

National Institute of Training for Standardization

A-20-21, Institutional Area, Sector 62, NOIDA

TENDER DOCUMENT FOR ANNUAL MAINTENANCE OF COMPUTERS, PERIPHERALS AND LAN at NITS, NOIDA

Bidding Document:

Chapters 1 to 5 as below

- 1. Instructions to Bidders**
- 2. Conditions of Contract**
- 3. Schedule of Requirements**
- 4. Specifications and allied Technical Details**
- 5. Price Schedule(to be utilized by the bidders for quoting their prices)**

Price: Rs. 100/-

(If downloaded from web site, the price of the Tender Document should be deposited in the form of a demand draft in favour of “NITS” / “Bureau of Indian Standards, New Delhi” along with the bid)

TENDER DOCUMENT
FOR
ANNUAL MAINTENANCE OF COMPUTERS, PERIPHERALS AND LAN

Chapter 1 : Instructions to Bidders

1. Quotations are invited from professional and experienced computer maintenance firms for the Maintenance service contract for Computers, peripherals and LAN installed at
 - NITS, NOIDA
 - Any computers and peripherals at any location in NOIDA/ N. Delhi where the above equipment is installed as indicated from time to time.

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Any of the above systems may be withdrawn at any time during the period of maintenance contract; maintenance charges for such equipment will be payable on prorata basis.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 quotations in a sealed cover superscribed "Quotations for the Maintenance of Computers" should reach the Head (NITS), National Institute of Training for Standardization, A-20-21, Institutional Area, Sector 62, NOIDA **latest by 1500 h on 6 February 2006**. Each page of the Technical bid and Financial bid shall be signed by the bidder as token of acceptance of the conditions of tender and contract.
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. 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.

Chapter 2 Conditions of Contract

1. The NITS 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 NITS 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 NITS/Bureau of Indian Standards, New Delhi 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 NITS for any type of services.
5. The agency should ensure to keep sufficient number of standby equipments/components at NITS, NOIDA to meet the stipulated response time.
6. The agency must be registered with the Registrar of companies and with the NOIDA/Delhi Sales Tax Department for Works Contract Tax. Necessary supporting document(s) must be attached.
7. The agency must be currently maintaining more than 30 PCs on LAN at any location in Delhi/NOIDA. *Copy of such work order or any other documentary evidence clearly showing that more than 30 PCs are being maintained at a single location should be attached.*
8. The agency must have satisfactorily executed in last 3 years minimum 3 AMCs of more than 30 computers connected in LAN under Window NT/Windows 2000/Win XP environment. *Necessary supporting document as required must be attached.*

Service Engineer(s)

1. The service engineer deputed at NITS 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 NITS to see the suitability/competency of the service engineer(s).
2. The Service Engineers provided by agency shall not be changed frequently. Only one change in respect of each designated engineer will be permitted during the year. For any subsequent change a penalty of Rs. 2000/- would be payable. However if found incompetent by NITS, the service engineer shall be changed by the agency.
3. The agency and the resident engineers shall follow the system of monitoring the work and attendance of the service engineer as stipulated by NITS.

Performance Security Deposit

The contractor shall be required to deposit a sum equivalent to 5% of the total work order at the time of signing the contract as performance security deposit in demand draft/fixed deposit receipt from a commercial bank or provide a bank guarantee for the said amount from a scheduled bank, pledged in favour of Scientist F & Head, NITS, NOIDA. No interest shall accrue on this amount. The Security amount shall be re-payable after 60 days of 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 tender document.

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 Scientist F & Head of NITS .

Jurisdiction

The courts at NOIDA (Gautam Budh Nagar) 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 the Head (NITS).

Chapter 3 Schedule of Requirements

1. The services will consist of
 - a) Onsite preventive and corrective maintenance of PCs connected in LAN and peripherals at NITS, NOIDA and other location in NOIDA/N.Delhi where the above equipment is installed as indicated from time to time.(The list of equipment is provided in Chapter 5, Price schedule)
 - 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 (portion of NITS). The agency will be responsible for providing virus free computer environment in NITS, NOIDA.
 - 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.
 - e) The maintenance shall also include repair & maintenance of LCD projectors and Panaboards.
2. Successful bidders shall be required to submit a letter of acceptance of all the conditions of contract as contained in the tender document and the letter of acceptance shall be deemed to result in a binding contract. 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 NITS 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) and on request on other days.
 4. The agency shall provide maintenance services through a qualified experienced and competent part-time engineer who shall visit NITS, NOIDA from 0900 h to 1730 h whenever requisitioned within three hours of call and in any case not later than six hours of call or next working day whichever is earlier. The engineer will be responsible for hardware maintenance and network trouble shooting, user software support including virus cleaning/patch installation, software installation and updation of web site etc. The engineer responsible for should have expertise to cover all items of PCs, printers, UPS, scanner, CD-Writer and network components. A specialist engineer shall be designated for maintenance /repair of LCD projectors and panaboards.
 5. Additional engineer may be deputed at NITS, NOIDA in addition to designated engineer 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 new and of the same/equivalent or higher make and functional capability as originally available in the systems. Except consumables like cartridges, laser printer toner, floppies, cables, LCD lamps and IOs (in case of LAN) and UPS batteries 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 NITS 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.

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

Chapter 4 Specifications and allied technical details

Document(s)/Information Required

Technical Bid : The technical bid super scribed “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 Delhi/NOIDA Sales tax for Works contract Tax. *Document in support of registration with the Registrar of companies and with the Delhi/NOIDA Sales Tax Department for Works Contract Tax.*
3. *List of qualified service 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 NITS 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 NITS, NOIDA /Bureau of Indian Standards, New Delhi
5. List of clients with name, complete address and contact person with telephone number where the company is currently maintaining more than 30 PCs on LAN in a single location in NOIDA/Delhi as per the performa enclosed. *Copies of two such work order or any other documentary evidence from Govt. Deptt. /Public Sector Undertaking clearly showing that more than 30 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 resident 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 30 computers connected in LAN under Window NT/Windows 2000/WIn XP environment should be listed. *A Performance Certificate to this effect from at least two Govt. Deptt. /Public Sector Undertakings/Reputed Companies shall be furnished.*

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

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

Chapter 5 Price Schedule

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”.

Annexure

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	CD WRITER	IOMEGA	2		
2	Pentium -III	HP-VECTRA	1		
3	Pentium -IV	HP-VECTRA	1		
4	PRINTER	HP 1200	1		
5	PRINTER	HP 1100	1		
6	PRINTER	HPDJ-840 C	1		
7	PRINTER	HPLJ-880 C	1		
8	PRINTER	HPLJ- 2500n	2		
9	SCANNER	HP- C7716A	1		
10	UPS	APC OFF LINE 500 VA	10		
11	UPS	SUKAM OFF LINE 500 VA	8		
12	UPS	TRITRONICS OFF LINE 1000 VA	1		
13	UPS	ELNOVA OFF LINE 500 VA	1		
14	UPS	NUMERIC ON LINE 10K VA	1		
15	LCD Projector	3 M, Model MP 7630	1		
16	LCD Projector	SANYO PLC XU50 & PLC-XT10/15	2		
17	LCD Projector	HITACHI, CP-X 430	2		
18	Panaboard	PANASONIC KX-B630	1		
19	Panaboard	PANASONIC KX-BP 535	1		
		Total (A)	39		

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	PRINTER	HPLJ-1150	4		
2	PRINTER	HPLJ-1005	4		
		Total (B)	8		

C. LAN (of Approximately 31 nodes excluding switches)

(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.