Tender Form No: PSSCIVE/2013

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P S S CENTRAL INSTITUTE OF VOCATIONAL EDUCATION

PSSCIVE

SHYAMLA HILLS,
BHOPAL - 462013

(LAST DATE OF SUBMISSION: 07.08.2013 UPTO 03.00 P.M.)

QUOTATION FOR NON COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTER AND PERIPHERALS.

Annexure - I

TERMS AND CONDITIONS FOR NON COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF COMPUTERS and its Peripherals

- The location where equipments are to be maintained is PSS Central Institute of Vocational Education (NCERT), Shyamla Hills Campus, Bhopal – 462013.

- The firm submitting quotation, herein is addressed as the party.

- Only those parties who have the experience of " **Non Comprehensive Annual Maintenance contract**" may submit the following documents along with quotation :-

    - Firm's Registration Certificate (The party should have registered office at Bhopal for the last 5 years. Copy of registration certificate should be enclosed in support thereof.
    - Authorization letter about system integration from the reputed brand for Computer Hardware from HP, IBM, HCL , Wipro, Dell etc. and for LAN system from CISCO, 3Com, D-link or any other reputed brand
    - Experience certificate of maintenance of **Non Comprehensive Annual Maintenance contracts** with LAN of reputed organizations for the last 5 years in reputed Government organization.

- The Firm must have 5 years experience to maintain IT equipments listed below
    a. Computers
    b. Laser Printers
    c. Inkjet Printers
    d. Scanners
    e. Fax Machines
    f. UPS
    g. Modems
    h. LCD Projector
    i. LAN Systems etc.

- Quotations received after the due date and time will not be entertained

- TENDER DOCUMENT FORM IS NON TRANSFERABLE.

The Quotation document can be downloaded from the Institute website http://www.psscive.nic.in and Earnest money must be deposited along with the technical bid. Quotations forms received without Earnest money is liable to be rejected.

- **FILLING OF FORMS**

- The quotation should be sent by the party in the prescribed proforma. Quotation should be prominently marked with complete official rubber stamp and address and along with terms and conditions of maintenance and payment. Every correction or overwriting should be signed and rubber stamp put on it.

  The party must furnish the following information in their tender:

  (i) Company profile in Annexure-II, kept separately in a sealed envelope (Technical bid).

  (ii) Tender (Financial bid) for each equipment should be submitted separately in Annexure- IV.

  (iii) Serial No. and page No. of equipment should be mentioned in the tender form (please refer to Annexure – III for details).

  (iv) The quotation must be accompanied by complete details of configuration/ specifications of each item quoted in the proforma given in Annexure-IV.

- Procedure for considering quotation:-

  (i) The party should submit two envelopes:

  (a) Technical bid - where details of company profile with number and qualification of technical staff, experience and details of **Non Comprehensive Annual Maintenance contract** of different organizations to which they provide/provided maintenance service under the **Non Comprehensive Annual Maintenance contract** (Annexure-II) alongwith demand draft/bankers cheque for **Earnest money of Rs. 5000/- payable in favour of Joint Director, PSSCVIE, Bhopal**

  (b) Financial bid

  (ii) Initially, the decision on the technical viability of the company will be taken, i.e. first, only the envelope giving company profile will be opened and after a critical review of the company profile, those companies will be identified, which are considered competent to take up the **Non Comprehensive Annual Maintenance contract** work.

  (iii) Envelope containing financial bid of only those firms, which are found technically competent and satisfy the other requirements mentioned in this document will be opened.

  (iv) PSSCIVE is not bound to accept the lowest bid. It will be the sole discretion of the **Joint Director**

- **EARNEST MONEY**

  a. Earnest money of Rs.5,000 (Rupees Five thousand only) will have to be deposited by the party in the form of Bank Draft/Banker's Cheque in favour of the **Joint Director, PSSCIVE, Bhopal** payable at Bhopal along with the quotation.
  b. Government of India undertakings are exempted from furnishing earnest-money deposit.
  c. In case of rejection of quotation, the earnest money will be refunded to the party in due course.
  d. The earnest money received along with the quotation will be treated as security deposit, in case the contract is placed with the party.
  e. No interest will be paid on the earnest money/security deposit to the party.

Maintenance of Equipments :-

- In case of intermittent failures and repetitive problems, due to improper diagnosis or repair, the system will be treated as down and a penalty will be imposed.
- No system / part will be taken to workshop by the company/firm unless it is very essential. Only defective parts may be taken to workshop by the company/firm. In case Company / firm have to take any part to the workshop for its repair, he has to provide standby part in advance so that the work may be continued.
- If company/firm provides standby system for any part which is out of order, it will be the responsibility of the company/firm that before expiring the contract agreement it should repair/replace the defective system and only then he could take its standby system back otherwise the Institute may deduct/recover from the security and payable amount equal to the cost of the system.
- No system/ LAN points should be remained down on the basis that the part equivalent to defective part is not available. The company/firm has to install the latest parts in the system so that the work may be continued.
- All services regarding computer hardware and network will be provided by the company/firm at our place.
- The party will maintain total software and Hardware support, which include original Operating System, Applications Software, and LAN based software.
- The party should have the expertise on networking software for maintenance of LAN.
- The party should upgrade the Anti-virus software from time to time.
- The party should be capable of chip level repairing.
- The party should have round-the-clock service support network.
- The party should keep one qualified maintenance person having Degree/Diploma in Computer Application in the institute during the working hrs. 09.00 am to 5.30 pm.
- A detailed Complaint register will be maintained by the Maintenance Engineer posted at the Institute.
- Once a fault is reported by the user, the maintenance engineer will attend the fault with the knowledge of I/c AMC and report accordingly to the I/c. AMC or to the authorized officer.
- In case, a part or a component of the IT & Electronic equipment cannot be repaired or reconditioned, then it should be informed to I/c AMC in due course.
- The party will have to inspect the IT & Electronic equipment, atleast once a month for a general check up.
- Preventive maintenance will be done every month and call report should be taken from respective users of the Institute.
- The equipment will have to be handed over to the PSSCIVE in good working condition after the AMC period.
- In case of any laxity in the execution of the contract, the Institute will be at the liberty to forfeit the entire earnest money/security deposit. The Institute also reserves the right to terminate cancel the contract and forfeit the entire earnest-money/security deposit of the party in case it fails to adhere the terms and conditions and subsequent instructions for maintenance of the IT & other equipments.
- In case any equipment is not repairable, the party will submit its report and an estimated cost of replacement of above equipment/software. The Committee constituted for this purpose will examine the genuineness of replacement and reasonableness of rates and will approve for replacement.

- **IMPOSITION OF PENALTY**

  - In case the equipment is sent for repairs to the party, it should be brought back to the Institute within 3 days from the date of receipt of equipment, failing which Rs. 100/- per day as penalty will be imposed.
  - If the party is not adhering the terms and conditions of AMC, the Institute may impose the penalty as deemed fit.

    (The penalty may be condoned at the discretion of the Joint Director of the Institute in exceptional and genuine cases.)

- **SUBMISSION OF TENDER**

33.1 Sealed envelopes for the quotation must be superscribed as "QUOTATION FOR COMPUTERS MAINTENANCE" and should be addressed to alongwith other desired documents:

The Under Secretary,
PSS CENTRAL INSTITUTE OF VOCATIONAL EDUCATION
Shyamla Hills Campus, Bhopal – 462013.

- **PLACING THE ANNUAL MAINTENANCE CONTRACT**

  - The selected party will have to execute the contract bond in the 'Form' , which will be approved by the competent authority of PSS Central Institute of Vocational Education, Bhopal.
  - The Institute does not pledge to accept the lowest bid. It also reserves the right to reject all or any of the bids, without assigning any reason for the same and to spilt up the quotation as it may deem fit.
  - The offer will be given initially for one year, and can be extended on existing rates and terms for another two years on satisfactory performance basis
  - ANY DISPUTE ARISING WITH REGARD TO THE TENDER CONTRACT/SERVICES/ PAYMENT FOR THE MAINTENANCE SHALL BE SUBJECT TO THE JURISDICTION OF COURT AT BHOPAL ONLY.

- **TERMS FOR PAYMENT**

  - No advance payment with the order will be made. The terms of payment are neither negotiable nor conditional. Payment shall be made quarterly upon compliance of the terms and conditions of the contract and satisfactory services. Bills are, therefore, to be submitted quarterly for payment subject to deduction of Income tax.

  - The party will have to put on record the following certificates with the bill(s) for claiming maintenance charges:

a) "Service Report" from the user.
b) "Monthly Job Card" for each device.

FORM FOR Tender (Technical Bid)

ANNEXURE - II

COMPANY PROFILE

1. NAME OF THE FIRM/COMPANY :

2. ADDRESS OF THE COMPANY :
PHONE NO.
FAX NO.
E- MAIL
MOBILE No.

3. NAME OF THE CEO/MD :
PHONE
FAX
MOBILE No.
Email

4. NAME AND ADDRESS (BHOPAL BRANCH OFFICE) :

5. YEAR OF REGISTRATION :

6. M.P. CST NO. :

7. SALE TAX NO. (TIN No.) :

8. NAMES OF TECHNICAL STAFF WITH QUALIFICATIONS :

9. NAME OF THE ENGINEERS (WITH QUALIFICATION) :

10. NO. OF YEARS ENGAGED IN AMC OF IT EQUIPMENT MAINTENANCE, **PLEASE ATTACH PROOF** :

11. TESTIMONIALS FROM CUSTOMERS ON THE QUALITY OF SERVICES PROVIDED (ATTACH COPY OF ORDERS OF COMPANY/ INSTITUTION) :

12 ISO Certificate firm : YES/NO

Place :
Date:

(Authorized Signatory)
with rubber seal

ANNEXURE - III

DESCRIPTION OF THE IT AND ELECTRONIC EQUIPMENT/LAN

CODE	ITEM PRODUCT DESCRIPTION	QUANTITY
1.	Pentium Computers with TFT/Monitor	50
2.	Server Computer	01
3.	Laser Printers (B& W)	17
4.	Laser Printers (Color)	2
5.	Inkjet Printers	10
6.	Color Copier cum printer	01
7.	Scanner	02
8.	Laptop	12
9.	UPS	54
10.	LCD Projector	03
11.	Fax Machine	02
12.	LAN System with Server (Approx. 50 users)	All Institute alongwith 11 Switches/Modem

- The party may come to the Institute and physically inspect the above equipments before submitting their bids.

(Note : The items mentioned above may vary in future according to the requirement of the Institute and the approved rates will be payable on proportionate basis.)

ANNEXURE-IV

FORM FOR Financial Bid

(THE FIRM SHOULD QUOTE ITS CHARGES IN THE GIVEN FORMAT ONLY)

NAME OF THE COMPANY :
COMPLETE OFFICIAL ADDRESS :
CONTACT PERSON(S) :
PHONE NUMBER (OFFICE) :
MOBILE NUMBER :
Email

ITEM NO.	PRODUCT DESCRIPTION	Approx Qty	MAINTENANCE/SERVICE CHARGES per UNIT per YEAR inclusive of all the taxes)	TOTAL AMOUNT	REMARKS (IF ANY)
1.	Pentium Computers with TFT/Monitor	50			
2.	Server Computer	01			
3.	Laser Printers (B& W)	17			
4.	Laser Printers (Color)	2			
5.	Inkjet Printers	10			
6.	Color Copier cum printer	01			
7.	Scanner	02			
8.	Laptop	12			
9.	UPS	54			
10	LCD Projector	03			
11	Fax Machine	02			
12	LAN System with Server (Approx. 50 users)	All Institute alongwith 11 Switches/Modem			
	Total				

I agree and abide by the terms and conditions stipulated in the tender document for annual maintenance of computers, printers, accessories and LAN. The information furnished above is true and correct to the best of my knowledge and belief.

Place :
Date:

(Authorized Signatory)
with rubber seal

Evolution of the Financial Bid

The work will be awarded to the L-1 agency (comparative chart prepared on the basis of total of yearly rates). In case, the financial bid of more than one party is same as L-1 then the work will be awarded to the firm who has more contracts and turnover during the proceeding years.