

OPS(104)/AMC/23/2016/NCRB
Government of India
Ministry of Home Affairs
National Crime Records Bureau

Date : 02/11/2016

NOTICE INVITING QUOTATION

Subject: Quotations are invited for Comprehensive Annual Maintenance Contract (CAMC) for Desktop, Laptop, 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.

Condition for Bidder (ELIGIBILITY)

Tender documents should be submitted with the following documents, failing which the tender shall be rejected.

1. The firm should be in existence for over **5 years** in the trade with Annual Maintenance Contracts worth more than **Rs. 50 Lakhs** per annum during the last 2 years ending 31st March, 2016.
2. Audited balance sheet for last three years showing that the bidder has a minimum per annum turnover of at least **Rs. 10 Crore**.
3. Company should be an **ISO 9001:2008 & ISO 20000-1: 2005** certified for servicing.
4. The firm also must have expertise and experience in day-to-day troubleshooting. The bidder should have executed satisfactorily minimum one Annual Maintenance Contract of more than **500 Computers** under Linux/Window NT environment for at least two years consecutively.
5. Firm should be **Authorized Supplier** of any one of the companies like /HP /Lenovo / Dell / etc. The vendor will be required to liaison with the **O.E.M. for Maintenance** of these computers/servers/UPSs etc.
6. Firm should be authorized **Warranty Service Provider** of any one of the companies like /HP /Lenovo/Dell / etc. & certified copy of the same has to be submitted against this tender.
7. The firm should submit an undertaking stating that it has not been barred or blacklisted by any of the Government agency, and no such case is undergoing/pending upon the firm.
8. The bidders must provide copy of Service Tax registration certificate and other documents specified in Annexure-II.
9. The Firm should be registered with ESIC/EPFO.

10. **List of Engineers with Resumes** deployed under the contract must have Graduate with minimum one Year Computer Hardware Diploma or BCA, and 3 years experience in maintenance of Hardware & Software.
11. Customer satisfactory certificate (at least 05 Nos. of Copy) issued by the clients (by Govt. Deptt. only).
12. Firm should submit list of customer along with copies of order of AMC executed within last 3 years .
13. The address of the workshop with telephone and fax numbers at New Delhi should be communicated.
14. The firm must be registered with the Registrar of companies and with the Delhi Sales Tax Department for Works Contract Tax.
15. Income tax clearance certificate for the last two years must be attached.
16. The company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN number, service tax number.
17. Depending on satisfactory services, the contract may be extended on quarterly basis on the same terms & conditions for a total period of maximum one year.

NOTE : **TENDER RECEIVED WITHOUT EARNEST MONEY SHALL NOT BE CONSIDERED AT ANY CIRCUMSTANCES.**

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, Printers etc.” and must be delivered at **NCRB, East Block-7, R K Puram, New Delhi-66.**
- b. Sealed quotations shall be received not later than **17:00 hrs. on November 25, 2016.** 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. The offer should be valid for the acceptance for the period of at least **180** days from the last date of submission of tender. Rates quoted should be free from any preconditions regarding payments etc., or otherwise offers are liable to be rejected, without assigning any reason.
- d. All the documents must be signed and duly stamped.

TERMS & CONDITIONS

1. 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 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. However, batteries (UPS and Laptop), Projector Lamp, will NOT be covered in AMC. Printer Cartridges will be provided by the bureau, however Imaging Drums will be covered under CAMC.

2. Those hardware items which are in the warranty will be included in CAMC w.e.f. expiry of warranty.
3. 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 Laser printer as stand by in good working condition in the Bureau.
4. Bureau may be shifted to its new premises at Mahipalpur, New Delhi, 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. However, bureau will make arrangements for transportation of these items.
5. Some items under CAMC are located at MHA's NDCC building, Near Jantar Mantar, New Delhi.
6. If any hardware item warrants condemnation, that item will be deleted from CAMC list at that time, and payment will be made on **pro-rata basis**. Accordingly the amount paid may increase or decrease from the total amount of the agreement, depending on the items added or removed from the AMC.
7. Taxes, if any, to be paid need to be duly indicated in the bid otherwise no extra payment would be made for this purpose. The responsibility of payment of taxes to the concerned authorities will be of Contractor.
8. The supplier must take every care to see that the order or any portion of thereof does not fall into unauthorized hands. Care should be taken to execute the order under proper security conditions and no spare item of order/copies should be retained/sold or otherwise made over by the Contractor or any of his staff member to any person other than the person(s) authorized by the NCRB.
9. The contractor will maintain the confidentiality of data stored of the computer systems. The contractor will be required to take appropriate actions in respect of his personnel to ensure the obligations of non-use and non-disclosure of confidential information.
10. The Bureau shall have the right, within reason, to have any personnel removed who is considered to be undesirable or otherwise and similarly the Contractor has no right to remove any personnel without prior approval of the Bureau, emergencies, exempted.
11. The contractor shall cover its personnel for personal accident and death whilst performing the duty and the Bureau shall own no liability and obligation in this regard.
12. The submission of a tender by a tenderer implies that they had read this notice and conditions of contract and has made himself aware of the scope and specifications of the work to be done and of the conditions and rates at which stores, tools and plants etc will be issued to him, local conditions and other factors on the execution of the work.
13. The accepting Officer does not bind himself to accept the lowest or any tender or to give any reasons for doing so.
14. Not more than one tender shall be submitted by one contractor or one firm of contractors. Under no circumstances will a father or his son(s) or other close relations who have business dealing with one another be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
15. No claim shall lie against the Government/Department in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit.
16. The bureau shall be at liberty to withhold any of the payments in full or in part subject to recovery of penalties mentioned in the tender.

17. After the contract is awarded, if it is found that the service given by the vendor is not satisfactory, the contract will be terminated by the competent Authority or his representative nominated for the purpose.
18. Any pending payment will not be paid if agreement is terminated for the above reason.
19. This notice of tender shall form part of the contract.
- 20. 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 problem related to UPS is not resolved within 48 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 48 hrs from the date of lodging the complaint, then penalty of Rs. 1000/- per day per complaint from the date of complaint will be deducted from the CAMC amount.
 - e. Engineer will sign daily in the attendance register for records purpose. If any of the engineers does not turn up, then a sum of Rs. 1000/- per day per Engineer 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.
21. In case if vendor is not able to repair/replace the faulty equipment within 10 days, the NCRB will get it repaired/replaced at its own level, **without intimating the firm**. The cost of the same would be deducted from the CAMC amount of the vendor.
22. Successful bidder will have to sign an agreement with NCRB on a Rs. 100/- stamp paper as per the format provided by NCRB. Bidder will bear the cost.
23. 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.
24. After the contract is awarded, if it is found that the service given by the vendor is not satisfactory, the contract will be terminated by the competent Authority or his representative nominated for the purpose.
25. Any pending payment will not be paid if agreement is terminated for the above reason.
26. DG, NCRB reserves the right to reject or accept any tender document without assigning any reason.

Condition Regarding Deposit of Earnest Money

1. Bids should be submitted alongwith the Earnest Money (Refundable) of **Rs. 25000/-** (Rupees Twenty Five Thousand only) in the form 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. Any bid not accompanied with earnest money shall be rejected.
4. Earnest Money of the successful bidder shall be returned by this Bureau as early as possible after the placement of contract.

Payment terms

1. Payment of the CAMC will be from the effective date of CAMC.
2. Payment will be made on quarterly basis (if the services are satisfactory) 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.

Breach of terms and conditions

In case of breach of any of terms and conditions mentioned above, the competent authority will have the right to cancel the contract without assigning any reason and nothing will be payable by this bureau in that event and the security deposit shall also stand forfeited.

Subletting of Work

The Firm shall not assign or sublet the order of AMC or any part of it to any other person or Party', else it will lead to cancellation of the contract and nothing will be payable by this bureau in that event and the security deposit shall also stand forfeited.

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Annexure - I

Summary of items

Sl No.	Item	Approx. Quantity*	
1.	Desktop	220	
2.	Desktop PC Touch Smart	2	
3.	Desktop – All-in-One (Touch)	43	AMC for 11 Desktops-AIOs w.e.f. 20/05/2017
4.	Laptop	20	
5.	LCD Projector	5	
6.	Scanner	11	
7.	TFT MONITOR 22"	1	
8.	Printer LJ	27	
9.	Printer LJ MFP (Small)	16	
10.	Printer CLJ	4	
11.	Printer CLJ MFP (Small)	2	
12.	Printer CLJ MFP (Big) [HP 6030]	2	
13.	Printer InkJet MFP (Small)	1	
14.	Printer Inkjet Photo	4	
15.	Online UPS 20 KVA	5	AMC for 01 UPS w.e.f. 16/06/2017 and for 04 UPS w.e.f. 14/07/2017
16.	Online UPS 15 KVA	2	
17.	Online UPS 10 KVA	3	
18.	Online UPS 1 KVA	3	
19.	Offline UPS 1 KVA	1	
20.	Plasma Screen: 50" Sony Plasma Screen and its remote#	1	

Remarks :

- * Quantity may vary at the time of awarding the contract. All items may not be included in CAMC at the beginning and may be added after completion of their warranty. Also, some items are likely to be removed from the CAMC, after sometime. Payment will be made for actual number of items covered during a period. Payment for the items added or removed during any quarter will be made on the basis of number of days in the CAMC.
- # **Optional.** Rate for Plasma Screen should be quoted separately. It may not be included in CAMC. Details of the above items are available in DCT Branch of the Bureau.

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Annexure - II

TECHNICAL BID PROFORMA

1.	Name of the Bidder	
2.	Period of validity of the offer (Min. 180 days)	
3.	Type of Firm (Proprietary, Pvt. Ltd., PSU, others)(Give Details)	
4.	Whether ISO 9001:2008 & ISO 20000-1:2005 certified for services	
5.	Former name of firm (if any)	
6.	Certificate of Registration No.	
7.	PAN	
8.	TAN	
9.	Service Tax	
10.	Address for communication	
11.	Contact person's details	
	a) Name	
	b) Telephone no. /Mobile No.	
	c) Fax. No.	
	d) E-mail id	
12.	Year of establishment in IT sector	
13.	Relevant Experience (No. of years in AMC)	
14.	AMC Turn over for last two financial years (More than 50 lakhs)	2014-15 :
		2015-16 :
15.	Total turn over in last 3 financial years (Min. Rs.10 Crore).	2013-14 :
		2014-15 :
		2015-16 :

16.	Minimum one AMC of more than 500 Computers for atleast two years consequently (Pls provide details)	
17.	Name of the companies for which Authorized O.E.M. Supplier and Warranty Service Provider of :	1. HP (Y/N) : 2. DELL (Y/N) : 3. HCL (Y/N) : 4. Lenovo (Y/N) : 5. Others (Pls. specify):
18.	Have you failed to complete any work awarded to you. (if so, when, where and why?) Give complete details.	
19.	How many projects you were imposed penalties for delay/unsatisfactory performance	
20.	Satisfactory service certificates from previous customers (Provide details – 5 Nos.)	
21.	Any Quality certification attained by the firm? (if yes, enclose copy)	
22.	Details of Manpower (Please provide details with Qualifications on separate sheet)	
	a) No. of Hardware Engineers	
	b) No. of Software engineer	
	c) No. of Network engineer	
	d) No. of Other Staff	
23.	Address of the workshop/service centre with Tel. No., Fax No. at New Delhi	
24.	Details of EMD deposited	
	Date	Draft No.
	Bank details	Amount
		Valid upto

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

I/we also undertake that the firm has not been barred or blacklisted by any of the Central / State Government / Departments / Organizations / Central or State PSU and no such case are undergoing/pending upon the firm.

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/23/2016/NCRB**.

Date :

(Signature of the authorized signatory)

Place :

Name

Office seal.

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Annexure - IV

FINANCIAL BID PROFORMA

Sl. No.	Item	Approx. Quantity*	Unit Cost (Rs.)	Total cost (Rs.)
1.	Desktop	220		
2.	Desktop PC Touch Smart	2		
3.	Desktop – All-in-One (Touch)	43		
4.	Laptop	20		
5.	LCD Projector	5		
6.	Scanner	11		
7.	TFT MONITOR 22"	1		
8.	Printer LJ	27		
9.	Printer LJ MFP (Small)	16		
10.	Printer CLJ	4		
11.	Printer CLJ MFP (Small)	2		
12.	Printer CLJ MFP (Big) [HP 6030]	2		
13.	Printer InkJet MFP (Small)	1		
14.	Printer Inkjet Photo	4		
15.	Online UPS 20 KVA	5		
16.	Online UPS 15 KVA	2		
17.	Online UPS 10 KVA	3		
18.	Online UPS 1 KVA	3		
19.	Offline UPS 1 KVA	1		
20.	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 at the time of awarding the contract. All items may not be included in CAMC at the beginning and may be added after completion of their warranty. Also, some items are likely to be removed from the CAMC, after sometime.

Optional. Rate for Plasma Screen should be quoted separately. It may not be included in CAMC.