

Government of India
Computer Centre, Ministry of Statistics &
Programme Implementation
East Block-10, R K Puram,
New Delhi- 110 066

भारत सरकार
संगणक केन्द्र
सांख्यिकी और कार्यक्रम कार्यान्वयन मंत्रालय
पूर्वी खण्ड-10, रामकृष्ण पुरम् .
नई दिल्ली-110066

Dated: 13th June, 2011

TENDER NOTICE

Subject: On site Annual Comprehensive Maintenance Contract for Computer Hardware (Sun Servers V890, PC, Switches), LAN (including Networking Equipments) and System Software on 24 X 7 basis (365 Days including holidays).

Sealed quotations are invited from Reputed Firms, registered or having branch office in the NCR of Delhi (on official letter heads) with duly filled in Annexure – II & III to award of Annual Comprehensive Maintenance Contract (AMC) for Computer Hardware(SUN Servers V890, PCs, Switches, LAN (including Networking Equipments) and System Software on 24*7 basis (365 Days including holidays). The list of hardware/software items is indicated in Annexure-I.

A) The firms who fulfill the following eligibility conditions need only apply:

1) The firm should be at least a 'Private Limited' (if not public Limited) and should be in existence for over 5 Years in the trade of maintenance of Computer Hardware, LAN (including Networking Equipments) and System Software etc. and should be having a turnover of at least Rupees 2 Crore per annum exclusively in said maintenance trade. The firm should be registered or having branch office in the NCR of Delhi. Proprietary firms/ partnership firms will not be eligible.

2) The firm must have previous experience of maintenance of Computer Hardware (Sun Servers V890, PC, Switches), LAN (including Networking Equipments) and System Software etc. in offices & organizations of the Central Government and/ or public sector Undertakings of the Govt. of India. (certificates from at least three such offices/ organizations – where the firm is presently holding AMC – indicating satisfactory performance/ service providing by the firm have to be furnished along with proof of holding AMC – in that office / organization as on date. The certificate should indicate the make/ brands of equipments (name of manufacturer of equipments) maintained by the firm holding AMC in that office/organization. This Centre would be free to verify such certificates from the concerned office/organization, if required.

3) The firm must have expertise in preventive on-site maintenance and repair of sun servers, stand-alone computers, all type of printers, scanners, laptops, projectors, associated peripherals, network components etc. and System Software particularly items mentioned at Annexure-I.

4) The firm also must have expertise in LAN administration Services including remedial steps for the upkeep of the entire Network with the optimum level performance by fine tuning various parameters of different S/W and H/W.

5) The firm must be registered with the Delhi Sales Tax Department for Works Contract Tax (certificates of registration have to be provided to this Centre)

6) The firm must have duly allotted PAN and also TAN (allotted by the Delhi Sales Tax Department for works contract tax). These numbers must be printed on the bills submitted by the firm for payment.

7) Authenticated copies of income Tax Returns filed in the last three years have to be furnished i.e 2007-08, 2008-09, 2009-10

IF A FIRM FILING QUOTATION DOES NOT FULFIL ALL OR ANY OF THE ABOVE ELIGIBILITY CONDITIONS MENTIONED ABOVE, THE QUOTATION OF THE FIRM IS LIABLE TO BE REJECTED.

Scope of the work for which quotations are being invited:

Comprehensive maintenance of Computer Hardware (Sun Servers V890, PCs, Switches), LAN (including Networking Equipments) and System Software etc installed in Computer Centre, Ministry of Statistics and Programme Implementation, East Block-10, R. K. Puram. New Delhi – 110066 (list of items to be covered under the AMC Annexed at Annexure-I).

B) Terms and conditions of the Comprehensive Annual Maintenance Contract (AMC) for which quotations are being invited:

1) The period of contract shall initially be for one year from the date of commencement of the contract. However, the contract can be terminated at any time during the period of contract after giving notice of 15 days, if the firm does not render the services satisfactorily or parts/spares provided by the firm are found sub-standard of any other reasons as computer Centre, Ministry of Statistics and Programme Implementation may deem proper. It will also be open to the Computer Centre, M/o Statistics and Programme Implementation to extend the term of the agreement beyond for a further period of two years, if required.

2) The rates quoted will remain in force for the full period of the contract. No demand for revision of rates on any account shall be entertained during the contract period.

3) The firm has to provide services in Computer Centre M/o Statistics and Programme implementation East Block- 10, R. K. Puram, New Delhi-110066.

- 4) The firm has to make provision for deployment of a qualified Resident Engineer(s) for 24 hrs without any holiday. Qualification of the Resident Engineer(s) should be a Diploma in Engineering/ Computer Science or Hardware along with CCNA/ MCSE certificates from recognized/ reputed institute with at least two Years experience in maintenance of hardware, software and networking.
- 5) The Resident Engineer of the firm should monitor the Server room comprises Sun Servers and Windows Server on 24 x 7 basis for environmental parameters. He will also maintain a log book cum attendance book. All complaints lodged will be entered in the log book with date and time of lodging of complaint and thereafter the date and time of attending to the complaint to the Engineer with details of repairs done to restore the maintenance to the satisfaction of the unit in-charge of the Computer Centre will be entered in the log book. Records of preventive maintenance done will also be entered in the book. Preventive maintenance which must be done at least once in a month for every machine shall include thorough cleaning, checking of hardware/software and replacement of any parts showing signs of wear and tear which if not likely to cause trouble in the functioning. The log book shall be kept in the custody of the concerned unit-in-charge in the Computer Centre who shall countersign all entries made with remarks if any.
- 6) If complaint is reported before 5.00 P.M. it will have to be attended on the same day, and if complaint is reported after 5.00 P.M., then complaint should be attended preferably on the same day, failing which on the next day before 11.00 A.M. As far as possible, the repairs would be carried out on-site itself. If it is found that repair is further time-consuming, the firm shall provide a similar stand-by machine of matching specifications so that the work of this Centre is not hampered or delayed. If, however, the firm fails to repair or provide a standby by the day following the day on which the complaint is lodged, then a penalty of Rs.5000/- for SUN Server, Rs. 1000/- for other server as well line printer, Rs. 500/- for other machines as well as System Software per day will be charged per machine. It may be noted that in case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
- 7) It shall be the onus of the firm to ensure that the Resident Engineer(s) is equipped with mobile phone so as to enable this Office to contract the Engineer(s) immediately.
- 8) It shall be the onus of the firm to provide necessary maintenance support for VIRUS free computer environment in the Centre and in upgrading the software, as and when necessary. Anti-virus software will, however, be provided by the Centre.
- 9) The firm shall maintain the equipments as per manufacturers' guidelines and shall use standard components for replacement. In case of any instance of sub-standard repair/replacement of parts used by the firm, it may lead to cancellation of the contract and other legal action may be taken against the firm, if required.
- 10) The Computer Centre shall not be liable to make payment over and above the comprehensive maintenance cost, in any case. All types of repair/replacement of spare parts shall be covered under the comprehensive maintenance contract, except the Force Majeure conditions which includes only fire, theft, natural calamities, deliberate damage/tampering etc.

11) Maintenance charges under the AMC shall not include the cost of consumables and supply items such as; ribbons, media like magnetic tapes, cartridges, printer bands and computer stationery. In case of Laser Printers, the maintenance charges under the AMC shall include all parts including Fuser Assemblies, Fuser Units and Teflon sheets. However, the cost of Toner cartridge of Laser Printer will not be included in the AMC.

12) No advance payment shall be made. Payment of maintenance shall be made on quarterly basis i.e. after completion of every quarter of maintenance by the firm. For making the payment, the firm will have to attach with their quarterly bill a report of 'satisfactory service' from the Unit under whose control the hardware/software is working/installed. The bill submitted by the firm for quarterly payment must bear PAN and also TIN allotted by the Delhi Sales Tax Department for works contract tax.

13) It may also be noted that in case of the firm with whom the contract has been entered into, backs out in mid-year without any explicit consent of Computer Centre, the firm shall be liable to recovery at higher rates vis-à-vis those contracted with it, which may have to be incurred by the Computer Centre on maintenance for the balance period of contract through alternative means. Further, the act of backing out will automatically debar the firm from any further dealing with Computer Centre, Ministry of Statistics and Programme Implementation.

14) This Centre shall have the right to include on pro-rata basis in the AMC any new equipment – on the expiry of its warranty – at the rate of contract for that equipment in the AMC.

15) It shall be the responsibility of the firm entering the contract not only to make the items under AMC work satisfactorily throughout the contract period but also to hand over the items under AMC to the Computer Centre, Ministry of Statistics and Programme Implementation, East Block-10, R.K. Puram, New Delhi-66 in working condition on expiry of the contract.

16) The firm to whom the AMC would be granted shall be required to submit a Performance Security in the form of a Bank Guarantee of an amount of at least 10% of the total contractual amount with the Computer Centre, Ministry of Statistics and Programme Implementation. The Bank Guarantee should be in favour of Pay & Accounts Officer, Ministry of Statistics and Programme Implementation and should remain valid at least for a period of sixty days beyond the date of expiry of the contractual period. The firm shall be required to submit the performance Guarantee at the commencement of the contract. The contract shall not be valid unless the Performance Guarantee is submitted.

17) In case of any dispute or differences arising at any time between this Centre and the firm holding the contract, these shall be resolved in accordance with the provisions of the Indian Arbitration Act, 1940 and only courts of Delhi shall have the jurisdiction in all matters arising out of or connected with this contract, this contract is subject to law's of India alone.

A COPY OF THE ABOVE TERMS AND CONDITIONS DULY SIGNED BY THE TENDERER IN TOKEN OF HAVING UNDERSTOOD AND AGREED TO THE SAME HAS TO BE ATTACHED WITH THE TENDER.

C. EVALUATION CRITERIA AND AWARD OF CONTRACT

I). Technical Evaluation:

The technical evaluation will be done by the Tender Evaluation Committee and it will be based on the following technical criteria and breakdown of marks:

S. N.	Parameters	Marks
1.	Past Performance of the Vendor:	45
1.1	No. of AMC contracts (Minimum of one year duration) executed (on Sun Servers, standalone PCs, Laptops, printers and other peripherals) by the Vendor for Government Sector/PSU during 2008-09, 2009-10 and 2010-11	15
1.1.1	1-5 contracts	10
1.1.2	>5 contract	15
1.2	No. of AMC contracts (Minimum of one year duration) executed (on Sun Servers, standalone PCs, Laptops, printers and other peripherals) by the Vendor for other than Government Sector during 2008-09, 2009-10 and 2010-11	15
1.2.1	1-5 contracts	10
1.2.2	> 5 contract	15
1.3	No. of AMC contracts (Minimum of one year duration) executed (on Network servers having at least 50 clients)by the Vendor for Government Sector and others during 2008-09, 2009-10 and 2010-11	15
1.3.1	1-5 contracts	10
1.3.2	> 5 contract	15
2.	Experience of Service Engineers:	30
2.1	No. of years of experience in Sun Servers, computers & peripherals maintenance	15
2.1.1	> 4 years and up to 7 years	10
2.1.2	more than 7 years	15
2.2	No. of years of experience in server based IT setup maintenance and LAN troubleshooting	15
2.2.1	> 4 years and up to 7 years	10
2.2.2	more than 7 years	15
3.	The Vendor should be authorized service provider for products of any one of the renowned companies such as Sun Microsystems/Oracle Corp and IBM/ HP/ Dell/ Acer/ Microsoft, etc.	15
3.1	Either Sun Microsystems/Oracle and HP or IBM or Dell or Acer or Microsoft Corp	5
3.2	Any two (HP, IBM, Dell, Acer and Microsoft) and Sun Microsystems/Oracle	10
3.3	More than two (HP, IBM, Dell, Acer and Microsoft) and Sun Microsystems/Oracle Corp	15
4.	Annual turnover during 2008-09, 2009-10 and 2010-11	10
4.1	At least Rs. 2 crore	5
4.2	More than Rs. 2 crore	10

Note: Only those bidders who score at least 60 marks will be considered for financial evaluation.

II) Evaluation of Financial Bid:

The formula for determining the financial scores is the following:

$S_f = 100 \times F_m/F$, in which S_f is the financial score, F_m is the lowest price and F the price of the proposal under consideration

The weights given to the technical and financial proposals are:

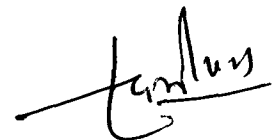
$$\begin{aligned} T &= 0.70 & \text{and} \\ P &= 0.30 \end{aligned}$$

The lowest Financial Proposal (F_m) will be given a financial score (S_f) of 100 points. The financial scores (S_f) of the other Financial Proposals will be computed as indicated in the Tender Document. Proposals will be ranked according to their combined technical (S_t) and financial (S_f) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; $T + P = 1$) indicated in the Tender Document: $S = S_t \times T\% + S_f \times P\%$. The firm achieving the highest combined technical and financial score will be invited for negotiations.

D) Tendering Process for the Quotations being invited:

1. Tenders duly filled-in the prescribed format (Annexure II and Annexure III) placed inside the envelope with the following words "QUOTATION FOR AMC OF COMPUTERS, ETC." superscribed on the envelope should be addressed to 'The Deputy Director & Head of Office' and sent to the following address: Computer Centre, Ministry of Statistics and Programme Implementation, East Block-10, R.K. Puram, New Delhi – 110066 so as to reach this Centre **LATEST BY June 24nd 2011 upto 3 PM**. The TECHNICAL BID (Annexure-II along with EMD) and FINANCIAL BID (Annexure-III) should be sealed in two separate envelopes and these two envelopes should be placed inside the main envelope being sent to addressee. The main envelope should also be sealed.
2. Quotations received after due date and time mentioned above, as well as those received without separate sealed envelopes as mentioned above will not be accepted.
3. The centre reserves the right to reduce or increase the number of items offered for maintenance contract.
4. The Centre also reserves the right to reject any quotation without assigning any reason.
5. An Earnest Money amount of Rs.50,000/- (Rupees Fifty thousand) through a Demand Draft / Pay Order issued by a scheduled Bank in New Delhi drawn in favour of " Pay and Accounts Officer", Ministry of Statistics and Programme Implementation, Govt. of India, New Delhi must be enclosed with the Tender (Technical Bid) submitted. The Demand Draft / Pay Order should be made payable at New Delhi and should be valid for at least 45 days beyond the validity period of the Tender. Tenders received without Earnest Money will not be considered.

6. In respect of unsuccessful Tenderers, their Earnest Money shall be returned. In respect of the Tenderer who is successful in the bidding, the Earnest Money shall be returned only on receipt of Performance Security and commencement of the AMC. Earnest Money of a Tenderer will be forfeited, if the tenderer withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender. Further, if the successful tenderer fails to furnish required performance security within period specified, its Earnest Money will be forfeited. No interest shall be payable on Earnest Money.
7. A copy of the terms and conditions laid down in this Tender Notice duly signed by the tenderer in token of having understood and agreed to the same has to be attached with the tender.
8. **The Technical Bid will be opened at 3.30 PM on June 24th 2011** in the Conference Hall. Level – III of this Centre in the presence of representative of the firms who have submitted tenders. If no representative turns up, then the Technical Bids will be opened in the absence of any representative.
9. After scrutiny of the Technical Bid as per the terms & conditions/ other specifications laid down in this Tender Notice, the firms satisfactorily fulfilling the terms & conditions/ other specifications would be shortlisted and the Financial Bids of the short listed firms can be opened on the same day or on some other day for which a notice will be issued afterwards.
10. It may be noted that incomplete or conditional tenders will not be entertained.



(R C MEENA)

Deputy Director/ Head of Office

List of items to be covered under the Comprehensive Annual Maintenance Contract

A. Computer Hardware:

[illegible]

Warranty List	Model No.	No.	Date of Installation
	*HP-Compaq 8000 Core™2	12	05/04/2010
	*HP-Compaq 8100 Core™ i5	20	10/02/2011
	HP LaserJet 1606dn	6	02/05/2011

* Warranty of 32 Computers is for 3 years from date of installation.

B. LAN (along with Networking Equipments)

Sl. No.	LAN equipments	Quantity
1	Cisco Router 2800 Series	1
2	Switches: 32 Port = 1 24 Port = 5 16 Port = 1 8 Ports = 5 HCL Net-Max 32 Port ARL-S3540 D-Link (Two) 24 Port DEF-932RX D-Link (one) 24 Port DES-3226S D-Link (One) 16 Port DE-816TP Catalyst (Two) 24 Port 2800 Series D-Link (Five) 8 Port DES-1008D	12
3	LAN administration Services including remedial steps for the upkeep of the entire Network with the optimum level performance by fine tuning various parameters of different S/W and H/W.	111 (Nodes)

C. System Software:

Sl. No.	items	Qty
(1)	(2)	(3)
1	SUN Solaris Operating System 10 ver 1/06	2
2	Window Server Operating System 2003/2008	5
3	Window Operating System XP/ Vista/ Windows 7	104
4	MS-Office 2003/2007	109
5	Anti Virus (Symantec)	111
6	SQL Server 2008	1
7	SPSS 17.0	30
8	Adobe Creative Suite with Dreamweaver Ver 8	1
9	Crystal Report 9	1

Proforma for "TECHNICAL BIDDING"

(The sealed envelope containing the bid should be super scribed 'Technical Bid')

The Technical Bid should include the following details / documents -

1. The date of commissioning of the firm and proof of its continuous functioning in the maintenance business. Please enclose a certified copy to prove that the firm is a 'registered' firm.
2. Indicate the date from which the firm is continuously registered with the Delhi Sales Tax Department for Work Contract Tax. A copy of the certificate of registration with the Delhi Sales Tax Department to be enclosed.
3. Details of maintenance contracts executed by the firm during the last three years in Central Govt, offices organization and if also in Public Sector Undertakings of the Central Govt, to be provided in the following format with proof:-

S. N.	Parameters	2008-09	2009-10	2010-11	Marks
1.	Past Performance of the Vendor:				
1.1	No. of AMC contracts (Min one year duration) executed (on Sun Servers, standalone PCs, Laptops, printers and other peripherals) by the Vendor for Government Sector/PSU during 2008-09, 2009-10 and 2010-11	Sun Servers (Y/N)	Sun Servers (Y/N)	Sun Servers (Y/N)	
	1.1.1 1-5 contracts				
	1.1.2 > 5 contract				
1.2	No. of AMC contracts (Min one year duration) executed (on Sun Servers, standalone PCs, Laptops, printers and other peripherals) by the Vendor for other than Government Sector/PSU during 2008-09, 2009-10 and 2010-11	Sun Servers (Y/N)	Sun Servers (Y/N)	Sun Servers (Y/N)	
	1.2.1 1-5 contracts				
	1.2.2 >5 contract				
1.3	No. of AMC contracts (Min one year duration) executed (on Network servers having at least 50 clients)by the Vendor for Government Sector and others during 2008-09, 2009-10 and 2010-11	Specify Nos of Clients	Specify Nos of Clients	Specify Nos of Clients	
	1.3.1 1-5 contracts				
	1.3.2 > 5 contract				
2.	Experience of Service Engineers:				
2.1	No. of years of experience in Sun Servers, computers & peripherals maintenance				
	2.1.1 > 4 years and up to 7 years				
	2.1.2 more than 7 years				
2.2	No. of years of experience in server based IT setup maintenance and LAN troubleshooting				
	2.2.1 > 4 years and up to 7 years				
	2.2.2 more than 7 years				

3.	The Vendor should be authorized service provider for any <u>one of the renowned companies</u> such as; Sun Microsystems/Oracle Corp and IBM/ HP/ Dell/ Acer/ Microsoft, etc. <u>Enclose the list of ASP for whom you represent:</u>				
	Parameters	2008-09	2009-10	2010-11	Marks
3.1	Sun Microsystems/ Oracle Corp. and any one HP or IBM or Dell or Acer or Microsoft (Specify)	Sun Microsystems/ Oracle Corp. and	Sun Microsystems/ Oracle Corp. and.....	Sun Microsystems / Oracle Corp. and.....	
3.2	Any two (HP, IBM, Dell, Acer, Microsoft) and Sun Microsystems/ Oracle Corp. (Specify)	Sun Microsystems/ Oracle Corp. and,	Sun Microsystems/ Oracle Corp. and,	Sun Microsystems / Oracle Corp. and,	
3.3	More than two (HP, IBM, Dell, Acer and Microsoft) and Sun Microsystems/Oracle Corp. (Specify)	Sun Microsystems/ Oracle Corp. and,,	Sun Microsystems/ Oracle Corp. and,,	Sun Microsystems / Oracle Corp. and,,	
3.4.	Annual turnover during 2008-09, 2009-10 and 2010-11				
	4.1	At least Rs. 2 crore			
	4.2	More than Rs. 2 crore			

4. Details of Service Engineers presently working with the firm:

Name	Qualifications	Experience in the field i.e. total number of years	Date of joining the firm
(1)	(2)	(3)	(4)

5. Certificates from at least five Central Government, offices / organizations and Public Sector Undertaking under the Central Government , if any - where the firm is presently holding AMC - indicating 'satisfactory performance / service providing' by the firm have to be furnished along with proof of holding AMC in that office / organization as on date. The certificate should indicate the brands of equipments (name of manufacturer of equipments) maintained by the firm holding AMC in that office/organization and also whether the firm is maintaining LAN and System Software in that office/organization.
6. Authenticated copies of Income Tax Returns filed in the last two years.
7. Authenticated proof indicating that the annual turnover of the firm 'exclusively in the maintenance trade only' is at least Rupees 2 Crores.
8. Authenticated copies of 'Audited Balance Sheet' for the last-three years.

Signature.....

Name of the Tenderer

(With full address, contact details and official stamp of the firm)

Proforma for "FINANCIAL BIDDING"**(The sealed envelope containing the bid should be super scribed FINANCIAL BID)****A. Maintenance of Computer Hardware:**

Sl. No.	items	Qty	Rate/Unit per Annum	Total
(1)	(2)	(3)	(4)	(5)
1	SUN V890 Servers	2		
	Other Servers: HP Proliant ML-110 = 5 HP Proliant ML-350 = 2 Wipro = 1	8		
2	Pentium-IV Compaq = 31 PCs HCL = 13 PCs other = 1 PC	45		
3	Pentium-D (Compaq dx-2280)	22		
4	Laptops (make: HP)	3		
5	Lipi Line Printer	1		
6	LaserJet HP LaserJet = 31 (2300N/2420dn/1150/1160/1022/3390/P3005d/ P2015/M2727nf/1606dn) Samsung ML1710P = 2	33		
7	Scanners (HP-7400C/3500C/8390)	3		
8	Projector (Toshiba TLP-T61M)	1		

ANNEXURE-III (continued)

B. Maintenance of LAN (along with Networking Equipments)

Sl. No.	items	Qty	Rate/Unit per Annum	Total
(1)	(2)	(3)	(4)	(5)
1	Cisco Router 2800	1		
2	Switches: 32 Port = 1 24 Port = 5 16 Port = 1 8 Port = 5	12		
3	LAN administration Services including remedial steps for the upkeep of the entire Network with the optimum level performance by fine tuning various parameters of different S/W and H/W.	111 (Nodes)		

C. Maintenance of System Software:

Sl. No.	items	Qty	Rate/Unit per Annum	Total
(1)	(2)	(3)	(4)	(5)
1	SUN Solaris Operating System 10 ver 1/06	2		
2	Window Server Operating System 2003/2008	5		
3	Anti Virus (Symantec)	111		
4	SQL Server 2008	1		
5	SPSS 17.0	30		
6	Adobe Creative Suite with Dreamweaver Ver 8	1		
7	Crystal Report 9	1		

To be filled in by Tenderer

Signature and Name of the Tenderer (with full address, contact details and official stamp of the firm)