

केन्द्रीय सूचना आयोग
Central Information Commission
2 तल, विंग बी / 2nd Floor, 'B' Wing
अगस्त क्रान्ति भवन / August Kranti Bhavan
भीकाजी कामा प्लेस/ Bhikaji Cama Place
नई दिल्ली - 110066 / New Delhi – 110066

F.No. 8/4/2011-CIC-Admn.

Date: 01/03/2011

OPEN TENDER NOTICE

You are invited to submit your quotation for following works as per terms & conditions enclosed with this tender;

- I. Maintenance of Hardware, Software of computers, UPSs and Printers & MFD's (Detailed description is enclosed at Schedule-I)
- II. Deployment of Qualified Engineer(s) on Computer Hardware/Software on all working days (Monday to Friday) from 9.30 a.m. to 6.00 p.m. at two different location of CIC, i.e. (i) August Kranti Bhavan at Bhikaji Cama Place, New Delhi and (ii) Old JNU Campus, Ber Sarai, New Delhi.

2. Bid Price:

- a. The AMC shall be for maintenance of Computers, Printers & MFD's, UPS, installed in CIC, as described in Schedule-I. The bidder may quote rate for items in the format of quotation attached. The Bid price however shall include cost of all the items indicated in para 1 above.
- b. The other terms and conditions will be regulated as per the Terms and Conditions indicated in this tender.

3. Validity of quotations:

The quotation shall remain valid for a period of 45 days after the tender opening date.

4. Evaluation of quotations:

This office will evaluate and compare the quotations determined to be substantially responsive i.e., which are;

- a) properly signed, and
- b) confirm to the terms and conditions and specifications.

The evaluation would be done for all the items put together.

5. Award of contract:

The Competent Authority will award the contract to the bidder whose quotation has been determined to be as per terms & condition.

6. You may visit the office to understand the scope of work during working hours.

7. Last date and time of receipt of quotations:

You are requested to submit the sealed quotations latest by **23rd March, 2011 at 1430 hrs.** The quotations will be opened on the same day at 1500 hrs. Bids received after this date and time will not be entertained.

We look forward to receiving your quotation.

Yours faithfully,

Name: Pradip Kumar Sharma
Designation: Joint Secretary/MoRe
Phone: 26183997
e-mail: pradip.ks@nic.in

For & on behalf of
Central Information Commission

Terms & conditions, Stipulation and Information for the AMC of Computers, Printers and UPSs:

1. Eligibility Criteria:

- 1.1 The bidder should have at least three years experience in Annual Maintenance of Computer System, peripherals and accessories.
- 1.2 The bidder should have three running contracts with any Govt./Semi Govt. Dept/PSU for total value of not less than Rupees Two Lakhs.
- 1.3 The minimum annual turn over for each of the past three years should be minimum Rupees Ten Lakhs in repairs and maintenance of computer system, peripherals and accessories.

2. Testimonial and records to be furnished

The bidder should enclose the following records duly self certified in support of their quotation;

- a) Satisfactory performance of similar contract.
- b) Copy of three years Audited Balance Sheet and Profit and Loss account.
- c) Copy of Income Tax Registration Certificate/ PAN, Service Tax.

In the absence of any of the aforesaid documents, the bids may not be considered.

Form 'A' (Experience & Running Contracts)

Sl. No	Name of Govt./Semi-Govt./PSU Organization (With Address and Phone Number)	Experience (For 3 years)		Nature of Experience
		From (Date)	To (Date)	
1				
2				
3				

Form 'B' (Turnover and Profitability)

Sl. No	Financial/Accounting year	Profit	Loss	Annual Turnover (from repairs and maintenance Services)
1	2007-08			
2	2008-09			
3	2009-10			

3. Terms & Conditions:

- 3.1 The Annual Maintenance Contract includes preventive as well as breakdown maintenance. Schedule for Preventive maintenance will be once in six months for all the system covered in AMC. The firm will submit calls sheet/PM Report to the office of JS-MoRe in CIC. In case of failure the penalty will apply.
- 3.2 The agency shall depute well- qualified and experienced service engineer(s) in computer maintenance on each working day for attending to the routine maintenance.
- 3.3 AMC shall cover replacement of any part necessary for keeping the computer systems active and free from any defects. The replacement of all spares is included in the AMC **except consumable likes Toner, Cartridge etc.** Also, the faulty Power Adapter, Power cables etc. will be replaced by the firm.
- 3.4 Whether a defective item or components is to be replaced or repaired shall be at the sole discretion of the firm. In case of replacement of a part, the defective part removed from the system will become the property of the firm.
- 3.5 All defective parts shall be replaced with good quality and OEM branded parts by the service provider without any extra charge. The agency shall provide original make genuine parts/components of similar configurations. Used/repaired parts of any other brand from any other source are not acceptable.

- 3.6 The agency shall produce the Cash Memo's /Certificate/Document in proof of providing genuine components to replace the faulty ones on demand.
- 3.7 The Company shall ensure to abide by the copy right, intellectual property rights and other laws as applicable for providing any replacements for any components/ software. Any violation of any legal requirement by the agency in this regard shall lead to termination of the contract forthwith and forfeiture of Security Deposit.
- 3.8 This contract will be inclusive of OS support on all the systems covered under this contract. Any problem related with OS maintenance, reloading of OS with all device drivers, OS upgrade, device drivers, system configuration and network configuration will be attended & rectified by the firm. All required device drivers will be provided by the firm. For OS reinstallation, CIC will provide the OS software.
- 3.9 To monitor the maintenance activity and to discuss other related matters, a fortnight meeting between CIC and the firm will be held.
- 3.10 Anti-Virus Support/Software will be provided by CIC.

4. Validity of Contract:

- 4.1 The Contract shall be valid for a period of one year from date of award and may be extended by another year or part at the sole discretion of CIC. CIC will have exclusive right to terminate the contract by giving one month notice.
- 4.2 The company has to give 3 month's advance notice, if they wish to leave the contract before scheduled expiry. Contravention of the same would leave to forfeiture of performance guarantee/security money along with all outstanding dues.

5. Standard of performance and Penalty for failures:

- 5.1 The agency will ensure 95% uptime in respect of desktop PCs & printers & MFD's. In case of failure to set right the computer within 48 hours penalty will be levied.
- 5.2 The downtime penalty charges, if not rectified within 48 hours, will be as follows;

Sl.No.	Item	Amount(Rs)/day
(i)	Desktop PC	Rs. 300 per PC per day
(ii)	3 in 1 Printer (MFD)	Rs. 200 per unit per day
(iii)	Printer (Ordinary)	Rs. 150 per unit per day
(iv)	UPS	Rs. 100 per unit per day

- 5.3 In case of failure of the agency to rectify any of the defects within 7 days, CIC may get the same rectified at the risk and cost of the agency.
- 5.4 If the agency repeatedly fails to rectify the faults for a period exceeding 7 days, apart from the repairs at their risk and cost, CIC may terminate the contract of the agency forthwith and may forfeit the security deposit.
- 5.5 The agency shall, in no case, replace any item/component with inferior item and if found doing so, the contract shall stand terminated forthwith and security deposit shall be forfeited.
- 5.6 CIC reserves the right to reject any or all the bids and cancel the tender without assigning any reason.

- 5.7 The calls received centrally, shall be provided daily to the concerned service engineer(s) by the concerned official of CIC, and shall be attended immediately on receipt of the same.
- 5.8 The firm shall maintain proper service call sheets, which will be duly signed by the engineer and the user of the equipment.
- 6. Payment Terms:**
- 6.1 The comprehensive maintenance charges shall be payable to the service provider in four equal quarterly installments and paid at the end of each quarter of AMC period after deducting penalties.
- 6.2 Any increase or decrease of taxes, duties or prices of components, etc, will not affect the AMC rates during the entire period of AMC.
- 6.3 Any such clause(s) and / or terms and conditions, that the bidder desired to include for providing service / supply goods, should be clearly mentioned in the bid.
7. **Earnest Money :Rs. 7,000/- (Rupees Seven Thousand only)** shall be deposited along with tender in the shape of Bank Draft, F.D.R.s drawn in favour of **Pay & Accounts Officer, CAT, New Delhi**. Tenders will not be entertained without Earnest Money.
8. **Performance Security:** Successful Vender have to deposit Performance Security equivalent to 5% of total contract value in the form of Bank guarantee at the time of signing the AMC agreement. The validity of performance Security will be 14 months from the date of commencement of A.M.C. The release of Performance Security would be subject to satisfactory completion of contractual obligation.
9. The Head of the Department of the Commission would be the competent authority of Central Information Commission, to certify that they have completed all the works and contractual obligations in full, to the entire satisfaction of this Office.
10. In the event of dispute, the Chief Information Commissioner of the Central Information Commission or his nominee shall be the sole arbitrator. All disputes arising shall be resolved before the competent court having jurisdiction/area where the Commission is located.

DECLARATION

I/We have read the above terms and conditions carefully, understood them thoroughly and agree to abide by them.

Place:

Date:

Signature(s) of the proprietor/partners
or authorized signatory
(with firm/company seal)

Schedule - I

Details of Computers and peripherals to be covered under A.M.C

Items	No.
1. Desktop PC Pentium IV and above (HP,HCL, Lenovo, etc.)	110
2. UPS Rating 0.75 KVA to 1 KVA	105
3. 3 in 1 Printers (MFD) (Scanner, Printer, Copier & Fax) (of all makes/Model)	30
4. Laser Printer (Ordinary)	55

Financial Bid

Format for Financial Bid for AMC of Computers and peripheral

Sl. No	Item Description	Qty	AMC per unit	AMC for the period	Service Tax	Total AMC (yly)
1	Computers Pentium IV (HP,HCL, Lenovo, etc.)	110				
2	UPS Rating 0.75 KVA to 1 KVA	105				
3	Multifunctional Device (Fax, Scanner, Printer, Copier) (Of all makes/model)	30				
4	Laser Printers (All makes/model)	55				

Note: The format above is guidance purpose necessary modification can be made if required

ANNEXURE-A

PREVENTIVE MAINTENANCE OF COMPUTER DESKTOPS, PRINTERS INSTALLED AT CIC

Registry/Section :
Location/Room No. :
Telephone No. :
Period :
Date :
M/c Type (with S.No) :
M/c Configuration :

(A) System

i) Cleaned- Dust (Y/N) :
 FDD/HDD (Y/N) :
 CDROM(LENS) (Y/N) :
 CPU (M/B etc.) (Y/N) :
ii) Configuration Checked (Y/N) :
iii) OS/Drive Checked (Y/N) :
iv) Network Connectivity OK (Y/N) :
v) Performance OK (Y/N) :

(B) Virus Checked OK (Y/N) :
i) Virus Scanner Used :

General Layout :
Suggestions (If any) :
Remarks :

User

Name :
Designation :
Email-id :
Telephone No. :

Officer In charge

Name :
Designation :
Email-id :
Telephone No. :

Engineer

Name :
Organization :

ANNEXURE-B

Format for Calls Sheet for breakdown maintenance for Computers

ADDRESS:

MONTH & DATE:

Failure Date/Time	Complaint Date/Time	Booking Comp. No.	Attended Date/Time	Repaired Date/Time	Downtime in days	Engr. Name & Sig.	Remarks
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