



Indian Council of World Affairs
Sapru House, Barakhamba Road
New Delhi

ICWA/IT/AMC/872/21/2013

Dated: 5-08-2013

NOTICE INVITING TENDER

**Subject: Annual Maintenance Contract (AMC) of Computer/Printer/Server/Scanner/
Laptop/UPS etc. in the Indian Council of World Affairs**

Sealed quotations are invited for the Annual Maintenance Contract for Computers/Lap Tops/Printers/Servers/Scanners/UPSs and other related peripherals installed in Sapru House, Barakhamba Road in New Delhi and at the residences of entitled Officers within the municipal limit of the city of Delhi/New Delhi. The general scope of work includes:

- (a) The contract would be non-comprehensive i.e. excluding replacement of parts of Original Equipment's Manufacturers (OEM).
 - (b) Upkeep and maintenance of the hardware installed.
 - (c) To provide and maintain the required drivers for additional peripherals and hardware for maintaining the equipment's.
 - (d) Repair to be carried out at the location of the equipment.
 - (e) Stand by arrangement to be made in case the equipment is to be taken to workshop for repairs.
 - (f) Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.
 - (g) Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
 - (h) Any other maintenance work to be undertaken related to the computers/peripherals.
2. Interested firms are hereby requested to furnish their proposals/rates through two bid system i.e. Technical Bid (Annexure-A) and Financial Bid (Annexure-B).
3. The list of computers, printers, servers, laptops, UPSs etc. is attached as Annexure-B. However, new equipments purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/ maintained at the same terms and conditions, and the AMC has also to be done at the same term and conditions for these new equipments. Council reserves the rights to add/remove any item from AMC during the contract period.
4. The Technical and financial terms and conditions of AMC shall be as follows:
- (i) The firm/company must be registered as a firm or as a company with the Registrar of Firms or Registrar of Companies.
 - (ii) The firm/company should be in existence for over 3 years in the trade as on 31.03.2013 with maintenance turnover of more than Rs.50 lakh per annum during the last 3 years
 - (iii) The firm/company should have a previous experience in maintenance of such equipments with Government Department/Public Sector Undertaking in Delhi of maintaining not less than 1000 computers per year in each Department/PSU.

Necessary papers must accompany the technical bid. The company should furnish its Downtime Statement of previous maintenance work in a Govt. office in Delhi for the last three years.

- (iv) The firm/company must have expertise in on-site maintenance and repair of servers, computers, Laser/Inkjet printers, network components, scanners peripherals and other hardware parts and accessories.
- (v) The firm/company applying for this tender would produce certificates for the previous financial year from the concerned authorities about the payment of service tax, income tax, works contract tax and any other tax applicable and should have valid ESI and PF registration.
- (vi) The replacement of any part of the computer/peripherals, whenever required, will be provided by the Council.
- (vii) The firm/company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN Number, Service Tax number, etc.
- (viii) Audited balance sheet for last three years showing that the bidder has a minimum per annum turnover of at least Rs. 15 Crore.
- (ix) Company should be an ISO 9001:2008 & ISO 20000-1: 2005 certified for servicing.
- (x) 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.
- (xi) Firm should be authorized Warranty Service Provider of any one of the companies like /HP /Lenovo/Dell /IBM etc. & certified copy of the same has to be submitted against this tender.
- (xii) List of Engineers with Resumes deployed under the contract must have Graduate or 3 Years Computer Hardware Diploma or BCA/B.Sc (IT)/M.Sc (CS) with or MCSE, MCP, MCITP, and CCNA Certified.
- (xiii) Customer satisfactory certificate (at least 05 Nos. of Copy) issued by the clients (by Govt. Deptt. only).
- (xiv) List of customer along with copies of order of AMC executed within last 3 years.
- (xv) Income tax clearance certificate for the last two years must be attached.

5. The other terms and conditions for awarding the AMC shall be as under:

- (i) The vendor will provide one qualified engineer, with experience of at least three years in Govt. /PSU Sector, resident service engineers on all the working days from 9.00 A.M. to 5.30 P.M for attending and redress of complaints on all working days. The engineer shall also be available on holidays as per requirement of the Council, if needed. Engineer should be equipped with mobile phones to ensure their availability. An amount of Rs.400/-will be deducted if Service Engineer remains absent/leave without providing substitute.
- (ii) The initial period of contract will be for one year from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by the Council, based on the performance of the service provider.
- (iii) The firm/company will prepare log books for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, printer, key Board, Mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A preventive Maintenance Report from the user would be submitted to concern Section failing which an amount of Rs.200/-as a penalty would be imposed.

- (iv) The firm will be responsible for taking backup of data programmes and application available on the computer whenever necessary before attending the fault and will be also responsible for restoring the data, programmes and applications after removing the fault to the satisfaction of the user. The vender must also ensure restoring of all backups to the user under its acknowledgement.
- (v) The service engineer would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by for the same.
- (vi) If the firm fails to carry out repairs within 24 hours, to the satisfaction of the user, a penalty of Rs.200/-(Rupees two hundred only) per day or part thereof will be charged for delay beyond the one day till such time the PC/accessories are repaired. The Servers installed would need to be attended within 2 hours of complaint failing which appropriate penalty as determined by the Competent Authority in the Council would be levied. A call sheet duly signed by the user of the server should be submitted to the concern Officer after successfully attending the call.
- (vii) The successful bidder shall provide necessary support for maintaining virus free computer environment in the Council and help in upgrading the Software's/ Virus Detection mechanism.
- (viii) Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the computers and peripherals work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract. In case any damage on the systems of the Council is found, compensation which would be determined by the Competent Authority will have to be paid by the firm.
- (ix) An Earnest Money Deposit (EMD) of Rs. 10,000/-(Rupees ten thousand only) through a Bankers Cheque/Demand Draft on any scheduled bank in Delhi drawn in favour of "Indian Council of World Affairs" New Delhi must accompany the quotation letter. Quotation received without earnest money will not be considered. Earnest money received from other unsuccessful tenders will be returned without interest on demand. The security deposit will be refundable after successful completion of the contract to the adjustment of dues against the contractors.
- (x) It may also be noted that in case of contractor backing out in mid-term without any explicit consent of this Council, the firm/company will be liable to recovery at higher rates, vis-a-vis, those contracted with it, which may have to be incurred by this Council on maintenance of machines for the balance period of contract through alternative means.
- (xi) The above act of backing out would automatically debar the firm from any further dealing with this Council and the EMD/performance guarantee amount would also be forfeited.
- (xii) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactory rendering of service would be made.

6. The interested firm may submit sealed envelopes, before **30 August, 2013 1600hrs**, for "Technical Bid" and "Financial Bid" in a sealed cover super scribed "**Quotation for AMC of computer /laptops/printers/ scanners /UPSs and peripherals**" addressed to:

Deputy Director (A&E)
Indian Council of World Affairs
Sapru House, Barakhamba Road
New Delhi – 110001.

7. Late submission of tenders will not be accepted. Tenders by "Telex/Telegram/Fax/E-mail" will not be accepted. Tenders may be submitted by Registered Post, by Hand in Person or by Courier. However, any delay on this account shall not be accepted as reason for exception.
8. Quotation received after due date, those received without separate sealed cover and rates not quoted in specified performa will not be accepted. The Council reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.
9. The rates quoted should be NET (exclusive taxes) and no discount or free services/offers quoted will be considered.
10. The tender is not transferable.
11. Council reserves the right to accept or reject any or all tenders without assigning any reasons.
12. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on non-comprehensive basis.
13. In case of any dispute, the settlement will be made in the Courts of Delhi.
14. The firm to ensure that the Minimum Wages Act is not violated while deputing the Resident Engineer and making payment to them as salary.

Sd/
(R. K. Sharma)
Deputy Director (A&E)

TECHNICAL BID

1.	Name of the Firm	
2.	Address of the Firm	
3.	Registration No.	
4.	Name of Authorized signatory	
5.	Specimen Signature of the Authorized signatory	
6.	Telephone Number of the authorized signatory and other Telephone Numbers of the Firm	
7.	Whether the firm had enclosed EMD. If "YES" then DD/Pay order no.	
8.	Details of the Government Ministries/Departments/Organizations/PSUs etc. in which the firm is engaged in computer AMC activities from the F.Y.2009-10, 2010-11 and 2011-12. Copies of work orders in which they have been given AMC of at least 50 Computers in one single order in any Govt. Min./Deptt.Org.) maybe enclosed	Year
9.	Whether proof/copies of Work Order on items at Sl.No.8 enclose (Yes/No)	
10.	List of copies of documents enclosed	

FINANCIAL BID

1.	Name of the Firm	
2.	Address of the Firm	
3.	Name of Authorized signatory	
4.	Specimen Signature of the Authorized signatory	
5.	Telephone Number of the authorized signatory and other Telephone Numbers of the Firm	

Annexure-B

**Indian Council of World Affairs
Sapru House, Barakhamba Road
New Delhi**

List of hardware which will cover during the proposed AMC contract period:

ITEM Description		Total Units	Warranty Status	Units covered under AMC
DESKTOPS	Desktop C2D	22	Warranty will expire on 30-9-2013	22
	Desktop8000	8	Will expire on 26-5-2014	0
	Lenovo Think Centre M91P	26	All are under Warranty	0
	Desktop C2D	1	Expire on 7-3-2014	1
	Desktop	16	Warranty Expire	16
		73	34	39
SERVERS	HCL (Linux)	1	Warranty Expire on 6-10-2013	1
	HP (Windows)	1	Warranty expire on 16-3-2014	0
		2		1
LAPTOPS	Laptop C2D	2	N/A	2
	HCL Laptop	1	WarrantyExpire on 16-9-2013	1
	Sony Laptop Pentium	1	Under Warranty	0
	Laptop i-7 Processor	2	Under Warranty	0
		6		3
UPS	APC1100-800/SUPRA 1000/Paradyne	41	6 are under warranty	35
	Online UPS	2	N/A	2
		43		37
SCANNER	HP	2		2
	HP	1	Warranty Expire on 24-12-2013	0
		3		2
PRINTERS		51	10 are under warranty	36
			5 warranty expire on 21-12-2013	

		51		36
LAN	75 nodes in network having connectivity through HP Pro Curve Managed Switch 2510(Qty:10) & Firewall(Sonicwall Qty: 1) connectivity.	75 Nodes		75 Nodes
		75 Nodes		75 Nodes