



## **COUNCIL OF SCIENTIFIC AND INDUSTRIAL RESEARCH**

Anusandhan Bhawan, 2, Rafi Marg, New Delhi-110 001.

**SPEED POST**

### **TENDER DOCUMENT**

**Tender No: 13-3(6)/2008-09/Pur**

**NAME OF WORK : COMPREHENSIVE AMC OF COMPUTERS/  
PRINTERS/SCANNERS/SERVERS/LAPTOPS  
AND LASER/INKJET PRINTERS**

**EARNEST MONEY DEPOSIT: Rs.40,000/-**

**LAST DATE FOR RECEIPT OF TENDERS: 17-11-08 up to 3.00 PM.**

**OPENING OF TENDERS (TECHNICAL BID): 17-11-08 at 3.30 PM.**

**ENCLOSURES :- ANNEXURE I to VI**

**TO**

**M/s**

## 1. INTRODUCTION

The CSIR HQ holds Desktop Computers, Servers, Laptops, LaserJet Printers, Ink Jet Printers, and Scanners 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 (Hq.) Rafi Marg, New Delhi-110001. and the remaining are at the subordinate offices, Guest Houses and residences of Senior Officers of the CSIR(Hq.) in Delhi/New Delhi.

## 2. INTENT OF THE CAMC

**2.1** CSIR 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 printers etc. (generally HP/IBM) make and peripherals as per **Annexure I** installed in its office and in guest houses etc. in Delhi.

**2.2** The company/firm selected for award of comprehensive CAMC shall be required to replace all the defective parts of the equipment with genuine/ original spare parts of respective OEM make. **In the service report, the details regarding the part number, serial number (if any) and make must be brought out clearly**

**2.3** The detailed specifications and quantities of the equipment are indicated at **Annexure I of Tender Document. Bids received as per the prescribed instruction will be evaluated on the basis of documents, qualification/eligibility criteria as indicated in the tender documents and over all quoted prices.** However, CSIR reserves the right to make variation in the quantities to be brought under CAMC at any given point of time.

## 3. INSTRUCTIONS TO THE BIDDERS

**3.1** The bid should be submitted in two parts, properly in sealed cover in accordance with the instructions contained in this Document and addressed to JS (ADMN), CSIR(Hq.), 2,Rafi Marg, Anusadhan Bhawan, New Delhi-110001. and super scribed "OFFER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTERS / PRINTERS/ ACCESSORIES". 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 covers super scribed with 'Technical Bid' and 'Financial Bid' as the case may be. The Earnest Money in the shape of DD/Pay order should be submitted alongwith the technical part of bid.

**3.3** The bidders shall be free to inspect the equipments as indicated in Annexure-1, between 10.00 AM to 5.00 PM up to 12-11-08.

- 3.4 The offers/bids can be submitted by Registered Post /By hand/Speed Post sufficiently in advance so as to reach the CSIR(Hq.) Office by the scheduled date and time i.e. on or before 17-11-08 up to 3.00 P.M.. Any bid received after the due date and time by whatever means shall not be considered and no body from CSIR(Hq.) will be responsible for delay in receipt of tenders.
- 3.5 Technical bids will be opened at 3.30 PM on 17-11-08. 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 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 bidders 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 for CAMC. The rates for spare parts should be quoted separately. In case the rate quoted for spare parts by L1 of CAMC, are found higher than the other bidders, the L-1 of CAMC shall match the lowest quoted rates for spare parts by the other bidders.**
- 4.2 The price bid must be in accordance with the **Performa ( Annexure VI)** of price bids for CAMC and **Performa ( Annexure V)** for quoting Spare parts ( which are to be replaced on chargeable basis) 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(s) taken together and not on the basis of the charges quoted for the individual items. The contract shall be awarded to L-1 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. Similarly in the event of abolition / reduction of taxes/duties, the savings accruing to the bidder shall be passed on to CSIR.
- 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.
  - (ii) If there is an error in a total corresponding to the addition or subtraction of subtotals, 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 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

The technical bid should consist of the following documents. The information asked in Annexures should be provided with out fail. It may also be noted that supporting documents alone shall not be accepted as a substitute for the information asked in **Annexure(s)** and it may be also noted that prices should not be indicated 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 document as requested in the tender documents in the absence of which the bid is liable to be rejected. Conditional tenders shall not be accepted.**

- 5.1 The bidder should have been in the business of Computer Hardware Maintenance services from last **Three years or more**. Documentary proof on this aspect should be submitted.
- 5.2 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**. Please fill the **Annexure III** and attach copies of order along with copies of satisfactory performance certificate .

- 5.3 The firm should have proper workshop with well qualified engineers and the latest/modern gadget 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)
- 5.4 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 Eight lakhs or more for Central Govt./PSU/Autonomous Bodies/CSIR or its laboratories/Instts. in any financial year during last two financial years i.e. 2006-07 and 2007-08. **Fill the Annexure IV and attach copies of order along with copies of satisfactory performance certificate.** These orders can be verified by any means, if CSIR so desires. Any information found to be incorrect / faulty the bid shall summarily rejected and no correspondence will be entertain in this regard.
- 5.5 **Attach copies of Service Tax Registration certificate, VAT Registration Certificate and PAN certificate**
- 5.6 **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.**
- 5.7 **The bidders are required to submit a certificate that CSIR schedule of requirement and terms & 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.**
- 5.8 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 and other particulars as per the Performa **at Annexure II**
- 5.9 **A Certificate shall be furnished by the bidder along with the technical bid that all costs of Resident Engineer, Technical Assistants, repair and maintenance charges have been included in Financial bid.**
- 5.10 The Resident Engineer and Technical Assistant 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 Rs.40000/- (Rs. Forty 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 Joint Secretary (ADMIN), CSIR and payable at New Delhi. **The tender shall be summarily rejected in the absence of EMD. No interest on the Earnest Money shall be paid.** 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 bidder 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 bidder 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 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 fulfill the CAMC.
- 7.3 If at any stage, the service of the firm is found not satisfactory, the Joint Secretary (Admn.) CSIR Hq. reserves the right to terminate the contract along with forfeiture of the performance security.
- 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 working days**
- 7.5 CSIR 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 (i.e. 26 months) 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.

## 8, **SCOPE OF COMPREHENSIVE 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. CSIR will pay additional cost toward replacement of following parts/consumables :-

- i. The defective Fuser Assembly of Laser Printers is to be replaced by new one (not to be repaired). Rates for the same may be quoted which will be valid for one year.
- ii. If any other item/part, which are excluded from the offer of CAMC, must be quoted otherwise it will be assumed that all parts are included in CAMC.

8.2 The successful bidders are required to depute one or more technically qualified Resident Engineer(s) depending upon the exigencies of work, 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-1 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 on all working days between 9.00 AM to 5.30 PM for maintenance/repair of the systems/peripherals in CSIR premises. In case of emergency repairs during holidays and after working hours, the RE shall be made available at no extra charges. The resident engineer(s) shall not carry out any maintenance repair work of any other party in CSIR premises. **REs have also to provide IT Support during the events of CSIR like high level meetings etc.** The calls at the residences of officers shall be attended promptly on all days including Saturday / Sunday / holidays / After Working Hours.

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 :-

- 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.

- internal cleaning of the equipments ( only which are under CAMC) using vacuum cleaner/other appropriate means.
  - Trouble shooting for operational problems related to software/antivirus.
  - Up-keeping of PC HDD/components to maintain satisfactory performance of the items in question.
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- 8.4 IT division of CSIR will maintain a register for preventive maintenance. For this job, **minimum two or more (depending upon exigencies of work) technical assistant in addition to the resident engineer(s)** are required to be deputed by successful bidder in CSIR on all working days between 9.00 AM to 5.30PM. In addition to above, they will also register complaints in register of IT Division. They will also shift the systems / peripherals as and when required at no extra cost. They 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 assistant etc will be the responsibility of the successful vendor.**
- 8.5 The CAMC would be comprehensive in nature i.e. including cost of Resident Engineer(s), Technical Assistants, maintenance of equipments & 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 with out any additional cost on the part of CSIR.** 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 regarding the part number and serial number (if any) must be brought out clearly.
- 8.6 The break down maintenance call shall have to be attended 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 will be kept in I.T. Division (Room No. 422) for registering the complaint. It will be the responsibility of the Resident Engineer to attend 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. 422) will take feed back 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 taken 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 HQ., as standby so as to put these in systems whenever required and 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 Every system/printer would have a job card having full history of its performance, repair and maintenance including external cleaning on the prescribed proforma which will be provided by I.T.Division.

## **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.
- 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 **PANALITY** - 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 RC/Technical assistants, then penalty @ Rs 1000/- for per engineer per day and @ Rs. 500/- for per technical assistant per day will be deducted from the AMC charges under the contract.
- 9.4 CSIR shall have the right of addition/deletion of the quantity of the items under the contract, either before the start of CAMC or at the starting of each quarter during the CAMC under intimation to the contractor and the payment will be made accordingly on Pro-rata basis.
- 9.5 The CSIR 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 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 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 building, through his manpower responsible for the maintenance. For outdoor shifting, transport arrangement will be made available by CSIR.

## **11. PERIOD AND AWARD OF CONTRACT**

- 11.1 The CAMC shall be awarded for a period of TWO years with the successful technically qualified lowest bidder. The performance of the contractor will be assessed by the I.T. Division on quarterly basis. Fresh tenders shall be invited after completion of CAMC period.
- 11.2 **Performance of the contract: In case** The services of the firm are found not satisfactory at any time during the period of contract, the Joint Secretary (Admn.) CSIR Hq. 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 10 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/ repaired by the Contractor within the next 10 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 the 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.

## **14. Rejection of tender**

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

15. The Joint Secretary (Admn.), CSIR reserves the right to reject or accept any or all the quotations or terminate the rate contract at any time without assigning any reason.

**(R.C. Gupta)**  
**Stores & Purchase Officer**

**DETAILS OF ITEMS FOR AMC**  
**ANNEXURE-I**

<b>MAKE</b>	<b>DETAILS</b>	<b>ORDER NO</b>	<b>ORDER DATED</b>	<b>CAMC FROM DATE</b>	<b>Qty.</b>
<b>1.COMPUTER SYSTEMS</b>					
HP	P4 / 256 MB / 80GB / 15" TFT	13-2/(49)/03/PUR	6-Jul-04	Acceptance of order	10
HP	P4 / 256 MB / 80GB / 15" TFT	13-2/(9)/2004-PUR	22-Jul-04	Acceptance of order	1
HP	P4 / 256 MB / 40GB / 15" TFT	13-2(4)/2004-PUR	31-May-04	Acceptance of order	1
HP	P4 / 128 MB / 40GB / 15" Color	13-2(25)/2002-04/PUR	13-Oct-04	Acceptance of order	2
HP	P4 / 1 GB / 80GB / 17" TFT	13-2(10)/2004/PUR/24	30-Nov-04	Acceptance of order	3
HP	P4 / 1 GB / 80GB / 17" TFT	13-2(21)/2004/PUR/23	29-Nov-04	Acceptance of order	1
IBM	P4 / 3.2 GHz / 512 MB / 80GB / 15" Color	NISCAIR 18(7)/2005-PUR/16	24-May-05	Acceptance of order	99
HP	P4-WORKSTATION	NISCAIR 18(7)/2005-PUR/17	24-May-05	<u>02-Feb-09</u>	4
HP	P4	13-2(64)/2005-06-PUR/41	16-Jan-06	24-Mar-09	17
HP	P4	13-2(64)/2005-06-PUR/44	16-Mar-06	17-Aug-09	1
			<b>TOTAL</b>		<b>139</b>
<b>2.SERVERS</b>					
HP	XEON	13-2(35)/04-Pur/40	11-Feb-05	Acceptance of order	1
IBM	XEON / 2 x 2.8GHz / 1GB / 3 x 73 GB / 15" Color	NISCAIR 18(7)/2005-PUR/16	24-May-05	Acceptance of order	11
			<b>TOTAL</b>		<b>12</b>
<b>3.LAPTOPS</b>					
HP	HP NW 8240 / 2.13 GHz / 2.0GB/ 80GB / 15.4"	13-2(26)/2005-06-PUR/16	6-Jul-05	Acceptance of order	1
HP	HP NC 8230 / 1.73 GHz / 512MB/ 80GB / 15.4"	13-2(26)/2005-06-PUR/17	6-Jul-05	Acceptance of order	1
HP	N1020V	13-2(2)/2003-PUR	18-Jun-03	Acceptance of order	1
			<b>TOTAL</b>		<b>3</b>

<b>4.LASER / INK JET PRINTERS</b>					
HP	LASER JET 1000	NISCAIR 18(36)/2000-Pur/47	1-Jul-02	Acceptance of order	89
HP	LASER JET 8150	NISCAIR 18(36)/2000-Pur/47	1-Jul-02	Acceptance of order	2
HP	LASER JET 1100	CSIR/PUR/68/99	3-Mar-00	Acceptance of order	1
HP	LASER JET 4500	PUR/PC/87/99-2000 + CSIR/11/NIMITLI/23/2000	30-May-00 + 28-Aug-00	Acceptance of order	2
HP	LASER JET 5000N	NISTAD		Acceptance of order	1
HP	LASER JET 4000TN	CSIR/PUR/CE/30/98	31-Mar-99	Acceptance of order	1
HP	LASER JET 6L	CSIR/PUR/412K/1 FOR 1 NUMBER	9-Nov-00	Acceptance of order	8
HP	LASER JET 8150	13-2(45)/03/PUR-07	4-Jun-04	Acceptance of order	3
HP	LASER JET 1300	13-2(49)/03/PUR	6-Jul-04	Acceptance of order	7
HP	LASER JET 1300	13-2(9)/2004-PUR	22-Jul-04	Acceptance of order	1
HP	LASER JET 1300	13-2(4)/2004-PUR	31-May-04	Acceptance of order	1
HP	LASER JET 1300	13-2(44)/03-PUR	9-Mar-04	Acceptance of order	2
HP	LASER JET 1300	13-2(16)/2003-PUR	21-Apr-04	Acceptance of order	1
HP	LASER JET 3500	13-2/(49)/03/PUR	6-Jul-04	Acceptance of order	3
HP	LASER JET 3300	13-2(10)/2003-PUR	5-Jun-03	Acceptance of order	1
HP	INK JET 3820	13-2(43)/2003-PUR	21-Apr-04	Acceptance of order	1
HP	INK JET 6540	13-2(25)/2002-04/PUR	13-Oct-04	Acceptance of order	2
HP	INK JET 845C	13-2(25)-2002/pur	2-Aug-02	Acceptance of order	5
HP	INK JET 840C	NISCAIR 18(36)/2000-PUR/49	3-Sep-01	Acceptance of order	1
HP	LASERJET 1320N	13-2(10)/2004/PUR/23	29-Nov-04	Acceptance of order	1
HP	LASER JET 3500	13-2(26)/2005-06-PUR/19	6-Jul-05	Acceptance of order	1
LAXMARK	W820DN	13-2(10)/2004/PUR/13	4-Jul-05	Acceptance of order	1
HP	LASER JET 3380	13-2(16)/2005-06-PUR/15	7-Jul-05	Acceptance of order	7
HP	LASER JET 1300			Acceptance of order	1
HP	LASER JET 1320	NISCAIR 18(7)/2005-PUR/16	24-May-05	Acceptance of order	54
HP	LASER JET 4250dtn	NISCAIR 18(7)/2005-PUR/16	24-May-05	Acceptance of order	4

HP	LASER JET 8150dn	13-2(64)/2005-06-PUR/41	16-Jan-06	Acceptance of order	1
HP	LASER JET 3800n COLOR	13-2(68)/2005-06-PUR/42	30-Jan-06	Acceptance of order	1
HP	LASER JET MULTI 2840			Acceptance of order	1
HP	LASER JET MULTI 2840	13-2(93)/2006-07-PUR/60	14-Feb-07	Acceptance of order	1
HP	LASER JET 1320 N	13-2(79)/2006-07-PUR/44	7-Dec-06	Acceptance of order	26
HP	LASER JET 3800DN	13-2(79)/2006-07-PUR/44	7-Dec-06	Acceptance of order	6
HP	LASER JET 5550DN	13-2(79)/2006-07-PUR/44	7-Dec-06	Acceptance of order	5
HP	LASER JET 9040DN	13-2(79)/2006-07-PUR/44	7-Dec-06	Acceptance of order	2
HP	LASER JET 3390MFP	13-2(79)/2006-07-PUR/44	7-Dec-06	Acceptance of order	2
HP	LASER JET 2840 MFP	13-2(79)/2006-07-PUR/44	7-Dec-06	Acceptance of order	1
HP	INK JET 1200D	13-2(79)/2006-07-PUR/44	7-Dec-06	Acceptance of order	1
HP	LASER JET 2840 MFP	13-2(12)/2007-08-PUR/12	24-May-07	Acceptance of order	1
HP	LASER JET 3800DN	13-2(12)/2007-08-PUR/12	24-May-07	Acceptance of order	1
HP	LASER JET 3800DN	13-2(8)/2007-08-PUR/9	15-May-07	Acceptance of order	2
HP	LASER JET 2015DN	13-2(25)/2002-PUR/8	16-May-07	Acceptance of order	1
HP	LASER JET 2015DN	13-2(44)/2007-08-pur/30	17-Sep-07	Acceptance of order	2
HP	LASER JET 3800DN	13-2(44)/2007-08-pur/30	17-Sep-07	Acceptance of order	2
HP	LASER JET 2605DN				1
HP	INK JET 6188				1
HP	INK JET 6288				1
HP	LASER JET 2605DN				1
HP	LASER JET 2840 MFP				1
HP	LASER JET 2015DN				51
HP	LASER JET 3505N				9
			<b>TOTAL</b>		<b>322</b>
<b>5. SCANNERS</b>					
HP	SCANNER 8200	13-2(14)/2003-PUR	14-Jan-04	Acceptance of order	14
HP	SCANNER 8200	13-2(10)/2004-PUR/25	30-Nov-04	Acceptance of order	1
HP	SCANNER 8200	13-2(26)/2005-06-PUR/16	6-Jul-05	Acceptance of order	1
HP	SCANNER 7450	NISCAIR 18(7)/2005-PUR/17	24-May-05	Acceptance of order	9
HP	SCANNER 8390	13-2(79)/2006-07-PUR/44	7-Dec-06	Acceptance of order	5
HP	SCAN JET 8390	13-2(12)/2007-08-PUR/12	24-May-07	Acceptance of order	1
HP	SCAN JET 5590	13-2(55)/2007-08-PUR/37	1-Oct-07	Acceptance of order	1

HP	SCAN JET 5590				1
HP	SCAN JET 5590				1
HP	SCAN JET 8390				10
			<b>TOTAL</b>		<b>44</b>
<b>6.OTHERS</b>					
	BAR CODE SCANNER	13-2(79)/2006-07-PUR/44	7-Dec-07	Acceptance of order	2
	BAR CODE PRINTER	13-2(79)/2006-07-PUR/44	7-Dec-07	Acceptance of order	1
			<b>TOTAL</b>		<b>3</b>

END OF ANNEXURE-I

**Annexure-II**

**PROFORMA FOR TECHNICAL BIDDING**

1. Name of the Company

2. Address (with Tele No. fax No. & e-mail )

3. Contact person Name and mobile number

4.

(a) The number of years of experience in the trade

\_\_\_\_\_

(b) The number of years of experience in Maintenance business.

\_\_\_\_\_

(c) Total value per year of Maintenance Business during the last five years (computers + printers + Peripherals).

5. (a) Registration Number \_\_\_\_\_  
VAT number

(b) PAN Number \_\_\_\_\_

(c) Service Tax Number \_\_\_\_\_

6. Details of Technical Manpower (Category-wise) –Degree Holders/Diploma Holders/Others

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

7. Address of Workshop / Service Center with area of premises.

8. Whether owned/rented.

9. Name of Banker

10. Confirm the following :-

I)	Whether the firm is in existence for over five years in the trade. If yes, necessary supportive document to has been attached? (pls. refer to para 4.1)	Yes/No
II)	Have you attached copies of service tax registration certificate. pls refer para 5.6	Yes/No
III)	Have you attached the copies of two CAMC contract during last two financial years of value of Rs. 8 lakh or more. Pls refer to Para 5.5 .	Yes/No
IV)	Have you submitted the required EMD? Pls refer to Para 6.	Yes/No
V)	Whether PAN number / VAT copy is attached? Pls refer to Para 5.6.	Yes/No
VI)	Have you attached the certificate/documents related to other Paras of tender documents.	Yes/No
VII)	Have you attached the Annexure – II. Pls refer to Para 5.9.	Yes/No
VIII)	Have you attached the certificate that all the terms & conditions indicated in the tender document, are acceptable to you.	Yes/No

**Declaration**

I hereby certify that the information furnished above are full and correct to the best of our knowledge. 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 any deal with the Organisations in future.

**Authorized Signature**

**with Seal of Company**

**END OF ANNEXURE –II**



### **PERFORMA SHOWING EXPERIENCE FOR PREVIOUS THREE YEARS**

**Details of all Comprehensive Annual Maintenance Contracts Executed from 01.04.2003 till date (last five years) for the items mentioned in Annexure-I**

S.No.	Name of Organization/Address	Contract Period ( if renewed, give details also )		Whether CAMC was with resident Technical Personnel(s) or not; if yes, the no. of technical personnel deployed	Attached order copy ( Yes /No)	Attached performance Certificate (Yes/No)
		From	To			
1						
2						
3						
4						
.....						

**Signature of bidder with seal**

Date:  
Name

**End of Annexure-III**

**Annexure –IV**

**PERFORMA FOR SHOWING**

**Details of all Comprehensive Annual Maintenance Contracts successfully executed singly or jointly in any financial year during last two Financial Years 2006-07 and 2007-08 having order value 8 lakhs or more**

S.No.	Name of Organization/Address	Total Value Order ( Yes / No)	Contract Period ( if renewd, give details also )		Whether CAMC/Warranty was with resident Technical Personnel(s) or not; if yes, the no. of technical personnel deployed	Attached order copy ( Yes /No)	Attached Performance Certificate ( Yes / No)
			From	To			
1							
2							
3							
4							
.....							

**Signature of bidder with seal**

Date:  
Name

**END OF ANNEXURE-IV**

**Performa for quoting PRICES FOR CONSUMABLES and other items**

**ANNEXURE V**

*PRICES OF FOLLOWING CONSUMABLES and other ITEMS & services :-*

S.NO	DISCRIPTION	Rates for original parts <u>without</u> <u>buyback</u>	Rates for original parts <u>under buyback</u> <u>scheme</u>	Taxes and duties if any
1	FUSER ASSEMBLY OF LASER PRINTERS :-  A.  B.  C.  —  —  —			
2	<b>ANY OTHER ITEMS-</b> <b>Specify</b>  <b>a)</b>  <b>b)</b>  --  --			

Signature of Authorized Person

With seal of the firm

**END OF ANNEXURE-V**

## ANNEXURE-VI

### (1) - Proforma For Price Bid

S.No.	DETAILS	Qty.	RATE PER UNIT PER ssMONTH	TAX IF ANY	TOTAL
<b>1</b>	<b>P-4 COMPUTER SYSTEMS item no 1 of Annexure-1</b>	<b>139</b>			
<b>2</b>	<b>SERVERS item No. 2 of Annexure 1</b>	<b>12</b>			
<b>3</b>	<b>LAPTOPS item No. 3 of Annexure 1</b>	<b>3</b>			
<b>4</b>	<b>LASER JET/ INK JET PRINTERS item No. 4 of Annexure 1</b>	<b>322</b>			
<b>5</b>	<b>SCANNERS item No. 5 of Annexure 1</b>	<b>44</b>			
<b>6</b>	<b>OTHERS</b>				
(a)	<b>BAR CODE SCANNER</b>	<b>2</b>			
(b)	<b>BAR CODE PRINTER</b>	<b>1</b>			

**(2) - THE RATES QUOTED ARE VALID FOR ENTIRE DURATION OF CAMC  
i.e. TWO YEARS AND INCLUSIVE OF ALL CHARGES AS PER CLAUSE  
NO. 5.10, 5.11, 8.1 and 8.5 OF TENDER DOCUMENT.**

Signature of Authorized person  
With seal of firm

**END OF ANNEXURE-VI**

**List of Vendors:**

1. **M/s SAMTEC INFONET LTD**,4 & 14, DSIDC Computer Complex, Scheme-1,  
Okhla Industrial Area Phase-2  
New Delhi-110020,  
India  
Land Lines: +91-11-65682493, 98, 99  
Fax: +91-11-26386773.
2. **M/s Bips System Limited**,  
E-261,Amar colony,Lajpat Nagar-IV, New Delhi-110024.  
Phone:26212946,26483817,FAX-26476528.
3. **M/s Micro Clinic India Pvt**,  
302,south Extension centre,273, masjid Moth,  
South Extension,  
New Delhi-110040.
4. **M/s Appolo Computers Pvt.Ltd**,  
404,Gedore House,51/52,  
Nehru Place,PINCODE-110019.  
Ph-9871408000,9312239867,26215600  
Contact Person-Mr.M.K.Gaur.
5. **M/s ELCOM Trading Company(P) Ltd**,  
302,Madhuban building,  
55,Nehru Place,  
New Delhi-110019.  
Conatc t Person- Mr Sumesh Narang.
6. **M/s M-intergraph Systems Pvt ltd**,  
DD-86/2,Okhla Industrial Area,Phase-I,  
New Delhi-110020.  
Ph-26371825,26371826, FAX-26371830
7. **M/s CI Infotech Pvt.Ltd**,  
K33,A basement Green Park,  
Main Market, New Delhi-110016.
8. **M/s PC Solutions Pvt. Limited**,  
12,Sant Nagar,East of Kailash,  
New Delhi-110065.
9. **M/s LAND MARK TECHNOLOGOLGIES**,  
D-408, SECTOR –VII, PALAM EXTENSION,  
NEAR RAMPHAL CHOCK, DWARAKA,  
NEW DELHI-110075.

10. M/s WIPRO LIMITED,INFO TECH DIVISION,  
PLOT NO 480-481,  
UDYOG VIHAR,  
PHASE-III,  
GURGAON-122016.
11. M/s VINAYAK SYSTEMS PVT.LIMITED,  
74A,GARHI, EAST OF KAILASH,OPPOSITE G.K.HOUSE,  
SANT NAGAR MAIN ROAD,  
NEW DELHI.
12. M/s OMNI INFOWORD PVT LTD,  
A-2/10, Sector-110,  
NOIDA-201305.
13. M/s RENOVATION AUTOMATION SERVICESPVT LIMITED,  
16/8 ARYA SAMAJ ROAD , KARO; BAGH,  
NEW DELHI-110005.
14. M/s SPECTRUM NETWORK SOLUTIONS,  
2151/11,A IIND FLOOR, OFFICE NO 8, NEW PATEL NAGAR,  
OPP SHADIPUR BUS STAND  
DELHI 110008,
15. M/s IRIS UNIFIED TECHNOLOGY LTD  
A-34, IIND FLOOR, NARAINA INDUTRIAL AREA  
PHASE-II NEW DELHI 110028
16. M/sPROGRESSIVE INFOTECH PVT LTD  
C161, PHASE II EXTENSION, NOIDA  
0120-4393939, 4393919, 9810808874- YOGESH
17. HCL INFOSYSTEMS LTD  
G8-10, SECTOR 3, NOIDA 210301  
NEHA-9717898982
18. M/s GLOBAL PERIPHERALS SOLUTION PVT LTD  
G-16, G.K. HOUSE, 187-A, SANT NAGAR,  
EAST OF KAILASH, NEW DELHI-110065  
PH: 26487555  
GURJEET KAUR- 9311237556
19. M/s MTS INFONET MEDIA PVT LTD  
11, DSIDC SHED, SCHEME-II,  
OKHLA INDL. AREA, PHASE-II  
NEW DELHI-20  
TEL: +91-011-41610757, 40526113, 40526114  
LOVELY HADA : 9818358918

20. M/s MICROCHIP INFOTECH SYSTEMS PVT LTD  
A-102, BASEMENT AMAR COLONY, LAJPAT NAGAR-IV  
NEW DELHI 110024  
41324610, 41324620
21. M/SZEST SYSTEMS PVT LIMITED  
52, 1ST FLOOR, OLD RAJINDER NAGAR MARKET  
NEW DELHI 110060  
42430680/81/82
22. M/s DELPHI INFOSOLUTIONS PVT LTD  
13/5, WEST PATEL NAGAR  
NEW DELHI 110008  
KAILASH MANDAL- 9810949698
23. M/s TRIFIN INFORMATION TECHNOLOGY PVT LTD  
4<sup>TH</sup> FLOOR, KUNDAN HOUSE,  
16- NEHRU PLACE  
NEW DELHI -110019  
CONTACT PERSON: NITIN AGARWAL  
TEL: 011-46597000  
FAX: 011-26436447
24. M/s DOLPHIN COMPUTERS  
703, JURTU SGUJGARM 11 DUSTT, CEBTRE HABAJYRU  
CANTT: NEW DELHI: 110058  
PHONE: +91-41689676, 41589677.
25. M/sTransline india business solutions pvt.ltd,  
d-91/7, okhla Industrial Area phase-I, new delhi-110020.  
Mr.Ramneek Jhingan 9313527572.
26. M/S Icon Marketing Pvt. Ltd.,  
210, A/4, Shahpurjat, Near N Block, Panchsheel Park,  
New Delhi-110 049.
27. M/s Targus Technologies Pvt. Ltd.,  
F-11, 1st Floor, East of Kailash,  
New Delhi-110 065.
28. M/s Qi Network Enterprise Pvt. Ltd.,  
430-431, Somdutt Chamber-II. 9 Bhikaji Cama Place,  
New Delhi110 066.
29. M/s Precision Informatic (M) Pvt. Ltd.,  
B-1/10, Bhandar House,91, Nehru Place,  
New Delhi.

30. M/s Millennium Automation & Systems Ltd.,  
E-48/9, Industrial Area, Phase-2,  
New Delhi-110 020.
31. M/s Comptek Technology Pvt. Ltd.,  
B-41&42, Somdutt Chamber-1, Bhikaji Cama Place,  
New Delhi-110 066.
32. M/s Acer India (Pvt.) Ltd.,  
B-28, Ground Floor, Okhla Industrial Area,  
Phase-1,  
New Delhi-110 020.
33. M/s Globus Infocom Ltd.,  
241, Okhla Phase-III,, Basement,  
New Delhi-110 020.
34. M/s Albion Informatics Pvt. Ltd.,  
C-61, 2<sup>nd</sup> Floor, DDA Sheds. Okhla Phase-1,  
New Delhi-110 020.
35. CCS Computers Private Ltd.,  
3<sup>rd</sup> Floor, Skipper Hosue, 62-63,  
Nehru Place,  
New Delhi-110 019.
36. M/s PCS Technology Limited,  
75, Amrit Nagar,. NDSE Part-1,  
New Delhi-110 003.
37. M/s Micro Max Technologies Pvt. Ltd.,  
P-31, West Patel Nagar,  
New Delhi-110 008.
38. M/s Zenith Computers Ltd.,  
S-69, F.I.E. Okhla Phase-1,  
New Delhi-110 020.
39. M/s Fortis Technologies Pvt. Ltd.,  
255, Okhla Industrial Estate, Phase-II,  
New Delhi-110 020.