

Sub.: Invitation of bids for awarding Annual Maintenance Contract for PCs and Printers.

TENDER CLOSES on 13th March 2009 at 1600 hrs

Sir,

I take this opportunity to inform you that this Society is looking for a suitable vendor to undertake AMC of PCs and printers and also provide network troubleshooting services. A Tender Document containing detailed scope of work and the terms and conditions for such empanelment / award of job is enclosed with this letter.

We would appreciate if you could submit your Technical and Financial bids in the prescribed Proforma enclosed as Appendix 1 & Appendix II to the Tender Document. Please note that the proposal submitted shall be governed by the terms and conditions stipulated in the Tender document and as such you are advised to go through these terms and conditions before submitting your bids.

Your Technical Bid in the Proforma at Appendix - I and Financial Bid in the Proforma at Appendix II duly sealed in separate covers superscribed with "**Technical Bid**" and "**Financial Bid**", as the case may be, and then finally sealed in a single bigger cover superscribed with "**Quotation for AMC of PCs and Printers**"** and addressed to Registrar, DOEACC Society, Electronics Niketan, Ground Floor, 6, CGO Complex, New Delhi - 110 003 must reach this Office at or **before 1600 hrs on 13th March 2009**. The Technical Bids would be opened on 16th March 2009 at 1000 hrs. in the Conference Room of this Society. If you so desire, you may depute your personnel for attending the Proceedings for opening of bids.

A copy of the Tender Document with each page signed by the signatory of the quotation in token of acceptance of the terms and conditions must be submitted along with your Technical Bid in Proforma at Appendix -I. The proposal received without the copy of Tender Document duly signed will be treated as incomplete and hence liable to be rejected.

Yours Faithfully,

(S.C. Dhyani)
Joint Manager (Admn)

** [Corrigendum](#)

Tender Document for Maintenance of PCs/PC peripherals and Trouble-Shooting of Local Area Network

Closing at 1600 hrs on 13th March 2009

1. Background:

1.1 The DOEACC Society is an autonomous body under the administrative control of Department of Information Technology, Ministry of Communications and Information Technology, Government of India, mandated with carrying out Human Resource Development and related activities in the area of Information, Electronics and Telecommunication Technology (IET). In execution of its mandate the Society conducts various courses through its own centres as also through accredited institutes. Various DOEACC Centres have been assigned the responsibilities of overall coordination and functioning as nodal centre for different courses.

1.2 The DOEACC headquarters located at Electronics Niketan, 6 CGO Complex, New Delhi, besides performing the role of headquarters, is also functioning as nodal centre for implementation of DOEACC Scheme. The DOEACC scheme consists of 4 levels of courses viz 'O', 'A', 'B' and 'C' levels. Under the DOEACC scheme Computer training institutions in non-formal sector meeting well-defined criteria are granted accreditation for conducting different levels of courses and examinations are conducted for the students undergoing these courses. In addition, the Society conducts examination for an IT literacy programme launched by it with its title as "Course on Computer Concepts (CCC)" and awards Certificates to successful candidates.

1.3 The working of the Society is computerized in an Oracle based Database with Developer 2000 as front end. About 100 PCs are connected to the said Database in a Local Area Network supported by 5 Switches. Also, the organization has about 35 printers working for it. The PCs and peripherals had regularly been under comprehensive maintenance / warranty with different vendors throughout and even on date we have an arrangement for maintenance of these articles. The Society is looking for a vendor to undertake the comprehensive maintenance of equipment and the trouble-shooting of Local Area Network and this document deals with the same.

2. Terms and conditions:

2.1 Earnest money deposit (EMD) of Rs. 10,000/- by demand draft favouring DOEACC payable at Delhi must be attached with the offer. In case the offer is accepted, and the vendor does not honour his obligations, the EMD shall be forfeited. The EMD furnished by the bidders other than the one selected shall be refunded within one month. The EMD of successful bidders shall be refunded only after receipt of Bank Guarantee as per clause 2.2 hereof.

2.2 Upon award of the contract, the successful company shall furnish a bank guarantee for 10% of the value of the contract. In case the company does not honour

the obligations under the contract of maintenance or the services are found unsatisfactory, the bank guarantee will be invoked.

2.3 The AMC will be initially awarded for a period of one year from the date of signing of the contract. The same can be extended for another term, as may be mutually agreed. Extension of term shall however, not be binding on either party.

2.4 The contract can be terminated by either party by giving a 60 days clear notice. If either party decides to terminate the contract, the charges as applicable shall be refunded by the vendor to DOEACC Society on pro-rata basis.

2.5 DOEACC Society shall be responsible for making available proper electrical power supply and air-conditioning as prescribed below:-

- i) Voltage : 230V+/- 10V
- ii) Ground to Neutral Voltage : should not exceed 5 volts
- iii) Ambient Temperature : Between 18 to 30 c
- iv) Humidity : Between 10% and 90%
(non-considering)
- v) Uninterrupted Power Supply (UPS Facility) :

2.6 The maintenance service shall be provided to DOEACC office located at the Electronics Niketan, 6, C.G.O. Complex, Lodhi Road, New Delhi- 110 003

2.7 In case of any difference / discrepancy between the rates quoted in figures and words, the later shall prevail.

2.8 Any over writing / fluiding / correction should be authenticated by the signature of the authority signing the bids.

2.9 The Executive Director, DOEACC reserves the right to reject any quotation without assigning any reason.

2.10 Incomplete quotation shall be summarily rejected.

2.11 In case the vendor does not agree with any clause of this document, it should be explicitly indicated against the relevant column of the Pro forma for submitting Technical bid. The party must also indicate suitable replacement of the clause not accepted by it. A decision on the matter shall be taken by DOEACC on all points of disagreements before opening the Financial Bid. The DOEACC's decision to accept or reject the suggestions shall be final and binding. In case the decision of DOEACC on the matter is not acceptable to the party, their Financial Bid would not be opened.

2.12 The vendor must furnish a Chartered Accountants certificates signed copies of balance sheet as proof of its turnover for 2005-06, 2006-07 & 2007-08

2.13 The vendor must furnish details of PAN no., Service Tax No., Sales Tax/VAT No. and attach a copy each of these documents with Technical Bid.

2.14 The decision of Executive Director, DOEACC shall be final and binding in case of unresolved disputes arising out of or relating to the contract.

3. Eligibility:

3.1 The organizations having minimum annual turnover of Rs.20 Lakhs or more during past three years (2005-06, 2006-07 & 2007-08), on maintenance services, will only be considered. A Chartered Accountant's certificates must be attached along with a copy of latest IT returns filed with IT Department to prove the turnover.

3.2 The organizations having executed maintenance contracts covering a L.A.N. of minimum 40 PCs will only be considered. Copies of orders to be attached with the technical bid.

3.3 The organization must have been in the field of providing maintenance services for networks/cabling, PCs and computer peripherals e.g. Printers, DOT Matrix, Laser Jet, Inkjet etc. for at least five years. Documentary evidence to prove the statement must be provided.

4. Scope of Contract:

4.1 The contract shall cover the maintenance of PCs and PC peripherals listed below on comprehensive basis and no separate payment for parts/components replaced/repared shall be made:

Sr. No	Item	Quantity
1.	LQ1050+DX	5
2	LQ DX GOLD	1
3	LQ1070+	2
4	HP6L	2
5	HP LJ 4050	1
6.	HP LJ 4000	1
7	HP LJ 4200	1
8	HP LJ 2200 N	2
9	HP LJ 2300 N	1
10	HP5MPLJP	1
11	HPLJ 1000	2
12	HPLJ 1150	1
13	HP LK 1315	1
14	HP LJ 2014	7
15	HP LJ 3005 N	5
16	HP 3055 MULTIFUNCTION	1
17	Color Deskjet K5400 DN	1

18	HP SCANJET G3010	1
19	IBM (PIII)	12
20	COMPAQ (P-III)	8
21	IBM (PIV)	3
22	HP (PIV)	4
23	COMPAQ (PIV)	4
24	COMPAQ Proliant-400	1
25	Redressing of LAN	75 nodes

4.2 The vendor at his own discretion may reinstate or replace the malfunctioning / nonfunctioning part or whole of the product with a working part or whole of the product of a matching configuration.

4.3 The scope of the contract includes replacement / rectification of a part or whole of the product in the case of defect in any spare part of the product or loss of any part in the product on account of negligence attributable of the vendor.

4.4 All hard disks mother board, transformers, etc. are covered in maintenance.

4.5 The following would be the scope of work with regard to trouble-shooting of network to be carried out under the contract:-

4.5.1 Maintenance on comprehensive basis of PC's and PC peripherals including trouble shooting;

4.5.2 Computer and Network virus Removal

4.5.3 To check the port readiness of network switches and Hubs with the help of LAN Tester.

4.5.4 To check the connectivity of the cable (RJ45/Fibre optics) with the help of LAN Tester.

4.5.5 To re-crimp a LAN node for any PC as and when required.

4.5.6 To replace and re-install any corrupted networking system files.

4.5.7 Setting Network configuration across different version of Windows OS like Window 98/XP/2000/2000 Server etc.

4.5.9 Trouble shooting network w.r.t accessing network Laser Printer or any other sharable resources.

4.5.10 Network connectivity check between Main office, Annexe and CCU at third floor.

4.5.11 To attend any problem relating to network converter between Ethernet cable and Fiber Optics cable.

4.6 The vendor selected shall depute a sufficiently qualified and experienced residential Engineer on all week days (Monday to Saturday) for full a day from 9.30 hrs to 1730 hrs. Besides the weekdays, services of the Engineer may be required even on Sundays during the period when the Examinations are being conducted and extra payment at the rates approved as part of Tender would be made for such attendance. The Engineer should be equipped with spare parts like CD-ROM Drive, Mouse, Hard Disk, C-MOS battery etc. Also 'drivers and Software patches ' etc., as applicable,

should be available with the resident engineer to ensure that troubleshooting is not delayed for want of such utilities.

4.7 The Engineer deployed by the vendor shall mark his attendance in the Register maintained with the authorised representative of DOEACC and in case the Engineer avails leave or remains absent, the vendor will arrange for a suitable substitute failing which an amount of Rs.500/- per manday shall be deducted by DOEACC Society from the bills submitted by the vendor.

4.8 Vendor selected shall ensure the following service norms:

- i) Service availability timings : 9:30 hours to 17.30 hrs Monday to Saturday
- ii) On-site Response Time : Instant
- iii) Standby provision in case of :
downtime exceeding 4hrs : 80%
- iv) Annualized Uptimes : 95%

4.9 The preventive maintenance schedule for all the equipment would be drawn in consultation with the representative of DOEACC in a way that each computer / peripheral is provided with preventive maintenance at least once in three months.

4.10 A log book shall be maintained by the service engineer for keeping track of the complaints in PCs/Peripherals and network and signature of authorized representative of the Society should be taken to denote the attendance of the maintenance.

4.11 The vendor selected will have to redress the present LAN in a way that each node can be identified at starting and terminal points so as to provide one to one service.

5. Payments:

5.1 The payment shall be released in four equal installments against the bill raised by the vendor at the end of each quarter based on satisfactory services for the quarter.

5.2 Support charges shall not include the cost of consumables and supply items such as, but not limited to ribbons, media like magnetic tapes, diskettes, disk packs, computer Teflon, stationary, print head, daisy wheel for printers, CD ROMs, network cables, connectors toners and cartridges, plastic parts and refinishing of the product etc. However, the support charges are inclusive of Sprockets, Knobs and Levers. The vendor shall provide a comprehensive list of such consumables so as to enable the Society to have a rate contract with the suppliers of these consumables.

6. Submission of Bids:

6.1 A copy of this Document with each page signed in token of acceptance of the terms and conditions herein should be submitted with the proforma for furnishing the Technical Bid without which the quotation shall be treated as incomplete.

6.2 The Technical Bid and Financial Bid in proforma at *Appendix I* and *Appendix II* respectively, should be duly filled in and sealed in separate covers superscripted with 'Technical bid' or 'Financial Bid', as the case may be. Both these covers should then be sealed in a bigger cover super scribed with '**TENDER FOR MAINTENANCE OF NETWORK, PC's AND COMPUTER PERIPHERALS**' and addressed to the Joint Manager (Admn), DOEACC Society, Electronics Niketan, 6. CGO complex, Lodhi Road, New Delhi -110 003 on or before the closing date and time.

PRO FORMA FOR FURNISHING TECHNICAL BID

(Please go through the terms and conditions before filling up this Pro forma)

1. Name, Address and Telephone :
Number of the Organization.
2. Date of commencement of Business :
(Please furnish proof in support of your statement).
3. Status of the organization *(i.e. whether* :
Proprietorship, Partnership, Private Limited /
Public Limited Company, Registered under
Societies Registration Act, etc.)
4. Registration Number of the :
Organization. *(Please attach Certificate of*
Registration / Incorporation).
5. Name of the C.E.O. / Proprietor :
6. Name, designation and address, :
including phone/mobile number of
the Contact Person.
7. Annual Turnover : 2005-06 Rs.
(Attach Photostat copies of certified Income 2006-07 Rs.
Expenditure Statement / I.T. Returns / C.A.'s 2007-08 Rs.
Certificate).
8. Sales Tax / VAT No., if any *(Must, if* :
ST/VAT is charged)
9. Service Tax No., if any *(Must, if ST is* :
charged.
10. P.A.N. Number of the Organization / :
Owner *(in case of proprietorship*
organization where no P.A.N. has been issued
in the name of the organization) (MUST).
11. Details of three prominent organizations served / being served with similar services
attach a comprehensive list).

Name & Address	Name & Phone No. of the contact person	Annual cost of contract	Since when the services are being provided	Number of PCs covered by A.M.C. stand alone - in L.A.N.

12. Details of E.M.D. (enclosed D.D.) : D.D. No. _____ dated _____ for Rs. 10,000/- drawn on _____ Bank in favour of DOEACC, payable at New Delhi.
13. Number of employees on the rolls of the vendor. : Managerial :
: Engineers :
: Supervisory :
: Others (please specify) :
14. Number of clients being served in and around Delhi on the date of submission of bid (please enclose a comprehensive list with address and telephone numbers).
15. Do you have any kind of partnership / dealership of PC and PC peripheral manufacturers (kindly furnish complete details i.e. name of manufacturer, product, nature of partnership / dealership etc.)
16. Whether you have any point of disagreement with the terms and conditions stipulated in the Tender Document. If yes, please specify and also indicate suggested solution (if space is not sufficient, please attach separate sheet.)

DECLARATION:

- a) It is certified that the information furnished above is correct.
- b) We have gone through the terms and conditions stipulated in the Tender Document and confirm to abide by the same. Disagreement and solution proposed has been listed in a separate sheet and being attached with this Bid. A copy of the Tender Document with its each page signed, in token of acceptance of the Terms and Conditions, is enclosed.
- c) We understand that the decision of the DOEACC to accept / reject "the points of disagreements and proposed solution provided by us" would be final and binding.
- d) The signatory to this bid is authorized to sign such bids on behalf of the organization.

Signature: _____

Name: _____

Designation: _____

Date: _____

Seal of the Company: _____

PROFORMA FOR FINANCIAL BID

1 Name of the Organization :
Address & Telephone Number

2 Rates offered per unit :

Sr. No	Item	Quantity	Charges per unit per year (Rs.)	Total AMC Charges (Rs)
1.	LQ1050+DX	5		
2	LQ DX GOLD	1		
3	LQ1070+	2		
4	HP6L	2		
5	HP LJ 4050	1		
6.	HP LJ 4000	1		
7	HP LJ 4200	1		
8	HP LJ 2200 N	2		
9	HP LJ 2300 N	1		
10	HP5MPLJP	1		
11	HPLJ 1000	2		
12	HPLJ 1150	1		
13	HP LK 1315	1		
14	HP LJ 2014	7		
15	HP LJ 3005 N	5		
16	HP 3055 MULTIFUNCTION	1		
17	Color Deskjet K5400 DN	1		
18	HP SCANJET G3010	1		
19	IBM (PIII)	12		
20	COMPAQ (P-III)	8		
21	IBM (PIV)	3		
22	HP (PIV)	4		
23	COMPAQ (PIV)	4		
24	COMPAQ Proliant-400	1		
25	Redressing of LAN	Approx 75 nodes		
26	Rate for providing new connection (cable and Labour inclusive)	Rs. _____/- per meter		
27	Rate for replacement of RJ 45 socket (I/O) the switch / terminal point (inclusive of labour charges)	Rs. _____/- per connector		
28	Rate for RJ 45 Connectors (inclusive of crimping charges)	Rs. _____/- per piece		
29	Rate for 3 Ft patch cords	Rs. _____/- per piece		
30	Rate for presence of Engineer on Sundays	Rs. _____/- per day.		
31	Taxes, if any (pl specify)			
32.	Any other charges (pl. specify)			

Note: The company will have to quote for all the above items.

Place:.....

Signature:.....

Date:.....

Name:.....

Designation:.....