

Sub: Quotation for Annual Maintenance Contract for Computer & Peripherals

Dear Sir,

Quotations in two bids, Technical bid and price bid in separate envelope and both in a common envelope are invited for annual maintenance contract of computers peripherals ,servers, switches and LAN as per specification given in annexure-I. Qualifying criteria of the service provider & Terms and conditions are mentioned in annexure –II. The technical Bid should include the company profile, list of clients, various completed work orders from organizations, and any other relevant detail. All the documents must be enclosed with technical bid as per annexure-III.

1. AMC services to be provided at A-50, Sector-62,Noida and C-24,Qutub Institutional Area, New Delhi of Vigyan Prasar Offices.
2. AMC is comprehensive, i.e all the spare parts, excluding UPS battery are to be replaced with new parts by service provider free of cost of same make & model. Standby arrangement has to be made by the service provider in case the down time of the machine or peripherals is over 48 hours. If any machine said to be un-serviceable by the service provider and the same is got repaired by OEM authorised service centre or any other vendor by the Vigyan Prasar , the cost of repairing will be recovered from bill and a penalty of 2% of quarterly invoice value will be imposed.
3. **One full time professionally qualified and experience service engineer in hardware maintenance has to be deputed at Noida office permanently on all working days. In case the engineer is absent, alternative arrangement has to be made so as to ensure smooth functioning of the organisation. The service engineer needs to visit Delhi office as and when required. Transportation for the same has to be arranged by the AMC provider.**
4. Number of desktop PCs and other peripherals given in the annexure-I may vary at the time of awarding contract or during the period of AMC. Hence quotations to be submitted per piece basis, along with the total amount. Applicable taxes are to be mentioned separately.
5. The sealed quotations should be superscripted" Quotation for AMC for Computers and Peripherals" and should reach to the undersigned latest by 07th Mar 2018 up to 11:00 AM. The bids will be opened on same day 07th Mar 2018 at 11:00 AM. The price bid will be opened only of qualified bidders.
6. VP reserves the right to accept the quotation other than lowest. To reject any or all the bids without assigning any reason thereof.

Yours Sincerely

(Somesh C Jhingan)
Registrar

DESKTOP COMPUTERS				
Sl.No	Model/Specification	QTY	Rate	Amt
1	HP Compaq d x 6120 MT / P4 3Ghz, RAM 1.5 GB, HDD 240GB	02		
2	HP Compaq 8000 Elite /Core 2 Duo, 3 Ghz, RAM 2Gb, HDD 240GB	11		
3	HCL P4 Core 2, 1.8 Ghz, HDD 160 GB, RAM 1.8 Ghz	02		
4	HP Pavilian HPEL9	1		
5	HP 8300	10		
6	Lenova Think Centre	01		
7	Dell 7040 MT	03		
8	HP-Z 200	01		
SWITCHES				
SI No	Model/Specification	Qty	Rate	Amt
3	D Link Des 1024D	1		
PRINTERS				
SI No	Model/Specification	Qty	Rate	Amt
01	HP Laserjet 1505n	07		
02	HP Laserjet1022	04		
03	HP 2025	01		
04	HP AIO 175	01		
05	HP 1515	02		
06	Kyocera FS1040	01		
07	HP 1020	01		
08	HP 1108	10		
09	HP 2600	01		
10	HP M175A	01		
SCANNERS				
SI No	Model/Specification	Qty	Rate	Amt
1	HP scanjet G2410	02		
2	HP Scanny-3 Portable	1		
3	HP-200	1		
4	HP 4890	1		
UPS				
SI No	Model/Specification	Qty	Rate	Amt
1	UPS 800/1000 VA	35		
2	On Line UPS 2200VA Microtech	01		
3	Maintenance of LAN at Noida & Delhi Office	1		
LAPTOPS				
1	HP 4510	02		
2	Apple Mac Book	02		
3	HP Envy 13-DO14TU	01		
4	Lenovo 310V	07		
5	HP Pro Book 450G2	01		
6	HP Pro Book 4430s	04		
7	Dell54DVD82	01		
8	HP Probook 4421s	03		
9	HP NBPC Pavelion	01		
10	HP15-b-245TU	02		
11	HP5310	01		
Nett Amount: Rs:				

Note- One full time professionally qualified and experience service engineer in hardware maintenance has to be deputed at Noida office permanently on all working days. In case the engineer is absent, alternative arrangement has to be made so as to ensure smooth functioning of the organisation. The service engineer needs to visit Delhi office as and when required. Transportation for the same has to be arranged by the AMC provider.

Annexure-II

- The firm should be in existence for over **3 years** in the trade with Annual Maintenance Contracts worth more than **Rs. 25 Lakhs** per annum during the last 2 years ending 31st March, 2016.
- Audited balance sheet for last three years showing that the bidder has a minimum per annum turnover of at least **Rs. 25 Lakh**.
- Company should be an **ISO 9001:2008& ISO 20000-1: 2005** certified for servicing.
- The firm also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily minimum three Annual Maintenance Contracts of more than **25 Computers** connected in LAN under Linux/Window NT environment for at least two years consecutively.
- Firm should be authorized **Warranty Service Provider** of any one of the companies like /HP /Lenovo/Dell / HCL, etc. The Firm should vendor will be required to liaison with the **O.E.M. for Maintenance** of these computers/servers/UPSs and network equipment's etc.
- Engineer to be deployed under the contract at Vigyan Prasar must have Graduate or 3Years Computer Hardware Diploma or BCA/ B.Sc (IT)/ M.Sc (CS) with or MCSE, MCP, MCITP, and CCNA Certified.
- The contract would be comprehensive excluding batteries for UPS.
- Departments/Ministries/Autonomous Bodies for computer maintenance. Copies of the contract letter in this regard have to be attached as proof.
- The firm should have Work Contract Certificate registered on his name. Copy of the registration certificate is to attached as proof.
- The firm should submit the self-attested photocopy of sale/service tax registration certificates, PAN card issued by income tax department.

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- A fall clause will be effective to the approved rate i.e if the firm undertake the identical work in other ministries /Govt department at the lower rate than approved by the Vigyan Prasar. Firm will charge at those rates from this department as well.
- Full time station engineer will be provided by the firm.
- All statutory taxes will be deducted as per rule.
- In case of damage to the equipment under AMC or to the property of Vigyan Prasar, the same will be made good by the service provider.
- If the service provider does not adhere to Terms & Conditions of the AMC order, he will be made liable to pay such penalties as would be imposed by the competent authority of the VP.
- The firm should quote for complete computer system. Incomplete, part or conditional quotations are not acceptable.
- The bidder should send a demand draft for Rs. 10000/- (Rs. Ten Thousand only) towards Earnest Money Deposit (EMD) **and non-refundable tender fee of Rs: 500.00** in favour of "Vigyan Prasar" , payable at New Delhi, Bidders are requested to write their name and full address at the back of the Bank draft submitted in support of Tender document. Bids not accompanied by the requisite amount of Earnest money shall be rejected out rightly. EMD of successful bidder will be retained as security deposit and others will be returned within 30 days from the finalisation of contract. Payment will be made on quarterly basis. In case advance payment is required, a performance bank guaranty of equal amount valid for the period of AMC would have to be deposited.
- The AMC will be initially for the period of one year from the date of issue of work order which is extendable on mutual consent basis in a span of period of one year but the total period of work will not exceed more than three year from the date of issue of work order, in any case, if the services found satisfactory.

Annexure-III

Check List (Document to be enclosed with technical bid)

1. Copy of registration of firm or any other document in support of, that firm is existence and in trade from last three years.
2. Audited balance sheet of last three years showing the turnover of Rs 25 lakh per annum minimum.
3. Certificate ISO 9001: 2008 & ISO 2000-1:2005 for Servicing.
4. Proof of successful completion of three AMC having more than 25 computers for continuous two years connected in LAN under Linux/Window NT environment.(Attached Work Order)
5. Attached authorised warranty service provider certificate of any one of the company like HP/Lenovo/Dell/IBM/HCL/WIPRO or any other international brand. Certificate must be valid till the completion of contract up to 31st Mar 2018.Incase certificate is not valid for complete AMC period , the firm will submit the certificate issued by the company that validity will be extended in due course.
6. Copy of PAN/ Service TAX/Sale Tax etc.
7. EMD of Rs: 10,000.00 and non-refundable tender fee of Rs: 500.00 in favour of "Vigyan Prasar" in form of Demand Draft.
8. Non submission of any of the above said documents, technical bid will be considered as non-responsive and financial bid will not be considered/will not be opened.