

ANIMAL HUSBANDRY DEPARTMENT

TAMIL NADU

TENDER No.1

TenderReferenceNo.17980/2025

**TENDER DOCUMENT FOR THE ANNUAL MAINTENANCE CONTRACT
(AMC) FOR COMPUTERS, PERIPHERALS, PRINTERS,
PHOTOCOPIERS, AND NETWORKING INFRASTRUCTURE IN
DIRECTORATE OF ANIMAL HUSBANDRY**

PERIOD OF AVAILABILITY OF TENDER FORM	:	Up to 14.11.2025
(to be downloaded from TNLDC website)	:	10.00 AM
LAST DATE OF AVAILABILITY OF TENDER FORM	:	14.11.2025 upto 10.00 AM
LAST DATE FOR SUBMISSION OF TENDER	:	14.11.2025 upto 11.00 AM
DATE AND TIME OF OPENING OF TENDER	:	14.11.2025 at 12.30. P.M

ADDRESS: DIRECTORATE OF ANIMAL HUSBANDRY & VETERINARY SERVICES GROUNDFLOOR, INTEGRATED OFFICE COMPLEX FOR ANIMAL HUSBANDRY AND FISHERIES DEPARTMENT, 571, ANNA SALAI, SAIDAPET VETERINARY POLYCLINIC CAMPUS, NANDANAM P.O., CHENNAI-35. e-mail:anhfsec@gmail.com Landline:044-24321070

ANIMAL HUSBANDRY DEPARTMENT

Tamil Nadu

SECTION 1: INVITATION FOR TENDER

The Directorate of Animal Husbandry Department, Tamil Nadu (hereinafter referred to as "the Authority"), invites sealed tenders from reputed and experienced service providers for the **Annual Maintenance Contract (AMC)** for its computer systems, peripherals, printers, photocopiers, and networking infrastructure installed at its headquarters and field offices.

SECTION 2: ELIGIBILITY CRITERIA

Bidders must fulfill the following conditions and submit documentary evidence for each:

1. **Legal Status:** The bidder must be a registered firm/company in India under relevant laws.
2. **Experience:** Minimum **3 years** of experience in IT equipment maintenance services.
3. **Past Performance:** Must have completed at least **three (3)** similar AMC contracts with Government Departments/PSUs/Reputed Organizations in the last three years.
4. **Statutory Registrations:** Valid GST, PAN, and other statutory registrations.
5. **Integrity Clause:** The bidder must not have been blacklisted or debarred by any Government entity.
6. **Compliance:** Must agree to abide by all terms of the **Terms of Reference** and **Financial Conditions**.

SECTION 3: INSTRUCTIONS TO BIDDERS

3.1 Submission of Bids

- The bid shall be submitted in **two parts**:
 - **Part I – Technical Bid**
 - **Part II – Financial Bid**

- Both envelopes shall be sealed separately and enclosed in a larger envelope marked:

"Tender for AMC of Computers, Peripherals, Printers, Photocopiers, and Networking – Directorate of Animal Husbandry Department."

The envelope shall be addressed to:

The Director,

Directorate of Animal Husbandry Department,
No.571, Anna Salai,
Veterinary Hospital Campus,
Nandhanam, Chennai-35

3.2 Submission Deadline

Bids must reach the Authority's office on or before **14.11.2025** Late submissions will not be entertained.

SECTION 4: TERMS OF REFERENCE (ToR)

4.1 Purpose

The Authority desires to engage a Vendor to provide annual maintenance services for its computer systems, peripherals, printers, photocopiers, and networking infrastructure. The Vendor agrees to render such services under the terms and conditions herein.

4.2 Period of Contract

- Valid from **17.11.2025 to 16.11.2026**
- No rate escalation permitted.
- Applicable statutory taxes reimbursed as per government norms.

4.3 Scope of Work

(a) General

The Vendor shall maintain all equipment in fully functional condition, ensuring minimal downtime and timely response to complaints.

(b) Coverage

- **Comprehensive Maintenance:** Desktops (including Monitors), All-in-One PCs, Laptops, LaserJet Printers, and Multifunction Printers, Photocopiers and Networking Systems (includes spare parts, labour, excludes consumables)

- The Vendor shall:
 - Use only **genuine spare parts**.
 - Maintain quarterly **location-wise inventory** with serial numbers and updates.
 - Hand over all equipment in working condition upon contract expiry.
 - Rectify any damage discovered even post-expiry, at no additional cost.

(c) Preventive Maintenance

- Carried out **quarterly** for all equipment.
- Includes cleaning, software updates, configuration checks, and performance testing.
- Preventive Maintenance Reports to be submitted quarterly for release of payments.
- AMC services to be available **on all days**, including holidays when required.

(d) Breakdown Calls

- Minor issues: resolved remotely or telephonically immediately.
- Major faults: attended onsite within **48 hours**.
- Equipment requiring workshop repair to be transported safely at Vendor's cost.
- Standby equipment to be provided for downtime beyond 48 hours.

(e) Software & Configuration

- Vendor to reinstall operating systems, configure antivirus, and restore network/email settings.
- Backups to be taken before formatting and restored post-repair with user consent.
- Maintain and update all necessary drivers and system patches.

(f) Complaint Management

- Complaints registered via phone/email/Whatsapp by any section/unit.
- Vendor to maintain a **Complaint Logbook** recording issue, action, and resolution.

- Quarterly consolidated report to be submitted to the Authority.
- Designate an AMC Coordinator with contact details.

(g) Hardware Inventory

- Maintain detailed, location-wise inventory with movement tracking.
- Quarterly updated inventory list to be submitted to the Authority.

(h) Support Availability

- Vendor shall provide support on all working days and holidays for critical needs.

(i) Shifting Support

- Assist in relocation or reinstallation of IT equipment as directed.

4.4 Exclusions

The AMC shall not include:

- Electrical wiring or non-IT accessories.
- Damages caused by accidents, fire, or natural calamities.
- Consumables such as toners, ink, ribbons, drums, fuser kits, and batteries.
- Third-party software licenses or upgrades.

4.5 Performance Requirements

- Minimum uptime: 95% for all systems.
- Preventive and breakdown maintenance to be certified by designated officers.
- Delay penalties: 0.5% of quarterly AMC value per day, up to a maximum of 10% of the quarterly payment.

SECTION 5: FINANCIAL CONDITIONS

- Any bid exceeding this limit will be rejected.
- Quoted prices must include all costs: service, labour, travel, and taxes.
- No escalation allowed during the contract period.
- Payment will be made quarterly, after submission of certified maintenance and performance reports.

- Penalties for delays or non-performance shall be deducted from quarterly payments.

SECTION 6: PAYMENT TERMS

1. Payments shall be made quarterly upon satisfactory completion of preventive and breakdown maintenance.
2. The following documents must accompany each quarterly bill:
 - Invoice
 - Certified Preventive Maintenance Report
 - Complaint Resolution Summary
 - Updated Inventory List
3. Penalties, if applicable, shall be deducted before payment release.

SECTION 7: EVALUATION AND AWARD

7.1 Technical Evaluation

- Based on eligibility, compliance with ToR, and service capability.

7.2 Financial Evaluation

- Only technically qualified bidders will be financially evaluated.
- The contract shall be awarded to the lowest responsive bidder (L1).

7.3 Award of Contract

- The successful bidder shall execute an agreement within 10 days of award and submit the Performance Security.

SECTION 8: TERMINATION AND DEFAULT

- The Authority may terminate the contract with 30 days' written notice for unsatisfactory performance or breach of terms.
- Upon termination, the Vendor must hand over all serviced equipment in working order.
- Performance Security may be forfeited in case of breach or premature termination due to default.

SECTION 9: GENERAL CONDITIONS

- The Vendor shall maintain confidentiality of departmental data.
- All spares must be new and OEM-certified.
- The Authority may alter the equipment quantity based on requirement and budget.
- The decision of the Director shall be final and binding in case of any dispute.

SECTION 10: ANNEXURES

Annexure-I: Tender Submission Form

(To be submitted on Bidder's letterhead)

To,

The Director,

Directorate of Animal Husbandry Department,

[Address].

Subject: Submission of Tender for AMC of Computers, Peripherals, Printers, Photocopiers, and Networking Infrastructure.

Sir/Madam,

Having examined the tender document and the Terms of Reference, I/we hereby submit our bid for the Annual Maintenance Contract. I/we agree to abide by all conditions.

Signature of Authorized Representative

Name: _____

Designation: _____

Firm Name: _____

Seal: _____

Date: _____

Annexure-II: Price Schedule Format

Sl. No.	Equipment Description	Qty	Unit Rate (₹)	Total (₹)	Total inclusive of all taxes (₹)
1	Desktop Computers (with Monitor)	111			
2	All-in-One PCs	16			
3	Laptops	05			
4	LaserJet Printers	70			
5	Multifunction Printers	07			
6	Photocopiers	21			
7	Networking Equipment	20			
8.	Photo copier colour xerox machine	04			

Total (Inclusive of all taxes)

Sd/-K.V.Muralidharan

Director(I/C)

Animal Husbandry & Veterinary Services

Chennai-35

//True copy forwarded by order//

Assistant Director

O/o Director of

Animal Husbandry & Veterinary Services

Chennai-35

Annexure-III: Declaration by Bidder

I/We hereby declare that:

1. All information provided in our tender submission is true and correct.
2. We have not been blacklisted or debarred by any Government/PSU.
3. We have read, understood, and agree to all terms and conditions of the tender.

Signature: _____

Name: _____

Designation: _____

Firm Name: _____

Seal: _____

Date: _____