

केन्द्रीय सूचना आयोग
Central Information Commission
2 तल, विंग बी / 2nd Floor, 'B' Wing
अगस्त क्रान्ति भवन / August Kranti Bhavan
भीकाजी कामा प्लेस/ Bhikaji Cama Place
नई दिल्ली - 110066 / New Delhi – 110066

F.No. 8/4/2009-CIC-Admn.

Date: 29/05/2009

OPEN TENDER NOTICE

Subject: "Invitation for sealed Quotations for Annual Maintenance Contract for various brands of Computers, Printers, UPS and deployment of a qualified computer Engineers.

You are invited to submit your most competitive quotation for following works as per terms & conditions enclosed with this letter;

- I. Maintenance of Hardware, Software of about 92 computers, 72 printers of different make and 92 UPS of different make. (Detailed description is enclosed)
- II. Deployment of one qualified Engineer on Computer Hardware/Software daily from 9.30 a.m. to 6.00 p.m. in CIC from Monday through Friday. Engineer has to provide services at two different location of CIC, the first is August Kranti Bhavan at Bhikaji Cama Place, New Delhi and second is Old JNU Campus, Ber Sarai, New Delhi.

2. Bid Price:

- a. The AMC shall be for various brands of Computers, Printers, UPS, installed in CIC, as described in Schedule-I. The bidder may quote rate for items in the format of quotation attached. Corrections, if any, shall be made by crossing out, initiating, dating and rewriting. The Bid price however shall include cost of all the items indicated in para 1 above.
- b. The other terms and conditions will be regulated as per the Terms and Conditions with this letter of invitation for Quotation.
- c. The prices should be quoted in Indian Rupees only.
- d. Each bidder shall submit only one quotation.
- e. Telex or Facsimile quotations are not acceptable.

3. Validity of quotations:

The quotation shall remain valid for a period not less than 90 days after the deadline specified for submission of quotations.

4. Evaluation of quotations:

This office will evaluate and compare the quotations determined to be substantially responsive i.e., which are;

- a) properly signed, and
- b) confirm to the terms and conditions and specifications.

The evaluation would be done for all the items put together. The bidder who has quoted for partial quantity/value of any one or more item(s) would be treated as non-responsive. The office will award the contract to the responsive bidder whose total cost for all the items put together is the lowest.

5. Award of contract:

The Competent Authority will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest price as per para 4 above;

- (a) The bidder whose bid is accepted will be notified of the award of the contract by the Office prior to expiry of the quotation validity period:
- (b) Notwithstanding the above, the Competent Authority reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of the contract.

6. You may visit the office to see the hardware from 10.00 a.m. to 4.00 p.m. during working hours from the date of publication of the tender notice.

7. Last date and time of receipt of quotations:

You are requested to submit the sealed quotations in the Tender Box super scribed on the envelope as **“Quotations for Annual Maintenance Contract (AMC)” for various brands of Computers, Printers, UPS: and deployment of a qualified computer Engineer**” latest by 25.06.2009 at 1430 hrs. The quotations will be opened on the same day at 1500 hrs. Bids received after this date and time will not be entertained.

We look forward to receiving your quotation and thank you for your interest in the CIC.

Yours faithfully,

Signature:
Name: (Pradip Kumar Sharma)
Designation: Joint Secretary/MoRe
Phone: 26183997
e-mail: pradip.ks@nic.in

For & on behalf of
Central Information Commission

Terms & conditions, Stipulation and Information for the AMC of Computers & its accessories

Eligibility Criteria:

1. The bidder should have at least three years experience in IT facilities management/ annual repairs and maintenance of computer system, peripherals and accessories. Testimonial should be enclosed as proof.
2. The bidder should have three running contracts with any Govt./Semi Govt. Dept/PSU/Bank for total value of not less than Rs.10 Lakhs. Testimonial should be enclosed as proof.
3. The minimum annual turn over for each of the past three years should be Rs. 20 Lakhs in repairs and maintenance of computer system, peripherals and accessories. Testimonial should be enclosed as proof.
4. The bidder should have at least 5 hardware engineers, each having at least one year experience in their respective areas.

1.1 Testimonial and records to be furnished

The bidder should enclose the following records duly self certified in support of their quotation.

- a) Testimonial from not less than (3) Govt./ Semi- Govt./ Public Sector Organization/ Banks regarding their satisfactory performance of similar contract. (In Form'A')
- b) Copy of three years 'audited balance sheet and profit and loss account. (In Form'B')
- c) List of their professionally qualified Personnel of the vendor. (In Form'C')
- d) Copy of Certificate of registration/ incorporation of the agency.
- e) Copy of Trade license applicable.
- f) Copy of Income Tax Registration Certificate/ PAN, Service Tax.

In the absence of any of the aforesaid documents, the bids may not be accepted.

Form 'A' (Experience & Running Contracts)

Sl. No	Name of Organization (With Address and Phone Number)	Experience (For 3 years)		Nature of Experience
		From (Date)	To (Date)	
1				
2				
3				
4				
5				

Form 'B' (Turnover and Profitability)

Sl. No	Financial/Accounting year	Profit	Loss	Annual Turnover (from repairs and maintenance Services)
1	2006-07			
2	2007-08			
3	2008-09			

III Form 'C' (Number of 5 professionally qualified employees)

Qualification: (Please put a tick (√) mark in appropriate column)						
Name	BE/B.Tech/MC/As/DoEACC/'B' Level	M.Sc (IT)/BCA/DOEA CC 'A' Level	B.Sc (IT) PGDCA/DOEA CC 'O' Level Others (Pl. specify)	Addl. Qualification-I CCNA, MESE, MCSA, CNE, etc. (Pl. specify)	Addl. Qualification -2	Remarks

2. Terms & Conditions:

- 2.1 The Annual Maintenance Contract includes preventive as well as corrective maintenance.
- 2.2 The agency shall depute one well- qualified and experienced service engineer with Computer Engineering qualification (with minimum one year of experience in the field) technical person on each working day for attending to the routine maintenance related complaints.
- 2.3 AMC shall cover each and every part including plastic body and parts, replacement of any part necessary for keeping the computer systems active and free from any defects/disturbance, any unscheduled call for corrective and/or preventive maintenance services, taking appropriate measures/steps in time to set right the malfunctioning of the computer system. The replacement of all spares including plastic parts and body is included in the AMC **except consumable likes Toner, Cartridge etc.** The replacement of all defective parts with good quality and OEM branded parts will be done by the service provider without any extra charge Used/repaired parts of any other brand from any other source are not acceptable.
- 2.4 In case of need to replace any item/component, the agency shall provide original make genuine parts/components of similar or higher configurations.
- 2.5 The agency shall produce the Cash Memo's /Certificate/Document in proof of providing genuine components to replace the faulty ones on demand.
- 2.6 The Company shall ensure to abide by the copy right, intellectual property rights and other laws as applicable for providing any replacements for any malfunctioning the components/items/ software under and any violation of any legal requirement by the agency in this regard shall lead to termination of the contract forthwith and forfeiture of security money. Besides ensuring compliance to all legal requirements will be the responsibility of the agency, failure to do so would lead to consequence aforesaid.

3. Validity:

- 3.1 The Contract shall be valid for a period of one year from date of award and may be extended by another year at the sole discretion of CIC. CIC will have exclusive right to terminate the contract by giving one month notice.
- 3.2 The company has to give 3 month's advance notice, if they wish to leave the contract before scheduled expiry. Contravention of the same would leave to forfeiture of performance guarantee/security money along with all outstanding dues.

1.1.1 4. Standard of performance and Penalty for failures:

- 4.1 The agency will ensure 90 percent uptime in respect of desktop PCs & printers. In case of failure of the technical personnel to attend on any working day, a penalty of Rs.500/- per working day will be levied in addition to downtime penalty for individual Hardware/Software as herein after detailed. The uptime will be computed on calendar month basis in a non-cumulative manner.
- 4.2 The downtime penalty charges if not rectified within 24 hours shall be as follows.

Sl.No.	Item	Amount(in Rupees)/day
(a)	Inkjet Printer/ Laser Printer/MFD	Rs..50/- Rs.100/- Rs.150/-
(b)	Mouse/Keyboard	Rs.15/-
(c)	Operating System for Desktop PCs	Rs.200/-

- 4.3 In case of failure of the agency to rectify any of the defects within 7 days CIC may get the same rectified at the cost and risk of the agency.
- 4.4 If the agency repeatedly fails to rectify the faults for a period exceeding 7 days, apart from the repairs at their cost and risk as ibid, CIC may terminate the contract of the agency forthwith and may forfeit the security deposit.
- 4.5 The agency shall, in no case, replace any item/component with inferior item and if found doing so, the contract shall stand terminated forthwith and security deposit shall be forfeited.
- 4.6 CIC reserves the right to reject any or all the bids and cancel the tender without assigning any reason.
- 4.7 The calls will be received centrally, shall be provided daily to the concerned service engineer by the concerned official of CIC, and shall be attended immediately on receipt of the same. The firm shall maintain proper service call sheets, which will be duly signed by the engineer and the owner of the equipment.
- 4.8 Hard disk, Logic Cards, SMPS, Mother Boards should not be repaired and shall be replaced with OEM branded parts/products only.

5. Payment Terms:

The comprehensive maintenance charges shall be payable to the service provider;

- 5.1 The comprehensive maintenance charges shall be payable to the service provider in four equal quarterly installations and paid at the end of each quarter of AMC period after deducting penalties, if any.
- 5.2 Any increase or decrease of taxes, duties or prices of components, etc, will not affect the AMC rates during the entire period of AMC.
- 5.3 Any such clause(s) and / or terms and conditions, that the bidder desired to include for providing service / supply goods, should be clearly mentioned in the bid. If some details are given on separate sheets, there should be a clear indication in the bid that it has been given in separate sheets.

- 6. Agreement:**
The selected vender shall have to sign an agreement, on non-judicial stamp paper of appropriate value, containing details of terms and conditions after issue of letter of intent (LOI), to being AMC.
- 7. Security bid (Earnest Money) :Rs. 5,000/-** shall be deposited along with tender in the shape of Cash Bank Draft, F.D.R.s drawn in favour of Pay & Accounts Officer, CAT, New Delhi . Tenders will not be entertained without Security bid.
- 8. Performance Security:** Successful Vender have to deposit Performance Security equivalent to 10% of total contract value in the form of Draft/F.D.Rs /Bank guarantee at the time of signing the AMC agreement. The validity of performance Security will be 14 months from the date of commencement of A.M.C. The release of Performance Security would be subject to satisfactory completion of contractual obligation.
- 9.** The Head of the Department of the Commission would be the competent authority of Central Information Commission, to certify that they have completed all the works and contractual obligations in full, to the entire satisfaction of this Office.
- 10.** In the event of dispute, the Chief Information Commissioner of the Central Information Commission or his nominee shall be the sole arbitrator. All disputes arising shall be resolved before the competent court having jurisdiction/area where the Commission is located.

DECLARATION

I/We have read the above terms and conditions carefully, understood them thoroughly and agree to abide by them.

Place:

Date:

Signature(s) of the proprietor/partners
or authorized signatory
(with firm/company seal)

Schedule - I

Details of Computers and peripherals to be covered under A.M.C

	Approx.Number
1. Computers Pentium IV (HP,HCL, Lenovo, etc.)	92
2. Laser Printers (All makes/model)	40
3. DeskJet & Inkjet Printers (of all makes/model)	10
4. Multifunctional Device (Fax, Scanner, Printer, Copier) (Of all makes/model)	22

Note: Number may be increase/ decreased at the time of awarding A.M.C

Financial Bid

Computer and peripheral AMC

Sl. No	Item Description	Qty	AMC per unit	AMC for the period	Service Tax	Total AMC (yly)
1	Computers Pentium IV (HP,HCL, Lenovo, etc.)	92				
2	Laser Printers (All makes/model)	40				
3	DeskJet & Inkjet Printers (of all makes/model)	10				
4	Multifunctional Device (Fax, Scanner, Printer, Copier) (Of all makes/model)	22				