



फा.सं / FILE NO: D-19016/14/2014-ISTM

भारत सरकार / GOVERNMENT OF INDIA

सचिवालय प्रशिक्षण तथा प्रबन्ध संस्थान

INSTITUTE OF SECRETARIAT TRAINING & MANAGEMENT

(आईएसओ 9001:2008 संस्था / AN ISO 9001:2008 INSTITUTION)

कार्मिक एवं प्रशिक्षण विभाग / DEPARTMENT OF PERSONNEL & TRAINING

प्रशासनिक ब्लॉक, ज.ने.वि. परिसर (पुराना) / ADMINISTRATIVE BLOCK, JNU CAMPUS (OLD),

ओलोफ पाल्मे मार्ग, नई दिल्ली - 110067/ OLOF PALME MARG, NEW DELHI - 110067

दूरभाष / TELEPHONE - 011-26104038; टेलीफैक्स / FAX - 011-26104183

दिनांक / Date: 17 March, 2016

TENDER INVITING LETTER

To

All Eligible Candidates (As per criteria mentioned at pg.5 of Tender Document)

Subject: - Inviting quotations for Comprehensive Annual Maintenance Contract (CAMC) for Computers and its Peripherals installed in ISTM.

Sir,

I am directed to invite sealed quotations for maintenance of Computers & its Peripherals installed in this Institute from NIC empanelled vendors and other vendors who are engaged in CAMC work with Central Govt. Ministry / Department / Organization and PSUs. The specification, terms & conditions & number of Computers & its Peripherals for which the quotations for CAMC is invited are indicated at the tender document attached herewith along with Annexure (I, II & III).

Thanking You,

Yours faithfully,

(Moly Sanyal)

Deputy Director (Admin)

Tel: 26102597

Enclosure: -

1) Tender Document (26 pages).



**INSTITUTE OF SECRETARIAT TRAINING AND MANAGEMENT
(ISTM)
(An ISO 9001:2008 Institution)**

System Administration Unit

Tender Document for CAMC of Computers, Printers, and other IT infrastructure at
ISTM, JNU Old Campus, New Delhi-110067

Last Date & Time for submission of Bids: **06.04.2016 2:00 PM**
Date & Time of Opening Tender: **06.04.2016 5:00 PM**

Venue

For submission of Bids:

Institute of Secretariat Training & Management (STM), Administration Hall,
Ground Floor, Administrative Block, JNU Campus (Old), Olof Palme Marg, New
Delhi – 110067

For Opening of Bids:

Institute of Secretariat Training & Management (STM), Committee Room, 1st
Floor, Administrative Block, JNU Campus (Old), Olof Palme Marg, New Delhi –
110067

Sd/-
(Moloy Sanyal, Deputy Director)

Signature and Seal of the Tenderer 1
Date

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Sd/-
(Moloy Sanyal, Deputy Director)

Signature and Seal of the Tenderer
Date

**INSTITUTE OF SECRETARIAT TRAINING AND MANAGEMENT
(System Administration Unit)**

NOTICE INVITING TENDER (NIT)

Sealed tenders (Technical and Financial Bids) are invited in separate sealed envelopes for Comprehensive Annual Maintenance Contract (CAMC) of Computers & Peripherals installed at Institute of Secretariat Training & Management (ISTM), JNU Old Campus, New Delhi - 67, as per the details given in the Tender document.

The Tender Document may be downloaded from the Institute website: <http://www.istm.gov.in/home/tender>. The completed Tender documents may be submitted in the Office of **ISTM, Administration Hall, Ground Floor, Administrative Block, JNU Old Campus, New Delhi-110067** latest by **06.04.2016** before **2:00 P.M.**

TENDER DOCUMENT

D-19016/14/2014-ISTM

Subject: Comprehensive Annual Maintenance Contract (CAMC) in respect of Computers & Peripherals at Institute of Secretariat Training & Management, JNU Old Campus, New Delhi -67

On behalf of ISTM, New Delhi, India, the Deputy Director (Admin) invites CAMC tenders from established, reliable and reputed IT Service Provider/ organizations to maintain Computers & Peripherals at campus operational round the clock in ISTM Premises, **for one year, extendable further depending upon the performance and mutual agreement.**

Tender form containing the details of terms and conditions duly filled & signed along with covering letter and relevant document proof should reach to the **ISTM, Administration Hall, Ground Floor, Administrative Block, JNU Old Campus, New Delhi-110067 latest by 06.04.2016 before 2:00 P.M.** and shall be opened on 06.04.2016 at 5.00 P.M. One representative of the firm may be present at the time of opening of the Technical Bid.

For any Technical clarification, the Bidders are free to visit ISTM to inspect the Computers & Peripherals on any working day between 10.00 A.M. and 5.00 P.M.

All interested eligible bidders are requested to submit their bids duly filled in as per the criteria given in this document:

1. Technical Bid should be sealed in a separate envelope subscribing "Technical Bid for CAMC of Computers & Peripherals, Tender No: **D-19016/14/2014-ISTM**"
2. Financial Bid should be sealed in a separate envelope subscribing "Financial Bid for CAMC of Computers & Peripherals, Tender No: **D-19016/14/2014-ISTM**"

Both Technical and Financial Bid envelopes should be enclosed and sealed in a separate envelope subscribing the "**Tender for CAMC of Computers & Peripherals**". The sealed envelope should be addressed to:

Deputy Director (Admin), Institute of Secretariat Training & Management, Room No-103, 1st Floor, Administrative Block, JNU Old Campus, New Delhi-110067.

Last Date of Submission: 06.04.2016 up to 2:00 P.M

Sd/-
(Moloy Sanyal, Deputy Director)

Signature and Seal of the Tenderer
Date

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CHAPTER 1:

Eligibility Criteria of Tenderer/ Bidder

1. Eligibility Criteria

- (a) The bidder should be registered with the Registrar of Companies and Sales/Trade tax department. Copies of PAN Number/Tan number/Sales tax number along with registration certificate/Service tax number along with registration certificate and Income-tax clearance certificate>Returns for last 03 years must be attached.
- (b) The bidder should have at least five (05) years of experience in providing Comprehensive Annual Maintenance support for Computers & Peripherals setup with consistent good record with Central Govt. Ministry/department/organization and PSU. A list of clients where Computers & Peripherals setups etc. are being maintained should be enclosed along with work award contract.
- (c) The bidder must have annual turnover of Rs. 10.00 lakhs per annum during each year of the last 3 financial years. i.e. 2013-14, 2014-15 & 2015-16. Documents in support of turnover (along with Income Tax Returns and Audit Report I Tax Audit Report of the relevant years) must be uploaded with the tender.
- (d) The bidder must have experience of having successfully undertaken at least one similar work of AMC of Computers, valued not less than Rs.5.00 lakhs in a single year, during each of the last three years (2013-14, 2014-15 & 2015-16). Document in support of the claim signed by an officer of the level of Section Officer or above may be uploaded with the tender.
- (e) The bidder must have authorized service provider certificate from any one of these firms ie., HP, DELL, HCL, WIPRO, Zenith, IBM etc.
- (f) The bidder should have the **experience of providing satisfactory services** for the following makes of Desktops / Printers / Scanner / Network Switches:
 - ❖ Desktops & Laptops like HCL / HP / Wipro / Acer, etc.
 - ❖ Printers like HP / Samsung / Canon, etc.
 - ❖ Scanners like HP, etc.
 - ❖ Networking Switches like Cisco / D-Link / Intel, etc.

Firm must provide customer satisfaction letter from at least two customers from govt. department/PSU while submitting the technical bids.

- (g) The bidder should have **at least one of its service centre located in Delhi/NCR.**
- (h) The bidder should not have been blacklisted on any account by any government organization.
- (i) Adequate infrastructures to satisfactorily execute the CAMC Contract for Computers & Peripherals.

Note: The firm/contractor must submit documentary evidence in support of fulfilling eligibility criteria mentioned above.

Sd/-
(Moloy Sanyal, Deputy Director)

Signature and Seal of the Tenderer
Date

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2. Schedule of Invitation to Tender

- | | | |
|-----|--------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (a) | Name & Address of the Purchaser | Deputy Director (Admin),
Institute of Secretariat Training &
Management,
Room No-103, Administrative Block,
JNU Old Campus, New Delhi - 110067 |
| (b) | Locations where the CAMC
Services are to be performed | Administrative Block, Library Building,
Seminar Hall Complex & Hostel Block. |
| (c) | Place of submitting Tender | Institute of Secretariat Training &
Management,
Administration Hall, Ground Floor,
Administrative Block,
JNU Old Campus, New Delhi - 110067 |
| (d) | Last Date & Time for Submission
of Tender is on or before | 06.04.2016 up to 2.00 P.M. |
| (e) | Date & Time of Opening of tender | 06.04.2016 at 5.00 P.M. |
| (e) | Date till which the Tender is valid | 90 days from the date of opening of
Financial bid |

Note: ISTM shall not be responsible for non-receipt/non-delivery of the tender documents due to any reasons whatsoever.

Sd/-
(Moloy Sanyal, Deputy Director)

Signature and Seal of the Tenderer
Date

Scope of Work

The successful bidder shall maintain all the equipment as listed in Chapter 5 '**List of Computers & Peripherals**' of the Tender document under a "**On site Comprehensive**" Annual Maintenance Agreement initially for a period of 1 (one) year. It may further be extendable on mutual agreement on existing terms & conditions without increase in CAMC Cost based on the satisfaction of service. A formal letter from the Institute to this effect & acceptance from the vendor will be sufficient.

The **comprehensive maintenance** shall cover:

1. Maintaining of all items under CAMC in good working condition.
2. Functioning of entire network setup in the campus in a good working condition.
3. **Corrective maintenance:-**

The company has to provide the repairs/replacement of defective parts of various machines within the maintenance charges including plastic parts, printer belt, fuser assembly, Teflon paper of printer, socket of printer, printer band, logic card, printer head, Tray, Daisy wheels, Printer roller, Tray & Door, Plastic parts, Printer belt, Transparency film, Sealed Magnetic media Plastic covers, Knobs, Tractors rods, Hard Disk, Fuser Assembly, Printer knobs, buttons, gear, CPU along with mother board, FDD,CD/DVD drives, HDD, RAM, SMPS, LCD/TFT Monitor, Picture Tube, keyboard, mouse, VGA cable, speakers, etc. whichever applicable **except, printer cartridges, ink, ribbons** and other parts which are bound to go bad due to what so ever reason including technical, electrical, burn out, wear and tear etc.

4. The firms shall also be responsible for regular cleaning and replacing parts if required in respect of items not covered under CAMC. Each Computer Systems has to be inspected every month till the contract is valid. The Computer Engineer will submit verification report of each item to the System Administrator by 15th of every month.

5. The firm shall be responsible for preventive and corrective maintenance of Computers & Peripherals. Any lapse in the maintenance of Computers & Peripherals shall be viewed seriously.

6. It shall be obligatory on the part of the contractor to carryout repair/maintenance of Computers & Peripherals under his direct supervision and under no circumstances the work shall be assigned to sub-contractor.

7. The firms shall maintain the equipment as per manufacturer's guidelines and shall use genuine parts for replacement and that too after proper authorization from the System Administrator. The machines have to be under operational within 24 hours of the faulty getting noticed.

8. The repair work is to be carried out in the premises of this Institute and no relaxation would be given to take out any equipment outside the premises for repairing etc.

9. The contractor shall maintain job Cards for all Computers & Peripherals invariably indicating date and time of complaint received, attended, nature of fault, parts replaced, if any, and the signature of user(s). The job card will be submitted to System Administrator, ISTM on monthly basis.

10. No increase in contracted amount shall be considered for any unforeseen expenditure incurred by the firm for maintaining the Computers & Peripherals. Further, no interest shall be paid arising out of any delay in payment. No any other charges will be payable like transportation, fare etc. for providing the service.

11. The contract can be terminated by the Institute at any time without assigning any reason. If the work of the contractor is found to be unsatisfactory, it would be entrusted to any other party at the risk and expenses of the defaulting contractor. In this connection, decision of the Director, ISTM shall be final and binding upon the contractor.

12. The successful bidder will have to furnish a Security Deposit of an amount of 5 % of the contract value in the form of fixed deposit in any of the Public Sector Bank duly pledged in the favour of “**The Director, ISTM**” for satisfactory performance during the currency of the contract.

This amount will be returned only after the expiry of the contract period successfully and/or to the satisfaction of the competent authority. The Government has the right to forfeit the security money, in case of non-cooperation, disobedience of the instruction, non-attending of the complaint within time or due to any damage of equipment on the part of the bidder/employees of the bidder etc.

13. All matters/disputes pertaining to the tender and the rest of the contract shall be settled by the Head of Department or officer nominated by him for the purpose. The contract terms are interpretable under applicable Indian Laws.

14. The Institute reserves the right to reject the quotation in whole or any part and decision of Head of the Department in the matter will be final.

15. The payment will be made **on quarterly basis** subject to satisfactory performance as assessed by the Institute. The final installment will be paid on the completion of the contract.

16. The firm black listed at any point of time by any Ministry/Department need not apply. In case, the fact is concealed and if it comes to the notice of the Government during the period of contract, the contract will be terminated straightway and the security deposit will be forfeited. If the fact comes to notice before award of contract his bid will be rejected outright.

17. At any point Computers & Peripherals may be added/removed from the CAMC at already agreed to tender rate.

18. The vendor shall station one Senior Engineer (Qualification: Master / Bachelor Degree in Computer / Electronics or Diploma (Computer / Electronics)) from reputed institutions/University with at least 3 years of experience and one Junior Engineer (Qualification: Diploma (Computer / Electronics) from reputed institutions/University with at least 1-2 years of experience in handling the Computer Software & Hardware knowledge, where the cost for man power includes in the CAMC cost. The details of Senior & Junior Engineer proposed to be provided should be filled at **Annexure-II**. The vendor shall provide maintenance services on all working days i.e. Monday to Saturday from 8.30 A.M. to 6.30 P.M. However, if needed by ISTM, such services shall be provided by the vendor even on Sundays and other holidays without any extra charges. Computers & Peripherals installed in ICT Labs, Seminar Hall class rooms, Library building class rooms & Hostel block to be checked every day at 8.30 A.M hours for operation & backup purposes. They would report to the System Administrator daily Morning at 8.30 A.M.

Sd/-
(Moloy Sanyal, Deputy Director)

Signature and Seal of the Tenderer
Date

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19. A stand by Computer, Printer, and Scanner of similar or higher capacity must be provided if the items under CAMC is down continuously for duration as given in Annexure-III.

20. The Senior & Junior Engineer should be accessible on their mobile all the time during working hours.

21. For every quarter performance certificate from System Administrator shall be obtained by the vendor. The bill along with the performance certificate on prescribed Performa shall be submitted to the System Administrator immediately after expiry of the quarter where after payment will be released subject to deducting penalty, if any. The vendor will maintain complaint details in respect of all user requests/ complaints. Data/ information management shall be computer based and monthly reports must be submitted to the System Administrator, ISTM, New Delhi.

22. The firm will guarantee minimum uptime of 99 % in respect of Computers & Peripherals and Networking. If the uptime of any system falls below this for any given month, services for additional one month in lieu thereof will have to be provided by the vendor without any cost. This would be in addition to the penalty clause mentioned in the document.

23. Maintaining item wise record of replacement / repair activities carried out on each equipment. Signature of DD (System Admin) or his/her representative may be obtained as a token of acknowledging repair / replacement activities.

24. Any other action required for keeping the equipment under good working conditions.

Chapter 3:

INSTRUCTIONS TO THE BIDDER

1. General instructions

The offers complete in all respect, in prescribed formats, should be submitted on or before the time and date fixed for the receipt of offers as set forth herewith in the tender documents. Offers received after stipulated time and date shall be summarily rejected.

2. Last date for Submission of Tender Document:

Sealed Technical and Financial Bids placed separately in a single sealed envelope complete in all respect should reach the office of **System Administrator, ISTM, Administration Hall, Ground Floor, Administrative Block, JNU Old Campus, New Delhi - 110067 on or before 06.04.2016 up to 02:00 PM.**

3. Submission of Bid

(a) The bidder should submit bids in two parts viz. 'Technical Bid' and 'Financial Bid'. The Technical Bid should be sealed in a separate sealed envelope for '**Technical Bid for CAMC of Computers & Peripherals**' and 'Financial Bid' should be sealed in a separate sealed envelope subscribing '**Financial Bid for CAMC of Computers & Peripherals**'. Both Technical and Financial Bid envelopes should be enclosed and sealed in a separate envelope marked as '**Tender for CAMC of Computers & Peripherals**'. The bid should be addressed to:

**Deputy Director (Admin),
Institute of Secretariat Training & Management,
Room No-103, 1st Floor, Administrative Block,
JNU Old Campus, New Delhi – 110067.**

(b) All prices and other such information like discounts etc. having a bearing the price shall be written both in figures and words in the prescribed form. All the papers submitted with the bids as above for Technical and Financial Terms and Conditions must be signed by the tenderer. Where there is a difference between amount quoted in words and figures, the amount quoted in words shall prevail. The Excise Duty, Sales Tax, WCT, service tax or any other Govt. duties etc. as applicable should be quoted separately, failing which, ISTM shall have no liability to pay these charges, and the liability shall be that of the tenderer.

(c) Each page of the bids shall be numbered. It must bear the signature and seal of the tenderer at the bottom. All offers shall be either typewritten or written neatly in indelible ink. Any correction should be properly authenticated.

4. Technical Bid

The Technical bid must be submitted in a spiral bounded report format containing the documents arranged and labeled as per the following index:

- (a) Covering letter duly signed by the authorized person (**Annexure –I**).
- (b) Company Profile and details of the Manpower proposed to be posted at ISTM, New Delhi, for rendering CAMC services as per format in **Annexure – II**.
- (c) Compliance to all terms and conditions laid down in this Tender Document.
- (d) Compliance to the Scope of work laid down in this Tender Document.

Sd/-
(Moloy Sanyal, Deputy Director)

Signature and Seal of the Tenderer
Date

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- (e) Quality of Service Offered (**Annexure –III**).
- (f) Arrangements proposed by the bidder for ensuring replacements of parts with non-spurious items i.e. original equipment.
- (g) Any deviation to the scope of work or terms and conditions.
- (h) Failure of submission of any of the document in Technical bid will make the bid rejected as non responsive. ISTM will have the option to treat some documents as mandatory /optional in the benefit of the Institute i.e ISTM.

Note: Technical Bid with loose or unlabelled papers will be summarily rejected.

5. Financial Bid

The Financial bid should be according to the format given in the Tender Document. It should be ensured that no required value against an item is missed. If the bidder does not want to charge for an item the value must be filled as ZERO. All totals should be correct. The financial bid should contain followings:

- (a) Covering Letter from the Bidder duly signed.
- (b) Taxes, if any must be indicated.
- (c) Total bid amount in terms of INR for a year covering all the machinery as indicated in the **chapter -5**.
- (d) The Financial Bid shall be opened only for the technically short-listed vendors on specified date and time at **Committee Room, 1st Floor, Administrative Block, JNU Campus (Old), New Delhi-67**. One representative from the company may be present, if they desire so, at the opening of the Financial Bid.
- (e) **ISTM will select the vendor on the basis of overall lowest bid quoted by technically short-listed bidder.** The decision of the ISTM arrived at as above, shall be final and representation of any kind shall not be entertained on the above. Any attempt by any vendor to bring pressure of any kind may disqualify the vendor for the present tender and the vendor may be liable to be debarred from bidding for the ISTM tenders in future for a period of three years.
- (f) ISTM shall have no obligation to convey reason for rejection of any bid. It shall be open for ISTM to reject even the lowest bidder, in the interest of the Institute and no reason need to be given thereof.

6. Clarification of Bids

To assist in the examination, evaluation and comparison of bids the ISTM may, at its discretion, ask the Bidder(s) for clarification(s) of the bid. The request for clarification and the response shall be in writing.

7. Effect and Validity of Offer

- (a) The submission of any offer connected with these specifications and documents shall constitute an agreement that the tenderer shall have no cause of action or claim, against ISTM for rejection of his offer. ISTM reserves the right to reject or accept any offer or offers at its sole discretion and any such action will not be called into question and the tenderer shall have no claim in that regard against the maintenance service.
- (b) The offer shall be kept valid for acceptance for a minimum period of **90** (ninety) calendar days from the date of opening of Financial Bid.

Sd/-
(Moloy Sanyal, Deputy Director)

Signature and Seal of the Tenderer 11
Date

(c) The offer shall be deemed to be under consideration immediately after they are opened and until such time the official intimation of award of contract is made by ISTM to the tenderer. While the offer is under consideration, if necessary, ISTM may obtain clarification on the offer by requesting for such information from any or all the tenderers in writing. Tenderer shall not be permitted to change the substance of their offer, after the offer has been opened.

(d) ISTM shall not be responsible for any delay in submission of the tender bids. The offer submitted by the bidder through **telex/telegram/fax or e-mail would not be considered** as a valid offer. No further correspondence will be entertained in this matter.

(e) In the event, the vendor's company or concerned division of the company is taken over by another company, all the obligation under the agreement with ISTM shall be passed on to the new company/division for compliance by the new company on the negotiations. The Registration number of the firm along with CST/WCT/TIN/PAN number allotted by the Sales Tax authorities shall invariably be given in the tender.

ISTM reserves the right to award the contract to any of the bidders irrespective of not being lowest, taking into consideration the interest of ISTM and in this respect, decision of ISTM shall be final.

8. Tender Opening and Selection of Service Provider

Only the 'Technical Bids' part will be opened at the notified location on 06.04.2016 at 5:00 P.M. in the presence of bidders or their representatives, who wish to be present. Technical bids will be evaluated and after technical evaluation of the offer received, the financial bids of only those vendors who are found technically suitable shall be opened. Only technically qualified bidder will be informed by post/fax/phone/email about the opening of the Financial Bid at appropriate time.

Bidders will be selected by the following steps given as under:

(a) Short-listing of eligible vendors satisfying the technical qualification requirements laid in this Tender document.

(b) Selection of bidder as the Service Provider who offers the lowest price and meets the financial qualification requirements from the technically qualified short listed vendors.

Vendors will be short listed by a duly constituted Tender Evaluations Committee (TEC). If considered necessary, TEC will visit and inspect the infrastructure for service-providing-facilities of the vendor. The TEC may examine strength of the service support in terms of qualified engineers, spare parts stock, repair facilities, quality data and MIS at vendor's place. The short-listed vendors may be called for detailed discussion at a specified date, time and venue if needed, by the TEC.

9. Acceptance of offer

The tender shall be processed as per standard procedure. ISTM, however, reserves the right to reject any tender without disclosing any reason. ISTM would not be under obligation to give any clarifications to those vendors whose tenders have been rejected.

Sd/-
(Moloy Sanyal, Deputy Director)

Signature and Seal of the Tenderer 12
Date

10. Signing of Agreement

The successful bidder(s) shall execute a CAMC based on this Tender Document and agreed Terms and Conditions. It may further extendable, **on mutual agreement on existing terms & conditions without increase in CAMC cost based on the satisfaction of service. A formal letter from the institute to this effect & acceptance from the vendor will be sufficient.**

Sd/-
(Moloy Sanyal, Deputy Director)

Signature and Seal of the Tenderer
Date

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Chapter 4:

CONDITION OF CONTRACT

1. Delivery of Services

- (a) The vendor shall, as may be required by ISTM, deliver/provide the services at the ISTM, which includes all blocks / buildings of ISTM.
- (b) The vendor will have to submit Preventive Maintenance report of Computers & Peripherals etc on quarterly basis along with CAMC bill.
- (c) The Resident Senior Engineer (with minimum qualification of Diploma with at least 3 years of experience) & Junior Engineer (minimum qualification of Diploma at least 1-2 years of experience) proposed to be deputed by the vendor of experience having Computers & Peripherals hardware knowledge (i.e. Systems repairing/replacement of parts). Engineers being deputed at ISTM must come regularly. In case of any change of engineer, a prior communication and approval to be obtained by the vendor. Further, proper handing / taking over to be done between both engineers. They will also be required to provide such services for the Computers, Printers, Scanners & Networking items which are under warranty. The services will however remain limited to formatting of PCs, installation of commonly used software including AV, OS and configuring network, Email, etc. and laying of internet cable (CAT-6) without any extra cost to ISTM. Software and related procedures however will be provided by ISTM.
- (d) The vendor will collect faulty equipment from the site and deliver/install the rectified equipments on site.
- (e) The Senior Engineer & Junior Engineer will submit monthly report on their activities towards CAMC to his office with a copy to System Administrator, ISTM, New Delhi. This will be mandatory for processing of bills.
- (f) In case the equipment is down continuously for duration more then as given in **Annexure III** because of faulty parts in a system, vendor shall have to replace the faulty system by another working system having similar or higher configuration without any further cost to ISTM. If however, replacement is not done by the vendor then the penalty will levied as per Chapter 4, Clause 2(a) unless genuine and convincing reason is submitted to the System Administrator, ISTM.

2. Call attendance and Penalty

After the placement of call, the company has to provide the service/solution to keep the machine up as per the time period expected by ISTM / offered by bidder (whichever is lower) as mentioned in Annexure-III.

The company will provide replacement (i.e. standby) of machine of same or higher configuration when machine is not working after the period mention in Annexure III. If not done in the specified period (i.e. lowest time period of expected / offered), the following penalty charges will be applied:

(a) Period & Penalty Charges for Computers & Peripherals after the expiry of maximum time as per Annexure III:-

S.No	As per equipment/ Machine	Penalty stage from expected / offered time (as per Annexure-III)	Penalty amount / day
------	------------------------------	------------------------------------------------------------------------	-------------------------

Sd/-
(Moloy Sanyal, Deputy Director)

Signature and Seal of the Tenderer
Date

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01	Desktop	First 24 hours	₹.500/-
		Second 48 hours	₹.750/-
		Every further 24 hours	₹.1000/-
02	Printer & Scanner	First 24 hours	₹.500/-
		Second 48 hours	₹.750/-
		Every further 24 hours	₹.1000/-
03	Network (Per node)	First 24 hours	₹.500/-
		Second 48 hours	₹.750/-
		Every further 24 hours	₹.1000/-

Note: In case Engineer(s) do not attend complaints at site for more than 7 (seven) days continuously or the penalty amount exceeds the actual CAMC amount, the contract between ISTM and the vendor may be considered as breached and the CAMC may be considered by ISTM to be awarded to next lowest bidder.

3. Payment of CAMC Charges

No part of the contract price shall become due or payable until the vendor has delivered and provided service to the complete satisfaction of ISTM. Payment for the contract will be processed **on quarterly basis** only after receiving bill from the service provider attached with performance report from the System Administrator, ISTM. Processing will be effective after the expiry of said period as per the rates quoted in financial terms and (agreed mutually) on the basis of **actual working Computers & Peripherals**. Review of such cases of addition/deletion of items/equipments listed in the tender documents will be on the basis of mutual agreement and decision of ISTM will be final. The payment is subject to necessary deduction towards penalty for downtime of Computers & Peripherals as Clause 2(a) for 'Call attendance and Penalty' in Chapter 4 in the Tender Document. A pre-receipted bill shall be submitted in duplicate to the Deputy Director (Admin), ISTM, Administrative Block, JNU Old Campus, New Delhi - 110067. The Bill must accompany the 'Preventive Maintenance Report', as above.

4. Freight and Taxes

The prices should be inclusive of all taxes, freight etc if applicable. Octroi Duty/WCT if any shall be borne by the vendor.

5. Extension of CAMC Period

The CAMC can be further extended on mutual agreement on existing terms & conditions based on satisfactory performance without increase in CAMC cost. No supplementary agreement is necessary for this. A formal letter from the Institute to this effect & acceptance from the vendor will be sufficient.

6. Termination of Agreement

The ISTM may terminate the agreement by giving a written one-month advance notice to the Service Provider, without compensation to the Service Provider and/or other suitable action, if :

- (a) The Service Provider becomes bankrupt or is otherwise declared insolvent;
- (b) The Service Provider being a company is wound up voluntarily or by the order of a court or a receiver, or manager is appointed on behalf of the debenture holders or circumstances occur entitling the court or debenture holders to appoint a receiver

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or a manager, provided that such termination will not prejudice or affect any right of action or remedy accrued or that might accrue thereafter to the Purchaser.

- (c) The quality of services rendered to ISTM gets degraded and/or not up to satisfaction of ISTM.
- (d) If at any stage, it is found that the parts supplied by the maintaining agency are duplicate or of inferior quality, the CAMC may be summarily terminated and ISTM may take any other suitable action.
- (e) The Service Provider may request for termination of agreement by giving three-month Advance notice to ISTM.

7. Other Terms and Conditions

- The tenderer must ensure that the conditions laid down for submission of offers detailed in the bid document are completely and correctly fulfilled. Tenders, which are not complete in all respect as stipulated above, may be summarily rejected.
- It will be imperative on each tenderer to fully acquaint him of the entire local conditions and factors which would have effect on the performance of the contract and cost. ISTM shall not entertain any request for clarification from the tenderer regarding local conditions. No request for the enhancement in price shall be entertained after the bidder has accepted the offer.
- In the evaluation and comparison of bids, ISTM reserves the right to reject any or all tenders.
- ISTM reserves the right to increase/decrease the quantity of items as mentioned in this tender document at the time of award of work or at a later stage.
- ISTM shall not be responsible for any delay, loss or non-receipt of tender documents or any other related document sent by post.
- The maintenance shall be done in the Institute premises. However, if it becomes necessary to take out the faulty equipment to the workshop a Gate pass for shifting of equipment should be obtained by the Resident Engineer from System Administrator, ISTM.
- In case the repair of equipment takes more than 24-hours standby equipment should be made available to the user concerned immediately.
- In case, replacement of part become necessary, the part of the same make shall be replaced. A document containing details of all such replacements is to be maintained separately.
- The maintaining agency shall provide, at its cost, complete required tool kit and accessories for maintaining Computers & Peripherals to deputed engineer & Lab Technician.
- The ISTM reserves the right to depute a third party to audit the replacements made in the equipment under CAMC or take any other such action as it may

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deem fit necessary to evaluate and control the quality of services rendered by the selected bidder.

8. Safety Measures

(a) The Vendor shall take all precautionary measures in order to ensure the safety of their personnel (his representative, agent, workmen) working in the office while executing the work.

(b) The Vendor shall ensure that unauthorized careless or inadvertent operation of installed equipment, which may result in accident to their staff and /or damage to the equipment does not occur.

(c) The vendor shall assume all liability for and give to ISTM the complete indemnity against all actions, suits, claims, demands cost charges or expenses arising out of and in connection with any accident, death or injury, sustained by any of their person or persons within the office premises and any loss or damage to ISTM property sustained due to the act or omissions of the vendor irrespective of whether such liability arises under the workmen compensation act 1923 or any other statute in force from time to time.

CHAPTER:-5**List of Hardware****Computers & Peripherals to be maintained under CAMC**

I. SERVERS		
Sl.No.	Item Details	Qty.
1	HCL Server (Itanium-2)	01*
2	Wipro Server (Intel Xeon)	01*
3	HP Blade Server	01*
4	HP Proliant ML-350 G6 server (Tower model)	01*
II. COMPUTERS		
Sl.No.	Item Details	Qty.
1	HP Compaq SG3550IL	04
2	HP Pavilion A6740IN	01
3	HCL Infiniti PRO BL 1230	32
4	HCL Infiniti TRU BL 1280	40
5	HCL Infiniti PRO SL 1280	70
6	HP Compaq 8100 Elite Convertible Minitower	06
7	HP Compaq 8200 Elite Micro Tower	15
III. PRINTERS		
1	Samsung ML1610	01
2	HP Colour Laser Jet CP 1515N	02
3	HP Colour Laser Jet 2605	03
4	Canon LBP 3500	01
5	HP LaserJet P1008	04
6	HP LaserJet P1007	23
7	HP LaserJet P1106	01
8	HP LaserJet P-1505	06
9	Samsung ML2851	02
10	HP Laser Jet P2055d	02
11	HP Photo smart C410d All in One	01
12	HP LaserJet P3015	02
13	HP Office Jet J4580 (all in one)	01
14	HP LaserJet Pro M401DN	09*
15	HP LaserJet Pro P1566	01*
16	HP DeskJet 1510 (All in one) printer	01*
17	HP LaserJet Pro M425DN MFP	11*
IV. SCANNERS		
1	HP ScanJet G4050	01
2	HP ScanJet 5590	05
3	HP ScanJet N6350	01
4	HP Scan Jet G3110	01

Cont...

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Computers & Peripherals to be maintained under CAMC

Cont...

V. LAPTOPS		
Sl.No.	Item Details	Qty.
1	HCL Infiniti Powerlite 9100EP	04*
2	HCL Infiniti Powerlite 9100TR	01*
3	HCL Infiniti Powerlite 9100BT	01*
4	HP 6730B	10*
5	HP Mini 110-1047TU	01*
6	HCL Infiniti Powerlite 9100BT (ME Laptop)	30*
7	Dell Latitude 6400	20*
8	Compaq Presario CQ62	01*
9	HP ProBook 3330	13*
VI. NETWORK SWITCHES		
1	Intel 410T Switch (24 Port)	04*
2	Cisco 2960 Switch (8 Port)	01*
3	D-Link DES-1024D (24 Port)	05*
4	D-Link DES-1026D (24 Port)	01*
5	D-Link DES-1008D (8 Port)	02*
6	D-Link DGS-3100 (24 Port)	08*
7	D-link DGS-3100 (48 Port)	02*
8	D-Link DWL-2100AP (Wireless Access Point)	03*
9	D-Link DAP 2360 (Wireless Access Point)	03*
VII. LAN NODES		
Sl.No.	Item Details	Qty.
1	Local Area Network (LAN) including	330

Note:

- ✓ Model / Quantity of Computers, Printers & Scanners may be increased / decreased during award of CAMC or in later stage.
- ✓ * - Indicates the items may not be included in AMC during awarding due to the reason that the items are still under warranty nor will be included in later stage.

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BID PROPOSAL SHEET/FORWARDING LETTER

Tenderer's Proposal Reference No. & Date:

Tenderer's Name & Address:

Person to be contacted:

Designation:

Mobile:

Telephone No.:

Fax No.:

E-Mail Id:

Deputy Director (Admin)
Institute of Secretariat Training & management,
Room No-103, Administrative Block,
JNU Old Campus, New Delhi - 110067

Subject: CAMC of Computers & Peripherals at ISTM

Dear Sir,

We, the undersigned Tenderers, having read and examined in detail the specifications and scope of the work as specified in the tender document and all other bidding documents in respect of CAMC of Computers & Peripherals at Institute of Secretariat Training & Management do hereby propose to provide the maintenance services as in the bidding document.

PRICE AND VALIDITY

All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 90 calendar days from the date of opening of financial bids.

DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Technical specifications and terms mentioned in the Tender document. No Technical deviation will be acceptable and any technical deviation is liable to the rejection of tender.

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Date

BID PRICING

We further declare that the prices stated in our proposal are in accordance with your Terms & Conditions in the bidding document. We further understand that the quantities as specified in this Tender may increase or decrease at the time of Award of Purchase Order or at a later stage as per the requirements of ISTM.

QUALIFYING DATA

We confirm that we satisfy the qualifying criteria and have attached the requisite documents as documentary proofs. In case you require any further information/documentary proof in this regard during evaluation of our bid, we agree to furnish the same in time to your satisfaction.

CONTRACT PERFORMANCE SECURITY

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge & belief.

We understand that the ISTM is not bound to accept the lowest or any bid that it may receive.

Thanking you,

Yours faithfully,

(Authorized Signatory)

Date:
Place:
Business Address:

Name:
Designation:
Seal

COMPANY'S PROFILE

1.	Address:	
2.	Telephone No.	
3.	Mobile No.	
4.	FAX:	
5.	E-Mail:	
6.	Type of Organization (whether sole proprietorship/ partnership/private limited or Cooperative body etc.) <i>Attached Documentary Proofs</i>	
	Name of the Proprietor/ Partners/Directors of the Organization/Firm	
	Service Tax No. :	
	TAN No:	
	Work Experience For providing CAMC services as described in this document (Document proof to be attached)	

Please provide the details of the Manpower proposed to be posted at ISTM for rendering CAMC services:

Resource Type	Manpower proposed to be posted at ISTM	Qualification With Specialization (refer- Chapter-2, para-17, page- 7)	Minimum Experience	Mobile No. (if available, otherwise to be provided later)	Remarks
Senior Engineer	01				
Junior Engineer	01				

(Authorized Signatory)

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Annexure – III

Quality of Service Offered, Based on the Manpower proposed to be provided as suggested in this Tender Document.

Item Details	Service Time in which machine functionality restored (in hours)
Server, Desktop, Laptop, Printer, Scanner & Networking	24

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Financial Bid

(Comprehensive Annual Maintenance Contract (CAMC) of Computers & Peripherals)

Maintenance Cost (Including Manpower):

S. No.	Items	Qty	Unit Rates Per Annum (₹)	Total Rates Per Annum (₹)
01	HCL Server (Itanium-2)	01		
02	Wipro Server (Intel Xeon)	01		
03	HP Blade Server	01		
04	HP Proliant ML-350 G6 server (Tower model)	01		
05	HP Compaq SG3550IL	04		
06	HP Pavilion A6740IN	01		
07	HCL Infiniti PRO BL 1230	32		
08	HCL Infiniti TRU BL 1280	40		
09	HCL Infiniti PRO SL 1280	70		
10	HP Compaq 8100 Elite Convertible Minitower	06		
11	HP Compaq 8200 Elite Micro Tower	15		
12	Samsung ML1610	01		
13	HP Colour Laser Jet CP 1515N	02		
14	HP Colour Laser Jet 2605	03		
15	Canon LBP 3500	01		
16	HP LaserJet P1008	04		
17	HP LaserJet P1007	23		
18	HP LaserJet P1106	01		
19	HP LaserJet P-1505	06		
20	Samsung ML2851	02		
21	HP Laser Jet P2055d	02		
22	HP Photo smart C410d All in One	01		
23	HP LaserJet P3015	02		
24	HP Office Jet J4580 (all in one)	01		
25	HP LaserJet Pro M401DN	09		
26	HP LaserJet Pro P1566	01		
27	HP DeskJet 1510 (All in one) printer	01		
28	HP LaserJet Pro M425DN MFP	11		
29	HP ScanJet G4050	01		
30	HP ScanJet 5590	05		
31	HP ScanJet N6350	01		
32	HP Scan Jet G3110	01		

Cont...

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Financial Bid (Cont...)

S. No.	Items	Qty	Unit Rates Per Annum (₹)	Total Rates Per Annum (₹)
33	HCL Infiniti Powerlite 9100EP	04		
34	HCL Infiniti Powerlite 9100TR	01		
35	HCL Infiniti Powerlite 9100BT	01		
36	HP 6730B	10		
37	HP Mini 110-1047TU	01		
38	HCL Infiniti Powerlite 9100BT (ME Laptop)	30		
39	Dell Latitude 6400	20		
40	Compaq Presario CQ62	01		
41	HP ProBook 3330	13		
42	Intel 410T Switch (24 Port)	04		
43	Cisco 2960 Switch (8 Port)	01		
44	D-Link DES-1024D (24 Port)	05		
45	D-Link DES-1026D (24 Port)	01		
46	D-Link DES-1008D (8 Port)	02		
47	D-Link DGS-3100 (24 Port)	08		
48	D-link DGS-3100 (48 Port)	02		
49	D-Link DWL-2100AP (Wireless Access Point)	03		
50	D-Link DAP 2360 (Wireless Access Point)	03		
51	Local Area Network (LAN) including RJ45 connectors, jointers, etc. (except Cat-6 cable)	330		
Total Amount per annum (excluding taxes)				
Tax (if any) - @ _____				
Tax (if any) - @ _____				
Total Amount per annum (including taxes)				
Total Amount per annum (including taxes) in words:				

Note: Taxes to be mentioned separately.

(Authorized Signatory)

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Check List/ Index for the Technical Bid

S.No	Eligibility Condition	Page No
1.	Documentary evidences in respect of eligibility criteria given in Chapter-1 . Each document should be labeled on the top right so as to indicate the eligibility criteria serial number.	5
2.	Compliance to the Scope of work laid down in this Tender Document	7-9
3.	Compliance to all terms and conditions laid down in this Tender Document	10-17
4.	Arrangements proposed by the bidder for ensuring replacements of parts with non-spurious items i.e. original equipment.	10-17
5.	Any deviation to the scope of work or terms and conditions.	7-9
6.	Failure of submission of any of the document in Technical bid will make the bid rejected as non responsive. ISTM will have the option to treat some documents as mandatory /optional in the benefit of the Institute i.e ISTM.	11
7.	Company's Profile and the details of manpower (s) proposed to be posted at ISTM (Annexure-II).	22
8.	Quality of Service Offered (Annexure -III).	23
9.	Signature & Seal in all pages of Tender Document.	1-26

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