

No. G-27013/4/DPC/BGL/2017-2018/  
Government of India  
Ministry of Statistics and Programme Implementation  
National Sample Survey Office  
Data Processing Division

Data Processing Centre,  
III Floor, "F" Wing, Kendriya Sadan,  
Koramangala, Bangalore - 560 034.  
Dated. 04.09.2017.  
Telephone: 080-25522914/25631286  
Email: [dpc.nssso-kar@nic.in](mailto:dpc.nssso-kar@nic.in)

TENDER NOTICE

To,

Sub:- Tender for "Annual Maintenance Contract" for Computers, Printers & Laptops.

Sir,

Sealed tenders are invited from reputed registered firms/agencies providing AMC for Computers, Printers & Laptops in the Office of the NSSO, DPC, Bangalore. The tenders should be submitted in the formats enclosed.

2. The tenders should be submitted in a sealed envelope superscribed as "Tender for AMC for Computers, Printers & Laptops". The tender should be addressed to the Head of Office, NSSO, DPC, Bangalore.

3. The various crucial dates relating to "Tender for AMC for computers, printers and Laptops" are given as under:-

(a)	Date of issue of tender documents	04.09.2017
(b)	Last date and time for submission of Tender Documents	18.09.2017, 5.00 PM
(c)	Date and time for opening of Technical bid	19.09.2017, 11.30AM
(d)	Date and time for opening of Financial Bid	At later stage
(e)	Place of submission of Tender	NSSO, DPC, III Floor, F Wing, Kendriya Sadan, Koramangala, Bangalore-560 034.
(f)	Place of opening of Tender	

4. The tender document submitted after the stipulated time & date will not be entertained. The office reserves the right to accept/reject any or all tenders without assigning any reason. All other terms and conditions in the tender will be binding on the tender.

Yours faithfully,



(Dr. P. T. Subha)  
Director & Head of Office

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TENDER NO. G-27013/4/DPC/BGL/2017-2018/dated. 04.09.2017.

Section-I

Sealed tenders are invited under Two Bid System i.e. (Part-I Technical Bid and Part-II Financial Bid) from reputed, experienced and financially sound firms for AMC of Computers and Peripherals for National Sample Survey Office, Data Processing Centre, Bangalore herein after called the NSSO, DPC.

A. SCOPE OF THE WORK:

- a. NSSO, DPC, Bangalore proposes for AMC of Computers, Printers and Laptops installed and used in the office.
- b. The office intends to enter into comprehensive AMC for Desktops and Printers and non-comprehensive AMC for Laptops.
- c. The charges of AMC will be inclusive of cost of spares parts along with services. The tenderers are required to supply all parts as and when required for maintenance purposes and regular up-keeping of the computers and other equipments under AMC.

B. ELIGIBILITY CRITERIA:

Only those firms/Proprietary Firms/Partnership Firms/Agencies which fulfill the following minimum criteria need to submit their bids and failure to provide necessary documents will render the bidder disqualified on technical grounds.

1. The AMC providing firm should be registered with Authorized Service Centre at Bangalore & have been in existence for a period of minimum 3 years.
2. It should be registered under Relevant Act and a copy of each of the Registration shall be attached with the bid.
3. It should have PAN, TIN, GST Registration (Proof in this regard may be attached with the bids)
4. It should have minimum three years experience in business of providing AMC in Computers and peripheral after registration.
5. Running contract of total annual value not less than Rs.2.00 lakhs (Rs. two lakhs only) in the large Industrial/Educational Office premises/Office complex.
6. Proof of at least three successfully carried out AMC services of Computers during the last 3 years in Govt./Semi Govt./Central/Autonomous Bodies.
7. It should not have been blacklisted/debarred by Government Organisation. Undertaking in this regard is to be furnished.

C. INSTRUCTIONS TO TENDERS:

1. The Tender should be addressed to Head of Office, NSSO, DPC, III Floor, "F" Wing, Kendriya Sadan, Bangalore 560 034.
2. The Tenderers are required to submit one Technical and one Financial Bid as per prescribed proforma in Section - IV and V. The Financial Bid should be submitted in a separately sealed envelope superscribed "Financial Bid for AMC for Computers and Peripherals in NSSO, DPC." All the sealed tender bids should be put in a sealed envelope superscribed "Tender for AMC of Computers and Peripherals in NSSO, DPC, for the year 2017-18. Financial bid shall be opened only for those tenders who are found to be technically qualified to carry out the work, for which prior intimation shall be given indicating the date and time of Financial bid opening.
3. The Tenderer are advised to visit the NSSO, DPC Office for inspection of Computers and Peripherals on all working days between 10.00 AM to 5.00 PM.
4. The various crucial dates relating to "Tender for AMC of Computers and Peripherals in NSSO, DPC, Bangalore" are cited as under:

(a)	Date of issue of tender documents	04.09.2017
(b)	Last date and time for submission of Tender Documents	18.09.2017, 5.00 PM
©	Date and time for opening of Technical bid	19.09.2017, 11.30AM
(d)	Date and time for opening of Financial Bid	At later stage
(e)	Place of submission of Tender	NSSO (DPC), III Floor, F Wing, Kendriya Sadan, Koramangala, Bangalore - 560 034.
(f)	Place of opening of Tender	

D. Terms & conditions on the basis of which the contract will be awarded

- i. The contract should be comprehensive and the rates quoted should cover the maintenance of operating systems, software installation, virus checking and elimination, configuration of internet/internet e-mail on computers and cost of all spare parts except consumables, plastic parts;
- ii. Only HP/Wipro/TVS etc., as per the product approved spare parts should be used.
- iii. The firm should have successfully undertaken similar work in at least one government office/organization during a single year (copies of contract letters from government offices should be attached as proof in this regard) and undertaken individual AMC of computers/printers in government organisations for a minimum amount of Rs. 50,000/- (Rupees fifty thousand only) during the last three years (copy of form No.16A given by government offices should be attached as proof in this regard).
- iv. The firm should have PAN allocated to them by the Income Tax Department (proof to be attached);
- v. The firm should have obtained Goods service tax certificate issued by the Central Government (copy to be attached as proof) and GST will be deducted from the bill as per the Government rules;
- vi. A "fall clause" shall be effective in respect of the approved rates, i.e., if the firm undertakes identical work in other government offices at rates lower than the rates approved by this office, the firm will charge at those rates from this office as well;

- vii. **PENALTY CLAUSE:** In case, any irregularity is noticed, the penalty amount will be levied by the office upto the extent of 10% of the monthly charges due for the relevant month after issuing show cause notice to the agency and considering the explanation of the agency, if submitted within stipulated time. Such repeated irregularities will make the agency liable for cancellation of contract with forfeiture of the Security Deposit.
- viii. **ARBITRATION CLAUSE:** In case of any disputes between the parties viz NSSO, DPC, Bangalore in one part and the agency/firm on other part, arising out on account of scope of the work and other mandatory liabilities as stated in the Tender Documents/Contract Agreement, the dispute shall be referred to an Arbitrator as per Arbitration and Reconciliation Act 1996, in Bangalore Jurisdiction only.
- ix. The machines are normally required to be repaired on site only and in exceptional cases when the machines cannot be repaired in the office premises and required to be taken to the workshop, DPC, Bangalore will not make any payment towards cartage and the expenses for the to and fro transportation of the machines should be borne by the firm;
- x. The payment will be released on quarterly basis. i.e. 25% of the total AMC charges will be released after every three months of satisfactory completion of the contract;
- xi. The contract shall remain in force for a period of 01 (one) year from the date of placement of the systems under AMC, the contract may be terminated by CPC, Bangalore at any time without assigning any reason thereof. If the services of the firm are found to be unsatisfactory, the contract will be awarded to another firm at the risk and expenses of the defaulting firm and in this regard the decision of the office will be final and binding upon the firm;
- xii. Preventive maintenance service shall be done once every 03 months which involve external/internal cleaning of the CPU box, CD ROM Drivers, etc. checking hard disk for bad sectors, hard disk defragmentation;
- xiii. The firm shall maintain at the office premises of DPC, Bangalore a log book and record therein each indent of equipment malfunction, date time of reporting of fault & of commencement & successful completion of repairs work and nature of repair work performed on the equipment, DPC, Bangalore shall use the same log for recording the nature of faults observed in the equipment, the date & time of occurrence & time of their communication to the firm duly countersigned by the representative of the firm on successful completion of fault repair;
- xiv. It is expected that the equipment would be used in the temperature, power & humidity ranges specified by manufacturers of each equipment & any defects arising out of these not being provided would not be covered under AMC;
- xv. An inventory of critical components like card, SMPS, Monitor, Keyboard, Hard disk, Mother boards, etc. shall be kept in the office premises of DPC, Bangalore at the risk of the firm for rendering prompt service support. DPC, Bangalore shall provide necessary space for the same;
- xvi. Standby system shall be provided in case a faulty system is not brought to working condition within 48 hours or reporting of fault;
- xvii. Software support shall include reloading of the operating systems and data recovery etc.

- xviii. On expiry of the contract, the firm shall hand over all the systems in perfect working condition, failing which liquidated damages will be deducted from the service provider.
- xix. The tender will be opened on the date and time indicated as in the tender documents in presence of Tenderer or person duly authorized by the Tenderer. Further, if the date of opening is declared to be a holiday the tenders will be opened on the next working day.
- xx. If any computer/printer etc. is disposed off, the AMC amount will be reduced to that extent.
- xxi. The Tenderer have to submit an Annual Service Agreement accepting the terms & conditions of the AMC.
- xxii. The Earnest Money Deposit (EMD) or Bid Security of Rs.5,000/- (Rupees five Thousand only) in the form of Demand Draft from a Commercial Bank, drawn in favour of "DDO, NSSO, DPC, Bangalore" should be enclosed with the tender. The EMD should remain valid for a period of forty five days beyond final bid validity period. The tender received without EMD would be summarily rejected. The earnest money will be returned on completion of the tender process.
- xxiii. It is mandatory for the successful tenderer to submit Performance Security Deposit amounting to 10% of the total contract value for one year in the form of Bank Guarantee/Fixed Deposit Receipt/Demand Draft in favour of "DDO, NSSO, DPC, Bangalore". The Security Deposit should be valid beyond 60 days of the period of the contract. The security Deposit will be returned without any interest after satisfactory completion of the contract period. This amount however will be confiscated in case of refusal or failure to provide satisfactory services or backing out in midstream.
- xxiv. The successful Tenderer will be required to submit an "acceptance letter" along with signed copy of terms & conditions accepting all the terms & conditions put forth in the tender document. In case the successful Tenderer fails to submit "acceptance letter" along with signed copy of terms and conditions with NSSO, DPC, Bangalore within the specified date mentioned in the award letter, the EMD deposited by such Tenderer shall be forfeited without giving any further notice.
- xxv. EVALUATION CRITERIA: The Technical bids will be scrutinized on the basis of Eligibility Criteria in Section IV. Financial Bids will be opened only for those firms which are technically qualified. The agencies should quote AMC price for each item (so also the total) in the enclosed pro-forma, however L-1 would be decided based on the least total amount. The AMC amount will be reduced as per the individual amount quoted if the item is withdrawn from the AMC and the decision of NSSO, DPC, Bangalore is final in this matter.

SECTION II

List of Computer System for Annual Maintenance Contract 2017-18.

Annexure-I

SN	Particulars	Qty.	xPeriod for which AMC is invited
1	HP deskjet 3500C Scanner	01	01.10.2017 to 30.09.2018
2	HP Laserjet 1022 Printer	03	
3	HP Laserjet 2430 Network Printer	01	
4	HP Laserjet Printer 3390 Printer, FAX Scanner	01	
5	HP Laserjet M1213 Printer, Fax and Scanner	01	
6	HP LaserJet Pro CM 1415 FN Printer Fax & Scanner	01	
7	LAN Connection Switch & Hub (Including LAN cabling)	60point	
8	HP Laserjet 1536 DNF	01	
9	HCL 2700bc Server	02	
10	Computers Intel cor 15-650. 4MB I.3 Cache Memory 2GB 1066 MHz DER2 RAM Hard disk drive 320GB 7200RPM	20	
11	HP Laserjet P1606DN Printer	01	
12	HP Laserjet 1536DNF Printer, Fax and Scanner	01	
13	HP Scanjet 5000 Scanner	01	
14	HP Laptop	01	
15	Dell Laptop	01	
16	Compaq nx6320 Laptop	01	
17	Laptop Sony VAIO	01	
18	Printer HP Lazer Jet M226DW	01	08.03.2018
19	Printer HP Lazer Jet M202DW	02	30.09.2018

SECTION III

BID FORM

Reference: Tender No:

To,

The Director,  
NSSO, DPC, III Floor, "F" Wing,  
Kendriya Sadan, Koramangala,  
Bangalore - 560 034.

Sir,

Having examined the terms and conditions of tender and specification including all other related documents the receipt of which is hereby duly acknowledged, we the undersigned, offer to execute the Annual Maintenance Contract (AMC) for computers and peripherals (as per the list in section - II) in the office of Director, NSSO, DPC, III Floor, "F" Wing, Kendriya Sadan, Koramangala, Bangalore - 560 034 in conformity with conditions of contract specifications.

We undertake, if our bid is accepted to execute the work in accordance with specification, time limits, terms and conditions stipulated in the tender document.

Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

Dated. \_\_\_\_\_

Signature of Authorised person.

Witnesses \_\_\_\_\_

Address \_\_\_\_\_

SECTION IVPROFORMA FOR TECHNICAL BID(Part-I)

1. Name of the Agency
2. Office Address Tel No./ Fax No./ E-mail

3. Name of the Authorised Representative(s)
4. Document(s) enclosed (put marks if enclosed)

DOCUMENTS	Enclosed	Not enclosed
Attested registration certificate of the Agency issued by the appropriate authority		
Attested copy of valid goods service tax (GST)		
Copy of the PAN Card.		
Proof that the firm should have served at least three Department of State/Central Government/ PSU Organisation who has entered AMC with them as on the date of submission of bid.		

5. Turnover during the last three years

Sr.No.	Years	Turnover in rupees (in words and figures)
1	2014-15	
2	2015-16	
3	2016-17	

This should be duly certified by the chartered account of the Company/firms etc.

Details of the experience in Govt./Corporate offices during the last three years as per the attached proforma:-

YEAR	NAME OF THE EMPLOYER ADDRESS/ TEL. NO.	DETAILS OF PERIOD OF CONTRACT WITH DATES OF COMMENCEMENT AND TERMINATION DURING THE LAST THREE YEARS	TOTAL NUMBER OF SERVICE ENGINEERS EMPLOYED
2014-15			
2015-16			
2016-17			

Enclose extra sheets if required.

We confirm that we abide by all the terms and conditions and don't have any counter condition.

(Signature of the authorized person of the agency with seal)

Place:



Dated:

Tender No. G-27013/4/DPC/BGL/2017-2018/

Dated. 04.09.2017.

SECTION V

The Financial Bid (Part-II)

SN	Particulars	Qty.	Unit rates/ annum in Rs.	Tax es if any	Total amt. per annum in Rs.
1	HP deskjet 3500C Scanner	01			
2	HP Laserjet 1022 Printer	03			
3	HP Laserjet 2430 Network Printer	01			
4	HP Laserjet Printer 3390 Printer, FAX Scanner	01			
5	HP Laserjet M1213 Printer, Fax and Scanner	01			
6	HP LaserJet Pro CM 1415 FN Printer Fax & Scanner	01			
7	Lan Connection Switch & Hub (Including lan cabling)	60 point			
8	HP Laserjet 1536 DNF	01			
9	HCL 2700bc Server	02			
10	Computers Intel core i5-650. 4MB I.3 Cache Memory 2GB 1066 MHz DDR2 RAM Hard disk drive 320GB 7200RPM	20			
11	HP Laserjet P1606DN Printer	01			
12	HP Laserjet 1536DNF Printer, Fax and Scanner	01			
13	HP Scanjet 5000 Scanner	01			
14	HP Laptop	01			
15	Dell Laptop	01			
16	Compaq nx6320 Laptop	01			
17	Laptop Sony VAIO	01			
18	Printer HP Laser Jet M226DW	01			
19	Printer HP Laser Jet M202DW	02			
	Total Amount				

(Signature of the authorized person of the agency with seal)

Place:

Dated: