

**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 by service provider free of cost. Standby arrangement has to be made by the service provider in case the down time of the machine is over 48 hours.
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 26th Feb 2015 up to 03:00 PM. The bids will be opened on same day 26th Feb 2015 at 03:30PM. 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

**Annexure-I**

Desktop Computers		
SI No	Model/Specification	QTY
1	HP Compaq d x 6120 MT / P4 3Ghz, RAM 1.5 GB, HDD 240GB	6
2	HP Compaq 8000 Elite /Core 2 Duo, 3 Ghz, RAM 2Gb, HDD 240GB	20
3	HCL P4 Core 2, 1.8 Ghz, HDD 160 GB, RAM 1.8 Ghz	1
4	HP Pavilion HPEL9	1
5	I Ball P4, 3 Ghz, Ram 1.5 GB, HDD 80GB	1

Laptop		
SI No	Model/Specification	QTY
1	Laptop HP 4510s	4

Switches		
SI No	Model/Specification	Quantity
1	Cisco Catalyst 3750	1
2	3Com	2
3	D Link Des 1024D	2

Printers(Black & White)		
SI No	Model/Specification	Qty
1	HP Laserjet 1505n	9
2	HP Laserjet1022	4
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3	HP Laserjet 1010	1
4	HP 1510	1
5	HP Business Inkjet 1000	1
6	HP Officejet 5610 all-in-one	1
7	HP 1020	3
8	HP 1200	1
9	HP 1007	1

Scanners		
SI No	Model/Specification	Qty
1	HP scanjet G2410	6
2	3500C	1
3	HP scanjet 5590	1
4	HP scanjet 8390	1

Servers		
SI No	Model/Specification	Qty
1	HP Proliant ML-150	2
2	HP Proliant ML-370	1

UPS		
SI No	Model/Specification	Qty
1	APC-800	21
2	APC-1000	1
3	Pulsetech	20
4	Kepron	1

On-Line UPS		
SI No	Model/Specification	Qty
1	On-Line UPS Uniline 02 KVA	1
2	On-Line UPS APC 3 KVA	1
3	On-Line UPS Luminous 5 KVA	1
4	KVM Switch 04 Port Avocent Switch	1
5	Maintenance of LAN at Noida & Delhi Office	1

Printers(Colour)		
SI No	Model/Specification	Qty
1	HP Colourjet CP 1515n	3
3	HP Laserjet 2600n	2
4	HP Laserjet 2605n	1
5	HP Laserjet CP2025	1
6	HP Laserjet 1000 colour MFPM175a	1

## Annexure-II

- The firm should be in existence for over **3 years** in the trade with Annual Maintenance Contracts worth more than **Rs. 10 Lakhs** per annum during the last 2 years ending 31st March, 2014.
- Audited balance sheet for last three years showing that the bidder has a minimum per annum turnover of at least **Rs. 10 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 one Annual Maintenance Contract of more than 25 **Computers** connected in LAN under Linux/Window NT environment for at least two years consecutively.
- Firm should be **Authorized Supplier** of any one of the companies like /HP/Lenovo / Dell / etc. The vendor will be required to liaison with the **O.E.M. for Maintenance** of these computers/servers/UPSs and network equipment's etc.
- Firm should be authorized **Warranty Service Provider** of any one of the companies like /HP /Lenovo/Dell / 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 firm should be authorised service provider of at least one of the following brands: HP,IBM,HCL,WIPRO or any other reputed international brand.
- 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 in Their name. Copy of the registration certificate is to attached as proof.
- The firm should have PAN by income tax department.
- The firm should have sale Tax and Service tax registration certificate issued by the Govt.Copy to be attached.

**Please Turn Over**

- 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.
- Incase 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) in favour of " Vigyan Prasar" , payable at New Delhi towards Earnest Money Deposit (EMD), 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 10 lakh per annum minimum.
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.
6. Copy of PAN/ Service TAX/Sale Tax etc.
7. Work Contract Certificate on the name of the firm.
8. EMD of Rs: 10,000.00 in favour of "Vigyan Prasar" in form of Demand Draft.
9. 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.