



## राष्ट्रीय राजधानी क्षेत्र योजना बोर्ड

### NATIONAL CAPITAL REGION PLANNING BOARD

प्रथम तल, कोर-IV बी/1st Floor, Core - IV B

भारत पर्यावास केन्द्र/India Habitat Centre

लोधी रोड़, नई दिल्ली-110 003 / Lodhi Road, New Delhi-110 003

शहरी विकास मंत्रालय/Ministry of Urban Development

दूरभाष/Phone : 24642284, 24642287, फैक्स/Fax : 24642163

No. O-16021/3/2013/NCRPB.

Dated: - 24.10.2016

To

**Sub:- Inviting quotations for Comprehensive Annual Maintenance Contract of Computer, printers, Laptops/Tablet PC, peripherals, UPS, Networking components etc. in NCR Planning Board.**

Sir,

The NCR Planning Board intends to award **Comprehensive Annual Maintenance Contract** of computer hardware & software, including local networking, internet maintenance, virus protection etc. for computers, peripherals, UPS etc. The Technical and Financial terms & conditions/format are at Annexure-I and details of hardware are at Annexure-II.

Interested bidders, should submit their quotations giving rates (inclusive of all taxes), in a sealed cover. The sealed quotations, complete in all respects, as per format at Annexure- I super scribed with **"Quotation for AMC of Computer, printers, Laptops/Tablet PC peripherals, UPS, Networking components etc."** addressed to **'Member Secretary, NCR Planning Board, 1<sup>st</sup> Floor, Core IV-B, India Habitat Centre, Lodhi Road, New Delhi-110003, Should be dropped, in the Tender Box kept in the Board's Office not later than 4.00 pm on 16.11.2016.** The quoted rates shall be valid for a **period of three months** from the last date fixed for the receipt of quotations. The quotations received after due date and time will not be considered.

Quotations not complying with the above conditions, and not as per format, are liable to be rejected. Member Secretary, NCR Planning Board reserves the right to accept or reject any or all the quotations either in full or in part without assigning any reason thereof.

The aforesaid hardware can be inspected, at above mentioned address, with prior intimation to the following officers at the contact Tel. numbers 24642287, 84 on any working day between 11 am to 4.00pm:-

1. Sh.Kartar Singh AG-II.
2. Ms.Mounika AG-II.

\*Note: - Please also see NCRPB website [www.ncrpb.nic.in](http://www.ncrpb.nic.in).

Yours faithfully,

(Harsh Kalra)

Assistant. Director (Admn.)

## TERMS AND CONDITIONS

## Annexure- I

### A. Technical

- i) The bidder should be in the Trade/Business of maintenance of computers hardware/software for not less than 5 years. The bidder must have at least 3 years of previous experience in maintaining hardware, software and network systems in Govt. organization/Public Sector Undertakings & Multi-National companies.
- ii) The date of Commissioning of the firm of the bidder and a certificate/proof of its continuous functioning in the maintenance business should be submitted by the bidder. A duly attested photocopy of the Company's Registration shall also be submitted
- iii) The details of the maintenance contracts, executed by the bidder (specifically with those in the Govt. Sector) during last three years, shall be provided. The bidder should submit following details of such clients ;
  - Organization name (indicate Govt./Pvt.)
  - Period of contract
  - Contract Value
  - Number of Site Engineers provided
  - Performance certificates from the existing Govt. clients (organizations) must be attached.
- iv) The bidders, who are authorized service providers for the branded computers and peripherals shall submit the attested copies of the certificates/supporting documents.
- v) The bidder must have expertise in preventive onsite maintenance and repair of servers, clients standalone computers, Laser/Inkjet printer, network components, scanners, peripherals and other hardware, parts and accessories. The bidder must have expertise and experience in LAN troubleshooting. Supporting documents in this regards should be provided
- vi) The successful bidder will have to provide services of one Site Engineer on all working days to the Board, at it's office at India Habitat Centre, Lodhi Road from 10.00 A.M.to 6.00 P.M.The Site Engineer may preferably be a Technical Graduate with formal education in maintenance of computers (Hardware and Networking) from recognized institute with at least 3 years of full time job experience in handling considerably big sites (under AMC) independently.
- vii) The successful bidder shall provide the mobile number of the Site Engineer, to the Supervisor/In-charge, as appointed by the Boards office, for direct contact. The Site Engineer shall be regular and punctual. During the period of contract if the Site Engineer remains absent or leaves office without providing substitute then amount on proportionate basis will be deducted. Attested copy of Qualification and experience of site Engineer and his substitute should also be provided by the bidder. The successful bidder shall provide following details of Service Engineer:-

Name  
Technical Qualification & area of specialization  
Number of years of experience  
Mobile Number

The successful bidder shall follow minimum wages rules of Govt. of NCT Delhi and will submitted EPF & ESI deduction details etc. of the site Engineer with the monthly bills for payment.

- viii) The bidder should have executed **minimum 3 satisfactory AMC** (Annual Maintenance Contract) of computers connected in LAN. A Performance Certificate to this effect from at **least three Govt. Deptt./Public Sector Undertaking shall be furnished.**
- ix) The bidders must be registered with the Registrar of companies and with the Delhi Sales Tax Department for Works Contract Tax. Indicate the date from which the bidder is continuously registered with the Delhi Sales Tax Department for Works Contract Tax. Also enclose an attested photocopy of this Registration Certificate.

## **B. Financial**

1. The rate quoted shall be inclusive of all taxes and shall cover Annual Maintenance of all the computers, printers, UPS, networking component, network printer, server etc. as per details given in Annexure –II.
2. The other terms and conditions for awarding the AMC shall be as below:
  - i) The period of contract would be one year from the date of award of the contract. The contract can be terminated by the competent Authority giving one month notice in writing, without assigning any reason. On satisfactory performance, the contract can be extended by the competent authority on the same terms and conditions.
  - ii) 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 period of contract.
  - iii) The successful bidder has to provide maintenance services at the office of NCR Planning Board and at the residence of Senior Officer of the Board at different location in New Delhi where computer has been provided by the Board.
  - iv) The Successful bidder has to Deposit, 10% of the total amount of AMC, as Security Deposit, in the form of Bank Guarantee.
  - v) Under any circumstances, no advance payment will be made to the successful bidder. Quarterly payment will be made after satisfactory providing of services during each quarter. The payment shall be made against the bills and will be subject to tax deduction at source as per the Income Tax Rules.
  - vi) This contract extends only to problems arising out of normal functioning of equipment and the contract does not cover break down or services or spares cost, arising out of damages caused due to fire, theft, riots, earthquakes, storm and other natural calamities.
  - vii) Successful bidder shall take care of Computers, UPS, Printers etc. covered under AMC. He shall provide corrective and remedial maintenance service to set right malfunctions of systems. This includes replacement of unserviceable parts replaced, either with new parts or equivalent in performance to new parts. Whether a defective item or component is to be replaced or repaired shall be at the sole discretion of the successful bidder.

- viii) System maintenance charges/AMC shall not include the cost of consumables and supply items such as ribbons, media like magnetic tapes, cartridges, printer bands, floppy diskettes, print heads, computer stationery & CDs, UPS Batteries, Teflon and Fusers. The faulty power adapter, power cable & printer interface cable will be repaired/replaced by the successful bidder. Laser/Inkjet Printer maintenance charges include replacement/repair of all faulty or broken parts and spares except Toner/Ink Cartridge & Print Cartridge.
- ix) The successful bidder will have to prepare separate log books for each machines/computers/etc. under AMC .The successful bidder shall also carry out preventive maintenance with virus detection, special cleaning of the Monitor, Printer, key Board, mouse etc. from outside with liquid cleaner and where ever required from inside also with appropriate material, on quarterly basis. A Preventive Maintenance Report should be submitted to supervisor/in-charge, by the successful bidder, failing which an appropriate, penalty would be imposed. The quarterly payment will strictly be made on the basis of satisfactory performance report.
- x) This contract is comprehensive inclusive of OS support on all the systems covered under this contract. Any problem related with OS maintenance, reloading of OS with all device drives, OS up gradation if provided by the Supervisor/in-charge of the office, device drivers, System configuration and network configuration will be attended & rectified by the successful bidder with prior knowledge to supervisor/in-charge. All required device drivers will be provided by the successful bidder.
- xi) The Anti-Virus software support on the systems is covered under this contract. Any problem related with the system virus shall be attended and rectified by the successful bidder.
- xii) The successful bidder shall also provide software as well as network support to all the new hardware/equipment's purchased by the Board. All the new equipments/hardware either purchased from the successful bidder or from any other vendor, will be included in full, under AMC as soon as warranty period expires or after the expiry of the common date of warranty.
- xiii) The new upgrade item (such as Memory, HDD, MM Kit etc.) purchased from the successful bidder or from any other vendor and upgrade the existing systems will be included in AMC as soon as warranty period expires or after the expiry of the common date of warranty.
- xiv) All the calls must be attended by the Site Engineer promptly, and to the satisfaction level of Supervisor /In-charge. If the Site Engineer remains absent, then successful bidder should respond through a personal visit or send another Site Engineer to attend the call and to rectify the problem within 2 working hours of the receipt of the call on the same day, in case such call is received at or before 1600 hours. In case such a call is received after the 1600 hrs, it should be responded in the morning of the next working day, failing which the penalty will be charged as Rs. 100/- per day for that particular problem/fault. The charges imposed on account of penalty will be recovered from the amount of Annual Maintenance Charges.

- xv) For down time calculation, the day on which the call is lodged will not be taken as part of downtimes. Also if the user is not able to hand over the system to the engineer of the successful bidder for maintenance purpose, such time will not be considered for the down time penalty. In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
  - xvi) If the successful bidder fails to repair or provide a standby PC/accessory within 2 days, then penalty of Rs. 200/- per day or part thereof will be charged for delay beyond two days till such time the PC/accessory are repaired. In case the parts required are not available then same should be replaced with a higher level of part that is compatible with the system.
  - xvii) If successful bidder leaves the contract during the contract period without any explicit consent of the Competent Authority, then he will be liable to recovery at higher rates, vis-à-vis, those contracted with it, which may have to be incurred by the office on maintenance of machines for the balance period of contract through alternative means.
  - xviii) If successful bidder leaves the contract during the contract period without any explicit consent of the Competent Authority, then the Security deposit will be forfeited, and bank guarantee will be enforced besides he will be automatically debarred from any further dealing with this board's office.
  - xix) The number of computers and its peripherals may increase/decrease during the course of contract. Payment of additional or lesser number of computer and its peripherals as assessed on monthly basis will be made on *pro rata basis*.
  - xx) No additional payment will be given for repair work. It will be the responsibility of the Successful bidder to bring the machines to working condition. The payment of the last quarter AMC charges will be made only after the successful bidder hand over the PCs and peripherals in working condition, to the next successful bidder awarded AMC or the supervisor/in-charge.
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## ANNEXURE-II

Sl. No.	Particulars	Items required for AMC	Rates in Rs. (inclusive of all taxes)
<b>1.</b>	<b>Desktop</b>		
a)	HP Compaq d330m (HPd 330uT (DM200P) CPU .40ghz (with one No. of HP 17''TfT Monitors)	01	
b)	HP Compaq dx 6100 intel Pentium 4 CPU 3.00ghz (with 17''TfT Monitors)	03	
c)	HP Proliant ML150 (HP intel xeon TM CPU3.00 ghz (with TFT)	02	
d)	HPdc 8000 with TFT Monitors	01	
e)	HP vectra 420	01	
e)	HP Z 400 workstation with TFT Monitor	01	
f)	Dell i5 Optiplex 990 (with LCD 18.5'')	18	
g)	HP 8300 Elite with 23'' LCD monitor	01	
h)	HP 8300 i5 computers ( with 18.5'' TFT Monitors)	10	
	<b>Total</b>	<b>38</b>	
<b>2.</b>	<b>Printers</b>		
a)	HP Colour LaserJet 1015	10	
b)	HP LaserJet 1160 B/W (A4)	04	
c)	HP Photosmart 2410 Printer/Fax/Scanner/Copier	01	
d)	HP LaserJet 2500	01	
e)	HP Deskjet 9808	01	
f)	HP LaserJet 2420	01	
g)	HP Office jet 6500 Wireless 4 in one	01	
h)	HP Laser P 2035N (B/W)	01	
i)	HP colour LaserJet CP 1515N	01	
j)	Printer HP Deskjet Advantage 6525 all in one	01	
k)	HP office jet pro 8600	02	
l)	HP DJ Ink Adv. 4625	02	
m)	HP Colour LaserJet P 1025	01	
n)	HP inkjet advantage 4645	01	
o)	HP laserjet 1566	01	
p)	HP laserjet m202dw	01	

q)	HP Officejet pro 8600 plus	01	
r)	HP Officejet pro 6830	01	
s)	HP Officejet pro 8610	01	
t)	HP office jet pro 8620	01	
	<b>Total</b>	<b>34</b>	
<b>3.</b>	<b>UPS</b>		
a)	BP 5001 Back APC make 500VA	23	
b)	Microtek 500VA	15	
c)	BP 1001 Black APC Make	04	
	<b>Total</b>	<b>42</b>	
<b>4.</b>	<b>Laptops</b>		
a)	HP Compaq nx9000	01	
b)	Sony Vio	01	
c)	Dell Latitude Dee 5500	02	
d)	Toshiba Laptop Satellite system Unit	03	
e)	Dell Latitude E 5400	02	
f)	Apple I pad	01	
	<b>Total</b>	<b>10</b>	
<b>5.</b>	<b>Scanners</b>		
a)	HP Scanjet 2400C	01	
b)	HP Scanjet 3500C	01	
c)	HP Scanjet G3110	01	
d)	HP Scanjet 7800	01	
e)	HP Scan jet 5550 C	01	
	<b>Total</b>	<b>05</b>	
<b>6.</b>	<b>Others</b>		
a)	Software, virus protection support	As per actual	
b)	Cable network, switch board (netconnect cat5) jetnetgear	01	
c)	D-link Ethernet Switch (DES1016D)	01	
d)	D-link Hub (De809TC)	03	
e)	Hub/switch (8 port) Netgear	01	
f)	Hub/switch (8 port) D Link (1008)	02	
g)	Wireless Router	02	
h)	AMP Jack Panel (48 ports)	01	
i)	Prosafe (16 ports) Hub/switch	01	
j)	HP DVD writer (external) [dvd 300e]	01	
	<b>Total</b>	<b>13</b>	