditions and terms mentioned therein.

7). I/We hereby enclosed Rupees 50,000/- only as EMD and agree to have it forfeited to the commercial Taxes department in case of my/our failure to undertake the contract.

Dated Signature of Applicant with Seal.

(To be signed by the officer authorized by the Firm / company to sign on behalf of the Firm / Company with Company’s Seal)
Note: In case of sole proprietary concern, affidavit should be signed only by the sole Proprietor.

(Title of the Firm / Company)
(Date)

The above named deponent has understood the contents well and solemnly and sincerely declared and affirmed by the deponent in my presence at and signed before me on this day of

(Seal)
(Signature of the Notary public)
SCHEDULE “B”

Self-Declaration on Black Listing Certificate.

SCHEDULE “C”

COMMERCIAL QUOTE

<table>
<thead>
<tr>
<th>#</th>
<th>Component</th>
<th>Quantity</th>
<th>Cost without VAT and with other Taxes</th>
<th>VAT</th>
<th>Cost with VAT and other Taxes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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<td>2</td>
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<td>4</td>
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<tr>
<td></td>
<td>Total cost</td>
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</table>
1. **Introduction:- NLDR (Near-Line Disaster Recovery Centre)**

All these services are meant to be operational on 24 X 7 basis. To provide the critical services NLDR has stabilized at PAPJM annex building of Greams Road, Chennai 600 006. This NLDR hosts servers, network switches, racks and other networking and web security equipments.

2. **Objectives:-**

The objective of present case is to award the AMC of this Data Recovery centre infrastructure and its component like Fire Suppression, PAC, Rodent repellent system, Electrical Power Panel/fittings and supporting civil infrastructure, etc., to ensure the uninterrupted services of the data centre.(Details list of components with make and quantity mentioned in Table A of this documents)

3. **Scope of work.**

The overall Scope includes the following:-

a. Maintenance of Precision Air cooling systems including Gas filling and replacement of requirement of spare parts.

b. Maintenance of Rodent Repellent system (All modules and sensors)

c. Maintenance of Fire Suppression Solutions (All Modules and sensors)

d. Maintenance of Fire alarm system(All modules and sensors)

e. Maintenance of Water Leak detector.(All Modules and sensors)

f. Maintenance of all supporting infrastructure to ensure uninterrupted services of above mentioned components.

g. Maintenance of UPS, including replacement of batteries

h. Maintenance of Gen sets , AMF Panel including filling of Diesel and engine oil etc.,

i. Maintenance of Surveillance Camera, display, LAN switches etc installed at NDR center.

j. Maintenance of Security systems and BIO Metric systems(All Modules and sensors)

k. Monitoring of all data centre equipments/device installed at NLDR.

l. Co-ordination with M/s TATA Consultancy Services Ltd(System Integrator of Total Solution Project) and the various OEM’s/warranty service providers/AMC service providers for various network, security and data center equipments/devices installed in NLDR.
m. All the AMC activity, under the scope will be performed locally at NLDR premises including civil work by the engineer.

4. Preventive maintenance.

a. The successful bidder/contractor shall submit a certificate within 7 working days of the award of the contract that all the equipments have been taken over by him in working condition. Since all equipments of newly procured for NLDR by the Commercial Taxes Department through PWD by open tender system.

b. During the period of AMC routine preventive maintenance should be done at least quarterly. Keeping of the inner parts of the equipments dust free checking the configuration parameters, checking the supply voltage, ground etc.

c. Details of activities done during each preventive maintenance visit should be recorded in the Logbook.

d. Before every payment such preventive maintenance record will be checked. If required the firm should provide additional resources to complete the job.

5. For PAC(Precision Air conditioners)

   Annual Maintenance Contract, which takes care of Preventive & Break down Maintenance and replacement of all the parts including the compressor, consumables like Return Air Filters, Evaporator and Condenser, Coils, Fuses, Refrigerant, Compressor Oil, Filter Drier, Humidifier Bottle, Conductor and Relays, filling of Gases, viewing equipments etc., Periodical inspection and service of the plant once in quarter as described below:-

1. Checking the Air conditioning systems, comprising of the refrigeration plant, air cooled condensers and their respective motors and starters.

2. Health checkup of the system including spare parts replacement (Labor) if any parts found faulty at the time of maintenance by the Service engineer.

3. Checking/rectifying of alignments of couplings in direct driven components.

4. Inspection of the safety and operating controls for proper operation.

5. Leak testing and rectifying leakages in the refrigeration system if any at the time of maintenance by our service engineer.

6. Checking the plant performance in relation to indoor room temperatures.
6. For Fire Alarm, Water Leakage Detect Systems, Rodent Repellant system, Fire Suppression System & Server Rack PDU’s

a. All Parts/components of the above said System which need replacement shall be identified and replaced with the available equivalent and suitable components/parts.
b. Repair/Replacement of cables and conduits, Batteries, Power supplies & software should also be covered in AMC,
c. Check the power supply positions in respect of all the panels placed in various Hazards.
d. Check any fault if indicated on any of the panels and rectify
e. Check the control panel working, with main power and battery backup.
f. Check and clean the detectors for dust. Make certain they are in place, clean, and not damaged. IF required, check the sensitivity of few detectors and perform mock test for the same.
g. Check the proper functioning of Response Indicators.
h. Check all pull stations and ensure they are in place, not blocked or damaged. Reset and ascertain they operate the control panel.
i. Checks to ensure Performance of the manual call points
j. Inspection of bell/Hooters/Horn/strobe and siren for its proper working when energized by the panel.
k. Checks to ensure fire circuit of each zone from the panels.
l. Checks to ensure whether signals of fire and faults get transmitted from zonal panel to main panel.
m. Check the modules or control relays.
n. Record that the maintenance has been performed as required by the authority having jurisdiction. Notify all personnel that the maintenance has been completed and the system is back to normal.

7. MAINTENANCE OF CLEAN AGENT GAS SYSTEM (FIRE SUPPRESSION)

Novec 1230 System:-

a) Survey the hazard to make certain it has not change from what the system was designed to protect. While surveying the hazard, look for different fuels, look for different fuels, loss of hazard integrity, new hazards, etc.,
b) Check all nozzles to make certain they are in place, that the orifice plates are in place and with the proper orifice. Check the condition of the nozzle for corrosion or damage and make certain it is not obstructed internally or externally.
c) Check all warning nameplates throughout the area. Make certain they are in place, mounted securely, readable, and are not damaged.

d) Check all cylinder bracketing. Make certain all cylinders are secured in the brackets. Check for corrosion, damage, or missing components. And fixing of the same if found to be unsafe.

e) Check condition of all cylinder discharge hoses. Look for signs of structural problems like abrasions or weather checking. Make certain all hoses are connected properly and are damage free. Correct the same if found to be loose fit or replace if damaged.

f) Check condition of all actuators by completing the following:

g) For manual actuators, check to make certain they operate freely. When finished, reset them and seal with inspection seals as required.

h) For electric actuators, check to make certain all wires are properly connected. If needed will be reset and armed.

i) Check the actuation hoses for the slave cylinder action.

j) Check the condition of the orifice union and make certain correct size orifice plate is in place.

k) Check the pressure gauge of the cylinder for the correct pressure. If pressure found to be below the requirement or found to be nil, the cylinder will be sent for refilling.

l) Check all pressure switches for signs of damage or corrosion. Make certain piping to switch is properly attached.

m) Check all switches on the system to assure they will operate properly. These may include maintenance switches, abort switches, main/reserve switches, etc. When completed, make certain they are all set in the correct position.

n) Check the manifolds for proper fixing of the hoses and check valves.

o) Record that the maintenance has been performed as required by the authority having jurisdiction. Notify all personnel that the maintenance has been completed and the system is back to normal.

8. MAINTENANCE OF CCTV SYSTEM

a) Check all major CCTV components including cabling & connections where accessible for signs of deterioration or damage.

b) Check DVR/NVR for proper functioning and review play back if necessary.

c) Check and clean cameras, lenses and housings if required.

d) Check the camera field of view is correct & lenses correctly focused.

e) Check the satisfactory transmission of images to remote centre(where applicable)

f) Clean cameras, lenses and housing windows.

g) Check and adjust pan/tilt unit.
h) Check all camera bracket fittings and clamping bolts are tight.
i) Check if all the power supplies are working condition.
j) Conduct any repairs as needed and return the system to normal operating condition.

9. **MAINTENANCE OF ACCESS SYSTEM**

a) Check all major Access Control components including cabling and connections where accessible for signs of deterioration or damage.
b) Check the fingerprint sensor for any dust/cuts/damage
c) Check all the readers for proper functioning and response with suitable cards
d) Clean the system in case of dust for proper sensing of the finger or card
e) Download the reports to ensure proper functioning of the system
f) Configure the system in case faulty or reports are not generated as required.
g) Conduct any repairs as needed and return the system to normal operating condition.

10. **Maintenance of Data Centre**

a. Checking the system operating pressure and desired super heat.
b. Checking the voltage and component amps.
c. Attending break down calls and trouble diagnosis
d. Water cleaning of condenser coil fins in air cooled condenser systems
e. Repairs/Overhaul of the components of the equipments
f. Checking the performance of the air cooled condenser fans.
g. Checking the Microprocessor Parameter setting in respect to model configuration.
h. Failure of equipments due to natural calamities such as lightening, earth quakes, floods, riots shall not be covered under AMC. However the successful bidder shall insure all the items within 7 days from date of award of the contract, since all equipments of newly procured, all insurance charges born by the successful bidder. All items should be insured on behalf of Commercial Taxes Department.
i. Atleast one Engineer who is qualified enough in relevant field should be available in NLDR on 24 x 7 basis.
j. The Engineer posted should have an experience of 2-3 years in the respective filed.
k. The contractor should provide maintenance services on all days including holidays on 24 x 7 basis. During the contract period and services outside this coverage house and on all holidays at no extra cost. It should identify the contract persons, phone number, email - id, etc to the concerned officers of Joint Commissioner (Computer Systems)

l. The AMC service will be performed onsite, within NLDR premises by the engineer.

m. Logbook:-
   The contractor should maintain log books. The logbook should reflect all activities carried out by the firm and also, it should reflect the materials taken out or bought in and it should be countersigned by the user (Commercial Taxes Department) during the fault - rectification.

n. Instructions:- Instructions given from time to time by the Department is to be followed strictly by the successful bidder.

11. ELECTRICAL WORK

   This AMC shall include entire electrical system from panel board at NLDR to end points which includes LT Cables ,PDUs, DG set, and distribution boards, Light fixtures, wiring, Fire alarm system, and CCTV Systems, Earthing and Power points. DG AMF Panel and its inter connections Air conditioners and UPS power points

12. Repaired/Replaced Parts:

   Any defective component which is covered under AMC should be repaired/replaced by the contractor and no extra cost will be paid by the Department. The replaced part should be equivalent or higher in function, quality and performance. The firm may retain the defective parts in lieu of the replaced parts.

   Necessary breakdown maintenance of Equipment shall be rectified immediately on 24 X 7 basis. However emergency/crash calls from NLDR reporting failure of the equipment shall be attend to immediately but not later than a period of 6 hours. Beyond this period Penalty will be levied on hourly basis, i.e 1% of total contract value.

   The successful bidder shall be liable to set right all defects arising out of the faulty execution (or) sub- standard work noticed during the contract period
Payment terms and conditions

a) Payment will be made on as mentioned in this document (12. payment schedule) after obtaining satisfactory performance certificate from the Department. The firm will submit pre-receipted bill in triplicate, (Original copy should be affixed with a revenue stamp) addressed to the Commissioner of Commercial Taxes, Chennai 5 and submit to Joint Commissioner (Computer Systems), Greams Road, Chennai 600 006.

b) TDS or any other taxes will be deducted in accordance with the financial rules as applicable from time to time.

13. PERIOD OF THE CONTRACT:-
The vendor would provide AMC for a period of 5 years extendable by a period of one more year, if necessary, subject to satisfactory service provided by the Vender and on similar rates, terms & conditions.

14. The successful bidder will be completely responsible for the execution of the project as a single point solution provider and the sole prime contractor for the entire project.

15. Commissioner of Commercial Taxes reserves all rights to cancel the contract in between (by giving one month prior notice) and the same will be binding on all parties concerned.

Declaration by the bidder

I/we agree all the terms, conditions & scope of work mentioned by Commercial Taxes Department in tender document.

Tender Reference No ........................................
Firm quotation no ........................................
Date ........................................................
Place ........................................................
Signature of Bidder .......................................... 
Maintenance of NLDR .........................................
Mailing Address .............................................. 

Telephone no ..............................................
Email ........................................................
FAX ...............................................................

The Additional Chief Secretary/Commissioner of Commercial Taxes