

No. VP/790/AV-EduSAT Maintenance/2012

**Sub: Quotation for Annual Maintenance Contract for Vigyan Prasar Edu-SAT Studio and Satellite Interactive Terminals (SITs)**

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 equipment and software related to Vigyan Prasar Edu-SAT Studio and Satellite Interactive Terminals (SITs) 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 Vigyan Prasar C-24, Qutub Institutional Area, New Delhi office and Satellite Interactive Terminals (SITs) of Vigyan Prasar located around the country **annexure –IV**.
2. AMC is comprehensive, i.e. all the spare parts, excluding UPS battery are to be replaced by service provider free of cost.
  - a. The AMC includes maintenance service for all breakdown calls as reported and confirmed in writing from each user by Vendor within three working days in mainland areas and within seven working days at in assessable areas. Repair or replacement of SITs is included in AMC. No preventive maintenance visit shall be made.
  - b. as a first check on receipt of written complaint from the end-user, a remote access from the hub shall be made to short out the problems of minor nature like wrong IP address, Virus in PC, corruption in programme software etc.

**SHIFTING**

Rate to be submitted separately for shifting

- a. Shifting of SIT with in the premises
  - b. Shifting of the SIT with in city
  - c. Shifting of the SIT out of the SIT
3. If the SIT will not functional as above mentioned time 0.5% per week penalty will be deducted from per SIT AMC rates.

4. Service provider makes to ensure smooth functioning of the network. The service engineer needs to visit Delhi office and other SITs as and when required. Transportation for the same has to be arranged by the AMC provider.
5. Number of desktop PCs peripherals and software is 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 SIT basis, along with the total amount. Applicable taxes are to be mentioned separately.
6. The sealed quotations should be superscripted" Quotation for AMC for Computers and Peripherals and software for Edu-SAT" and should reach to the undersigned latest by 29th May 2017 up to 03:00 PM. The bids will be opened on same day 29th May 2017 at 03:30PM. The price bid will be opened only of qualified bidders.

#### **SELECTION PROCEDURE**

7. Price bid of qualifying bidder will only be opened. Weight assigned for shifting of SIT is 30% and for AMC of other items will be assigned 70%.
8. Proposal will finally be ranked to their combined score of follows.
  - a. Total price for shifting of SIT/100×30= 30%
  - b. Total price of AMC of computers, peripherals and software/100×70= 70%

#### **PAYMENT METHOD**

Quarterly payment shall be made based on Invoice raised from vendor. Reports of breakdown calls attend shall be provided along with Invoice. A nodal officer shall authorized and endorse such certificate for releasing payment.

Yours Sincerely

(Somesh C Jhingan)  
Registrar

**Annexure I**

**Ku-Band DVB-RCS SIT with classroom peripherals**

<b>Sr. No</b>	<b>ITEM</b>	<b>Qty</b>
<b>1.0</b>	<b>Ku-band SIT</b>	
1.1	1.2M Antenna with Mount, 2W BUC, IDU, LNBC etc. (Advantech Satellite Network) VSAT electronics included	<b>01</b>
1.2	Site Integration Items	
1.3	Ku Band PLL LNBC	
<b>2.0</b>	<b>Classroom End Peripherals</b>	
2.1	Video Capture Computer with XPRO configured (HP Pro 3090) and TFT Monitor 18.5" (or eqvt.)	01
2.2	OSPREY Card (230)	01
2.3	Geforce Graphic card with S-Video and PAL conversion	01
2.4 a	LMS Client Software (Robo Group)	
2.4b	Compatible Antivirus Software with one year license	01
2.5	Video Handycam with Tripod (Sony – DCR SR 68E)	01
2.6	UHF Wireless Microphone (MIPRO – MH801A)	01
2.8	Speaker with Amplifier and cables (BOSH – LBD 1906, LBD 8973)	01
2.9	Multimedia Projector (BENQ – MP 525P)	01
2.10	Screen <b>Screen Included (32' TV)</b>	01
2.11	Student End Software (Robo Group)- License 01 TrainNet + <b>LearnMate</b>	
2.12	1 KVA UPS with Four hour Battery Backup	01
2.13	Earthing Kit including earthing and GI Pipe	01
2.14	SMPS battery charger for Batteries	

## Annexure-II

- The firm should be in existence for over 3 years in the trade with Annual Maintenance Contracts. with turnover more than Rs. 7 Lakhs per annum during the last 2 years ending 31st March, 2017.
- Certificate for turnover from the chartered accountant may be enclosed.
- Company should be an ISO 9001:2008& ISO 20000-1: 2005 certified for servicing.
- The firm also must have expertise and experience in LAN and maintenance of Satellite terminals troubleshooting. The bidder should have executed satisfactorily at least one Annual Maintenance Contract.
- Firm should be authorized Warranty Service Provider of any one of the companies like HP /Lenovo/Dell / HCL, etc. The Firm / vendor will be required to liaison with the O.E.M. for Maintenance of the computers/servers/UPSs and network equipment's etc. as Annexure I
- Vendor should produce the licence of the preparatory items and software
- The contract would be comprehensive excluding batteries for UPS.
- The vendor must attach of the proof of work (Departments/ Ministries/ Autonomous Bodies for computer maintenance.).
- The firm should submit the self attested photocopy of sale/service tax registration certificates, PAN card issued by income tax department.
- 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.
- 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 and any of SIT, 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 bidder should send a demand draft for Rs.20000/- (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.

- The AMC will be initially for the period of one year from the date of issue of work order and 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.

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. Certificate for turnover from the chartered accountant may be enclosed.
3. Certificate ISO 9001: 2008 & ISO 2000-1:2005 for Servicing.
4. Proof of successful completion of one 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 2017.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: 20,000.00 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.

**ADDRESS AND CONTACT DETAILS  
OF  
SATTILITE INTERACTIVE TERMINAL'S (SIT)**

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