

No. 15-4/08/NAEB-B.VI
Government of India/Bharat Sarkar
Ministry of Environment & Forests
National Afforestation & Eco-Development Board (NAEB)

Paryavaran Bhawan, CGO Complex,
Lodi Road, New Delhi-110 510

Dated: 04.09.2009

NOTICE INVITING TENDER

Sealed tenders are invited from reputed firms/companies for the award of the “**Comprehensive Service Maintenance Contract (CSMC)**” in respect of Computers, Laptops, Printers, Scanners, Projector and other related peripherals installed in the Office of the National Afforestation & Eco-Development Board (NAEB), Ministry of Environment and Forests in New Delhi and at the residences of the entitled Officers within the municipal limits Delhi/New Delhi for a period of one year on the terms and conditions enumerated in the following paragraphs.

2. The general scope of work includes upkeep and maintenance of hardware and software, and is also applicable to Linux/Unix systems. The software maintenance includes loading/reformatting of software/discs with software like Windows 2000, XP, Microsoft Office software, Internet Explorer, Netscape, and Outlook Express, installation/removal of any other software purchased by the National Afforestation and Eco-Development Board from time to time. It also includes re-installation of software, if corrupted.

3. The term “maintenance” shall include rectification of all hardware and software problems (including operating systems)/defects and also include cost of all parts/repairs/replacement of defective parts including SMP Battery, Key Boards, mouses etc., wherever necessary for the proper maintenance/ functioning of the aforesaid systems. In case of printers the CSMC covers every thing including Logic Card, Teflon sheet, Paper Motor, presser roller etc., except consumable items and physical damage to the outer covering. However, the cost of Toner Cartridge of Printers will not be included in the CSMC. The NAEB shall not be responsible for any damage caused to computers or its parts due to fluctuation of electric power supply and such items are to be replaced by the firm at no extra cost. .

4. The description of computers, printers, servers, other related peripherals software and other related items is attached as **Annexure ‘A’**. However new equipment purchased by the Board from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/maintained at the same terms and conditions, and the CSMC has also to be done at the same terms and conditions for these new equipment on pro-rata basis. The Department also reserves the right to exclude from the contract any number of computers and other items if they are found to be unserviceable at any point of time during the currency of the contract. The contractual charges payable will be modified accordingly.

5. The technical and financial terms and conditions of CSMC shall be as follows:

(A) TECHNICAL

- (i) The firm should have been in existence for not less than 3 years in the trade connected with the maintenance business and having turn over not less than Rs. 15 lakh per annum during the last two years ending 31st March, 2009.

- (ii) The firm must possess expertise in the on-site maintenance and repair of servers, clients, stand alone computers, Laser/inkjet printers, network components, scanners peripherals and other hardware parts and accessories.
- (iii) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard components for replacement. Any instance of sub-standard repair/ replacement of parts by the firm, may lead to cancellation of the contract.
- (iv) The firm also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily minimum two Annual Maintenance of more than hundred computers connected in LAN under Novell/Window NT environment.
- (v) If the firm/company meets the above technical requirements, it may apply in the prescribed proforma at **Annexure-B** (to be submitted in a sealed cover).
- (vi) Replacement of defective parts including SMP Battery, Key Boards, mouse.
- (vii) In case of printers the CSMC covers everything including Logic Cards, Teflon sheets, Paper Motor, Presser roller and all plastic parts, except consumable items.

(B) FINANCIAL

6. The rate may be quoted on comprehensive basis for the computers, laptops, scanners, projectors, printers etc. in the Proforma at **Annexure-C** (in a separate sealed cover)

7. The others terms and conditions for awarding the CSMC shall be as below:

- (i) The contractor firm shall provide services of one resident service engineer (to be known as authorized service engineer) on all working days from 9.00 AM to 5.30 PM. He must be equipped with a Mobile phone to ensure his availability throughout the working hours. The NAEB shall cause deduction from the payment to be made to contractor firm of an appropriate amount, which would be proportionate to the number of days of absence of the authorized service engineer, if no substitute is provided by the contractor firm for the days of absence of their authorized service engineer.
- (ii) The initial period of contract will be one year from the date of award of contract. The contract can further be extended after the expiry of one year, subject to the satisfactory performance of the firm. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The NAEB will have the exclusive rights to cancel the agreement at any time during the currency of the contract without assigning any reasons whatsoever and without any compensation to the firm/agency.
- (iii) The contractor firm shall prepare separate log card for each of the machines to be taken under the CSMC. The Resident Authorised Engineer of the firm should also maintain a log book cum attendance book. All complaints lodged will be entered in the log book with date and time of lodging of complaint and thereafter the date and time of attending to the complaint by the Engineer with details of repairs done to restore the machine to the satisfaction of the unit-incharge will be entered in the log book. Records of preventive maintenance done will also be entered in the book. Preventive maintenance which must be done at least once in every quarter for every machine shall include thorough cleaning, checking of hardware / software and

replacement of any parts showing signs of wear and tear which if not replaced is likely to cause trouble in the functioning. The log book shall be kept in the custody of Section Officer (Admn.), NAEB who shall countersign all entries made with remarks, if any. The quarterly payment shall strictly be made on the basis of satisfactory report from the users concerned.

- (iv) The authorized service engineer is required to attend any reported fault within one hour. As far as possible, repairs would be carried out on-site itself. No system shall be taken out of the office building without prior written permission of the competent authority in the NAEB. The charges for transporting of equipment /machines from the office premises of NAEB to the workshop of the contractor firm and back and freight charges, if any, as well as the payment to labourers for the purpose shall have to borne by the contractor firm. The system or part thereof taken out of the NAEB's premises should be brought back in perfect working condition, and if it is found that any alteration has been done within the system causing subsequent damage to it, a penalty as deemed fit by the competent authority in the NAEB, will be imposed on the contractor firm. The decision of the said competent authority in this regard shall be final and binding upon the firm. In any case, no machine shall be kept away from the premises of the NAEB for more than two working days in succession, failing which a penalty of Rs. 200/- per day or part thereof will be imposed towards the delay till the date the system is installed back in the NAEB's premises in a perfect running condition. This deduction as a penalty will be made from the contractual charges payable for the maintenance etc. In case the firm fails to rectify the defect and is not able to put back the system into normal working condition, the NAEB shall then have the discretion to recover the cost of the machine and/or part thereof from the contractual charges due to the firm or their security deposit as the case may be, without any notice.
- (v) In the event of any or part of the system covered under the CSMC to be taken to workshop for repair etc. the contractor firm should also provide appropriate standby equipment/system etc., so as to ensure that the work of the users concerned in not hindered. For this purpose, the contractor firm shall keep sufficient quantity of spare parts which will include CPUs, Mother Boards, HDDs, HP Laser Jet/Desk Jet Printers, floppy driver, CD ROMs, LAN, Sound Cards, SVGA Cards, Key Boards and Mouse, Printer & Power cables, Adaptors, Teflon sheet batteries, SMPs etc.
- (vi) It may also be noted that in case of contractor firm backing out in mid term without any explicit consent of the NAEB, it shall be liable to recovery at higher rates, vis-a-vis, those contracted with it, which may have to be incurred by the NAEB on the maintenance of machines for the balance period of contract through alternative means.
- (vii) The Earnest Money Deposit (EMD) of Rs. 20,000/- (Rupees twenty thousand only) through a demand draft of any scheduled bank in Delhi drawn in favour of Pay and Accounts Officer, Ministry of Environment & Forests, Govt. of India, New Delhi should accompany the quotation letter. Quotation received without earnest money will not be considered. The earnest money deposited by successful bidder shall be retained as Security Deposit for the fulfillment of performance of the terms and conditions of the contract and no interest would be payable. The security deposit will be refundable after 60 (sixty) days after successful completion of the contract subject to the adjustment of dues against the contractors. Earnest money received from other unsuccessful bidder firms will be released after the finalization of the contract.

- (viii) The EMD shall stand forfeited if a bidder withdraws or amends the quotation tender, or impairs or derogates from the tender in any respect during the period of bid, or in case successful bidder fails to sign or accept the contract within the stipulated period. No interest will be payable on this amount.
- (ix) The successful contractor firm will be free to inspect the systems before taking them over for maintenance.
- (x) No advance payment, in any case, would be made. However, quarterly payment on pro-rata basis on satisfactory rendering of service would be made.
- (xi) Quotations should be in a sealed cover superscripted as **“Bid for comprehensive service maintenance contract of computer hardware/software for the National Afforestation and Eco-Development Board”**. This cover should contain two separate sealed envelopes one containing Technical Bid (Annex-B) alongwith relevant documents and superscribed as “Technical Bid for comprehensive service maintenance contract for computer hardware/software etc. for the NAEB while the other sealed envelope should contain Financial Bid (Annex-C) superscribed as “Financial Bid for comprehensive service maintenance contract of computer hardware/software for the NAEB”. The quotation should be addressed to Shri Deepak Grover, Under Secretary (Administration), NAEB, Ministry of Environment and Forests, Paryavaran Bhawan, New Delhi so as to reach him latest by 3.00 P.M. on **30th September, 2009** by post. The quotations can also be dropped in the Tender Box fixed in the office of NAEB at 7th floor, Paryavaran Bhawan, CGO Complex, Lodhi Road, New Delhi-3. The technical bids will first be opened on the same date at 3.30 P.M. in Room No. 714, Seventh Floor, Paryavaran Bhawan, New Delhi. After scrutiny and satisfactory technical bidding specifications, the NAEB will shortlist those who are found suitable on technical consideration and the “financial bids” of the short listed firms will be opened on some other day for which a notice will be issued afterwards. The bidders may be present at that time or may, if so desire, depute one of their representatives to be present at the time of opening of the tenders.
- (xii) Late submission of tenders will not be accepted. Tenders by “Telex/Telegram/Fax/e-mail” will not be accepted. Tenders should be submitted by Registered Post, by hand in person or by courier. However, any delay on this account shall not be accepted as a reason for exception. Bids received after due date and time and those received without separate sealed covers and rates not quoted in specified proforma will not be considered/accepted
- (xiii) The rates quoted should be net on comprehensive basis.
8. This tender is not transferable. The NAEB reserves the right to accept or reject any or all tenders without assigning any reasons.

(Deepak Grover)
Under Secretary to the Govt. of India

ANNEXURE - A

Description of server/computers and the other Supporting peripherals/accessories proposed to be covered Under the Comprehensive Annual Maintenance Contract

Sl. No.	Description of the item
1.	Pentium IV (HP/Compaq/IBM)
2.	Laptop
3.	Laser Printer 1000
4.	Laser Printer 1200
5.	Laser Printer 1320n
6.	Desk-jet Printers 810c
7.	Desk-jet Printers 948c
8.	Multi functional printers
9.	Dot Matrix Printer
10.	Scanner 7400c
11.	LCD Projector

ANNXURE-B

**QUOTATION FOR ANNUAL CONTRACT FOR COMPREHENSIVE SERVICE
MAINTENANCE OF PERSONAL COMPUTERS/SERVER/PRINTERS/SCANNERS/CD
WRITERS/LAPTOPS/LCD PROJECTOR ETC., IN THE NATIONAL AFFORESTATION AND
ECO-DEVELOPMENT BOARD, MINISTRY OF ENVIRONMENT AND FORESTS, NEW
DELHI**

TECHNICAL BID

(1) Name of the Firm/Company	
(2) Business Address of the Firm/Company (With landline and mobile Nos)	
(3) Annual Turnover of the firm in the last three financial years, namely, 2006-07, 2007-08, 2008-09	
(4) Copy of the details of past experience of providing services to Government Ministries/ Departments /Public Sector Undertakings etc. in computer AMC/CSMC activities	
(5) Performance certificate (certified/attested copy) issued by reputed customers for all inclusive maintenance of at least 50 computers in individual Ministries/ Departments/Public Sector Undertakings during the last three years.	
(6) Number of qualified Computer Engineers on the rolls of the Firm/Company	
(7) Copy of Registration/License No. of the Firm/Company	
(8) VAT Account No./15 digit Service Tax Code No. of the Firm/Company	
(9) Whether all the documents are duly signed by the authorized signatory of the Firm/Company	Yes/No. (Please score out which is not applicable)
10) Banker's Pay Order/Demand Draft No. with date in respect of EMD deposited by the Firm/Company alongwith the bid	
11) Whether the firm will provide Resident Engineer	Yes/No. (Please score out which is not applicable)
12) Whether the Firm/Company agrees to fulfill all the terms and conditions as mentioned in the Tender Document	Yes/ No (Please score out which is not applicable)

(Full signature of the Authorized Signatory of the Firm/Company)
with date and stamp)

ANNXURE-C

**QUOTATION FOR ANNUAL CONTRACT FOR COMPREHENSIVE SERVICE
MAINTENANCE OF PERSONAL COMPUTERS/SERVER/PRINTERS/SCANNERS/CD
WRITERS/LAPTOPS/LCD PROJECTOR ETC., IN THE NATIONAL AFFORESTATION
AND ECO-DEVELOPMENT BOARD, MINISTRY OF ENVIRONMENT AND FORESTS,
NEW DELHI**

FINANCIAL BID

1) Name of the Firm/Company		
(2) Business Address of the Firm/Company		
(3) Name of the Authorized Signatory of the firm (in block capital)		
(4) Specimen signature of the Authorized Signatory		
(5) Telephone No. of the Authorized Signatory and other contact numbers of the firm/company		
(6) <u>Comprehensive Service Maintenance Charges</u>		
<u>Sl. No</u>	<u>Item</u>	<u>Rate per unit</u>
1.	Pentium IV (HP/Compaq/IBM)	
2.	Laptop	
3.	Laser Printer 1000	
4.	Laser Printer 1200	
5.	Laser Printer 1320n	
6.	Desk-jet Printer 810c	
7.	Desk-jet Printer 948c	
8.	HP Business Inkjet 1200	
9.	Laser Printer (CM 1017 MFP)	
10.	Samsung (All in one printer)	
11.	HP Printer 1522-NF (All in one)	
12.	HP Printer (J-3608 All in one)	
13.	Dot Matrix Printer	
14.	Scanner 7400c & 4500n	
15.	LCD Projector	
(7)	Details of percentage of VAT/Service Tax, as applicable	VAT Service Tax

(Full signature of the Authorized Signatory of the Firm/Company)
(with date and stamp)