

OPS(104)/AMC/23/2014/NCRB
Government of India
Ministry of Home Affairs
National Crime Records Bureau

Date : 25/08/2014

NOTICE INVITING QUOTATION

Subject: Quotations are invited for Comprehensive Annual Maintenance Contract for Desktop, Laptop, Servers, Printers, Scanners, Projectors, UPSs etc.

Sealed quotations are invited from reputed vendors for Comprehensive Annual Maintenance Contract (CAMC) of Desktop, Laptop, Servers, Printers, Scanners, Projectors, UPSs etc.

The **Comprehensive Annual Maintenance Contract (CAMC)** will cover maintenance of hardware items as per details at Annexure-I along with prevention, operating system, antivirus and software installation etc. (required operating system, antivirus and software will be provided by NCRB) for a period of **one year** from the date of awarding the contract along with primary level inspection of warranty items also.

The equipments are located at NCRB East Block-7 and 9, R. K. Puram, New Delhi and can be inspected during any working day between 2.00 pm to 5.00 pm with prior appointment to JSO(DCT). The summarized item wise detail of the equipment is enclosed in at Annexure – I.

Bidding Procedure:

- a. Quotations are invited in two Bid systems, (1) Technical and (2) Financial. Quotations for **Technical and Financial bids** should be sealed separately and enclosed in single sealed envelope clearly indicating “Quotations for CAMC of desktops and Printers etc.” and addressed to DG, NCRB, East Block-7, R K Puram, New Delhi-66.
- b. Sealed quotations shall be received not later than **17:00 hrs on Sep 10, 2014**. No Bids will be accepted after this date & time under any circumstances. This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.
- c. Technical Bids must contain the EMD for specified amount, along with complete technical details as desired by this tender. First Technical Bids of all the tender will be opened, thereafter, financial Bid of only successful Technical Bids will be opened. Technical Bids without EMD will be summarily rejected.
- d. The offer should be valid for the acceptance for the period of at least 60 days from the date of opening.
- e. All bids must be delivered to the Data Centre and Technical Branch, National Crime Records Bureau, East Block-7, R K Puram, New Delhi-110066

Condition for Bidder (ELIGIBILITY)

1. The firm should submit an undertaking stating that it has not been barred or blacklisted by any of the Central / State Government / Departments / Organizations / Central or State PSU.
2. The firm should have executed minimum one single AMC order of 8 lakh or 3 orders of 4 lakh each in recent past.

3. The bidders must provide copy of Service Tax registration certificate.
4. Bidder must have enough inventories of the spares.
5. Latest performance statement / letter from minimum 3 clients (preferably Govt.) be enclosed.

TERMS & CONDITIONS

1. Those hardware items which are in the warranty will be included in CAMC w.e.f. expiry of warranty.
2. Comprehensive AMC includes essential servicing and repairs / fixing / replacement of all the electrical / electronic, and mechanical components of the equipment. Therefore, the firm shall bear cost of all spare parts of related items including all the plastic, rubber equipments, knobs, teflon, movable/ rotational parts, **batteries (UPS and Laptop)**, Projector Lamp, or any other item necessary for proper operation of the original equipment. CAMC includes items even if it is burnt or damaged due to power fluctuation. No extra charges would be payable by this Bureau.
3. Quotation should include the cost of batteries of both **UPS & Laptop**. All UPS MUST give **at least 30 minutes backup**, during the AMC period, **irrespective of their status at the time of awarding the CAMC**. All UPS batteries must be brand NEW and of EXIDE/Okaya make. Some of the UPS & Laptop batteries may require immediate replacement.
4. Adequate inventory on site of hardware parts like Keyboard, Mouse, RAM, SMPS, various types of cables(excluding Network cables), etc. must be kept in stock in advance. **Successful bidder has to provide one 2 KVA UPS with battery bank and one Laser printer as stand by in good working condition in the Bureau.**
5. Bureau will be shifting to its new premises during the AMC period. Hence, the equipments including UPS needs to be uninstalled from current location and to be installed at new premises. There will be no extra charges for the same.
6. If any hardware item warrants condemnation, that item will be deleted from CAMC list at that time, and payment will made on **pro-rata basis**.
7. **The successful bidder shall be required to depute following service engineers:**
 - a. Two well qualified resident engineers having minimum three years experience in relevant field should be available in NCRB on all working days from 09.30 hrs to 1800 hrs daily for maintaining all hardware equipments running in NCRB and rectifying the problem, if any. Engineer shall be required to install the software/drivers in the computer if required.
 - b. The resident engineers should be professionally qualified to be able to handle UPS problem also on their own. In case if the resident engineer is unable to diagnose / resolve the UPS problem within reasonable time, then he should immediately call an expert UPS engineer from the firm. The expert UPS engineer so called should report the NCRB within 2 hrs. and resolve the UPS problem positively on same day.
 - c. If the expert UPS engineer does not turn up or close the UPS call within 24 hrs after lodging the complaint, then a penalty of Rs. 1000/- per day per complaint from the date of lodging the complaint will be deducted from the CAMC amount. Repeated

such practices will invite termination of the contract apart of deducting penalty amount.

- d. In case the faulty equipment under AMC (excluding UPS) is not repaired/ replaced within 24 hrs from the date of lodging the complaint, then penalty of Rs. 500/- per day per complaint will be deducted from the CAMC amount.
 - e. Engineer will sign daily in the attendance register for records purpose. If any of the engineer does not turn up, then a sum of Rs. 500/- per day will be deducted from the CAMC amount.
 - f. The scope of the work covers Comprehensive Maintenance includes the preventive and breakdown maintenance of Desktop, Laptop, Servers, Printers, Scanners, Projectors, UPSs etc. The vendor is required to perform quarterly preventive maintenance of all the equipments under CAMC. In case, if the same is not done then penalty of Rs.5000/- per quarter will be imposed and the amount will be deducted from CAMC payment.
8. In case if vendor is not able to repair/replace the faulty equipment, the NCRB will get it repaired/replaced at its own level. The cost of the same would be deducted from the CAMC amount of the vendor.
 9. The rates of successful bidder will be valid for 12 months from the date of issue of letter of acceptance.
 10. Successful bidder will have to sign an agreement with NCRB on a stamp paper as per the format provided by NCRB.
 11. On completion of the contract period, the firm will have to hand over all the equipments under CAMC in perfect working condition to NCRB, failing which the amount spent on setting the system repaired / in working condition from the open market will be deducted from the security deposit / bill amount of the firm.
 12. Contract can be terminated by the NCRB any time by giving fifteen-days notice.
 13. DG, NCRB reserves the right to reject or accept any tender document without assigning any reason.

Condition Regarding Deposit of Earnest Money

1. The Earnest Money (Refundable) of Rs. 25000/- (Rupees Twenty Five Thousand only) can be deposited in from of bank draft or pay order in favour of AO, PAO, DCPW payable at New Delhi.
2. No interest shall be payable by this Bureau on the earnest money deposited by the bidder.
3. Earnest Money of the successful bidder shall be returned by this Bureau as early as possible after the placement of contract.
4. Any bid not accompanied with earnest money shall be rejected.
5. All the documents must be signed and duly stamped.

Payment terms

1. Payment of the CAMC will be from the effective date of CAMC.
2. Payment will be made on quarterly basis on submission of bill by the vendor on completion of each quarter after deducting penalty amount, if any.
3. Successful bidder will have to deposit a performance linked irrevocable Bank Guarantee (BG) equivalent to 10% of the total bid amount. Validity of the BG should cover entire CAMC period plus 3 months beyond that period. Penalties if any shall be deducted from any of the payment due to the bidder.
4. Taxes etc., if any, levied shall be deducted at source.

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Annexure - I

Summary of items

SI No.	Item	Quantity*
1.	Cordless KB/Mouse	2
2.	Desktop	293
3.	Desktop PC Touch Smart	2
4.	Laptop	11
5.	LCD Projector	5
6.	Scanner	14
7.	TFT MONITOR 22"	1
8.	Printer LJ	43
9.	Printer LJ MFP (Small)	1
10.	Printer CLJ	5
11.	Printer CLJ MFP (Small)	2
12.	Printer CLJ MFP (Big)	2
13.	Printer Line	3
14.	Printer DJ/IJ	1
15.	Printer InkJet MFP (Small)	1
	Total printers	58
16.	UPS 15 KVA	3
17.	UPS 10 KVA	5
18.	UPS 5 KVA / 6 KVA	5
19.	UPS 2 KVA / 3 KVA	3
20.	UPS 1 KVA	7
	Total UPS	23
21.	Server#	4
22.	SAN Storage#	1
23.	Plasma Screen: 50" Sony Plasma Screen and its remote&	1

Remarks :

- * Quantity may vary. Payment for a period will be made for actual number of items covered during that period.
- # Likely to be removed from the AMC, after sometime
- & Rate for Plasma Screen should be quoted separately. It may or may not be awarded.

Details of the above items are available in DCT Branch of National Crime Records Bureau.

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Annexure - II

TECHNICAL BID PROFORMA

- 1. Name of the Bidder :**
- 2. Type of Firm(Proprietary, Pvt. Ltd., PSU,others)(Give Details)**
- 3. Head / Regd. Office address :**
 - a) Postal
 - b) Fax No.
 - c) Contact person's Name, Telephone No, e-Mail
- 3. Former name of firm (if any)**
- 4. Office address in NCT of Delhi:**
 - a) Postal
 - b) Fax No.
 - c) Contact person's Name, Telephone No, e-Mail
- 5. Year of establishment in IT sector :**
- 6. Relevant Experience (No. of years)**
- 7. Please enclose copies of:**
 - Certificate of Registration No.
 - PAN/TAN
 - Service Tax
- 8. Address of workshop (if any)**
- 9. Details of EMD deposited :**
 - Draft No.
 - Bank details :
 - Amount :
 - Validity :
- 10. Period of validity of the offer:**
- 11. Have you failed to complete any work awarded to you. (if so, when, where and why?) Give complete details.**
- 12. Details of Manpower with Qualifications:**
 - Hardware Engineers Software engineer Network engineer Other Staff
- 13. How many projects you were imposed penalties for delay/unsatisfactory performance.**
- 14. Satisfactory service certificates from previous customers.**
- 15. Any Quality certification attained by the firm? (if yes, enclose copy)**
- 16. Whether details of past experience furnished in the required Performa (Annexure-IV)**

I/We hereby certify that the information furnished above is full and correct to the best of my/our knowledge.

Date :

Place :

(Signature of the authorized signatory)

Name

Office seal.

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Annexure - III

**Details of Comprehensive Annual Maintenance Contracts
Executed in Past three years**

Hardware/network maintenance support

Sr. No.	Name of Organization	Contract Period		Value of CAMC	Name of Resident Technical Personnel (if any)
		From	To		

Software installation/functioning support

Sr. No.	Name of Organization	Contract Period		Value of Contract
		From	To	

Performance certificate from at least three Govt. organizations/PSU (only top three) enclosed.

Date :

(Signature of the authorized signatory)

Place :

Name

Office seal.

UNDERTAKING

Certified that, I have read all the points mentioned in terms & conditions, and understood the same. I agree with all the terms mentioned in Tender Document No. **OPS(104)/AMC/23/2014/NCRB**.

Date :

(Signature of the authorized signatory)

Place :

Name

Office seal.

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Annexure - IV

FINANCIAL BID PROFORMA

SI No.	Item	Quantity*	Unit Cost	Total cost (in Rs.)
1.	Cordless KB/Mouse	2		
2.	Desktop	293		
3.	Desktop PC Touch Smart	2		
4.	Laptop	11		
5.	LCD Projector	5		
6.	Scanner	14		
7.	TFT MONITOR 22"	1		
8.	Printer LJ	43		
9.	Printer LJ MFP (Small)	1		
10.	Printer CLJ	5		
11.	Printer CLJ MFP (Small)	2		
12.	Printer CLJ MFP (Big)	2		
13.	Printer Line	3		
14.	Printer DJ/IJ	1		
15.	Printer InkJet MFP (Small)	1		
16.	Printer Photo	1		
17.	UPS 15 KVA	3		
18.	UPS 10 KVA	5		
19.	UPS 5 KVA / 6 KVA	5		
20.	UPS 2 KVA / 3 KVA	3		
21.	UPS 1 KVA	7		
22.	Server#	3		
23.	SAN Storage#	1		
24.	Plasma Screen: 50" Sony Plasma Screen and its remote&	1		
Total amount (in Rs.)				
TAX (any)				
Grand total (in Rs.)				
Grand total amount in words :				

Remarks :

- * **Quantity may vary. Payment for a period will be made for actual number of items covered during that period.**
- # **Likely to be removed from the AMC, after sometime**
- & **Optional. Rate for Plasma Screen should be quoted separately. It may or may not be awarded.**