

Our Ref: WRO/Admn/4:2:19

28 Feb 2008

Subject: Tender for maintenance contract for Computers and Printers

Dear Sirs,

Sealed quotations in two bid system for the subject work, are invited from eligible bidders, by Bureau of Indian Standards, Western Regional Office, E-9, Road No.8, MIDC, Andheri (East), Mumbai-400093 on or before **19 March 2008 at 1400h**. The tender document is to be submitted in two separate envelopes each sealed and clearly identified and addressed to “**Section Officer (Admn)**” on the address given above. Both the envelopes along with the requisite EMD, shall be contained in a large envelope super scribed “**Tender for maintenance contract for Computers and Printers**”.

The tender document may be either downloaded from BIS web site < www.bis.org.in > or may be obtained from our office at the above mentioned address on any working day i.e. Monday to Friday during 1100h to 1630h.

Demand draft for Rs 100.00 may be enclosed along with the Technical Bid of the Tender, as fees of the Tender Document.

Thanking you,

Yours faithfully,

Section Officer(Admn)

**BUREAU OF INDIAN STANDARDS
WESTERN REGIONAL OFFICE
“MANAKALAYA”, E-9, ROAD NO.8, MIDC,
ANDHERI(EAST), MUMBAI-40093**

TELEPHONE NOS : 28320552, 28329295

COST – Rs 100.00

**TENDER DOCUMENT FOR MAINTENANCE CONTRACT
OF COMPUTERS AND PRINTERS**

1. INVITATION TO BID

1.1 Sealed quotations are invited for maintenance contract for Computers and Printers installed at the office of Bureau of Indian Standards (BIS), Andheri.

1.2 Details of the systems are as given in **Annexure 1**. The actual number may either increase or decrease during the period of contract.

1.3 Any of the above systems may be withdrawn at any time during the period of contract and maintenance charges for such equipment will be paid on prorata basis. Similarly, equipment can be added during the period of contract and maintenance charges will be paid on prorata basis.

2. PROCEDURE OF SUBMITTING THE TENDER

2.1 Two bid system i.e. Technical Bid and Financial Bid would be adopted. The Technical Bid shall consist information pertaining to the qualifications of the agency, which would be opened first for assessment of competence of the agency.

2.2 Financial Bid shall be opened of only those bidders who are found successful in the process of technical assessment by this office.

2.3 The bidder is required to submit the technical and financial bids in two separate sealed envelopes super scribed “**Technical Bid**” and “**Financial Bid**”. Both the envelopes shall be contained in a large envelope which may also be sealed and super scribed “**Tender for maintenance contract of Computers and Printers**“, and should reach Section Officer(Admn), Bureau of Indian Standards, Western Regional Office, E-9, Road No.8, MIDC, Andheri(East), Mumbai-400093, latest by **19 March 2008 at 1400h**.

2.4 The date of opening of the quotations shall be on the same day at 1500h or on the next working day and shall be opened in the presence of such bidders or their duly authorized representatives as may be present.

2.5 The bidder is required to sign all pages of this document and return the same along with their bid as a token of acceptance of all the terms and conditions mentioned in this document. Unsigned document will be rejected. Price bid of those bidders will be opened who fulfill all the requirements of the technical bid.

3. DOCUMENTS TO BE SUBMITTED WITH TECHNICAL BID

3.1 TECHNICAL BID: The Technical Bid shall contain following information in a sealed cover.

- a) Name, address, set up and status of the organization.
- b) Service Tax Registration
- c) TDS Registration
- d) Copies of balance sheet of previous three financial years ending 31.3.2007.
- e) Demand Draft for Rs 10,000.00 towards Earnest Money Deposit, payable in favour of “Bureau of Indian Standards, Mumbai”.
- f) Proforma pertaining to yes/no for the required information at **Annexure 2** may be completed and submitted.

g) List of qualified service engineers with details of qualification and having more than 3 years of experience in the relevant field, as per **Annexure 3**, to be enclosed. The qualification and experience of resident engineer deputed to BIS will be verified. Copies of qualification and experience certificates to be enclosed.

h) List of clients with name, complete address and contact person with telephone number where the company is currently maintaining more than 50 PCs and printers in a single location in Mumbai as per **Annexure 4**. Copies of two such work order or any other documentary evidence from Govt. Deptt./Public Sector Undertaking clearly showing that more than 50 PCs and Printers are being maintained at a single location should be attached.

j) List of AMC satisfactorily executed by the agency in the last 3 years. Minimum 2 such AMC of more than 50 PCs and Printers should be listed in the **Annexure-5**. A performance certificate to this effect from at least two Govt Deptt/PSU shall be furnished.

k) Details of testing and repair facility available with the company.

l) Demand draft for Rs 100.00 in favour of “Bureau of Indian Standards, Mumbai” towards fees for Tender Document.

m) Details of arbitration cases, if any

4. DOCUMENTS TO BE SUBMITTED WITH FINANCIAL BID

4.1 Proforma at **Annexure 1** may be completed for submitting the financial bid and submitted in a separate sealed envelope. No escalation of prices would be permitted on any ground.

5. TERMS AND CONDITIONS

5.1 The agency shall depute fully trained and disciplined personnel.

5.2 An agreement shall be entered into for the period of contract initially, which may be extended, if services are found satisfactory.

5.3 TDS as per rules shall be deducted from the bill of the agency.

5.4 The agency shall be held responsible for any loss of BIS property, if it takes place, due to any lapse of the personnel deployed by them. BIS shall have the right to deduct appropriate amount from the bill of the agency to make good the loss so incurred.

5.5 BIS reserves the right to cancel the contract if the instructions are not properly followed.

5.6 Tenders not properly sealed and incomplete tenders are liable to be rejected.

5.7 BIS reserve the right to accept or reject any/all quotation(s) in whole or in part without assigning any reason.

5.8 BIS reserve the right to increase or decrease of quantities of any item of work and the agency shall maintain the same at the rate quoted for similar item.

5.9 BIS takes no responsibility for delay, loss or non-receipt of a quotation after despatch.

5.10 The maximum response time for repairing the system shall not be more than 24 hours and the agency shall provide equivalent standby equipment within the response time.

5.11 In the event of dispute, the decision of Deputy Director General, Bureau of Indian Standards, Mumbai shall be final and binding.

5.12 No transportation charges will be paid by BIS for any type of services

5.13 In the event of dispute, if any, the courts of Mumbai will have the jurisdiction.

6. NATURE OF WORK

6.1 The agency shall provide on site preventive and corrective maintenance of Computers and Printers at BIS, Andheri, Mumbai and at the location where the above equipment are installed as indicated from time to time.

6.2 The maintenance also includes removal of virus, software patch updation, software support/trouble shooting to keep the system fully operational and internet support. The agency will be responsible for providing virus free computer environment at BIS, Mumbai.

6.3 The maintenance will include necessary repairs to the installed systems and replacement of defective/damaged parts, components and other accessories free of cost. The parts/components/sub-assemblies used for repair/replacement by the agency will be new and of the same/equivalent or higher make and functional capability as originally available in the systems. Except consumables like ribbons, laser printer cartridges and toners, floppies and cables, the agency will supply all other parts/ components/sub-assemblies including Fuser Assembly of laser printers free of cost.

6.4 The system 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 BIS 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.

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

6.6 The maintenance services will be provided from 0930 h to 1800h (Monday to Friday).

6.7 The agency shall provide maintenance services through a qualified, experienced and competent resident engineer who shall stay at BIS, WRO, Mumbai from 0930h to 1800h. The resident engineer will be responsible for hardware maintenance and network trouble shooting, user software support including virus cleaning/patch installation and software installation. The engineer responsible for should have expertise to cover all items of PCs; Printers and network components.

6.8 Additional engineer may be deputed at BIS, Mumbai in addition to resident engineer wherever there is more workload/complaints to rectify the equipment within the stipulated response time.

6.9 All Computers and Printers and their parts as mentioned in Annexure-1 will be covered under the maintenance.

7. SERVICE ENGINEER

7.1 The service Engineer deputed at BIS should have at least 3 years Deiploma in Computer Science/Engg/Electronics or Bachelor's Degree in Science/Computer Science/ IT related discipline with at least 3 years of post qualification experience. Industry certification like MCSE/CNE will be preferred for hardware and specialized training in web designing will be preferred for software support. The agency is required to provide evidence in respect of qualification and experience, which would be checked by BIS to see the suitability/competency of the service engineer.

7.2 The Service Engineer provided by the agency shall not be changed frequently. Only one change will be permitted during the year. For any subsequent change a penalty of Rs 2000/- would be payable. However, if found incompetent by BIS, the service engineer shall be changed by the agency.

7.3 The agency and resident engineer shall follow the system of monitoring the work and attendance of the service engineer as stipulated by BIS.

8. EARNEST MONEY

8.1 Earnest Money deposit of Rs 10,000.00 (Rupees Ten thousand only) in the form of Demand Draft in favour of "Bureau of Indian Standards, Mumbai" must be submitted along with the Technical Bid, otherwise, the tender would be liable to be rejected. The Earnest Money will remain with BIS up to the final award of contract. No interest shall be payable on Earnest Money. The Earnest Money of the successful bidder shall be adjusted against the Security Deposit. The Earnest Money of the unsuccessful bidders shall be refunded to them after the finalisation and award of contract.

9. SECURITY DEPOSIT

9.1 The successful bidder shall be required to deposit a sum equivalent to 10% of the total work order at the time of signing the contract towards Security Deposit by Demand Draft in favour of “Bureau of Indian Standards, Mumbai”. No interest shall be payable on the Security Deposit. This would remain with BIS for the period of completion of the contract.

10. PAYMENTS

10.1 The payment to the agency shall be made, on quarterly basis at the end of each quarter against invoice with PAN number and Service Tax Registration Number raised by the agency, and based on the performance. TDS, as applicable, will be deducted before making the payment

11. PENALTY

11.1 If the services provided by the agency under this maintenance contract are not to the full satisfaction of BIS, the maintenance contract may be terminated by BIS and the charges shall be payable only up to 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.

11.2 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.

11.3 The maximum response time for repairing the system shall not be more than 24 hours and penalty for failure of the agency to repair the system/providing equivalent standby equipment within the response time will be Rs 200.00 per system per day.

12. For clarifications, if any, please contact Section Officer(Admn), Bureau of Indian Standards, Mumbai on any normal working day between 1000 hrs to 1700 hrs.

ANNEXURE 1

SL NO	EQUIPMENT	MAKE/ MODEL	NUMBER	CONTRACT PERIOD	RATE PER YEAR PER EQUIP- MENT	TOTAL AMOUNT QUOTED
1	PENTIUM IV	HCL IN PRO HL 1090	25	01.4.2008 to 31.3.2009		
2	PENTIUM IV	HCL IN PRO HL 1085	9	01.4.2008 to 31.3.2009		
3	PENTIUM IV	HCL IN PRO	19	01.4.2008 to		

		HL 1070		31.3.2009		
4	PRINTER	HP LJ 1150	29	01.4.2008 to 31.3.2009		
5	PRINTER	HP LJ 5100	1	01.4.2008 to 31.3.2009		
6	PRINTER	EPSON LQ 300 DMP	1	01.4.2008 to 31.3.2009		
7	PRINTER	HP LJ 4050	1	01.4.2008 to 31.3.2009		
8	RESIDENT ENGINEER	--	1	01.4.2008 31.3.2009	---	

Total (A) _____

Taxes (B) _____

Grant total (A + B) _____

Signature with rubber stamp

ANNEXURE-2

PRORMA OF COMPLIANCE FOR THE REQUIREMENT OF TENDER (TECHNICAL BID)

SL.NO	DESCRIPTION OF REQUIREMENT	YES	NO
1	Name, address, Set up and status of Organization		
2	Registration Certificate of Service Tax – enclosed		
3	Registration with Income Tax for TDS – enclosed		

4	Copies of balance sheet of previous three financial years ending 31.3.2007 – enclosed		
5	List of clients with name, complete address and contact person with telephone number where the company is currently maintaining more than 50 PCs and printers in a single location in Mumbai & copies of two such work order – enclosed		
6	List of AMC satisfactorily executed by the agency in the last 3 years. - enclosed		
7	Details of testing and repair facility available with the company – enclosed		
8	Details of arbitration cases, if any – enclosed		
9	Demand draft for Rs 10,000.00 as Earnest Money – enclosed		
10	Demand draft for Rs 100.00 towards cost of tender - enclosed		
11	Financial Bid sealed in a separate envelope in Annexure-1 - enclosed		
12	Annexure-3 - enclosed		
13	Annexure-4 – enclosed		
14	Annexure-5 – enclosed		

Signature with rubber stamp

ANNURE-3

Sl.No	Name	Technical qualifications	Area of specialization	No. of years of experience	Area of experience	Date of joining the firm

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Signature with rubber stamp

ANNEXURE-4

Sl. No.	Name of the Organization/ Govt. Dept./PSU with contact person with Tel. No.	Details of Equipment and Nos	Period of contract	Contract Value

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Signature with rubber stamp

ANNEXURE-5

Sl. No.	Name of the Organization/ Govt. Deptt./PSU	No. of PCs and Printers	Period of Contract	Contract value

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