

Sub: Quotation for Annual Maintenance Contract for Computer & Peripherals

Vigyan Prasar, an autonomous organisation of Department of Science & Technology, Govt. of India, invites bid for Comprehensive Annual Maintenance Contract (CAMC) of Computers and its peripherals, servers, switches and LAN as per specification given in Annexure-I.

Eligible vendors as per eligibility criteria mentioned in Annexure-II, are requested to submit their quotation in two bids, Technical and Commercial bids in two separate envelopes and both should be put up in a another sealed envelope. The Technical Bid must be submitted as per Annexure-III and the Financial Bid as per as per Annexure-I.

The sealed quotations must be superscripted “Quotation for AMC for Computers and Peripherals & enquiry No., date of opening”, addressed to Registrar, Vigyan Prasar by 14.08.2020 up to 17:30 hrs. The bids will be opened on 17.08.2020 at 11:00 hrs. The Financial bid will be opened only of the qualified bidders. If technical and commercial bid not submitted separately, the same (Bid) will not be considered and summarily rejected

GENERAL TERMS AND CONDITIONS

1. The scope of work covers comprehensive maintenance of Personal Computers, Printers, Scanner, laptops, etc. installed at Vigyan Prasar, NOIDA and Delhi Office.
2. The scope of work also includes maintenance of software procured by this office and installed in the computer and peripherals.
3. The AMC service provider shall also be responsible for regular cleaning of all hardware using suitable cleaning material (disinfectant) and equipment on monthly basis.
4. The AMC service provider shall maintain the equipments as per manufacturer’s guidelines and shall use genuine/OEM components for replacement.
5. The AMC service provider also must have expertise and experience in LAN troubleshooting. The AMC service provider should have executed satisfactorily minimum three Annual Maintenance Contracts of more than 25 Computers

connected in LAN under Linux/Window Server environment for at least two years consecutively.

6. One full time professionally qualified and experienced service engineers in hardware& network maintenance has to be deputed at Noida on all working days (Service Engineer will also be covering Delhi office at Prithvi Bhawan). The service engineer needs to visit both the office as and when required. Transportation for the same has to be arranged by the AMC service provider. Engineers to be deployed under the contract at Vigyan Prasar must be Graduate with 3 Years Computer Hardware Diploma holder or BCA/ B.Sc (IT)/ M.Sc (CS) with or equivalent Certificate like MCSE, MCP, MCIPP & CCNA are desirable. In case, the engineer is absent, alternative arrangement has to be made so as to ensure smooth functioning of the organisation.
7. A logbook/call report shall be maintained in which the Maintenance engineers shall record all the complaints made. All the complaints shall be attended by them in the following manner:
 - i. Minor faults immediately.
 - ii. Fault will have to be rectified in 24 hours, failing which Contractor will provide a substitute item till the time the fault is removed.
 - iii. The firm shall be responsible for taking backup data and program available on PCs before attending the fault and shall also be responsible for reloading the same. The backup copies are to be returned to the users under acknowledgment.
 - iv. The AMC service provider shall be responsible to coordinate with manufacturer companies.
 - v. The AMC service provider shall have the required drivers (CDs, DVDs, and USB) for maintaining the PCs and peripherals for configuring them.
 - vi. Repair and servicing of equipments can be carried out at site or at the AMC service provider's workshop after attending the complaint by replacement method and resolving the fault and the same shall be done within 7 days of the receipt of the complaint.
 - vii. Maximum acceptable downtime will be one working day for all locations. Penalty for not resolving the calls within the time as indicated will be Rs. 500/-per working day per location wise.
 - viii. 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.

8. 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.
9. All statutory taxes will be deducted as per rule.
10. 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.
11. 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.
12. The firm should quote for complete computer system. Incomplete, part or conditional quotations are not acceptable.
13. 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. No tender fee is required to be submitted if tender document downloaded from website. 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 outrightly. EMD of successful bidder will be retained as security deposit and others will be returned before the 30th day after the award of contract. Payment will be made on quarterly basis.
14. 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 on yearly basis. 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.
15. VP reserves the right to reject any or all the bids without assigning any reason thereof.

The scope of maintenance covers:

1. The AMC service provider should have experience in the field of repairs and maintenance of Computer Hardware and its Peripherals, etc. The vendor should have a presence in Delhi NCR region.
2. The maintenance contract will be effective from the date of signing of contract between the AMC service provider and the Registrar, Vigyan Prasar and will be valid for a period of one year which may be extended for another one year on same rate, terms and conditions on mutual consent basis.
3. Maintenance service will be carried out during normal working hours of Vigyan Prasar, Delhi and NOIDA office.
4. The AMC service provider shall provide all assistance at the time of shifting, relocating the computer systems and in up gradation of software.
5. The AMC service provider will arrange for maintenance of Computers and ancillary peripherals like Monitor/CPU/Keyboard/Mouse/CD Drive/DVD/Writer/other storage Devices/Printers and other accessories added thereto. The AMC service provider will also be required to set right errors in software/programs, removal of viruses and load all Drivers etc. whenever required. All other incidental and ancillary support shall also be provided. The contract will be on comprehensive basis, inclusive of repairs and replacement of spare parts without extra payment.
6. The AMC service provider shall conduct preventive maintenance and servicing of all the equipments once in a month irrespective of whether the equipment has suffered a break down or not (i) Scanning the hard disk drive for bad sectors or anything. (ii) Checking and cleaning the mouse and keyboard for proper operation (iii) servicing and cleaning of machines and printers (iv) cleaning of CD/DVD drive and check the head alignment etc.
7. Annual Maintenance Contract (A.M.C.) would be comprehensive i.e. including cost of new/ original spares for proper functioning of all systems and subsystems. If any part gives repeated problem i.e. two repairs in a maximum period of 2 months' time then it must be replaced immediately by the AMC service provider with an original new one.
8. Being a comprehensive contract, all liabilities arising out of any fault/ replacement of any parts etc. will be borne by the AMC service provider firm, if not mentioned separately otherwise.

9. The AMC service provider would take up on pro rata basis, the AMC of any additional system coming out of warranty or newly acquired during the term of the AMC and would specify the pro rata cost for the same. The same condition shall be applicable for deletion of item.
10. A.M.C. will not include computer stationery like paper / ribbons/ laser jet toner/ inkjet & tape cartridges. However, comprehensive A.M.C. includes all plastic items, knobs, movable/ rotational parts necessary for normal operation of the original equipment excluding only the stationery items like tapes, ribbons, toners, cartridge etc.
11. Unscheduled, on-call corrective & remedial maintenance services are also to be carried out to set right malfunctions of the system. This includes replacement of unserviceable parts/peripherals. The parts replaced will either be new parts or equivalent in performance to new parts. Whether a defective item or components is to be replaced or repaired shall be at the sole discretion of the service provider/ AMC service provider firm. Any problem related to device driver shall have to be attended by the service provider / AMC service provider firm.
12. In case the engineer is not able to resolve the first level trouble shooting he shall be responsible for coordination and resolution through the respective manufacturer/supplier.
13. Payment will be made on quarterly basis, only after the completion of Service for the quarter to the satisfaction of the Department. Penalty (if any) shall be deducted from the running payments.
14. This Office reserves the right to terminate the Contract at any time within the year by giving one month notice.
15. Maintenance of all software already installed in the Personal Computers and peripherals and the software to be installed at later stage.
16. Providing basic training on the use of PC to user, if required.
17. Software support with reference to installation of operating system software(s), and their updated versions, word processing software, spreadsheet software, database software, DTP software, presentation software, MS Office updated versions etc must be provided in case of any problem is reported by the user.
18. The A.M.C service engineers shall also provide assistance to users in installing the various packages and in taking proper backup copies of the same wherever recommended/ required. The A.M.C service engineers shall prepare and maintain a database of software license key installed in PCs.

ANNEXURE-I

DESKTOP COMPUTERS				
Sl.No	Model/Specification	QTY	RATE	Amount
1	Acer M-200 Desk Top	20		
2	HP Compaq 8000 Elite /Core 2 Duo, 3 Ghz, RAM 2Gb, HDD 240GB	05		
3	HP Pavilian HPEL9	01		
4	HP 8300	09		
6	Dell 7040 MT	02		
6	HP Pro 3090	02		
7	HP-Z 200	01		
	Total (A)	40		
SWITCHES				
Sl No	Model/Specification	Qty	Rate	Amt
1	D Link Des 1024D	01		
2	Cisco server Switches WS-C2960X-48 TD-L	01		
3	Cisco server Switches WS-C2960X-24PD-L-370W	01		
	Total (B)	03		
PRINTERS				
Sl No	Model/Specification	Qty	Rate	Amt
01	HP Laserjet 1505n	06		
02	HP Laserjet1022	04		
03	HP 1020	01		
04	HP 1108	10		
05	HP M175 A	01		
06	Hp 2600 N	01		
07	Brother Col. Printer	06		
08	Samsung All in one C-480 W	01		
09	HP a10 mf 1005 Col	01		
10	HP A10 MF 181 FW COL	01		
11	Brother MF Printer (Fax Machine)	02		
12	Cannon MF 631 COL	06		
13	HPM 20ZDW B/W	01		
14	HP MFP 181 FW COL	01		
15	HP MFP 1136 M B/W	06		
16	HP Laserjet M180N COL	01		
17	Recho 250 Dn Col	01		
	Total (C)	50		
SCANNERS				
Sl No	Model/Specification	Qty	Rate	Amt
1	HP Scanny -3 Portable,	01		
2	HP-200,	01		
3	HP 4890,	01		

4	Cannon Lide-120 Black	07		
	Total (D)	10		
No	Model/Specification	Qty	Rate	Amt
	UPS			
1	500 Va	07		
2	600 Va	13		
3	650 Va	03		
4	800 Va	03		
5	1000 Va	20		
6	1050 Va	01		
7	3 KVA	03		
8	20 KVA	01		
9	Maintenance of LAN at Noida	01		
10	Maintenance of LAN at Delhi Office	01		
	Total (E)	53		
LAPTOPS				
1	Apple I MD 101 HN A Laptop	01		
2	Apple Mac Book Pro Laptop 13 inch	01		
3	Apple Mac Book Pro Laptop 12 Inch	01		
4	Lenovo Tablet MIIX 3-1030	01		
5	HP Envy 13-DO14TU	01		
6	Lenovo 310V	07		
7	HP Pro Book 450G2	01		
8	HP Pro Book 4430s	04		
9	Dell54DVD82	07		
10	HP NBPC Pavelion	01		
11	Lenovo IdeaPad 520	01		
	Total (F)	26		
Total Amount (A+B+C+D+E+F) (Exclusive of all taxes)				

(Signature of Bidder)

Eligibility Criteria

Annexure-II

1. 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, 2019.
2. Audited balance sheet for last three years showing that the bidder has a minimum per annum turnover of at least **Rs. 25 Lakh**.
3. Company should be an **ISO 9001:2008& ISO 20000-1: 2005** certified for servicing.
4. The firm also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily minimum three Comprehensive Annual Maintenance Contracts of more than 25 **Computers** connected in LAN under Linux/Window NT environment for at least two years consecutively.
5. Firm should be authorized **Warranty Service Provider** of any one of the companies like /HP /Lenovo/Dell / HCL, 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.
6. Engineers to be deployed under the contract at Vigyan Prasar must be Graduate with 3 Years Computer Hardware Diploma holder or BCA/ B.Sc (IT)/ M.Sc (CS) with or equivalent Certificate like MCSE, MCP, MCIPP & CCNA are desirable.
7. Copies of the CAMC contract with other Department/Ministries/Autonomous Bodies for computer maintenance must be attached as proof.
8. The firm should have Work Contract Certificate registered on his name. Copy of the registration certificate is to attached as proof.
9. The firm should submit the self-attested photocopy of sale/GST registration certificates, PAN card issued by income tax department.

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. Balance sheet/ITR of last three years showing the turnover of Rs 25 lakh or more per annum.
3. 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)
4. 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 2020. Incase certificate is not valid for complete AMC period , the firm will submit the certificate renewed by the company with validity of period covered under AMC.
5. Copy of PAN/ GST etc.
6. 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. No tender fee is required to be submitted if tender document downloaded from website.
7. Non submission of any of the above said documents, technical bid will be considered as non-responsive and financial bid will not be considered and summarily rejected.
8. Exemptions for EMD/Tender fee can be availed as per GOI orders. While claiming any exemption, the bid/application should be supported with relevant GOI orders, failing which the application/bid would not be considered for exemption. The documents furnished in support of exemption claimed will be subject to scrutiny. In case any of the documents provided in this regard is not found to be commensurate with the requirements enunciated in the GOI guidelines for availing exemptions, the bid(s) will be rejected at the cost of the Bidder.