



वैज्ञानिक एवं औद्योगिक अनुसंधान परिषद

मानव संसाधन विकास समूह

सी एस आई आर कॉम्प्लैक्स इन्स्टीट्यूट ऑफ होटल मनेजमेन्ट के सामने

लाइब्रेरी एवेन्यू पूसा नई दिल्ली - 110 012

COUNCIL OF SCIENTIFIC & INDUSTRIAL RESEARCH

HUMAN RESOURCES

DEVELOPMENT GROUP

CSIR Complex, Opp. Institute of Hotel Management

Library Avenue, Pusa, New Delhi – 110 012

E-mail: brsharma@csir.res.in, Phone: 25843766

संदर्भ/Ref : CSIR/Cx/Pur/CAMC PC18/2013-14

दि :/Dated: 2.9.2013

To:

Authorized Service Partners of HP, ACER & IBM. Certificate signed by the authorized person of the company to this effect should accompany the bid.

Sub: Award of CAMC in respect of Computers, Servers, Laptops, Printers, Scanners, UPSs etc.

Dear Sir,

This office is interested to award comprehensive annual maintenance contract of Computers, Printers. Scanner installed in this office. **Bids only from authorized service partners of HP, ACER & IBM are invited. Certificate signed by the authorized person of the company to this effect should accompany the bid.** Enclosed please find tender document for the Comprehensive AMC of Computers, printers, scanners, UPSs for your perusal and necessary action.

The quotations are invited under Two Bid Systems i.e. Technical Bid and Financial Bid. It is requested to submit your quotation for the CAMC of Computers/Printers/Scanners addressed to Head. H RDG. Council of Scientific and Industrial Research (Complex) Pusa. New Delhi-110012. Your quotation should be in two envelopes i.e. 1 Technical Bid and 2 Financial Bid duly super scribed Tender No. due date and time of opening. The quotation should reach this office up to **02.45 P.M. on or before 16.09.2013**. The bids will be **opened on 16.09.2013 at 03.00 P.M.** in the presence of representative of the firms who wish to be present at the time of the opening of quotation. In case the quotation opening date is declared holiday or gazetted holiday, the tenders will be opened on the next working day at the prescribed time.

It is requested to read tender document carefully and satisfy yourself before preparing your quotation in accordance with our scope of work and terms and conditions. The requisite documents and EMD of ₹ 15.000/- as mentioned in the terms and conditions shall be accompanied with the bid. Please keep your EMD in the Technical Bid envelope. DD/Bankers Cheque towards should be drawn in favour of Head, HRDG, New Delhi-12.

The tender may be put into the Tender Box well before the prescribed date and time kept in the Stores and Purchase Section. CSIR Complex, New Delhi. The tenders which are received after the due date and time will be treated as late tender and will not be considered at all.

The Head. HRDG, CSIR reserves the right to accept any or all the quotations/tenders wholly or partially or to reject any or all the quotations/tenders without assigning any reasons.

Yours faithfully.

Encl: Tender Document

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(B.R.SHARMA)
Stores & Purchase Officer



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TENDER DOCUMENT

Tender No. and Date	CSIR Cx/Pur/18/CAMC PC/12-13 dated 2.09.2011
Name of Work	COMPREHENSIVE AMC OF COMPUTERS/LAPTOPS/SERVERS/LASER/ INKJET PRINTERS/ SCANNERS/UPSs
Period of contract	One year, extendable to another one year
Earnest Money Deposit	₹ 15,000.00 (₹ Fifteen Thousand only)
Last date for receipt of tenders	16.09.2013 – 02.45 PM
Opening of Tenders (Technical Bid)	16.09.2013 – 03.00 PM
Enclosures	<p><u>Annexure-I</u> : DETAILS OF COMPUTERS/LAPTOPS/SERVERS/LASER/INKJET PRINTERS/ SCANNERS/UPSs FOR WHICH CAMC IS TO BE AWARDED</p> <p><u>Annexure-II & II-A</u> : PROFORMA FOR TECHNICAL BIDDING</p> <p><u>Annexure-III</u> : PROFORMA SHOWING DETAILS OF CAMC EXECUTED OF VALUE ₹ FIVE LAKHS AND ABOVE DURING THE PREVIOUS THREE YEARS</p> <p><u>Annexure-IV</u>: PROFORMA FOR PRICE BID</p>

Note: Bids only from authorized service partners of HP, ACER & IBM are invited. Certificate signed by the authorized person of the company to this effect should accompany the bid.

INTRODUCTION

- 1.1 The CSIR Cx has Desktop Computers, Laptops, Servers, LaserJet Printers, Ink Jet Printers, Scanners, UPSs at various locations in Delhi/New Delhi and requires services for their regular maintenance and prompt repair for their proper functioning. Most of the items are installed in CSIR Cx, Pusa, New Delhi-110012. and the remaining for ESD staff located at MBSA office, Ashram Chowk, Delhi, Science Centre Lodhi Road, New Delhi.

1. INTENT OF THE CAMC

2.1 CSIR Cx intends to hire the services of a professional company for the award of the Comprehensive Annual Maintenance Contract (CAMC) for proper functioning of all computer systems, laptops, servers, printers, scanners etc. (Generally HP/Compaq/Lenovo/Acer Make) and peripherals as per **Annexure I** installed in its office and in Guest House etc. in Delhi/New Delhi and providing Facility Management services including installation of software/specialized software, operating system related problems/Virus related problems.

The bidders are required to provide a Computerized Call Logging System where complaints would be logged and traced and consolidated monthly reports are provided by the Resident Engineer. The technically qualified bidders will be required to give live demonstration of their Computerized Call Logging System at this office at their own cost. The time and date of the presentation / demonstration of the Computerized Call Logging System will be intimated to the bidders. The Computerized Call Logging System should be ready with the bidders on the date of submission of the bids. No time will be given to the bidders to prepare software for this system after opening of the bids. The offers of the bidders will not be considered who will not be able to give demonstration of the Computerized Call Logging System at the appointed time and date and will be rejected.

2.2 The company/firm selected for award of Comprehensive AMC shall be required to replace all the defective parts consumable and non-consumable of the equipment with genuine/original spare parts of respective OEM make. Toner, inkjet cartridges, ribbons of the printers are excluded from the scope of AMC. **In the service report, the details regarding the part number, serial number (if any) and make must be brought out clearly.**

2.3 The details of equipments viz. make, model etc. and quantities of the equipment for which CAMC is to be awarded are indicated at **Annexure I** of Tender Document. **Bids received as per the prescribed instructions will be evaluated on the basis of documents, qualification/eligibility criteria as indicated in the tender documents and over all quoted prices.** However, Head, HRDSG, CSIR reserves the right to make variation in the quantities to be brought under CAMC at any given point of time.

2. INSTRUCTIONS TO THE BIDDERS

3.1 The bid should be submitted in **Two Parts**, in properly sealed cover in accordance with the instructions contained in this document and addressed to Head, HRDG, CSIR (Complex), Libaray Avenue, Pusa, New Delhi-110012. and superscribed **‘OFFER FOR COMPREHENSIVE AMC OF COMPUTERS/LAPTOPS/SERVERS/INKJET PRINTERS/SCANNERS.UPSs’**

The Interpolations, insertions, cuttings and corrections in the bids are not permissible.

3.2 Each bidder shall submit his bid in **Two Parts viz. ‘Technical Bid’ and ‘Financial Bid’** in separate sealed cover superscribed with **‘Technical Bid’ and ‘Financial Bid’** as the case may be. The Earnest Money in the shape of Demand Draft/Pay order should be submitted along with the Technical Part of bid.

3.3 The bidders shall be free to inspect the equipments as indicated in Annexure-I, between 10.00 AM to 05.00 PM up to 13.09.2013 on working days only.

3.4 The offers/bids can be submitted by Registered Post/ By hand/Speed Post sufficiently in advance so as to reach the (CSIR Cx). Office by the scheduled date and time i.e. on or before 16.09.2013 up to 02.45 PM. Any bid received after due date and time by whatever means shall not be considered and nobody from CSIR Cx will be responsible for delay in receipt of tenders.

3.5 Technical bids will be opened on 16.09.2013 at 03.00 PM. In case the said day happens to be a holiday, the bids will be accepted and opened on the next working day at the same time. The bidder or any of his authorized representatives may remain present at the time of opening of bids if they wish so.

3.6 The tenders received at CSIR (Cx) after the prescribed date and time of receipt, will be treated as late/delayed tenders. The late/delayed tenders will not be opened and considered at all. The same will be returned to the concerned firm in unopened condition.

4. Evaluation: The evaluation of the technical bid will be done in a scientific and logical manner. The Technical bid with EMD will be opened first and evaluated on the basis of documents as required and qualification criteria for its acceptability. The tenderers shall also be called for discussions if needed and shall also be allowed to give desired information along with the supporting documents to suit the CSIR requirement to treat the bidder at par. Those firms who do not provide desired information and documents as required shall be rejected as technically unqualified bidder.

4.1 The date and time of opening the price bid will be intimated to the technically qualified bidders and the same will be opened in the presence of the representatives of the technically qualified firms who wish to be presented at the time of price bid opening. The evaluation of price bids will be made on the basis of over all rates quoted separately.

4.2 The price must be in accordance with the Proforma (Annexure IV) of Price Bids for CAMC and failure to do so shall result in rejection of the tender. The price bid shall be evaluated on the basis of overall CAMC charges for all the items mentioned in the above Annexure taken together and not on the basis of the charges quoted for the individual items. The vendors should quote rates of all the items and quantities positively. If the vendor is not quoting rates of all the items and quantities, the offer of the bidder will be treated as incomplete and rejected.

The contract shall be awarded to L1 out of technically qualified bidders.

4.3 The rates should be quoted both in figures and words. The rates quoted shall be net and firm. No upward changes in the rate will be acceptable during the period of contract.

4.4 Taxes and Duties : The taxes and duties should be quoted separately and clearly. The terms such as Taxes and duties as applicable or at actual should not be mentioned in the quotation. In the event of an increase in taxes/duties, the extra liability on account of these taxes shall be borne by CSIR (Cx). Similarly in the event of abolition reduction of taxes/duties, the savings accruing to the bidder shall be passed on to CSIR (Cx).

4.5 Discrepancies in Prices: Any discrepancy between quoted prices in figures and that in words, if noted, will be sorted out in the following manner.

- (i) if there is a discrepancy between the unit price and the total price the unit price shall prevail and the total price will be corrected accordingly.

- (i) if there is an error in a total corresponding to the addition or subtraction of Sub totals, the sub totals shall prevail and the total shall be corrected.
- (iii) if there is a discrepancy between words and figures, the amount in words shall prevail unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to above.
- (iv) if there is a such discrepancy in a bid, the same is to be conveyed to the bidder and if the bidder does not agree to the observation of the CSIR, the tender is liable to be ignored.

4.6 Conditional or ambiguous tenders are liable to be rejected summarily.

5. QUALIFYING CRITERIA AND DOCUMENTS TO BE FURNISHED

5.0 The Bidder should be an Authorised Service Partner of HP/Acer/IBM, located in Delhi. The bidder must submit the document stating that he is an authorised service partner of the said company. Without this document, his tender will not be considered.

5.01 The bidder must be an ISO certified Company. Copy of ISO Certification should be enclosed with the bid. Without this document, his tender will not be considered.

5.1 The technical bid should consist of the following documents. The information asked in Annexure should be provided without fail. It may also be noted that supporting documents alone shall not be accepted as a substitute for the information in technical bid, In case any bidder mention prices in the technical bid the same will be considered at his risk. Bidders are required to provide all the information along with the supporting documents as requested in the tender documents in the absence of which the bid is liable to be rejected. Conditional tenders shall not be accepted.

5.2 The bidder should have been in the business of Computer Hardware Maintenance for the last Three Years or more. Documentary proof on this aspect should be submitted.

5.3 The bidder is required to submit a list of reputed Clients/Organization of Central Govt./PSU/Autonomous Bodies/CSIR or any of its constituent Labs./Instts. with whom bidder has entered into the CAMC contract for such items during last 3 years i.e 2010-2011, 2011-2012 and 2012-2013. Please fill the Annexure III and attach copies of order.

5.4 The firm should have proper workshop with well qualified engineers and the latest/modern gadgets and tools for service/repair/maintenance of computers/printers/scanners/servers etc. (Documentary evidence with complete current address, name of contact person with Telephone/Mobile No. should be submitted). The bidder should have his employees enrolled with ESIC/EPFO as per Govt of India guidelines and latest copy of challan submitted to ESIC/EPFO should be attached.

5.5 The bidder should have successfully executed singly or jointly two or three CAMC for maintenance of computers and peripherals (such as printers, scanners etc.) for total value of Rupees Five lakhs each or more for Central Govt./PSU/Autonomous Bodies/CSIR or its laboratories/Instts. in any financial year during last three financial years i.e. 2010-2011, 2011-2012 and 2012-2013. Fill the Annexure III and attach copies of order along with copies of satisfactory performance certificates. These orders can be verified by any means, if CSIR Cx so desires. Any information found to be incorrect/faulty the bid shall be summarily rejected and no correspondence will be entertained in this regard.

5.6 Attach copies of Service Tax Registration Certificate, Sales Tax/VAT Registration Certificate and PAN Certificate.

5.7 This Tender Document shall be returned along with the bid, with each page thereof duly signed by the bidder and affixed with the seal of the company, without which the tender would be rejected.

5.8 The bidder are required to submit a certificate that CSIR (Cx) schedule of requirement and term & conditions have been read carefully, fully understood and the terms and conditions of the tender documents are acceptable to the bidder. The bidder will be required to enter into the CAMC contract on the terms and conditions prescribed in the tender documents.

5.9 The bidder shall indicate the complete address of the Company Office and Service Centre along with the name(s) of the contact person(s) and their telephone/Fax/Mobile numbers/Email Ids and the other particulars as per the Performa at **Annexure II**.

5.10 A Certificate shall be furnished by the bidder along with the Technical Bid that all costs of Resident Engineers, Technical Assistants, repair and maintenance charges have been included in Financial Bid.

5.11 The Resident Engineer and Technical Assistants should have their own/vendor vehicle and mobile phone to facilitate them at work place. All the charges towards fuel, maintenance of vehicle and mobile phones/call charges shall be borne by the vendor.

6. EMD: The bidders are required to deposit the Earnest Money of ₹ 15000/- (₹ Fifteen Thousand only) in a sealed cover **along with Technical Bid**. The earnest money deposit (EMD) shall be in the form of a Demand Draft/Pay Order drawn in favour of the Head, HRDG, CSIR (Cx) and payable at New Delhi. **The tender shall be summarily rejected in the absence of EMD. No interest on the Earnest Money shall be accrued.** The Demand Draft/Pay Order towards EMD of all bidders whose technical bids have not been accepted shall be returned within one month of finalization of the technical bids. The EMD of technically qualified bidders, with the exception of the successful bidder, shall be returned within one month of the finalization of financial bids. The EMD of the successful bidders shall be returned within one month of furnishing of necessary performance bank guaranty. The EMD is liable to be forfeited if the bidder withdraws or impairs or derogates the bid in any respect or manner within the period of validity of the offer. If the successful bidders fails to furnish the acceptance of CAMC and Performance Bank Guarantee within 15 days, the earnest money shall be forfeited.

7. GENERAL TERMS AND CONDITIONS

7.1 The bidder should be conversant with the handling of repair and maintenance of all the Computer Systems and associated peripherals covered in the specifications.

7.2 The officers of CSIR Cx may visit the premises of the bidders to assess their capability to handle such jobs without giving any prior intimation. The report of this inspection, if carried out, would serve as an input for the competent authority to decide as to whether or not a bidder is technically qualified to fulfil the CAMC.

7.3 **If at any stage, the service of the firm is found not satisfactory, the Head, HRDG, CSIR (Cx) reserves the right to terminate the contract along with forfeiture of the performance security giving prior notice of one month.**

7.4 **Acceptance and date of start of the contract:** The successful bidder after receiving the award letter of the contract shall submit his/her acceptance immediately along with the required performance bank guarantee within 15 days of issue of the award letter failing which EMD shall be forfeited.

The date of start of CAMC shall be after:

- (i) **Submission of Acceptance and Performance Security**
- (ii) **Submission of inspection report within 10 days**

7.5 CSIR (Cx) shall have the right for replacement of HDD/ any other parts on payment basis which are found defective at the time of inspection by the contractor before submitting his/her quotation or before taking over CAMC of the system.

7.6 **PERFORMANCE SECURITY:** The successful bidder will have to submit a performance security equivalent of 10% of the contract value in the form of Performance Bank Guarantee valid for 60 days beyond the end of CAMC period along with the acceptance of the CAMC. In case the performance security is not submitted by the successful bidder, it will be presumed that the successful bidder is not fulfilling obligation of the contract and in such situation the EMD shall be forfeited. In case the performance of the successful bidder is found unsatisfactory during the period of contract or if there is any breach of terms and conditions of the contract due to his/her fault, the performance security will be forfeited and the contract for remaining period shall be cancelled. The performance security shall be refunded to the contractor after satisfactory completion of the CAMC period.

7.7 The successful bidder shall have to execute a contract with this office on a **Non-Judicial stamp paper** incorporating the terms & conditions. The Stamp duty for the said contract will be paid by the contractor.

7.8 **Variation of charges/price:** There will be no change in the agreed amount of service charges during the currency of the contract. However in case if the service provider concludes the contract with other parties for similar items on the similar terms and conditions at lower charges/ rates, the same charges/price will be automatically made applicable by the service provider from that date for the remaining period of contract.

7.9 If any equipment covered under the contract is taken out of the premises of the CSIR (Cx) for any repair, it shall be under full responsibility of the vendor, till the same is returned to the concerned department in satisfactory working condition. Item may be taken out only with the written permission/Gate Pass issued by the Stores Division of HRDG, CSIR (Cx).

7.10 Any faulty part so replaced by the vendor needs to be submitted back to Stores Division of HRDG, CSIR Cx. Vendor should be fully responsible for any damage to the man & machine that occurs due to faulty workmanship of the vendor/RE of the vendor during the period of the contract.

7.11 Tenderer will not be entitled to claim any compensation of what so ever nature if the termination/cancellation of AMC is imposed by CSIR (Cx) for any reason.

7.12 Any damage caused for CSIR (Cx) property or personnel within CSIR (Cx) premises by the Tenderer's Representative (RE/Tech.Asstt of Vendors) during the operation of the contract will be to his account and are recoverable.

8. SCOPE OF COMPREHNSIVE AMC AND ITS IMPLEMENTATION

8.1 The services comprise preventive and corrective maintenance covering hardware as well as trouble shooting to make operational all sort of OS/windows updates/Driver updates/system software installation like MS Office, Acrobat Reader etc/Network & Bug related problems, configuring mail client on outlook

etc. – and also includes carrying out necessary repairs and replacement of all parts and fittings including plastic parts.

AMC is comprehensive in nature and includes all parts of the computers/printer/scanner/Laptop (including plastic part) excluding toner, inkjet cartridges and ribbons of the printers. Any defective part of the computer/printer/scanner/Laptop (including plastic part) has to be repaired/replaced by the vendor at his own cost. Parts so replaced should be new original parts of the OEM depending on the item under contract. All small accessories of computer/printer/scanner/Laptop which are essential for running the item are covered under AMC. All type of adopters are covered under AMC. Whenever applicable amplified speakers attached to computers are also covered under AMC. All power supplies of computers/printers/Laptop/scanner are to be repaired/replaced by the vendor, irrespective & the cause of the fault development.

The contract will also include providing the Facility Management System including software/specialized software installation/OS installations ensuring/configuring network connectivity on all clients/configuring outlook emails on all clients wherever required. The details of the Facility Management Services required is given below.

Details of the Facility Management System

A. Desktop Management Service

- (a) Operating Systems and Office related application trouble shooting and support.
- (b) Installing operating systems, configuration of driver, update latest patches and latest Windows Service Pack and other OEM based software (CD and license would be provided).
- (c) Backups/restore for all desktop systems along with the user data in regular intervals.
- (d) Cleaning and uninstalling unnecessary files from desktop, laptops and servers.
- (e) Outlook based mailing support to users.
- (f) Desktop login and basic windows policy problem solving.
- (g) Updating new software application (CD and license would be provided).

B. Anti Virus Management Services

- (a) Maintain Virus free environment of desktop (CD and license of Anti Virus would be provided).
- (b) Regular update the virus definition in Servers and Desktops.
- (c) Scanning of systems in regular intervals.
- (d) Alert the user for latest threat of virus.

C. Network Management Services

- (a) Basic troubleshooting for Network items (Switch, Hub, I/O Box, Patch Cord etc.)
- (b) Networking configuration like IP address/DNS/DHCP/Gateway etc.
- (c) Networking connectivity with desktop to server and vice versa.
- (d) Basic Support for Wireless equipments (Wireless Card, Access Point and Wireless Router).
- (e) Leased Line related support from ISP in case of line down.
- (f) Under Warranty support of Network items from respective OEM.

D. On-site Helpdesk

- (a) Single point of contact to all Customers' IT support requirements.
- (b) Support to users including call logging, call execution through field support engineers. Vendor follow up, dispatch, call escalation and end users notification.
- (c) Assistance for problems pertaining to operational procedures for the processing environments.
- (d) Call tracking and call closure.

- (e) Escalation of the critical issues to appropriate IT supports team.
- (f) Regular touch with users for their problems.
- (g) Proper tagging systems for IT hardware.
- (h) Provide enough inventories of the spares.
- (i) Inventory management of IT Assets.
- (j) Proper stock of spares of systems.
- (k) Maintain all IT Asset Records with respect to warranty details, contracts, configurations, serial numbers, make, date of installation, date of repair, date of maintenance etc.
- (l) Record and update all the changes in the Asset details as and when it occurs.
- (m) Item wise track of preventive work done during the contract period.

E. Vendor Management Service

- (a) Create and maintain Vendor database.
- (b) Co-ordinate with third party vendors for maintenance and installation.
- (c) Follow up with vendors in case of hardware/software problem resolution.
- (d) Track inventory of any items sent for repairs and follow up for replacement.
- (e) Deploying and maintaining critical part inventory of vendors.
- (f) Logging and escalating complains with vendors and tracking till resolution.

The vendor should also provide a computerized call logging system for logging the complaints & tracing their status. The vendor should provide a printed status report at the end of each month, showing the status of all the complaints logged in the month & their status, whether resolved, unresolved/pending.

8.2 The bidders are required to depute **two** technically qualified Resident Engineer(s) who should have minimum two years of working experience in computer hardware and different type of peripherals including laser printers/scanners etc. as mentioned in Annexure-I of tender document & software related maintenance and should be equipped with the maintenance kit comprising of tool box, multimeter, diagnostic software, device driver software, external CD-ROM/storage drive and any other tools required for carrying out such services. The Resident Engineer(s) should be made available in CSIR (Cx) on all working days between 09.00 AM to 05.30 PM for maintenance/repair of the systems/peripherals in CSIR (Cx) premises. In case of emergency repairs during holiday and after working hours, the RE shall be made available at no extra charges. The resident engineer(s) shall not carry out any maintenances repair work of any other party in CSIR (Cx) premises. **REs have also to provide IT Support during the events of CSIR (Cx) like high level meetings etc.** The calls at the residences of officers (wherever applicable) shall be attended to promptly on all days including Saturday/Sunday/holiday/After working hours. Resident Engineers should be enrolled with ESIC/EPFO as per Govt of India Guidelines.

8.3 The vendor shall also provide the regular preventive maintenance service minimum once in three months. Under this activity, following jobs are to be done:

- (a) cleaning of all equipments externally using soft cloth, carbon tetra chloride & appropriate polish etc. the material in question will be provided by successful vendor within CAMC charges.
- (b) Internal cleaning of the equipments (only which are under CAMC) using /other appropriate means. vacuum cleaner
- (c) Trouble shooting for operational problems related to software/antivirus.
- (d) Up-keeping of PC HDD/components to maintain satisfactory performance of the items in question.

8.4 Vendor will maintain an item wise logs for preventive maintenance through FMS software. For preventive maintenance, **two technical assistants** in addition to the Resident Engineer (s) are required to be deputed by successful bidder in CSIR (Cx) on all working days between 09.00 AM to 05.30 PM. The preventive maintenance work needs to be completed in two weeks time before the end of each quarter. They will also shift the systems/peripherals as and when required at no extra cost. REs will also help in

keeping the inventory of IT products whether they are under warranty or CAMC. **Payment of emoluments etc. to the engineers, technical assistants etc. will be the responsibility of the successful bidder.** Vendor should provide the single point contact system for lodging complaints to OEM for systems under warranty.

8.5 The CAMC would be comprehensive in nature i.e. including cost of Resident Engineers(s), Technical Assistants, maintenance of equipments and replacement of all new original spares in original packing for proper functioning of all systems and peripherals as per Annexure-I installed in Delhi at different locations. If any part gives repeated problems i.e. 2 or more repairs in a period of two months time, then the contractor/vendor must replace it immediately with an original new one without any additional cost on the part of CSIR (Cx). It will also cover damage and burning of any part of the systems. All the components required to be replaced will be of original make. In the service report, the details of the part number and serial number (if any) must be brought out clearly.

8.6 The breakdown maintenance call shall have to be attended to within four hours and the machine will have to be made functional within twenty four hours of the complaint, failing which the firm has to arrange for the alternative systems with identical configuration till the machine is repaired. In case the standby machine is not provided or the system is not set right to put the same under satisfactory operation within 48 hours, a penalty may be charged @0.25% of the contract value per day subject to a maximum of 10% of the CAMC charges of that system/peripherals for delayed period.

8.7 Complaint Register/Computer will be kept in I.T. Division (Room No. 203), CSIR (Cx) for registering the complaint. It will be the responsibility of the Resident Engineer to attend to the call on day-to-day basis within one hour and make it usable immediately, in any case not more than 24 hours. Nodal Officer, IT Division (Room No.203) will take feedback from user about complaint. The Contractor shall intimate the status of complaints pending/rectified on a daily basis. The Contractor shall also submit a consolidated report furnishing the details of calls attended, remedial action take and their status on a monthly basis.

8.8 The Contractor shall keep sufficient number of spares, such as CPUs, Monitors, Keyboards, Mouse, Printers, HDDs, Combo Drive, cables etc. with IT Division, CSIR (Cx), as standby so as to put these in systems whenever required systems/peripherals can be repaired urgently. Any cost incurred towards transportation of the faulty/repared as well as standby equipment shall be borne by the Contractor.

8.9 The Contractor shall not subcontract the maintenance job to outside agency.

8.10 CSIR (Cx) reserves the right to withdraw any number of equipment (computer/printer/ scanner/ Laptop) from the CAMC at any point of time during the contract.

8.11 All those computers/printers/scanners/Laptops coming out of warranty during the contract period, should be added to AMC from the next date of the expiry of the warranty.

8.12 RE should have his own vehicle and mobile with him for emergency contact on Saturday/Sunday/holiday. Vehicle & mobile number are to be submitted in advance before deputing any RE for duty at CSIR (Cx).

8.13 Complaints of ESD offices at MBSA, Maharani Bagh, Delhi and Science Center, Lodhi Road should be attended by the RE by his own conveyance. CSIR (Cx) would not provide any conveyance to RE.

8.14 Items taken under CAMC would be decided by preparing a joint inspection report for the items under use to be signed by representative of the vendor and representative of IT Div, HRDG CSIR Complex. The Quarterly bill should be raised based on the items taken under AMC, mentioned in the joint inspection report only.

8.15 Vendor is required to keep with him sufficient stock of spares for each item taken under CAMC at the beginning of the contract period. In case at any point of time during contract, the vendor is unable to repair any item under contract due to non-availability of parts or item declared obsolete by the OEM, the charges paid by CSIR (Cx) for that particular item, since the beginning of the contract would be deducted from next quarterly payment to the vendor. In addition, a penalty of 10% of the cost value of item would also be deducted from next quarterly payment to the vendor.

9. TERMS OF PAYMENT

9.1 No advance payment will be made to the contractor. The performance of the contractor will be monitored/assessed by the I.T. Division on quarterly basis. Accordingly the payment will be made on quarterly basis after certification of I.T. Division for satisfactory performance of the services rendered by the contractor for the said quarter and production of Preventive Maintenance Reports. **The payment will be made through e-payment mode. Bidders are requested to submit their complete bank details in their offer.**

9.2 The Contractor shall submit his bill along with preventive maintenance reports towards the CAMC Charges on quarterly basis after the end of each quarter. The payment for the same shall be subject to recoveries, if any.

9.3 **PENALTY:** If Resident Engineer or Technical Assistants does not report for duty, vendor should provide alternative RE/Technical Assistants of the same capacity. If vendor fails to provide alternate RE/Technical Assistants, then penalty @ ₹ 1,000.00 for per engineer per day and @ ₹ 500.00 for per technical assistant per day will be deducted from the AMC charges under the contract.

9.4 CSIR (Cx) shall have the right of addition/deletion of the quantity of the items under the contract, either before the start of the CAMC or at the starting each quarter during the CAMC under intimation to the contractor and the payment will be made on pro-rata basis, and deduct amount from payments as per terms and conditions of the contract.

9.5 The CSIR (Cx) officials will review the status of pending complaints with the Contractor from time to time. If it is found that many complaints requiring repair of systems/peripherals are pending for over a month, CSIR (Cx) reserves the right to withhold the payment of quarterly bills temporarily till all pending complaints are cleared.

9.6 TDS will be deducted at source from the contract price payable to contractor for performing the service under the contract.

10. CHANGE OF LOCATION

10.1 The service provider will ensure shifting/movement of computer systems or other item under the contract within the building or out of the CSIR (Cx) building, through his manpower responsible for the maintenance. For outdoor shifting, transport arrangement will be made available by CSIR (Cx).

11. PERIOD AND AWARD OF CONTRACT

11.1 The CAMC shall be awarded for a period of one year extendable to another one year on rendering satisfactory services with the successful technically-commercially qualified lowest bidder. The performance of the contractor will be assessed by the I.T. Division on quarterly basis.

11.2 Performance of the contract: In case the services of the firm are found not satisfactory at any time during the period of the contract, the Head, HRDG, CSIR (Cx) reserves the right to terminate the contract along with forfeiture of the performance security.

12. HANDING OVER

12.1 The Contractor shall provide services for minimum ten working days beyond the date of expiry of the contract without any extra cost so that all the equipment under maintenance contract are handed over to the next contractor.

12.2 Any equipment not made available in working condition on the last working day of the contract period shall be rectified/repared by the Contractor within the next ten working days failing which the equipment shall be got rectified from alternative sources and the cost thereof shall be deducted from the last quarter CAMC payment.

13. ARBITRATION

13.1 If at any time there shall arise any dispute, doubt, difference or question with regard to the interpretation or meaning of any terms and conditions, prices, etc. of this Rate Contract or in respect of the rights, duties and liabilities of the parties hereto or in any way touching or arising out of these presents or otherwise in relation to the present Rate Contract, then every such dispute, difference, doubt or question (except the decision whereof is herein expressly provided for) shall be referred to the arbitration of the sole arbitrator to be appointed by the Director General, CSIR under Indian Arbitration & Conciliation Act, 1996 or any statutory modification re-enactments thereof and rules made there under for the time being in force shall apply to such arbitration. The venue of arbitration shall be the place from where the contract is finalized. The language of the arbitration will be English only.

14. REJECTION OF TENDER

14.1 Failure to comply with all the terms and conditions mentioned herein would result in the tender being summarily rejected.

14.2 The Head, HRDG, CSIR Complex reserves the right to reject or accept any or all the quotations or terminate the contract at any time without assigning any reason.

DESKTOPS/LAPTOPS/SERVERS

DESKTOP/LAPTOP/SERVERS				
S.No.	Item	Make	Model	Qty
1	DESKTOP	HP	VL-420	3
2	DESKTOP	ACER		20
3	DESKTOP	COMPAQ	EVO D320	24
4	DESKTOP	HP	D330UT	8
5	DESKTOP	HP	XW4100	2
6	DESKTOP	HP	XW4200	1
7	DESKTOP	HP	XW4300	2
8	DESKTOP	HP	DX6100 MT	21
9	DESKTOP	HP	DX6120 MT	40
10	DESKTOP	HP	DX 2280 MT	22
11	DESKTOP	HP	DC 7800 MT	38
12	DESKTOP	HP	ELITE 8000	9
13	DESKTOP	HP	ELITE 8100	5
14	DESKTOP	HP	ELITE 8200	1
15	DESKTOP	LENOVO	M 8811FM2	9
16	DESKTOP	LENOVO	M 8811FM3	10
17	DESKTOP	APPLE	MAC G5	1
18	DESKTOP	APPLE	I Mac	1
19	ALL-IN-ONE	LENOVO	IDEA CENTER 500B	4
20	LAPTOP	DELL		1
21	LAPTOP	Compaq Pressario	1721	1
22	LAPTOP	HP	8230	1
23	LAPTOP	HP	8430	1
24	LAPTOP	HP	4431S	7
25	LAPTOP	SONY	vaio	19
26	LAPTOP	APPLE		5
27	Server	HP ProLiant	ML-110 G8	3
28	Server	HP ProLiant	ML-110 G3	1
29	Server	HP ProLiant	ML-110 G2	1
30	Server	HP ProLiant	ML-150 G2	2
31	Server	HP ProLiant	ML-350 G4	1
32	Server	HP ProLiant	ML-350 G5	2
33	Server	HP ProLiant	ML-350 G6	4
			TOTAL	270
SCANNERS				
1	SCANNER	HP	5590	5
2	SCANNER	HP	8390	5
3	SCANNER	HP	8460	1
4	SCANNER	HP	2400	5
5	SCANNER	HP	G2410	2
6	SCANNER	HP	7800	5
7	SCANNER	HP	8270	1
				24

PRINTERS

S.No.	Item	Make	Model	Qty
1	DMP PRINTER	EPSON	LQ1070	1
2	B/W LASER PRINTER	SAMSUNG	2850D	1
3	DESKJET PRINTER	HP	3600	1
4	DESKJET PRINTER	HP	3650	4
5	DESKJET PRINTER	HP	3820	2
6	DESKJET PRINTER	HP	9308	1
7	DESKJET PRINTER	HP	9808	1
8	OFFICE JET ALL IN ONE PRINTER	HP	4355	1
9	ALL IN ONE B/W LASER PRINTER	HP	3055	2
10	B/W LASER PRINTER	HP	1000	1
11	B/W LASER PRINTER	HP	1005	2
12	B/W LASER PRINTER	HP	1007	1
13	B/W LASER PRINTER	HP	1015	5
14	B/W LASER PRINTER	HP	1020	14
15	B/W LASER PRINTER	HP	1022	10
16	B/W LASER PRINTER	HP	1160	11
17	B/W LASER PRINTER	HP	1200	20
18	B/W LASER PRINTER	HP	1320	9
19	B/W LASER PRINTER	HP	1505	3
20	B/W LASER PRINTER	HP	1606	1
21	B/W LASER PRINTER	HP	2014	1
22	B/W LASER PRINTER	HP	2015	2
23	B/W LASER PRINTER	HP	2055	2
24	B/W LASER PRINTER	HP	2200	10
25	B/W LASER PRINTER	HP	2420	6
26	B/W LASER PRINTER	HP	3005	1
27	B/W LASER PRINTER	HP	3055	2
28	B/W LASER PRINTER	HP	8150	1
29	B/W LASER PRINTER	HP	P1007	12
30	B/W LASER PRINTER	HP	P1505	13
31	B/W LASER PRINTER	HP	P2015	1
32	B/W LASER PRINTER	HP	P2055	1
33	B/W LASER PRINTER	HP	P3015	1
34	B/W LASER PRINTER	HP	P3055	1
35	COLOR LASER PRINTER	HP	2600DN	1
36	COLOR LASER PRINTER	HP	2605DN	8
37	COLOR LASER PRINTER	HP	2440	1
38	COLOR LASER PRINTER	HP	3800	1
39	COLOR LASER PRINTER	HP	5550	1
40	COLOR LASER PRINTER	HP	1515	2
41	COLOR LASER PRINTER	HP	3525	2
42	COLOR LASER PRINTER	HP	1215	2
43	COLOR LASER PRINTER	HP	P1415FN MFP	1
			TOTAL	164

UPSs of different makes & capacity

Sr.	Make & Capacity	Qty
1	APC 500 VA	6
2	APC 800 VA	14
3	APC 1 KVA	7
4	SAMTEK 500 VA	14
5	XLANBIT 500 VA	3
6	XLANBIT 650 VA	1
7	XLANBIT 1 KVA	1
8	KARUS 500 VA	2
9	LABOTEK 2 KVA	2
10	LABOTEK 5 KVA	2
11	NEXUS 650 VA	2
12	SUPRA 800 VA	4
13	LUMINIOUS 650 VA	1
14	LUMINIOUS 1 KVA	2

PROFORMA FOR TECHNICAL BIDDING

1. Name of the Company
2. Address (with Tele. No., Fax No. and E-mail ID)
3. Contact Person Name and Mobile Number
4. Number of years of experience in the trade
5. Number of years of experience in Maintenance Business
6. Total value per year of Maintenance Business during the last three years (Computers + Printers + Peripherals)
7. Registration No. _____
8. Sales Tax/VAT No. _____
9. PAN No. _____
10. Service Tax No. _____
11. Details of Technical Manpower (Category-wise)-Degree Holders/Diploma Holders/Others enrolled with ESIC/EPFO

S. No.	Total Strength of RE(s) and TA (S)	Qualification	Length of Average Experience

12. Address of Workshop/Service Centre with area of premises
13. Whether Owned/Rented
14. Name of Bank

Qualifying Criteria for Bidders:

a)	Whether the firm is in existence for over three years in the trade. If yes, necessary supportive document has been attached? (Please refer to Para 4.1)	Yes/No
b)	Have you attached the copy of Service Tax Registration Certificate? (Please refer to Para 5.6)	Yes/No
c)	Have you attached the copies of two CAMC Contract award letter during the last three financial years of value of Rs.5 lakh or more? (Please refer to Para 5.5)	Yes/No
d)	Have you submitted the required EMD?: (Please refer to Para 6)	Yes/No
e)	Whether PAN Number / VAT No. copy is attached? (Please refer to Para 5.6)	Yes/No
f)	Have you attached the certificate/documents related to Para 5.10 of the tender documents?	Yes/No
g)	Have you attached the Annexure-II? Please refer to Para 5.9	Yes/No
h)	Have you attached the certificate that all the terms and conditions indicated in the tender document are acceptable to your firm?	Yes/No
i)	Have you attached a copy of the tender document duly signed with company seal on each page of the tender document?	Yes/No
j)	Have you quoted for all the items in your financial bid?	Yes/No
k)	Have you submitted the Certificate of Authorized Partner of any of the Companies stated in clause 5.0	Yes/No
l)	Have you submitted a copy of ISO Certification of your Company (Please refer clause 5.01)	Yes/No
m)	Have you attached latest copy of challan submitted to ESIC/EPFO (Please refer clause 5.04)	Yes/No

Declaration

I hereby certify that the information furnished above are full and correct to the best of our knowledge. I/We understand that in case any deviation is found in the above statement at any stage, the company will be black-listed and will not have deal with the Organizations in future.

**Authorised Signature
with seal of the Company**

PROFORMA SHOWING DETAILS OF CAMC EXECUTED OF VALUE ₹FIVE LAKHS AND ABOVE DURING THE PREVIOUS THREE YEARS

Details of all Comprehensive Annual Maintenance Contracts successfully executed singly or jointly in any financial year during last three financial years 2007-2008, 2008-2009 and 2009-2010 having order value ₹ Five lakhs or more.

S. No.	Name of the Organization /Address	Contract Period (if renewed, give details)	Whether CAMC was with Resident Engineer/Technical Personnel or not; if yes, the no. of RE/ Technical Personnel deployed	Attached Award Letter copy (Yes/No)	Attached Performance Certificate (Yes/No)
1.					
2.					
3.					
4.					
5.					

Date: _____
Place: _____

Signature of Bidder
with company seal

PROFORMA FOR PRICE BID**DESKTOPS/LAPTOPS/SERVERS**

DESKTOP/LAPTOP/SERVERS					Rate per unit per month ₹
S.No.	Item	Make	Model	Qty	
1	P-IV Computer Systems, Laptops & Servers	HP	VL-420	3	
		ACER		20	
		COMPAQ	EVO D320	24	
		HP	D330UT	8	
		HP	XW4100	2	
		HP	XW4200	1	
		HP	XW4300	2	
		HP	DX6100 MT	21	
		HP	DX6120 MT	40	
		HP	DX 2280 MT	22	
		HP	DC 7800 MT	38	
		HP	ELITE 8000	9	
		HP	ELITE 8100	5	
		HP	ELITE 8200	1	
		LENOVO	M 8811FM2	9	
		LENOVO	M 8811FM3	10	
		APPLE	MAC G5	1	
		APPLE	I Mac	1	
		LENOVO	IDEA CENTER 500B	4	
		DELL		1	
		Compaq Pressario	1721	1	
		HP	8230	1	
		HP	8430	1	
		HP	4431S	7	
		SONY	vaio	19	
		APPLE		5	
		HP ProLiant	ML-110 G8	3	
		HP ProLiant	ML-110 G3	1	
		HP Proliant	ML-110 G2	1	
		HP Proliant	ML-150 G2	2	
		HP Proliant	ML-350 G4	1	
		HP Proliant	ML-350 G5	2	
		HP Proliant	ML-350 G6	4	
SCANNERS					
2	Scanners	HP	5590	5	
		HP	8390	5	
		HP	8460	1	
		HP	2400	5	
		HP	G2410	2	
		HP	7800	5	
		HP	8270	1	

PRINTERS

S.No.	Item	Make	Model	Qty	
3	Laser Jet/Ink Jet Printers	EPSON	LQ1070	1	
		SAMSUNG	2850D	1	
		HP	3600	1	
		HP	3650	4	
		HP	3820	2	
		HP	9308	1	
		HP	9808	1	
		HP	4355	1	
		HP	3055	2	
		HP	1000	1	
		HP	1005	2	
		HP	1007	1	
		HP	1015	5	
		HP	1020	14	
		HP	1022	10	
		HP	1160	11	
		HP	1200	20	
		HP	1320	9	
		HP	1505	3	
		HP	1606	1	
		HP	2014	1	
		HP	2015	2	
		HP	2055	2	
		HP	2200	10	
		HP	2420	6	
		HP	3005	1	
		HP	3055	2	
		HP	8150	1	
		HP	P1007	12	
		HP	P1505	13	
		HP	P2015	1	
		HP	P2055	1	
		HP	P3015	1	
		HP	P3055	1	
		HP	2600DN	1	
		HP	2605DN	8	
		HP	2440	1	
		HP	3800	1	
		HP	5550	1	
		HP	1515	2	
		HP	3525	2	
		HP	1215	2	
		HP	P1415FN MFP	1	

UPSs of different makes					
Sr.	Make & Capacity	Quantity			
1	APC 500 VA	6			
2	APC 800 VA	14			
3	APC 1 KVA	7			
4	SAMTEK 500 VA	14			
5	XLANBIT 500 VA	3			
6	XLANBIT 650 VA	1			
7	XLANBIT 1 KVA	1			
8	KARUS 500 VA	2			
9	LABOTEK 2 KVA	2			
10	LABOTEK 5 KVA	2			
11	NEXUS 650 VA	2			
12	SUPRA 800 VA	4			
13	LUMINIOUS 650 VA	1			
14	LUMINIOUS 1 KVA	2			

Tax: @

The rates quoted are valid for entire duration of CAMC i.e. one year and inclusive of all charges as per Clause No. 5.10, 5.11, 8.1 and 8.5 of the tender document.

Signature of Authorised Person
with seal of the firm

Date: _____