

Yojana Bhavan, Sansad Marg,
New Delhi, Dated 21st July, 2011.

TENDER NOTICE

Sealed quotations under two bid systems (Technical and Financial) are invited from reputed, experienced, financially sound and registered Firms/Agencies for Comprehensive Annual Maintenance Contract for repair and maintenance of computers, laptops, scanners, servers etc. installed in Yojana Bhavan, EAC to PM, Vigyan Bhavan and at the residences of senior officers of Planning Commission and EAC to PM Vigyan Bhavan.

2. The Technical Bid duly filled in proforma at Annexure-A, signed copy of tender documents, declaration along with all the requisite documents specified in para 2.5 of Tender document and earnest money deposit of Rs. 50,000/- in the form of Demand Draft drawn in favour of Pay and Account Officer, Planning Commission, payable at New Delhi shall be kept in a sealed envelop. The financial bid in proforma at Annexure-B should be filled up and kept in a separate envelop. Both these envelops should be kept in an outer envelop and addressed to the Under Secretary (G-I), Planning Commission, Room No. 412, Yojana Bhawan, Sansad Marg, New Delhi.

3. The last date of submission of bid is 05.08.2011 upto 3.00 PM. The outer envelop containing technical and financial bids should be dropped in the tender box kept at the reception area Yojana Bhavan from 01.08.2011 onwards during office working hours and upto 3.00 PM on 05.08.2011. Tenders received after due date and time will not be accepted under any circumstances.

4. Complete Tender Document may either be downloaded from the website of the Planning Commission (www.planningcommission.gov.in) or collected from General-I Branch, Room No. 443, Yojana Bhawan, New Delhi on any working day between 3.00 p.m. to 5.00 p.m. till 04.08.2011

5. The technical bid shall be opened at 3.30 p.m. on 05.08.2011 in room no. 412 Yojana Bhawan, Sansad Marg, New Delhi by a technical evaluation committee constituted for this purpose in the presence of such tenderers or their authorized representatives who may wish to be present. The financial bid of only those tenderers whose technical bids have been accepted, will be opened after duly informing date, time and venue to technically qualified bidders in the presence of their authorized representatives (one per bidder) who may wish to be present.



(H. Phaltual)

Under Secretary to the Govt. of India

To ✓ Director(C & I), Planning Commission with request to upload the Tender Notice in the Planning Commission's Website.

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22/7
(Borchina
Dinner)

FIS No. 21810/2011

Terms and conditions for submission and evaluation of tender

1. Submission of bids
 - 1.1 Sealed bids are invited under Two Bid System i.e. "Technical Bid" and "Financial Bid" from registered/authorised agencies for comprehensive annual maintenance contract of Computer and peripherals installed in Planning Commission, EAC to PM, Vigyan Bhavan and at the residence of Sr. level officers.

Technical Bid : One envelope shall be sealed and superscribed "Technical Bid for CAMC of Computers, laptops and peripherals etc., in Planning Commission and EAC to PM." The Technical Bid shall be submitted in the proforma as per Annexure "A" along with documents detailed in para 2.5 below including Earnest Money Deposit of Rs. 50,000/= in the form of Demand Draft/Pay Order from a commercial bank drawn in favour of Pay and Accounts Officer, Planning Commission, New Delhi failing which tender shall be rejected summarily.

Financial Bid : The second envelope shall be sealed and super-scribed "Financial bid for CAMC of Computers, laptops and peripherals etc., in Planning Commission and EAC to PM". The Financial bid shall be submitted in the proforma as per Annexure 'B'. The two sealed envelopes should be addressed to the Under Secretary (GI), Planning Commission, Yojana Bhawan, Sansad Marg, New Delhi and kept in an outer envelope which will be sealed and super-scribed as "Tender for CAMC of computers, laptops and peripherals etc. in Planning Commission and EAC to PM"
 2. The Outer envelope should be addressed to the Under Secretary (G-I), Planning Commission, Room No. 412, Yojana Bhawan, Sansad Marg, New Delhi and should be dropped in the tender box kept at Reception Area of Yojana Bhawan from 01.08.2011 onwards during office working hours and upto 3.00 PM on 05.08.2011.
 3. Complete Tender Document may either be downloaded from the website of the Planning Commission (www.planningcommission.gov.in) or collected from General-I Branch, Room no. 443, Planning Commission, Yojana Bhawan, Sansad Marg, New Delhi on any working day between 3.00 p.m. to 5.00 p.m. till 04/08/2011.
 4. Bidders are advised to study the Bid Document carefully before submitting the bid. Bids not complying with all the given clauses in this tender document are liable to be rejected. Failure to furnish all information required by the tender Document will be at the bidders risk and will result in the rejection of the bid.

2. Eligibility Criteria/Technical Requirement

- 2.1 The bidder should be in the business of hardware services for the past three years as on date of closing of tender in Central Government Department/Ministry/Organization.
- 2.2 The bidder should be presently executing minimum two AMCs on the date of closing of tender in Central Govt. Ministry/Departments/ Organization.
- 2.3 The bidder should be registered with the Service Tax Department and carry a valid PAN/VAT Numbers.
- 2.4 The bidding firm has not been blacklisted/debarred from business by any Central/State Govt. Department/Organization and that there is no pending litigation with any Govt. Department on account of similar business.
- 2.5 Supporting Documents should be supplied in the technical bid envelope in following order:
 - (i) documents in support of 2.1
 - (ii) documents in support of 2.2.
 - (iii) Copy of PAN/VAT Number.
 - (iv) Certificate to the effect that the firm is not blacklisted.
 - (v) Earnest Money Deposit of Rs.50,000/- in the form of demand draft/pay order drawn in favour of Pay and Account Officer, Planning Commission and payable at New Delhi. No interest shall be payable on EMD.
 - (vi) A general undertaking on the letter head of the firm and duly signed by the authorized person that all terms and condition of the bid document are acceptable to the firm.
 - (vii) Tender document and the terms and conditions duly signed and stamped by the authorized signatory of the firm
- 2.6 Technical Bids not accompanied with any of the above documents will be rejected.

3. Evaluation of Bids

- 3.1 The technical bid shall be opened at 3.30 p.m. on 05/08/2011 in room No.412 Yojana Bhawan, Sansad Marg, New Delhi by a Technical Evaluation Committee constituted for this purpose in the presence of such tenderers or their authorized representatives (one per bidder) who may wish to be present. The financial bid of only those tenderers whose technical bids have been accepted will be opened after duly informing the date, time and venue to technical qualified bidders in the presence of their authorized representatives (one per bidder) who may wish to be present.
- 3.2 Correction or over-writing in the tender documents is not permissible. Any correction/overwriting in financial bids will be summarily rejected. Every sheet of the Tender document and the terms and conditions should be signed and stamped by the authorized signatory of the firm and should be enclosed with the technical bid without which the technical bid will be rejected.

- 3.3 The contract will be awarded to the firm whose total tentative annual value for all the items quoted in the financial bids at Annexure-B shall be lowest. The details of items for which AMC is to be awarded is indicated at Annexure-B.

4. OTHER TERMS & CONDITIONS

- 4.1 The contract is for Comprehensive Annual Maintenance of computers, Laptops, printers, scanners, servers etc. installed in different rooms at Yojana Bhawan, EAC to PM, Vigyan Bhavan and at the residences of Dy. Chairman, MOS and Sr. Officers of Planning Commission and EAC to PM.
- 4.2 The contract will be valid for a maximum period of three years from the date of award of contract. The rates quoted shall 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. However, the initial contract shall be awarded for one year which could be extended on half yearly/annual basis by the Planning Commission for maximum period of three years after reviewing the performance of the contracting firm.
- 4.3 The competent authority in Planning Commission reserves the right to accept/ reject all or any of the bids, or cancel the tender process at any time prior to award of contract without assigning any reason.
- 4.4 The selected firm will have to deposit a Performance Security equivalent to 10% of contract value either in the form of Bank Guarantee or FDR from a commercial bank in favour of Pay and Accounts Officer, Planning Commission which should remain valid for a period of sixty days beyond the date of expiry of the contract period of one year. In case of extension of contract, the validity period of bank guarantee/FDR will have to be extended accordingly.
- 4.5 In case, the successful bidder shows inability at any stage, after the contract is finalized and awarded, for whatsoever reason(s), to honor the contract, the performance security deposited would be forfeited.
- 4.6 The successful bidder after finalization of the contract, shows inability/decline to accept the contract, its EMD shall stand forfeited.
- 4.7 The contract for repair and maintenance of computers, laptops, printers, scanners, servers etc. is comprehensive, i.e., covers all the items like CPU, Memory, Monitor, Speakers, Microphone, Mouse, Key-board etc. No payment on account of any of these items will be made extra.
- 4.8 The firm will provide operating system support, device drivers support, Networking configuration, installation of M.S. Office software, internet service and other software support, configuration of all peripherals and Operating System (including installation, if needed), installation of computers, laptops, printers (proper printing from the printer), proper working of the scanners, servers, LAN support, modem related problems and supports etc., In case, the computers, laptops, printers, scanners, etc., are transferred to the other sections/rooms/residences of the officers,

it is the duty of the firm to re-install/install the system (here system means computers, laptops, printers, Scanners, etc.) The firm will also ensure the retention of the data and no data is lost. Planning Commission does not take any guarantee regarding availability of the parts of the system. In such, cases proper maintenance of such system is the duty of the firm.

- 4.9 The selected firm should provide four experienced, well versed in maintenance of computers, laptops, printer, scanners, servers, WLAN, FMS (Facility Management Services), Wi-Fi Wireless Network, and well-mannered engineers who will be stationed in Planning Commission during 9.00 AM to 8.00 PM on all working days to take immediate care of the complaint(s) and ensure availability of service. The firm will provide maintenance and repair service on holidays and weekends also in case of emergency. The engineers should be equipped with functional Mobile Phones to ensure their availability and for urgent communications.
- 4.10 Any reported complaint will be taken up by the engineers within one hour on the same day. As far as possible, the repairs will be carried out on-site itself. In case, any of the computers, laptops, printers, scanners etc. cannot be repaired on-site and is required to be taken to the firm's workshop, stand-by arrangement will be provided by the firm without any extra charge. For this purpose, the firm will maintain appropriate stock of required equipments.
- 4.11 The firm will provide genuine parts of computers, laptops, printers (including multifunction printers), scanners, servers, etc. and in case, replacement of components, sub assemblies, and assemblies, they would be as per manufacturers' instructions and under supervision of NIC, Planning Commission.
- 4.12 Any damage or loss caused to the Computer/laptop/.Printer/ Server/Scanner etc. or their parts due to negligence, mishandling shall be made good by the company/firm either by payment, in cash, the prevailing market price of that item or by new one from OEM Company.
- 4.13 The rate should be inclusive of all type of taxes.
- 4.14 The firm shall be responsible for taking back up data and program available in computers before attending the fault and shall be responsible for reloading the same. The back up copies are to be returned to the users under acknowledgement from the user.
- 4.15 The firm shall carry out periodic check up of all the computers, laptops, printers, scanners, servers etc. under contract Outer cleaning of all equipments would be done free of cost at least once in two months and a separate register to this effect would be maintained by the contracting firm.
- 4.16 It shall be the responsibility of the firm to ensure that all the computers, laptops, printers, scanners, servers etc. work satisfactorily throughout the contract period and also to handover, these hardware items to Planning Commission in good working condition on the expiry of this contract. In case, any damage on any of the items under contract of Planning Commission is found, compensation as decided by the Competent Authority in Planning Commission will have to be provided by the firm.

- 4.17 Planning Commission reserves the right to increase or decrease quantities of contracted items any time and charges would be increased or decreased accordingly.
- 4.18 The contractor will arrange to get the character and antecedents of engineers to be deployed in Planning Commission verified from Police authorities before their deployment in Planning Commission.
- 4.19 The service engineer provided by the contractor shall maintain a daily record of complaints received/attended/non-attended whether received on line or otherwise and put up a report on each Friday to SO(Gen-I)/ Sr. Tech. Director, NIC and in case, Friday happens to be a holiday, then to the next working day.
- 4.20 The computers, printers, modem etc. are also installed at the residences of the officers of Planning Commission and EAC to PM and the firm will attend to the complaints by own arrangement and no traveling cost will be paid by Planning Commission.
- 4.21 The selected firm will keep general spare parts for Intel P-IV CPUs, Mother Boards, 40/80 HDD, RAM, HP Lj printers 1020/1022/1505/1522 Series, HP CLj printers, LAN Cards, Pen Drives, Mouse, Key Board, Mouse pad, Laptop (P-III) etc. at Yojana Bhawan so that the repair of the hardware items can be attended to on the date of reporting of the complaint(s) of hardware items.
- 4.22 In case, any complaint is not attended promptly and within the specified time, the work will be got done from other sources at the contractor's risk and cost. In this regard, the decision of the Competent Authority in Planning Commission shall be final and binding on the contractor.
- 4.23 Penalty of Rs.500/- per day will be deducted from pending bills of the firm or by raising a separate claim, in case any of the items (computers, printers, modems, scanners, servers etc.) is not repaired within 24 hours of reporting the fault. It may be intimated here that this office has software for on-line (within Yojana Bhavan) registration for the complaints of the system (here system means all items like computers, laptops, printers, UPS, modems, scanners, servers etc.).
- 4.24 Planning Commission may at any time terminate/ cancel/ withdraw the contract for some/all of the items (computers, laptops, printers, scanners, servers etc.) without assigning any reasons to the firm.
- 4.25 Planning Commission will make no advance payment. The payment would be released on quarterly basis after satisfactory completion of each quarter. In case Planning Commission terminates the contract, the payment will be made on pro-rata basis. The selected firm will prefer triplicate pre-receipted bill for payment.
- 4.26 If any dispute(s) arises between Planning Commission and the firm with reference to any provision of the contract, the decision of the competent authority in Planning Commission shall be final and binding on the contractor.

- 4.27 The contract shall be effective from the date of formal acceptance of the terms and conditions by the selected firm and deposit of performance security.
- 4.28 The selected firm shall perform the services and carry out its obligations under the contract with due diligence and efficiency, in accordance with professional engineering standards and shall observe sound management, technical and engineering practices. Un-authorized persons other than selected firm's authorized representative(s) will not be allowed to attend the machine.
- 4.29 In case violation of any terms and conditions on the part of the firm is noticed and /or the services are found unsatisfactory, performance security shall be forfeited at the discretion of the Competent Authority besides annulment of the contract.



(H. Phaltual)

Under Secretary to the Govt. of India

Terms and Conditions are acceptable

Place:-

Date :-

(Authorized Signatory)

(Signature of the tenderer with seal in token of acceptance of the terms & conditions)

TECHNICAL BID FOR ANNUAL MAINTENANCE CONTRACT FOR COMPUTER AND PERIPHERALS IN PLANNING COMMISSION AND EAC TO PM, VIGYAN BHAVAN

No. D-19016/07/2011-Gen.I

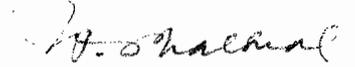
1. Name of Tendering Company/Firm/Agency : _____
2. Status of the Firm
(whether Proprietary/Partnership/Company) _____
3. Name of Proprietor/Partners/Directors _____
4. Full address of Regd. Office _____
Telephone No. _____
Fax No. _____
e-.mail Address _____
5. Full address of Operative Branch _____
Telephone No. _____
Fax No. _____
e-mail address _____
6. Name of Bankers with full address _____
Telephone No. of Banker _____
7.
 - a. PAN/TIN No. _____
 - b. Service Tax Registration No. _____
 - c. Proof of Income Tax Assessment _____
8. Give details of the work handled by the tendering Company/Firm/Agency.
(copies of the contracts to be attached) in the following format.

Sl No.	Details of client along with address, telephone and fax numbers	Duration of contract	
		From	To

(a separate sheet may be attached)

9. Details of EMD
 - (a) DD/Pay Order No. and Date _____
 - (b) Name of issuing Bank with Branch _____
 - (c) Amount (Rs.) _____

10. Additional information, if any
(attach separate sheet, if required)



(H. Phaltual)
Under Secretary to the Govt. of India

Date:

Signature of authorized person of the tendering firm
with Name & Office Seal

Place:

DECLARATION

I _____ Son/Daughter of Shri _____

Proprietor / Partner/ Director of M/s _____ have carefully read and understood all the terms and conditions of the tender and undertake to abide by them.

2. The information/documents furnished along with the above Tender/ bid are true and authentic to the best of my knowledge and belief.

3. I/We/am/are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized person of the tendering firm
with Name & Office Seal

Date:

Place:

**FINANCIAL BID FOR ANNUAL MAINTENANCE CONTRACT FOR COMPUTER AND
PERIPHERALS IN PLANNING COMMISSION AND EAC TO PM,
VIGYAN BHAVAN**

No. D-19016/07/2011-Gen.I

Sl. No.	Hardware Items	Quantity	Price (Excl. taxes) in Rupees/annum	Taxes if any	Total Price (incl. taxes) in Rupees/annum
A.	Desktop Systems				
1	Computer (P-IV - INI 6100/6120/6340/6420 Series & others)	96			
2	Computer (HP P-IV) (DX2280/2280MT Series - INI7080/7180 INI7180/INI7220/INA7280/INA7380/8200 Sony LM 18G Series etc.	218			
3	Computer HP/Compaq dc 7800 Ultra-slim compact desktop with TFT	05			
B.	Laptop/Notebooks				
4	HP-NC8430, HP-8510P/HP-9704TX/HP-2210B Series	19			
5	Sony Vaio/Dell 1440/1340/PR12S make	09			
6	IBM T7100/X61 Series Make	02			
C.	Printers				
7	Laser Printers (HP 5000N/5200N/5550DN series)	05			
8	Laser Printers (HP-LJ4050/4100/4300/4350 Series)	07			
9	HP Laserjet 1020/1022 Series Printers	176			
10	HP Laserjet 1505/1522 Series Printers	107			
11	HP Laserjet (2025-50N/2420/2500/2550L/2600/2700N)	25			
12	HP 1312NFI/1522NFI Series MFP	16			
13	HP 3005DN Printer	30			
14	HP Laserjet 4015x/4350 Series Heavy Duty	19			
15	HP Laserjet 2210/3200/3390/3600N/3700/3745/3800 Series	25			

16	HP C4388 Photosmart/ CM3530FS	10			
17	Samsung 3-in-one/ HP MFP2727NF/2840MFP	29			
18	LQ 1050 Dot Matrix Printer	01			
D.	Scanners				
19	HP Scanner A4 Size (5000/5590 Scanjet/3770/G4050/ 7450/7800/8000/8200/ 8250 Series	24			
20	HP/Mustak (A-3 Size Series Scanner)	02			
E.	Network Related WiFi Controller				
21	CISCO Aironet 1240 AG Sr. Access Point (for WiFi Wireless Network)	12			
22	High Speed 4400 WLAN Controller for 12 lightweight CISCO Access Points	01			
F.	Servers				
23	IBM Serves x series x 236 (M/s IBM) Xeon Server with Combo Drive, DDR ECC DRAM 3 x 1 GB 400 MHZ	01			
24	HP Proliant ML 3005 G5 Server (Library)	01			
25	HP Proliant ML 3005 G5 Intel Xeon Quad Core Server (with 8GB DDR3 RAM, 3x144 GB 15000 rpm Hot-plug ILU SAS HDD, 8xDVD ROM etc.)	04			
G.	UPS				
26	Power one /True power/Microtek Make	17			
27	APC Make 800 VA UPS	20			
28	Numeric 0.6 KVA UPS	02			
H.	Networking Switches				
29	CISCO L2 Switches (24 ports)	07			
30	Dlink Network Unmanaged Switches (24 ports(20)/16 ports(07)/48 ports(13))	40			
	Total Annual tentative contract value(both in figures and words)				



(H. Phaltual)

Under Secretary to the Govt. of India

Note : The quantity quoted against each equipment is tentative and may vary upward or downward and in that case, payment will be made on pro-rata basis.

2. Rate should be all exclusive throughout the contract period.

Signature of authorized person of the tendering firm
with Name & Office Seal

Date:

Place: