



**भारतीय मानक ब्यूरो,**  
**BUREAU OF INDIAN STANDARDS**

उत्तरी क्षेत्रीय प्रयोगशाला

Northern Regional Laboratory

: बी-69, फेज VII, इण्डस्ट्रियल फोकल प्वाइंट,  
एस. ए. एस. नगर, मोहाली - 160 051  
जिला रोपड़ (पंजाब)  
B-69, Phase VII, Industrial Focal Point  
S.A.S. Nager, Mohali - 160 051  
Distt. Ropar (Punjab)

Our Ref:NRO Lab/Computer

दूरभाष ] 2542129.11.2006 तार : मानक संस्था  
Phones ] 253218 Gram : Manaksanstha  
253722  
Fax 0172 - 253218

**Subject: Sealed quotations for Appointment of Agency for Providing AMC for computer and its peripherals at BIS NRO Laboratory.**

Sir,

Sealed quotations are invited for appointment of agency for providing Annual Maintenance Contract for computers and peripherals at our laboratory at Mohali.

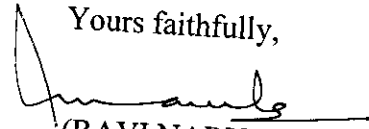
In this connection, please find enclosed Document I-IV indicating all necessary terms and conditions, which may be carefully read before submitting the quotations. The above said document can be downloaded from the website [www.bis.org.in](http://www.bis.org.in). In case any clarification is required the same may be obtained from Sh.S.Basu, Dy.Director at the above address (phone 2236722) before submitting the quotations. Incomplete or conditional quotations in any respect will not be accepted.

Please submit your quotations along with the relevant documents containing the terms and conditions, duly signed and stamped as a token of your acceptance of the same.

Last date for submission of the sealed quotation is 30 November 2006 by 1700h. at the Mohali address given above. The quotations will be opened on 1.12.2006 at 1600h in the presence of the contractors who desire to be present.

Thanking you,

Yours faithfully,

  
(RAVINARULA)  
SCIENTIST F & HEAD

Our new numbers: 0172:3246935, 2236218, 2236722, 2237212  
E.mail: [nrol@bis.org.in](mailto:nrol@bis.org.in); [basus@bis.org.in](mailto:basus@bis.org.in)

**Headquarters :**

Manak Bhavan, 9, Bahadur Shah Zafar Marg, New Delhi-110002

Phone : 3230131 (10 Lines) Fax : 011-3234062  
3233375 (10 Lines) 3239399,  
3239402 (10 Lines) 3239382

<http://www.del.vsnl.net.in/bis.org>

Northern Regional Office, SCO 335-336, Sector 34-A, Chd. 160 022

Phones: Dy. Director General : 603843  
DDG Sectt. & QSCO : 602025, 607152  
Cer, Marks Deptt.-1 : 606083 Gram : Manaksanstha  
Cer, Marks Deptt.-2 : 602384  
Cer, Marks Deptt.-3 : 601640 Fax : 0172 602025  
PR & Sale : 609285  
Admn/Accts : 604552

e-mail: [bisnro@chd.nic.in](mailto:bisnro@chd.nic.in)

**BUREAU OF INDIAN STANDARDS  
NORTHERN REGIONAL LABORATORY  
B-69, Phase-VII, Indl Area,  
Mohali, 160 051, Punjab.**

**TENDER DOCUMENT FOR ANNUAL MAINTENANCE OF COMPUTERS,  
PERIPHERALS AND LAN at BIS-NROL, Mohali.**

**List of Documents :**

- 1. Tender Document : Doc-I**
- 2. Documents/Information required: Doc-II**
- 3. List of equipments and Financial Bid : Doc-III**
- 4. Terms and condition (draft agreement): Doc-IV**

**TENDER DOCUMENT**  
**FOR**  
**ANNUAL MAINTENANCE OF COMPUTERS, PERIPHERALS AND LAN**

***Invitation to bid***

1. Quotations are invited for the Maintenance service contract for Computers, peripherals and LAN installed at

- BIS NRO Lab, Mohali

The details of the systems (computers, peripherals, LAN, etc.) are as given in Doc III. The actual number may either increase or decrease at the time of start of contract or during the year.

**Notes:**

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

2. The maintenance agency (referred to as agency in this document) is required to submit the technical and financial bid in two separate sealed covers clearly superscribed "Technical Bid" and "Financial Bid" . The two quotations further in a sealed cover superscribed "Quotations for the Maintenance of Computers" should reach the Head, Northern Regional Laboratory, Bureau of Indian Standards, B-69, Phase-VII, Indl Area, Mohali, 160 051, Punjab **latest by 1500 h on 27<sup>th</sup> Nov 2006.**
3. Quotations will be opened on the same day at 1530 h in the presence of such bidders or their duly authorized representatives as may be present. In case the same being a holiday the exercise will be conducted in the next working day. As a token of acceptance of all the terms and condition mentioned in this document, the bidder is required to sign all pages of this document and return the same along with their bid. Unsigned document will be rejected. The price bid of those bidders will be opened who fulfill all the requirements of the technical bid.

**Description of the Work:**

1. The services will consist of
  - a) onsite preventive and corrective maintenance of PCs connected in LAN and peripherals at BIS-NRO Lab where the above equipment is installed as indicated from time to time.
  - 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-NROL.
  - d) The maintenance also includes repair, maintenance and troubleshooting of all LAN components except the switches (for which separate AMC with the Original equipment supplier exists) to keep LAN fully operational.
2. 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. The maintenance services will be provided from 0900 h to 1730 h (Monday to Friday).
  4. The engineers responsible for hardware maintenance should have expertise (minimum three years experience) to cover all items of PCs, printers, scanner and network components.
  5. Additional engineer may be deputed at BIS-NROL whenever there is more workload/complaints to rectify the equipment within the stipulated response time.
  6. All computers, peripherals and their parts as mentioned in Doc III will be covered under the maintenance.
  7. The parts/components/sub-assemblies used for repair/replacement by the contractor 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 contractor will supply all other parts/components/sub-assemblies including fuser assembly of laser printer free of cost.
  8. 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 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.
  9. The agency shall also carryout periodic preventive maintenance including external cleaning of equipments once every fortnight in days and time convenient to the users.

## **General Conditions**

1. The Bureau reserves the right to accept or reject summarily any or all tenders in whole or in part without assigning any reason whatsoever, or increase or decrease

of quantities of any item of the work and the successful tenderer shall perform the same at the rate quoted.

2. The Bureau takes no responsibility for delay, loss or non-receipt of a quotation after despatch.
3. EMD of Rs.5000/- in form of DD/pay order in favour of Bureau of Indian Standards, payable at Chandigarh shall be deposited at the time of submission of tender. Tender received without EMD shall be summararily rejected.
4. No transportation charges will be paid by BIS for any type of services.
5. The agency should ensure to have sufficient number of standby equipments/components to meet the stipulated response time.
6. The agency must be registered with the Registrar of companies and with the State Sales Tax Department for Works Contract Tax or with any other legislative bodies as per the regulations of Govt of India. Necessary supporting document must be attached.
7. The agency must be currently maintaining more than 20 PCs on LAN in minimum three locations in Chandigarh, Mohali or Panchkula. *Copies of two such work order or any other documentary evidence clearly showing that more than 20 PCs are being maintained at a single location should be attached.*
8. The agency must have satisfactorily executed in last 3 years minimum 3 AMC of more than 20 computers connected in LAN under Window NT/Windows 2000 environment. *Necessary supporting document as required must be attached.*

### ***Service Engineer***

1. The service engineer deputed at BIS should have at least 3 yrs Diploma in Comp Sc./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 service engineer and specialized training in web designing will be preferred for software support engineer. The agency will be required to provide evidence in respect of qualification and experience on demand, which would be checked by BIS to see the suitability/competency of the service engineer.
2. The Service Engineer provided by agency shall not be changed frequently. Only one change in respect of engineer will be permitted during six months. However if found incompetent by BIS, the service engineer shall be changed by the agency.

## **Security Deposit**

The contractor shall be required to deposit a sum equivalent to 10% of the total work order at the time of signing the contract as security deposit in cash/demand draft/term deposit or provide a bank guarantee for the said amount from a scheduled bank, pledged in favour of "Bureau of Indian Standards" payable at Chandigarh. No interest shall accrue on this amount. The Security amount shall be re-payable after the expiry of the contract after deduction of penalty/other dues, if any. The EMD of the successful bidder will be refunded after signing of the agreement and after deposit of security amount.

## **Payment Terms and condition**

The payment to the contractor will be made on quarterly basis at the end of each quarter against invoice with PAN number, raised by the contractor and based on past performance. TDS, as applicable, will be deducted before making the payment.

## **Termination of Contract and Penalty**

The terms and condition of the contract would be as per the draft agreement enclosed in Doc-IV

## **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 decision of Head, NRO Lab of BIS shall be final.

## **Jurisdiction**

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

*Note : Any further clarification may please be obtained from Sh S Basu, Deputy Director or Sh Pankaj Atri Lab coordinator.*

**Document/Information Required**

**Technical Bid :** The technical bid superscribed "Technical Bid" shall contain following information in a sealed cover.

1. Name, address, setup and status of the organization. Contact person with telephone number.
2. The bidder shall be a company registered with the Registrar of Companies and registered with UT/State Sales tax for Works contract Tax. *Document in support of registration with the Registrar of companies and with the UT/State Sales Tax Department for Works Contract Tax.*
3. *List of at least 5 qualified services engineers with details of qualification and having more than 3 years of experience in the relevant field as per the performa enclosed. The qualification and experience of resident engineer deputed to BIS will be verified. Copies of qualification and experience certificates to be enclosed*

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

4. EMD of Rs. 5000/- in form of DD/pay order in favour of Bureau of Indian Standards, payable at Chandigarh.
5. List of clients with name, complete address and contact person with telephone number where the company is currently maintaining more than 20 PCs on LAN in a single location in Chandigarh, Mohali, Punjab as per the performa enclosed. *Copies of one such work order or any other documentary evidence from Govt. Deptt. /Public Sector Undertaking clearly showing that more than 20 PCs are being maintained at a single location should be attached.*

Sl. No.	Name of the Organization/Govt. dept/PSU with Contact person with tel. No.	Details of equipment and Nos. (Servers and clients) and stand alone PCS, laptops, printers, other peripherals	No. of engineers provided	Period of contract	Contract value (Rs. in lakhs)

6. List of AMC satisfactorily executed by the agency in last 3 years. Minimum 3 such AMC of more than 20 computers connected in LAN under Windows XP/Windows NT/Windows 2000 environment should be listed. *A Performance Certificate to this effect from at least one Govt. Deptt. /Public Sector Undertaking will be preferred*

Sl. No.	Name of the Organization/Govt. dept/PSU	No. of engineers provided	No. of PCs	Period of contract	Contract value (in Rs)

7. Details of testing and repair facility available with the company.  
8. Tender document (Doc-I) duly signed in each page.

#### **Financial Bid:**

The price bid should contain the quotation for maintenance charges per item in terms of yearly basis only as listed in Doc-III. Price quoted by the tenderer shall be inclusive of all taxes and levies applicable. No escalation of prices would be permitted on any ground. It should be enclosed in a separate sealed cover superscribed "Financial Bid".



(Financial Bid) Doc – III

**A. Equipments to be brought under AMC at the time of the start of the contract**

SI No	Equipment	Make / Model	Number	Rate per year per equipment	Total
1	486		2		
2	Pentium -II	HCL	1		
3	Pentium -IV	HCL (HCM780M)	12		
4	PRINTER	HPLJ-1100	1		
5	PRINTER	HPLJ-1150	13		
6	SCANNER	HP-3670	1		
		<b>Total (A)</b>			

**B. Equipments to be brought under AMC during the period of contract**

SI No.	Equipment	Make/Model	Qty	Rate per year per equipment	Total
1	Pentium -IV	HCL (HCM780M)	8		
		<b>Total (B)</b>			

**C. LAN**

*(Please quote in Lump sum) (Without material)*

**D. Total (A + B + C) :**

**E. Less discount (if any):**

**Net Total : (D – E) :**

*Note : Actual number of equipments may vary at the time of awarding of contract. For some of the equipment AMC will start during the year as stated above. Few computers on LAN are under Warranty. Software support would also be provided for PCs under warranty.*

**Draft Agreement to be signed for AMC**

**<Stamp paper of requisite amount>**

**ANNUAL MAINTENANCE AGREEMENT FOR  
COMPUTERS, PERIPHERALS and LAN**

This agreement is made on \_\_\_\_\_ between **Bureau of Indian Standards, NORTHERN REGIONAL LABORATORY, B-69, Phase-VII, Indl Area, Mohali, 160 051, Punjab** hereinafter referred to as "**BIS**",

and

M/s \_\_\_\_\_, a registered company with registered office at - \_\_\_\_\_, hereinafter referred to as "**Agency**",

and both the parties as mentioned above set forth and agree to abide by the following terms of this agreement.

**1. SCOPE OF THE AGREEMENT**

- 1.1 Maintenance services under the Annual Maintenance Contract (AMC), shall comprise of preventive and corrective maintenance of computers, associated peripherals and LAN as per Annexure - I enclosed.
- 1.2 Maintenance services shall be provided at the following locations:
  - **BIS NRO Lab, Mohali**
- 1.3.1 Any of the above systems (in Annexure-I) may be withdrawn at any time during the period of maintenance contract; maintenance charges for such equipment will be payable on prorata basis. Similarly equipment can be added during the period of maintenance and maintenance charges will be paid prorata basis.

**2. DURATION OF AGREEMENT**

The duration of this agreement is from \_\_\_\_\_ to 31<sup>st</sup> March 2008.

**3. SCOPE OF THE WORK :**

- 3.1 The services will consist of
  - a) On site preventive and corrective maintenance of PCs connected in LAN and peripherals at BIS-NROL where the above equipment is installed as indicated from time to time.

- 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 and web site updation. The agency will be responsible for providing virus free computer environment in BIS-NRO Lab.
- d) The maintenance also includes repair maintenance and troubleshooting of all LAN components except the switches (for which AMC with the original equipment supplier exists) to keep LAN fully operational.

- 3.1 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.
- 3.2 The maintenance services will be provided from 0900 h to 1730 h (Monday to Friday)
- 3.3 The agency shall provide maintenance services through qualified experienced and competent engineer from 0900 h to 1730 h. Engineers shall be responsible for hardware maintenance, network trouble shooting and for user software support including virus cleaning/patch installation, software installation and updation of web site etc. The engineer responsible for hardware maintenance should have expertise to cover all items of PCs, printers, scanner, CD-Writer and network components.
- 3.4 Additional engineer may be deputed at BIS-NROL in addition to resident engineer whenever there is more workload/complaints to rectify the equipment within the stipulated response time.
- 3.5 All computers, peripherals and their parts as mentioned in Annexure-I will be covered under the maintenance.
- 3.6 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.
- 3.7 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 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.

- 3.8 The agency shall also carryout periodic preventive maintenance including external cleaning of equipments once every fortnight and time convenient to the users.

#### **4. GENERAL CONDITIONS**

- 4.1 BIS 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.
- 4.2 No transportation charges, what so ever shall be paid by BIS for any type of services.
- 4.3 The agency shall ensure to keep sufficient number of standby equipments/components at BIS-NROL to meet the stipulated response time.

#### **5. SERVICE ENGINEER**

- 5.1 The service engineers deputed at BIS should have at least 3 yrs Diploma in Comp Sc./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 service engineer and specialized training in web designing will be preferred for software support engineer. 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.
- 5.2 The Service Engineers provided by agency shall not be changed frequently. Only one change in respect of engineer will be permitted during six months.

#### **6. SECURITY DEPOSIT**

The agency shall be required to deposit a sum equivalent to 10% of the total work order at the time of signing the contract as security deposit in cash/demand draft/term deposit or provide a bank guarantee for the said amount from a scheduled bank, pledged in favour of Bureau of Indian Standards, payable at Chandigarh. No interest shall accrue on this amount. The Security amount shall be re-payable after the expiry of the contract after deduction of penalty/other dues, if any.

#### **7. PAYMENT TERMS AND CONDITION**

- 7.1 The payment to the agency will be made on quarterly basis in 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.
- 7.2 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.

## 8. PENALTY

- 8.1 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.
- 8.2 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.
- 8.3 The max response time for repairing the system shall not be more than 48 hours and penalty for failure of the agency to repair the system/providing equivalent standby equipment within the response time will be Rs. 100/- per system/sub-system per day.

## 9. 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.

## 10. JURISDICTION

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

In agreement thereof, both the parties i.e. M/s \_\_\_\_\_ and **Bureau of Indian Standards**, NROL, Mohali, have hereunder set their respective hands and seals this day on \_\_\_\_\_

For and on behalf of  
M/s \_\_\_\_\_

For and on behalf of  
**BUREAU OF INDIAN STANDARDS**

Authorised Signatory

Authorised Signatory  
Head (NROL)

**Annexure-I**  
Equipment as listed in Doc-III of the Tender Document

\* Quantities are subject to change