

**TENDER DOCUMENT  
FOR  
ANNUAL MAINTENANCE SERVICE CONTRACT FOR  
COMPUTERS, PERIPHERALS AND LAN**

Sealed tenders are invited under two-bid system for **Annual Maintenance Service Contract for Computers, Peripherals and LAN** installed at BIS Ghaziabad Branch Office.

**Notes:**

1. The quotations in Sealed Cover-I containing “Technical Bid” and Sealed Cover-II containing “Financial Bid” which should be placed in another sealed cover superscribed “Quotation for **Annual Maintenance Service Contract for Computers, Peripherals and LAN**” should reach the Section Officer, Ghaziabad Branch Office, Bureau of Indian Standards, 116, G.T.Road, Savitri Complex, Ghaziabad (UP) latest by 1500 hrs on 05.09.2006.
2. Technical Bid will be opened on the same day at 1530 hrs in presence of such bidders or their duly authorized representatives as may be present. Financial Bid of the eligible bidders will be opened on 07.09.2006. As a token of acceptance of all the terms & conditions mentioned in this document, the bidders are required to sign all pages of this document and return the same alongwith their bid. The unsigned document will be rejected by the Bureau of Indian Standards.

## **Terms and Conditions**

### **1. DESCRIPTION OF WORK/SERVICES**

1.1 The services will consist of:

- a) On site preventive and corrective maintenance of PCs connected in LAN and peripherals at BISGZO.
- b) The maintenance will include necessary repairs to the installed systems and replacement of defective/damaged parts, components and other accessories free of cost.
- c) The maintenance also includes removal of virus, software patch updation/ software support troubleshooting to keep the system fully operational. The agency will be responsible for providing virus free computer environment in BIS GZO.
- d) The maintenance also includes repair maintenance and troubleshooting of LAN to keep it fully operational.

1.2 The maintenance services will be provided from 0900 hrs to 1730 hrs (Monday to Friday).

1.3 All computers, peripherals and their parts as mentioned in Document-II will be covered under the maintenance.

1.4 The parts/components/sub-assemblies used for repair/replacement by the agency will be of the same/equivalent or higher make and functional capability as originally available in the systems. Except consumables like ribbons, laser printer toner, floppies, cables and IOs (in case of LAN) the agency will supply all other parts/components/sub-assemblies including fuser assembly of laser printer free of cost.

1.5 The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/components/assemblies will be withdrawn from the maintenance contract. The decision of BISGZO regarding non-availability and obsolescence of technology will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency.

1.6 The agency shall also carryout periodic preventive maintenance including external cleaning of equipments once every month in days and time convenient to the users.

**1.7 The agency shall carryout the maintenance work on call basis. However, in addition, the agency will also depute its technician to visit BIS GZO once a week for preventive maintenance.**

## **2. GENERAL CONDITIONS**

- 2.1 BISGZO reserves the right to increase or decrease quantities of any item of the work and the agency shall maintain the same at the rate quoted for similar item.
- 2.2 No transportation charges, what so ever shall be paid by BISGZO for any type of services.
- 2.3 The agency shall ensure to keep sufficient number of standby equipment/components at BISGZO to meet the stipulated response time. Minimum one UPS of 500VA shall be kept standby at BISGZO.
- 2.4 The BUREAU reserves the right to accept or reject summarily any or all quotations, whole or in part without any assigning any reasons whatsoever.
- 2.5 The BUREAU takes no responsibility for any delay, loss or non-receipt of a quotation after dispatch.
- 2.6 The Agency must be registered with the Registrar of Companies or with the Ghaziabad/Delhi Sales Tax Department for Works Contract Tax or with other relevant government departments. Necessary supporting documents must be attached.
- 2.7 The contract will be initially for one year. The contract may be renewed for two years, one year at a time, at the discretion of BIS and based on satisfactory services provided by the agency.

## **3. TECHNICAL SPECIFICATION**

The technical details and no. of equipments shall be as per the details given in Document II.

## **4. PAYMENT TERMS AND CONDITION**

- 4.1 The payment to the agency will be made on quarterly basis at the end of each quarter against invoice with PAN number, raised by the agency and based on past performance. TDS as applicable will be deducted before making the payment.
- 4.2 The maintenance charges quoted by the agency per item is on yearly basis inclusive of all taxes and levies applicable. No escalation of prices shall be permitted on any ground.

## **5. EARNEST MONEY DEPOSIT**

The agency shall deposit a sum of Rs 1000/- as earnest money through a demand draft in favour of Bureau of Indian Standards, Ghaziabad.

## **6. TERMINATION OF CONTRACT AND PENALTY**

- 6.1 If the services provided by the agency under this maintenance contract are not to the full satisfaction of BISGZO, the maintenance contract may be terminated by BISGZO and the charges shall be payable only upto the period, till which the agency has rendered satisfactory services. The decision of BIS in this regard shall be final and binding on the agency.
- 6.2 In case of non-compliance with the contract, BIS shall reserve the right to cancel/rescind/revoke the contract and impose suitable penalty in proportion to damages.
- 6.3 The max. response time for repairing the system shall not be more than one day and penalty for failure of the agency to repair the system/providing equivalent standby equipment within the response time will be Rs 200/- per system/sub-system per day.

## **7. ARBITRATION**

In the event of any dispute or difference relating to maintenance service of computers and application of the provisions of the contract (whether during the service period or upon its completion), the same shall be settled amicably through mutual discussions, or shall be referred to the sole arbitrator of a person appointed by the Director General of BIS.

## **8. JURISDICTION**

The court at Ghaziabad alone shall have the jurisdiction in any matter arising out of relating to or touching this agreement.

## **9. DOCUMENT/INFORMATION REQUIRED**

1. Name, Address, Set up and status of the Agency including the details of the contact person with telephone number.
2. Necessart documents in support of registration Registrar of Companies or with the Ghaziabad/Delhi Sales Tax Department for Works Contract Tax or with other relevant government departments.
3. PAN No. & Service tax registration no.of the agency.
4. Tender document/Doc-I duly signed in each pages.
5. Technical bid as per Document-II filled and duly signed.
6. Financial bid as per Document-III filled and duly signed.
7. The details of the clients to whom such service is being provided and feed back letters from such clients regarding satisfactory service provided.
8. DD for Rs. 1000/- as EMD in favour of “Bureau of Indian Standards, Ghaziabad” to be submitted.

## Document-II

### **Technical Bid**

#### **1. Equipments to be brought under AMC**

Sl. No.	Equipment	Make/Model	Number	Acceptance of the firm YES/NO
1.	Pentium II	HCL Infinity 2000HL	01	
2.	Pentium IV	HCL Busybee 2000	01	
3.	Pentium-IV	HCL Infinity	04	
4.	Printer	HPLJ 1200	04	
5.	Printer	HPLJ 1100	01	
6.	UPS	500VA Offline	12	
7.	LAN (Without Parts)	(12 nodes)	-	

#### **2. Details of the clients including Government Departments/PSUs to which firm is offering services at present (Attach separate sheet if required)-**

#### **3. Details of Technical Personnels available with the firm and their experience(Attach separate sheet if required)-**

#### **4. Technical Infrastructure available for repair of Computer, Printers and Peripherals**

## Document-III

### **Financial Bid**

Price quoted by the tenderer shall be inclusive of all taxes and levies applicable, transportation charges etc.

No escalation charges would be permitted on any ground.

Sl. No.	Equipment	Make/Model	Number	Rate per year/ per equipment	Total
1.	Pentium II	HCL Infinity 2000HL	01		
2.	Pentium IV	HCL Busybee 2000	01		
2.	Pentium-IV	HCL Infinity	04		
3.	Printer	HPLJ 1200	04		
4.	Printer	HPLJ 1100	01		
5.	UPS	500VA Offline	12		
6.	LAN (Without Parts)	(12 nodes)	-		
				<b>TOTAL</b>	

**TOTAL - (in words)**

**Note – Actual No. of equipments may vary at the time of awarding of contract. Few computers on LAN are under warranty. Software support would also be provided for PCs under warranty.**