

REQUEST FOR PROPOSAL

FOR

**COMPREHENSIVE AMC OF
COMPUTERS AND PERIPHERALS
AT CGDA**

**Controller General of Defence Accounts
Ulan Batar Road, Palam, Delhi Cantt -110010**

SUMMARY SHEET

Tender reference	MECH/EDP/244/COMP/AMC/2016-17 Date: 06-12-2016
Name of the Department	Defence Accounts Department, Govt. of India, Ministry of Defence (MOD)
Date of Issue of Request for Proposal (RFP)	06-12-2016
Last date and time for Receipt of Proposal	27-12-2016 at 14:00 Hrs
Date and Time of opening of Technical Bids	27-12-2016 at 15:00 Hrs
Date and Time of opening of Financial Bids	28-12-2016 at 11:00 Hrs
Place of Opening of Bids	Conference Hall 'Aaditya' of CGDA, Ground Floor, Ulan Batar Road, Palam, Delhi Cantt - 11010
Address for Communication	Senior Accounts Officer (IT&S) O/o the CGDA, Ulan Batar Road, Palam, Delhi Cantt - 110010 Phone - 011-25665762, 25665589 E-mail ID : cgdanewdelhi@nic.in

Note :

- This bid document is not transferable.
- Bids without relevant documents as specified in this Request for Proposal (RFP), shall be summarily rejected.

CONTROLLER GENERAL OF DEFENCE ACCOUNTS,

EDP ULAN BATAR ROAD, PALAM, DELHI CANTT-10

Phone: 011-25665761-63 Fax:-011-25675030

Website:cgdanewdelhi@nic.in

No: MECH/EDP/244/COMP/AMC/2016-17

Date: 06-12-2016

Last date of submission: **27th December 2016 by 02.00 pm**

Should be addressed to: **Sr. Accounts Officer (IT&S) on the above address**

TENDER – COMPREHENSIVE AMC OF COMPUTERS & PERIPHERALS at CGDA

Sealed techno-commercial (Part A) and financial (Part B) quotations in **separate envelopes** are requested for provision of the services for Comprehensive Annual Maintenance of Computer Systems & peripherals etc. and Maintenance of audio visual equipment and video conferencing systems for CGDA. The details of the scope and quality of services are provided in succeeding paragraphs:

2.0 SCOPE OF WORK/SERVICE :-

2.1 Repair & Maintenance Services (Hardware): - The contractor will be required to maintain the equipment (PCs, Servers, Notebooks, Printers, Scanners, Modem, and LAN Switches etc.) in good working order and will be required to perform preventive maintenance of these equipment once every three months. The details of the equipment are provided in the "**Annexure-1**" to this tender document. For this, a contractor will require to provide the following services:-

2.1.1 Correct any faults & failures in any EQUIPMENT under this contract during our normal working hours i.e. from 0900 to 1815 on week days.

2.1.2 The contractor will be required to provide a total of 99.9% up time of all equipment under the contract.

2.1.3 The maintenance services will be comprehensive and will include cost of labour, faulty parts/complete equipment replacement with new parts/equipment, including plastic parts etc. For defective hard disk, the contractor will provide the new hard disk at no extra cost and the defective hard disk will remain the property of CGDA. The new replaced parts/faulty parts/old/obsolete parts will become the property of the CGDA and only faulty parts may be given to the contractor except faulty hard disk and any other storage device. In case of replacement the contractor has to supply new equipment/parts of equivalent standard keeping in view the Book value of the item but the old equipment will remain the property of the CGDA as obsolete item.

2.1.4 As per our estimates, contractor will require to place following professionals at CGDA for undertaking the tasks to be carried under Annual Maintenance Contract.

Suggested Professional	Services	Min Qualificati	Relevant Experienc	No.
Coordinator /Senior RSE	<p>i) To guide field H / W Professional.</p> <p>ii) Configure webhosting environment on servers and familiar with LINUX and Windows based hosting environment, installation and configuring Database like SQL/MySQL/PostgreSQL, webhosting Panels like Plask, C-panel, virtualmin, +webmin etc and maintenance of applications on these environments.</p>	B. Tech /B.E.	>4 years	2
Field H/W Engr	<p>i) Troubleshoot and repair the System</p> <p>ii) Installation of Patches, Operating system</p> <p>iii) Operating System / application S/W bug isolation and Fixing.</p>	Diploma in Electronics/ computer science (minimum 2 years)	>4 years	4
Maintenance Record Keeper And Interaction	<p>i) To maintain the complaint Log.</p> <p>ii) Follow up the Compliant for its Conclusion (For both AMC As well as warranty).</p>	Diploma in Electronics/ computer science (minimum 2 years)	>3years	1
Loader / Shifter	<p>i) For shifting / loading of equipments from user site to maintenance room located at CGDA.</p> <p>ii) For shifting / loading of equipments from maintenance room to designated locations.</p> <p>iii) In case of major fault, shifting / loading of faulty Equipment to firm's factory.</p>	12 th Pass	-	2
professional expert for video conferencing	<p>i) Operate and co-ordinate with other PCDA's/CDAs /RTCs offices during all Video conferencing events.</p>	Diploma in Electronics or equivalen	>4 years	1

- 2.1.5 The contractor's professionals will be required to move to provide services to different locations in Delhi (CGDA Office, Training Division, Brar square, Palam Road, OTI Gurgaon, East Block-X, R.K.Puram and different locations at Delhi.) at the contractor's cost. No payment will be made by CGDA on local moves.
- 2.1.6 It is expected that during the contract period, more equipment will be included for maintenance and repair services of AMC. This equipment will be included on pro-rata basis. For every 25% increase in total cost of maintenance & Repair charges, the contractor will be required to provide one additional professional at NO extra cost.
- 2.1.7 **Immediate Resolution of problem and keeping H/W, S/W uptime up to 99% in case of server & its applications and for other items it will be 95%. These uptimes /Downtime will be calculated from the online complaint management software provided by the contractor. The contractor has to provide standby hardware in case of corrective maintenance takes more than 1 (one) working day. The standby equipment arrangement will be allowed for maximum of 10 working days only. If any equipment is not repaired within 48 hours (Two working days) from the time of reporting of call or the standby provision period exceeds the allotted period (max 10 working days), a recovery of 0.5% of Total contract value of the quarter will be recovered per day per faulty equipment. In case of Servers and its application problems, any failure of above nature shall constitute sufficient ground for recovery of 5% of Total contract value of the quarter per day or even the termination of the contract depending on the situation.**
- 2.1.8 If the above time schedule is not adhere to as per para 2.1.7 in respect of any item, the same may be considered as sufficient ground to consider services as unsatisfactory and CGDA may, at his sole discretion, terminate the contract, in which case the pro rata payment, for the period of AMC services rendered by the firm, will be made. The firm understands and agrees not to raise any claim of whatsoever kind against CGDA for his decision to terminate the contract and incidental to it.
- 2.1.9 The contractor's professionals may be required to install newly procured hardware at any of the site as directed by CGDA. Moreover, the contractor's professionals will do the jobs such as data transfer, data backup, etc. as instructed by CGDA from time to time.
- 2.1.10 The contractor's professionals may have to repair any non-AMC items. The payment for this will be done by CGDA on case to case basis.

3.0 **GENERAL TERMS** :-

- 3.1 The contract will be initially for one calendar year, extendable upto three years on same rates and terms and conditions. CGDA reserves the right to cancel the contract by giving prior notice of one month, if the contractor does not provide satisfactory services.
- 3.2. As the working sites of the CGDA are in the Restricted Areas, all Professionals must clear Police verification, at their own arrangement & the contractor will provide the Identity Cards of their firm to their personnel. The entry cards/passes will be

provided by CGDA for entry of these personnel in CGDA offices (Defence Security Zone Areas).

- 3.3 All Professionals will be interviewed by CGDA or his rep and the contractor will deploy only those professionals who found suitable for the job by him. Changes/replacement of professionals will not be frequent and the contractor will not change Professionals without the consent of CGDA.
- 3.4 The contractor will maintain "History Card" and documentation/diagrams for each equipment under Maintenance Contract.
- 3.5 The contractor's professionals will be required to load the reputed latest anti-virus software on all PCs and Server's during contract period at their own cost. Antivirus software will be provided by CGDA and contractor has to install, keep record and keep it updated. Further, the contractor's professionals shall install and configure licensed software (OS/RDBMS/Any Other) if the necessity arises. The software and manuals will be provided by CGDA. The contractor will ensure that the professionals are updated of their technical knowledge on regular basis by sending them on short term training capsules. At least one of the professional should be able to configure Webhosting environment on servers and familiar with LINUX and Windows based hosting environment, installation and configuring Database like SQL/MySQL/PostgreSQL, webhosting Panels like Plask, C-panel, virtualmin, +webmin etc and maintenance of applications on these environments.
- 3.6 The contractor will not sub-contract or permit any other personnel than the contractor's personnel to perform any work, service or other activities required by CGDA without the prior written consent of the CGDA.
- 3.7 Professionals of the contractor will maintain the confidentiality of data stored on the computer systems. The contractor will be required to take appropriate actions against his professionals to ensure that the obligations of non-use & non-disclosure of confidential information is complied with strictly. No Professionals of the contractor will carry any personnel floppies/USB Drives/Blank CDs /Mobile phone/Camera inside CGDA premises.
- 3.8 CGDA will provide sufficient working place, store, communication facilities etc, to the contractor at CGDA without any extra cost.
- 3.9 The Contractor will be required to submit summary of daily & monthly call reports to CGDA. The format for this and report will be provided by CGDA. However, the Computer System & peripherals required for this by "Maintenance Record Keeper and Interaction" will be provided by contractor for contract period.
- 3.10 Preventive Maintenance Schedule: All equipment under contract will have Preventive maintenance, once every **three months**. The preventive maintenance will include cleaning, checking of health of equipment, resolving minor technical problems, etc and will be handled by a **separate team** of the contractor with coordination with the contractor's Professionals.
- 3.11 The contractor will be required to keep spare systems/assemblies/ Sub-assemblies at CGDA site. Further, one trolley, ladder, torch & other related tool kits for carrying out the necessary jobs/work of stores within CGDA will be required to be positioned

by the Contractor. The vendor shall maintain an inventory of spare parts which should include at least the following:

Three complete PC with CD-ROM/writer

Keyboard – 10, Mouse – 10, Laser jet printer - 5

- 3.12 Contractor will distinctively do the marking on each and every item under AMC.
- 3.13 Contractor's Coordinator / Maintenance Record Keeper will liaise, on behalf of CGDA, with other different vendors for repair of the equipment, which are under warranty or newly installed.
- 3.14 The floppies, CDs, Printer Cartridges & ribbons and batteries (for UPS/Mouse) will be covered as consumables and will be supplied by CGDA. Other than above items all items required during AMC will be supplied by the contractor, viz. Power cables (of Computer Systems & peripherals); Patch Cords (CAT5/6 cable with RJ45 connectors); printer cables (USB/Parallel Port Cables), Teflon sheet, Printer Head, plastic parts and Scanner Data Cables etc. will form part of the AMC, at NO extra cost to CGDA.
- 3.15 **Penalty for use of Undue influence:** The VENDOR should undertake that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the CGDA or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the VENDOR or any one employed by him or acting on his behalf (whether with or without the knowledge of the VENDOR) or the commission of any offers by the VENDOR or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the CGDA to cancel the contract and all or any other contracts with the VENDOR and recover from the VENDOR the amount of any loss arising from such cancellation. A decision of the CGDA or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the VENDOR. Giving or offering of any gift, bribe or inducement or any attempted any such act on behalf of the VENDOR towards any officer/employee of the CGDA or to any other person in a position to influence any officer/employee of the CGDA for showing any favour in relation to this or any other contract, shall render the VENDOR to such liability/ penalty as the CGDA may deem proper, including but not limited to termination of the contract, imposition of penal damages and refund of the amounts paid by the CGDA.

4. **Technical Competency Parameters**

- 4.1 The contractors must attach technical competency information about the repair & maintenance facilities and other details as mentioned in 'Annexure-3' to this

document. The minimum desired parameters required for any firm to qualify technically are also mentioned in **Annexure 3**.

4.2 Non-Submission of authentic proofs required for these parameters will lead to the rejection of bid.

4.3 The entire complaints management is to be done by 'on-line complaint management', the software for which is to be developed by the vendor. With this software, the sections will lodge the complaints on-line and the contractor will manage the s/w. the contractor will submit a daily report on the no. of complaints receive, their status, time taken for the rectification etc.. the s/w should facilitate this office to know all the details of any complaint at any time and at any stage.

5. Other Terms & Conditions:

5.1 **Technical & Financial Quotations.** In separate envelopes giving net prices are to be submitted to CGDA, o/o the CGDA EDP Centre, Ulan Batar road, Delhi Cantt. New Delhi – 10 on or before 27th December 2016 by 1400 hrs. The bidder who fail to submit in two bids (techno-commercial & financial) separately will not be considered. **Kindly note that Compliance statement for the services as per format given in Annexure "2" & 'Annexure-3' must be included in the Technical bid. Further, Cost details must be provided as per format given in Annexure "4" with the financial bid. Any cost, which is not included in our format, must be indicated by the contractor separately.**

5.2 This RFP is being issued with no financial commitment and office of the CGDA, Delhi Cantt. Reserves the right to change or vary any part thereof at any stage. Quotations received late, improperly sealed, or with incomplete marking or with overwriting/corrections in the quotation document is liable to be rejected. The commercial bid once opened will not be unilaterally revised by the firm, unless the firm is called for price negotiations specifically and asked to justify the rates.

5.3 Rates per unit for the items/services must be quoted clearly and total value also be indicated in words without any scope for revision. **The hardware may be checked/inspected with Annexure-1 for your satisfaction on any working day between 10 AM and 4 PM from 12-12-2016 to 24-12-2016 before tendering the rates. The hardware is to be taken under AMC as and where condition.**

5.4 Quantities may be increased/decreased at the time of placing the final supply order/contract document by this office.

5.5 **The contractor should quote for the entire schedule of requirements/services as mentioned in Para 2 above. Part quotation will be rejected. Quotations should be valid for 90 days from the date of submission. Only one contractor will be selected for provision of all services.**

5.6 The contractor should provide an EMD of Rs. 1,00,000/=(Rupees One lakh only) with their quotation by way of Demand Draft in favour of "CGDA, New Delhi". **The EMD should be enclosed in Part A (Techno-commercial) bid only.** The tenders without EMD shall be rejected. EMD will be returned to unsuccessful

contractors after finalisation of the contract/order. The bid security is remain valid for a period of forty-five (45) days beyond the final bid validity period.

5.7 Security Deposit. 10% of the value of our Supply order/Contract cost will be deposited by successful bidder by way of Bank Guarantee.

5.8 Bids of those firms who do not fulfill the requisite qualifications are liable to be rejected. CGDA reserves the right to accept or reject the tender without ascribing any reasons. This office also reserves the right to withdraw the RFP, should it be so necessary at any stage.

6. Payment Terms: -

6.1 Payment will be made against pre-receipted bills after verification/inspection and acceptance of services.

6.2 There will be NO advance payment. The payment will be released on satisfactory service during the completion of quarter on Quarterly basis only.

6.3 The vendor has to produce a certificate to us for the payment/salary of the concerned staff, deployed at CGDA, with certificate of compliance of all terms and conditions of the contract and the documentary evidence for relevant legal compliance, like EDP, ESIC, EPFO, payment of minimum wages as per Government labour laws etc, to be checked by nodal officer nominated by CGDA EDP Centre, no payment will be made by CGDA for EPF, ESIC etc for each quarter during the complete period of maintenance.

6.4 The vendor has to produce a certificate to us for the payment/salary of the concerned staff, deployed at CGDA, for each quarter during the complete period of maintenance.

6.5 Service Provider Company /Firm /Agency should have its own Bank Account, PAN NO. TIN No. and Service Tax No.

7. Important Dates:-

- | | |
|-----------------------------------|---------------------------------|
| a) Pre-tender visit: | 12-12-2016 to 24-12-2016 |
| b) Last date of offer submission: | 27-12-2016 by 14:00 hrs |
| c) Opening of Technical Bids: | 27-12-2016 at 15:00 hrs |
| d) Opening of Financial Bids: | 28-12-2016 at 11:00 hrs |

Representatives of the vendors are required to be present during opening of the Technical/Financial bids CGDA office. However, if the representatives of the vendors are not present at the time of opening of the quotations, CGDA will go ahead with opening of the bids.

8. No correspondence/discussion/visits whatsoever will be entertained on the subject unless specify called by this office after opening the tenders for technical discussions/price negotiations. Any violation of this will render the quotations invalid and the contractor is liable to be blacklisted.


Sr. Accounts Officer (IT)

Enclosures: -

Annexure-1 List of Equipment of AMC (with broad technical specs)

Annexure –2 Compliance Statement (Format) – to be submitted along with **Techno-commercial bid.**

Annexure-3 Statement of Technical Competency (Format) – to be submitted along with **Techno-commercial bid.**

Annexure –4 Cost Matrix (Format) – to be submitted along with **Financial bid only.**

The hardware may be checked/inspected for your satisfaction on any working day between 10 AM and 4 PM from 12-12-2016 to 24-12-2016 before tendering the rates

ANNEXURE – 1

Category "A"

REPAIR & MAINTENANCE SERVICES :-

Sl. No.	MACHINE DESCRIPTION	QTY	LOCATION
Category "A"			
I. DESKTOPS /PCs			
1.	HP	48	BRAR SQr.
2.	DELL	4	BRAR SQr.
3.	HP	55	HQrs. Off.
4.	HP Omni Compact PC	25	OTI
5.	DELL	106	HQrs. Off.
6.	HP Elite 7100 PC	14	HQrs. Off.
7.	HP i3 pc	1	HQrs. Off.
8.	WIPRO	15	HQrs. Off.
Total of (Desktop /PCs)		268	
II. LAPTOP			
1	ACER	6	HQrs. Off.
2	DELL	6	HQrs. Off.
3	HP	7	HQrs. Off.
4	LENOVO	1	HQrs. Off.
5	Dell lattitude 5410	17	Brarsquare/ HQrs office
6	HP Compaq 8230	2	
7	Toshiba	1	
TOTAL LAPTOP		40	
III. SERVERS			
1.	DELL 8 Blade Server with All components	01	HQrs. Off.
2.	IBM 04 Blade Server with All components (under warranty upto 17-04-2017)	01	BRAR SQr.
Total		02	

IV. INKJET/DESKJET/DMP/LASERJET/COLOUR LASER/SCANNERS

Sr. No.	Make/ Model	QUANTITY	LOCATION
1.	Canon LBP 3108B	11	HQrs. Off.
2.	HP CLJ 2550n	1	HQrs. Off.
3.	HP CLJ 2550n	1	BRAR SQr
4.	HP CLJ 5200	1	HQrs. Off.
5.	HP CLJ CP1515N	9	HQrs. Off.
6.	HP CLJ CP1515N	1	BRAR SQr
7.	HP CLJ cp2025	1	HQrs. Off.
8.	HP DJ 1050	3	HQrs. Off.
9.	HP DJ 1668	1	HQrs. Off.
10.	HP DJ 3420	1	HQrs. Off.
11.	HP DJ D4168	6	HQrs. Off.
12.	HP LJ 1022	37	HQrs. Off.
13.	HP LJ 1022	3	BRAR SQr.
14.	HP LJ 1150	2	HQrs. Off.
15.	HP LJ 1505	45	HQrs. Off.
16.	HP LJ P1007	83	HQrs. Off.
17.	HP LJ P1007	2	BRAR SQr
18.	HP LJ P2035	1	HQrs. Off.
19.	HP OFFICE JET K5400	1	HQrs. Off.
20.	HPCL1575	1	HQrs. Off.
21.	HPCLJ 1312	1	HQrs. Off.
22.	HPDEJ4500	1	HQrs. Off.
23.	HP CLJ 451 DN/NW	4	HQrs. Off.
24.	HP 1108	15	HQrs. Off.
25.	HPLT5200N	2	HQrs. Off.
26.	HPOJ6500	1	HQrs. Off.
27.	TALLY T6218L	1	HQrs. Off.
28.	Wipro HQ1030	1	HQrs. Off.
29.	Brother HL 2130	5	OTI GURGAON
30.	HP 8610 ALL in One Printer	02	HQrs. Off.
31.	HP 3545 ALL in One Printer	02	HQrs. Off.
32.	HP MFP 226 DN	01	HQrs. Off.
33.	Kyocera MFP 2035 DN	15	HQrs. Off.
34.	Kyocera MFP 2126 DN	07	HQrs. Off.
35.	ID Card Printer (EVOLIS)	01	HQrs. Off.
36.	HP CLJ Pro 476DW	01	HQrs. Off.
37.	Brother MFP 2701 DW	08	HQrs. Off.
38.	Lipi line printer	01	HQrs. Off.
	TOTAL	262	

V. OFFICE JET/THREE-in-ONE (Copier/Printer/Scanner)

Sr. No.	HP C6388 ALL IN ONE	1	HQrs. Off.
1	Sam Sung SCX All In One 4521	2	HQrs. Off.
2	HPOJ 4500	3	HQrs. Off.
3	HP all in one	4	HQrs. Off.
4	HP 4615	3	HQrs. Off.
5	TOTAL	13	

VI. Scanner

Sr. No.	Acer	01	HQrs. Off.
1	Canon Lide 100	03	HQrs. Off.
2	Canon Lide 100	01	BRAR SQr.
3	Canon Lide 25(Scanner)	05	HQrs. Off.
4	Canon Scan Jet 2400	07	HQrs. Off.
5	HP Scannjet G2410	08	HQrs. Off.
6	hp scanjet 5590	04	HQrs. Off.
7	HP 6310	01	HQrs. Off.
		25	
	Total		

VII. Misc

Sr. No.	Make/ Model	QUANTITY	<u>location</u>
1.	Wireless Wi-Fi system(01 Lan controller, 10 access points 01 Firewall)	01	Brar Square
2.	Wireless Wi-Fi system(01 Lan controller, 03 access points)	01	OTI Gurgaon
3.	Door Access Control & CCTV system consisting: {01 HD DVR system(Honeywell), 02 HD Dome Camera(Honeywell), 01 Access Control(ESSL), EM Lock (ESSL)}	01	HQrs office

VIII. E-Ticketing Project (East Block X), R.K. Puram, New Delhi.

sr. No.	HW	Make	Qty
SERVERS			
1	DELL 08 Blade Server with All components	DELL	1
2	IBM X -3400 SN-99A3631 72	IBM	1
3	IBM X-3400 SN -99A3703	IBM	1
4	IBM X -3400 SN-99A3701	IBM	1
5	HP Proliant ML 570 SN-SGH 609X19E	HP	1
6	HP Proliant ML 150 SN -INI5120H5K	HP	1
7	HP Proliant ML 150 SN -INI 7130JPK	HP	1
Total Servers			7
PCs			
1	Intel Core 2 Duo 2.93 MHZ, RAM 2 GB,	DELL	7
2	PIV -2.80 GHZ, 512 MB RAM ,376	ACER	1
3	HP COMPAQ -PIV 3.00GHZ 256 MB RAM	HP COMPAQ	1
4	IBM CPU CORE [TM] 2 CPU 6400 @	IBM	1
5	HP PIV 2.40GHZ 512RAM ,40GB HDD,	HP	1
6	HP COMPAQ-DX2280MT,1.5GB RAM	HP	1
7	HP PIV -2.40GHZ,512MB RAM,376 MB	HP	1
8	HP 2480 DUAL E2180@ 2.00GHZ, 2.00GB	HP	2
9	HP COMPAQ PIV -2GBMB RAM, 80GB	HP	3
Total PCs			18
Printers			
1	HPOFFICEJET PRO 5400	HP	1
2	HP Laser Jet-1020	HP	1
3	HP Laser Jet -1022	HP	1
4	HP PHOTO SMART 4188 ALLIN ONE	HP	1
5	HP Laser Jet- 1505	HP	2
6	HP Laser Jet- 1007	HP	1
7	HP Laser Jet-1160	HP	1
Total Printers			8
scanners			
1	SCANNER 4100C	HP	1
2	HP SCANJET 2400	HP	1
3	HP SCANNER 2410	HP	1
Total Scanners			3

Category "B"

Rates per unit for these stores should also be provided. These stores may be added as part of the contract at different stages.

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Sr. No.	Make/ Model	QUANTITY	Warranty (Up to)	location
1.	HP PC 8300	04	27/03/2017	HQrs. Off.
2.	IBM 04 Blade Server	02	24/09/2017	HQrs. Off.
3.	Kyocera MFP 2035 DN (Black)	01	20/03/2017	HQrs. Off.
4.	Kyocera MFP 2035 DN (Black)	05	21/10/2017	HQrs. Off.
5.	Kyocera MFP 2126 DN (Colour)	03	20/03/2017	HQrs. Off.
6	Kyocera MFP 2126 DN (Colour)	05	21/10/2017	HQrs. Off.
7.	N-Computing Device with functioning support	135	21/10/2017	HQrs. Off.

**TO BE SUBMITTED ALONGWITH TECHNICAL BID
COMPLIANCE STATEMENT**

Para No. refers to our tender Letter No:-			
SI.No.	PARTICULARS	Compliance	Remarks if any
Para 2.0	Scope of work/Services-		
Para 2.1(Repair & Maintenance services):-			
	Para 2.1.1		
	Para 2.1.2		
	Para 2.1.3		
	Para 2.1.4		
	Para 2.1.5		
	Para 2.1.6		
	Para 2.1.7		
	Para 2.1.8		
	Para 2.1.9		
	Para 2.1.10		
Para 3.0 General Terms:-			
	Para 3.1		
	Para 3.2		
	Para 3.3		
	Para 3.4		
	Para 3.5		
	Para 3.6		
	Para 3.7		
	Para 3.8		
	Para 3.9		
	Para 3.10		
	Para 3.11		
	Para 3.12		
	Para 3.13		
	Para 3.14		
	Para 3.15		
Para 4.0 Technical Competency Parameters			
	Para 4.1		
	Para 4.2		
	Para 4.3		
Para 5.0 Other Terms & conditions			
	Para 5.1		
	Para 5.2		
	Para 5.3		
	Para 5.4		

	Para 5.5		
	Para 5.6		
	Para 5.7		
	Para 5.8		
Para 6.0 Payments Terms			
	Para 6.1		
	Para 6.2		
	Para 6.3		
	Para 6.4		
	Para 6.5		

Seal of the Contractor

Authorised Signatory

Annexure - 3

Technical Competency Parameters & Information (to be submitted along-with Part A – Techno-commercial bid)

S. NO.	<u>Parameter</u>	<u>Min desired</u>	<u>Offered by vendor</u>	<u>Remarks</u>
1	The Registered Office or one of the Branch Office of the Service provider company/ Firm/ Agency should be located within the national capital territory of Delhi			Proof to be enclosed
2	Experience of firm for AMC (Software Maintenance)	>8 (Eight) years		Proof in terms of contract copies should be submitted
3	The current running High value AMCs with vendor Satisfactory Service from at least three government customers	Min 3 AMCs		Copies to be Enclosed Certificates to be enclosed
4	The firm's turnover w.r.t AMCs (for last 2 FY)	>= Rs. 75 Lakh for each FY		Proof to be enclosed
5	Technical manpower available with the firm	Min of 50 Professionals (all over India)		
6	"On-line complaint management system s/w"	s/w should be provided by the vendor		Soft copy of the s/w should be enclosed.
7	The firm should be registered with ESIC & EPFO under the respective acts /laws			Proof to be enclosed

ANNEXURE-4

COST MATRIX (To be submitted along with Part B only)

COST DETAILS "A" (Repair & Maintenance (Charges))

SI. No.	MACHINE DESCRIPTION	QTY	RATE/ UNIT (Rs.) PER ANNUM	TOTAL COST (Rs.) PER ANNU
	Desktops /LAPTOP			
1				
2				
3.				

	SERVERS	Qty	RATE/ UNIT (Rs.) PER ANNUM	TOTAL COST (Rs.) PER ANNUM
1.				
2.				
3.				
4.				
5.				
6 .				
	Total of II (Server)			

4.	Scanner /Three in one			
	Sub Total (4)			
5.	Total of III (Inkjet/DeskJet/DMP/Laser Jet/ Color Laser Jet/ Scanners			
	Sub Total (5)			

Switch/External CD Writers/ Monitor/ Wifi System etc

Sl. No.	Machine Description	Qty	Rate/Unit (Rs.) Per Annum	Total Cost (Rs) Per Annum
1.				
2.				

TOTAL COST SUMMRY

TOTAL COST "A" :=

RATE/UNIT FOR ITEMS FOR WHICH COMPREHENSIVE MAINTENANCE SERVICES MY BE UNDERTAKEN BY CGDA ON PRO-RATE BASIS AFTER THE WARRANTY IS OVER

S. No.	Company	Machine Name	Qty	Warranty (Up to)	Cost/Unit (Rs.) Per Annum	Total Cost (Rs.) Per Annum	Expected Date