Government of India
Ministry of Statistics & Programme Implementation
National Statistical Systems Training Academy (NSSTA)
Tender   No. **Q-11011/ ADG (G)/7/2013-NASA**

1.1 **Notice Inviting Tenders (NIT)** for annual maintenance for Computer Hardware, Peripherals and IT network setup at NATIONAL STATISTICAL SYSTEMS TRAINING ACADEMY (NSSTA), Plot No. 22, Knowledge Park-II, Greater Noida – 201310, (U.P.).

1.2 Online bids are invited under Two Bid Systems (Technical Bid and Financial Bid) for Annual maintenance for Computer Hardware, Peripherals and IT Network Setup at National Statistical Systems Training Academy (NSSTA), plot No. 22, Knowledge Park-II, Greater Noida – 201310, (U.P.)..

1.3 Tender documents may be downloaded from MOSPI website www.mospi.gov.in (for reference only) and CPPP site http://eprocure.gov.in/eprocure/app as per the schedule as given in CRITICAL DATE SHEET as under.

Published Date	16.10.2015
Bid Document Download Start Date	17.10.2015
Bid Submission Start Date	17.10.2015
Bid Document Download End Date	12.11.2015
Bid Submission End Date	13.11.2015
Bid Opening Date	16.11.2015

1.4 Bids shall be submitted online only at CPPP website: https://eprocure.gov.in/eprocure/app. Tenderers/Contractors are advised to follow the instructions provided in the 'Instructions to the Contractors/Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at https://eprocure.gov.in/eprocure/app'.

1.5 Tenderer who has downloaded the tender from the MOSPI website www.mospi.gov.in and Central Public Procurement Portal (CPPP) website https://eprocure.gov.in/eprocure/app, https://eprocure.gov.in/epublish/app shall not tamper/modify the tender form including downloaded price bid template in any manner.

1.6 EMD Payment: Earnest Money Deposit of Rs. 1,00,000/-(Rupees One lakh only) is to be deposited at NSSTA, Greater Noida in the form of Demand Draft/ Pay Order in favour of the Pay & Accounts Officer, Ministry of Statistics & Programme Implementation, New Delhi. The EMD received from the tenderers will be returned without interest immediately after the process of award of contract is over. Bidders are required to submit the details of EMD payment at the time of Bid Preparation.

1.7 Intending tenderers are advised to visit again MOSPI website www.mospi.gov.in and CPPP website https://eprocure.gov.in/eprocure/app at least 3 days prior to closing date of submission of tender for any corrigendum / addendum/ amendment.

Online bids are invited under Two Bid systems for engagement of an agency for providing annual maintenance for Computer Hardware, Peripherals and IT Network Setup at NATIONAL STATISTICAL SYSTEMS TRAINING ACADEMY (NSSTA), Plot No. 22, Knowledge Park-II, Greater Noida – 201310, (U.P.)

Section 1: Scope of Work

1.1 The successful bidder shall maintain all the equipment as listed in Annexure-I of the Tender document under a "List of items to be maintained under AMC" initially for a period of 2 (two years). It may further be extendable for third year on mutual agreement without increase in AMC Cost on rendering satisfactory services to NSSTA.

1.2 Comprehensive Maintenance of Servers, Desktops, Laptops and Printers**:** These machines are to be maintained comprehensively. The company has to provide the repairs/replacement of defective parts, Assemblies and Sub-assemblies of these machines within the maintenance charges including plastic parts, printer belt, 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 roads, Hard disk, Fuser Assembly, Printer Knobs, online buttons, gear, CPU along with mother board, FDD, DVD, HDD, RAM, SMPS, Monitor, Picture Tube etc. whichever applicable.

1.3 Periodic quarterly preventive maintenance

1.4 Removal/ cleaning of virus through check-point end point security suite installed in the server

1.5 Installation/ Re-installation, Configuration/ Re-Configuration, apply patches of the software associated with the computer systems.

1.6 Correcting software faults as and when reported.

1.7 The vendor shall depute one qualified resident Engineer having degree/ diploma in Computer science / engineering or computer hardware with at least 2 years of experience. The vendor shall provide maintenance services on all working days i.e. Monday to Friday from 9.30 am to 6.00 p.m. However, if needed by NSSTA, such services shall be provided by the vendor even on Saturdays/ Sundays and other holidays. The resident engineer should have mobile facility so that he can be contacted at site when in movement.

1.8 The vendor will maintain complaint details in respect of all user requests/ complaints.

1.9 Safeguarding the Users' data before performing any operation on the computer.

1.10 Maintaining item wise record of replacement / repair activities carried out on each equipment. The resident engineer may submit a quarterly report on the status of these activities.

1.11 Replacement of Original parts: The faulty parts of the IT equipment shall be replaced with new one of the original equipment manufacturer (OEM) make only. In support of this, successful bidder will have to submit the Cash Memo/ Bills from the OEM concerned. In case, if the faulty part(s) is not replaced with the prescribed OEM make / part, the contract of the AMC shall be terminated and the performance security deposit shall be forfeited without assigning any reason/ notice in this regard.

Section 2. Eligibility Criteria

The bidder must fulfill the following conditions in order to be eligible for technical evaluation of the bid.

2.1 The Company(Private or Public Limited) should have at least 5 years' experience in providing comprehensive annual maintenance contract support for Servers, PCs, Printers, Peripherals and IT network setup and have experience of successful completion of contracts of comprehensive annual maintenance of computers with associated software and IT Network setup in at least 2 Government Organization / PSUs.

2.2 The bidder should have experience of providing satisfactory services for any or all of the makes of SUN,HP,IBM.

2.3 The bidder should have an average annual turnover of more than Rs. 1 crore for the last 3 years 2012-13, 2013-14 and 2014-15 in respect of IT sales and services for maintaining IT infrastructure. This has to be substantiated by the Balance Sheet of the Firm/Company for the relevant years duly certified by CA.

2.4 The Bidder should have posted net profit in the last three financial years. The certification to this effect must be certified by the CA.

2.5 The firm should be having PAN (Permanent Account Number) allotted by the Income Tax Department.

2.6 The firm/ agency should be registered under Sales Tax/ Service Tax Act as applicable.

2.7 There should be no legal suit/ criminal case pending or contemplated or legal notice having been served to this effect against the Proprietor of the Agency or any of its Directors (in case of Pvt. Ltd. Company) on grounds of moral turpitude or for violation of any of the laws in-force and should not be black listed on any account by any Government organization. (Self certified copy may be enclosed in company letterhead)

2.8 The Agency should have its registered office / at least one of its service centre located in Delhi/NCR equipped with adequate infrastructures to satisfactorily execute the AMC contract.

2.9 The bidder should submit all documentary evidences in support of the eligibility criteria. Failure of submission of any of the documents in Technical Bid will make the bid rejected as non-responsive.

Section 3. Instructions to the Bidders

3.1 Submission of Tender

The tender shall be submitted online in Two parts, viz., Technical bid and Financial bid as detailed in para 1.4 to 1.7. All the pages of bid being submitted must be sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. It must bear the signature and seal of the tenderer at the bottom. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

3.2 Deposit of Earnest Money

The bidder shall be required to deposit Earnest Money of Rs. 1,00,000/- (Rupees One lakh Only) through demand draft/pay order drawn in favor of the Pay and Accounts officer, Ministry of Statistics & PI, payable at New Delhi from any commercial banks in an acceptable form. Bidders are required to submit the details of EMD payment at the time of bid preparation. The Bids received without EMD will not be considered for technical evaluation. The EMD shall remain deposited with NSSTA till the period of validity of offer. No interest shall be payable by NSSTA on EMD. The EMD deposit is liable to be forfeited, if the tenderer withdraws, amends, impair or derogates from the tender in any respect, within the period of validity of his offer.In case of tenderers whose tenders are not considered for placing order, the earnest money deposit shall be refunded without any interest within one month of the decision. The EMD of the successful tenderer shall be returned after the Contract Performance Guarantee is furnished by him. If the successful tenderer fail to furnish contract performance guarantee, then the EMD shall be liable to be forfeited by the bidder.

3.3. Technical bid:

The following documents are to be furnished by the bidders along with the Technical Bid as per Annexure-II of the tender documents.

i) The proofs of 5 year experience in comprehensive annual maintenance Computer Hardware, Peripherals and IT Network Setup and successful completion of 2 contracts in Government Organization, documentary evidence of the same has to be enclosed.

ii) The firm should be having PAN (Permanent Account Number) allotted by the Income Tax Department, document proof of the same has to be enclosed.

iii) The firm/ agency should be registered under Sales Tax/ Service Tax Act as applicable. The document proof of the same has to be enclosed.

iv) The annual turnover of the bidder for the past 3 years should not be less than Rs. 1 crore per annum and proof of the same should be submitted in the form of IT return/ Audited Balance Sheet/ Work Order.

v) The Bidder should have posted net profit in the last three financial years. The certification to this effect must be certified by the CA.

vi) Compliance to all terms and conditions laid down in this Tender Document.

vii) Compliance to the Scope of Work laid down in this tender document.

viii) Detail of the Manpower proposed to be posted at NSSTA for rendering AMC services (Annexure-III)

ix) There should be no legal suit/ criminal case pending or contemplated or legal notice having been served to this effect against the Proprietor of the Agency or any of its Directors (in case of Pvt. Ltd. Company) on grounds of moral turpitude or for violation of any of the laws in-force and should not be black listed by the any Government organization. The self-certification as per Annexure-IV should be enclosed.

x) The Agency should have its registered office in Delhi/NCR. The proof of the same is to be enclosed.

Failure of submission of any of the document in technical bid will make the bid rejected as non-responsive. NSSTA will have the option to treat some documents as mandatory/optional in the benefit of NSSTA.

3.4 Financial Bid

The Financial bid should be according to the format given in Annexure V. Bidder shall not tamper/modify downloaded financial bid template in any manner. In case, if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with MoSPI. 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 shall be opened only for the technically qualified vendors on specified date and time in NSSTA, Greater Noida. NSSTA will select the vendor on the basis of overall lowest bid quoted by technically suitable bidder. The decision of the NSSTA arrived at as above, shall be final.

The financial bid should contain the following:
i) Unit rate of Maintenance charges on yearly basis against the machines
ii) Taxes, if any must be indicated.
iii) Total bid amount in terms of INR for a year covering all the machinery

Section 4: TERMS AND CONDITIONS OF THE CONTRACT

4.1 Performance Guarantee Bond & Security Deposit

After an 'Acceptance of Tender' is issued by NSSTA, the successful bidder shall be required to submit a Performance Guarantee Bond & Security Deposit of 10% of annual contract value (BG) from a nationalized/commercial bank authorised to conduct government business. This will be done within 20 days from the receipt of the acceptance of the award of contract. Performance Security shall remain with NSSTA for a period of ninety (90) days beyond the date completion of all contractual obligations. No interest shall be paid on the Security Deposit amount. If the vendor, having been called upon by NSSTA to furnish Performance Guarantee Bond, fails to furnish the same, it shall be lawful that the EMD made by the bidder will be forfeited. On performance and completion of the contract in all respects, the Performance Guarantee Bond will be returned to the vendor without any interest.

4.2 Deployment of Engineers and Other Personnel

The bidder shall depute qualified and cultured resident-engineer at site of the NSSTA. In case of absence of an engineer, substitute shall be provided by the bidder. The bidder shall furnish names, designations, qualification, experience and mobile number of deputed engineer, Resident Engineer should be well experienced in maintenance of all types of Servers (particularly SUN, IBM, HP and HCL), PCs, peripherals, network cabling, Software such as Windows, Linux and Anti-Virus, and TCP/IP networking. The engineer must report every day at 9:30 a.m. to the Director (IT), NSSTA and mark attendance. The engineers shall be changed only after prior approval of the NSSTA, during maintenance period. The engineer may be assigned duties depending on the requirements. The deputed engineers may also be engaged in providing software support services on all PCs of the NSSTA including those in warranty, if any. The services will however remain limited to formatting of PCs, installation of commonly used software including AV, OS and configuring network, Email etc.

4.3. Delivery of Services

i) The vendor shall deliver/provide the services through Resident Engineer or Back-End Expert Engineers at their office.

ii) The vendor will have to do preventive maintenance of Servers/ Desktops/Laptops/Printers etc. at least once in each quarter. Reports of this effect will be submitted by the vendor to the Director (IT), NSSTA in each quarter.

iii) The Resident engineer should be qualified and expert in the area of Networking, Computer, Printers repairing/replacement. He will also be required to provide such services for events like conferences, presentation etc organized by NSSTA. Apart from above, the Resident Engineer must be well equipped with Maintenance Kit comprising of screw driver set, crimping tool, LAN tester, Laser light, CMOS battery, Recovery CDs (wherever possible) and Brushes etc.

iv) In case the equipment is down continuously for duration more than 2 days 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 NSSTA. If however, replacement is not done by the vendor then the penalty will be levied as per Section 4, unless genuine and convincing reason is submitted to NSSTA

4.4. Call attendance and Penalty

The company has to rectify the call within 24 hours of call placement and provide the service/solution to keep the machine up. The company will provide replacement of machine of same or higher configuration when machine is not working after 2 days. Penalty charges will be as follows:

Period &Penalty Charges for Computer, printer, laptop and peripherals
- Up to 7 Days – 25% of the AMC cost of the equipment for the quarter.
- 8-15 days – 50% of the AMC cost of the equipment for the quarter.
- 16-30 days – 80% of the AMC cost of the equipment for the quarter.
- >1 month – 100% of AMC cost of the equipment for the quarter.

Period & Penalty Charges for Server.

- 9 Hours to 24 hours - 25% of the AMC cost of the equipment for the quarter.
- 24 Hours to 3 days – 50% of the AMC cost of the equipment for the quarter.
- Days to 7 days – 80% of the AMC cost of the equipment for the quarter.
- Above 7 days – 100% of the AMC cost of the equipment for the quarter.

Penalty for absence of Resident Engineer @ Rs. 500/- per day will be deducted from the quarterly bill submitted by the vendor.

4.5. Payment of AMC 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 NSSTA. Payment for the contract will be processed on quarterly bases only after receiving bill from the service provider. Processing will be effective after the expiry of said period as per the rates quoted in commercial terms and (agreed mutually) on the basis of actual working machines. The payment is subject to necessary deduction towards penalty for downtime of machines. A pre-receipted bill shall be submitted in duplicate to the Head of office, NSSTA. Vendor should be ready to accept payment through Electronic Clearing System (ECS).

4.6. Extension of CAMC Period

The CAMC can be further extended on mutual agreement for another 2 years or part thereof on pro-rata charges basis on satisfactory performance. No supplementary agreement necessary for this. A formal letter from the NSSTA to this effect & acceptance from agency shall suffice.

4.7. Termination of Agreement

The NSSTA 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 quality of services rendered to NSSTA gets degraded and /or not up to satisfaction of NSSTA
  c) If at any stage, it is found that the parts supplied by the maintaining agency are duplicate or of inferior quality, the AMC may be revoked and NSSTA may take any other suitable action.

4.8. Other Terms and Conditions

a. Over-writing in the bid, if any, should be supported by signatures. Illegible writing may lead to rejection of bids.

b. The tenderer must ensure that the conditions laid down for submission of offers detailed in the bid document are completely and correctly fulfilled. Tender which are not complete in all respect as stipulated above, may be summarily rejected.

c. 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. NSSTA shall not entertain any request for clarification from the tenderer regarding local conditions.

d. The TEC may examine strength of the service support in terms of qualified engineers, spare parts stock, repair facilities and MIS at vendor's place.

e. No request for the enhancement in price shall be entertained after the bidder has accepted the offer.

f. To assist in the examination, evaluation and comparison of bids, the NSSTA 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.

g. In the evaluation and comparison of bids, NSSTA reserves the right to reject any or all tenders.

h. NSSTA, 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 with the cost at pro-rata basis.

i. All disputes, if arise during the contract period shall be mutually discussed in order to resolve the same, failing which regular Courts at Delhi/New Delhi only will have jurisdiction to adjudicate upon the matter.

j. The maintenance shall be done in the office premises of NSSTA. 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 NSSTA.

k. In case the repair of equipment takes more than 24-hours, standby equipment should be made available to the user concerned.

l. In case, replacement of part become necessary, the part of the same make and at least the same configuration as in the original hardware shall be used. A document containing details of all such replacements is to be maintained separately.

m. The maintaining agency shall provide, at its cost, complete required tool kit and accessories for maintaining hardware, software and passive network to deputed engineers.

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

o. No transportation charges will be payable to the maintenance agency for site visits carried out by agency personnel in the course of carrying out maintenance work.

p. The consumable items may be procured by NSSTA independently and will be issued to the identified bidder for carrying out various works under AMC.

q. NSSTA, if deems necessary, may evaluate the infrastructure availability and suitability of the bidder through inspections to be carried out by a team to be deputed by NSSTA before awarding the Contract.

r. 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 NSSTA shall be passed on to the new company/division for compliance by the new company on the negotiations.

s. The successful bidder(s) shall execute an Agreement as per the format prescribed by NSSTA based on this Tender Document and agreed Terms and Conditions.

4.9 Safety Measures

a) The vendor shall take all precautionary measures in order to ensure the safety of their personnel (his representative, agent, workmen) working at NSSTA 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 NSSTA 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 NSSTA property sustained due to the act or omissions of the vendor irrespective of whether such liability arises under the workmen compensation act or any other statute in force from time to time.

4.10   Settlement of Dispute and Arbitration proceedings

a. If any dispute or difference of any kind whatsoever shall arise between the NSSTA and Vendor in connection with of arising out of the Contract. The parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.

b. If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the NSSTA or the Vendor may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter may be commenced unless such notice is given.

   i. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be finally settled by arbitration.

   ii. Arbitration proceedings shall be conducted as per "Arbitration and Reconciliation Act, 1996" in the Courts at Delhi/New Delhi.

List of items to be maintained under AMC.

SERVER

Sl. No.	Item	Number
1	Model: IBM Blade Center S MT8886, with storage CPU: L5506 (2.13 GHz, 6MB L2 Cache, 4.80 GT/s QPI, 60W), Motherboard: OEM Mother Board with the Chipset providing 4.80GT/s QPI, Memory: 32 GB PC2-5300 Fully Buffered DIMMs at 667 MHz, Hard Disk Drive: 2 x 146 GB 10K rpm SFF SAS Hot Plug, Hard Disk Controller: SAS based supporting RAID 0/1, Multifunction Ports: 2 Gigabit Ports, Fibre channel ports: 2 Ports 4 GB/s, Management: OS Independent hardware health status, Keyboard: Virtual KVM based remote control, Power Management: Remote Power Control. Blade capacity: 6 Blade Populated: 5 Commissioning in 2010	1
2	Model: RPTECH Intel Xeon Two Processor Quad Core, Rack Mounted CPU: Intel Xeon E 5504, 2.0 GHz, 4MB L3 Cache 800 MHz, Chipset Motherboard: Intel 5500 or better in Intel or equivalent OEM, Slots: 2 PCI / PCI Express, Memory: 2x4 GB 1067 / 1333 MHz DDR3 RAM, Hard Disk Drive: 3 x 146 GB, 10,000 rpm SAS, RAID Controller: Minimum 3 Ports SAS Controller with 128 MB cache, Monitor: 43.2 cm (17") TFT/wide TFT, Quantity (2) TCO – 03 or TCO – 99 certified, Video Controller: to support VGA or above resolution, Keyboard: 101 Keys keyboard, Mouse: Optical Mouse, Bays: Minimum two Internal, Ports: 3 USB Port, 1 Serial Port, Cabinet: Rack Mounted, Certifications: Window, Red Hat or Novell certified, Compliance & Support, DVD ROM: 8 x or better DVD ROM Drive, Power Supply: Redundant Power Supply, Networking: Dual LAN (10/100/1000) Network Card with asset Feature tracking and security management, remote wake up, Power Management: Screen blanking, hard disk and system idle mode in power Commissioning in 2010	4

STORAGE

Sl. No.	Item	Number
3	Model: IBM, Type 1814-98H SAN System 3TB Usable Capacity on 15 K RPM Fibre Channel (FC) Disc Array, 2TB capacity mounted Min. Front end ports: 6, Min. Back end ports: 2, Cache Total Config. (GB): 4, Min. Scalable to Drive Slots: 64,Add on items for Data Back Up & SAN System Fiber Cable with LC-LC connector additional, one 5m length, Add-on items for Blade Server Console: SAN Switch Cisco 4GB 10 Port for 6 Blade System Commissioning in 2010	1

DESKTOPS

Sl. No.	Item	Number
4	Model: HP Compaq DC7900 Convertible Minitower CPU: Intel Core 2 Duo 8400, 3GHz, 6 MB L2 cache and 1333 MHz FSB, Memory: 2 GB 667 MHz DDR 2 RAM, HDD: 250 GB 7200 RPM SATA HDD, Monitor: 43.2 cm (17 inch) TFT Digital Colour Monitor, Keyboard: 104 Key, Mouse: Optical Ports: 6 USB Ports, Cabinet: Mini Tower. Windows Vista Business Edition (OS) Commissioning in 2010	54

LAPTOPS

Sl. No.	Item	Number
5	Model: HP Probook Processor: Mobile Intel Core 2 Duo Processor P8700, 2.53 GHZ with 3 MB L2 cache 1066 MHZ FSB or better, Chipset & Motherboard: GM 45 or higher chipset on OEM Mother Board, Memory: 1 x 2GB DDR2 RAM, HDD: 250GB 5400 rpm (min.) SATA, Display Screen: 15 " (35.6 cm), Windows Seven (OS); Wireless Connectivity: Integrated wireless Intel 802.11 a/b/n, Integrated Bluetooth, DVD Writer speaker: Integrated DVD, Writer 8x and Integrated stereo, Keyboard: Key Board with touchpad, Expansion Port: 3 USB, 10/100 Ethernet card, RGB or S-Video or VGA, PCMCIA/PCT Express slot, 3 in one card reader, Microphone : Stereo headphone & other standard features, Operating System: Microsoft Windows 7 & other software preinstalled, Power Supply 4 hours; 230V, 50 Hz AC Supply with rechargeable battery pack comprising of LI-ION battery suitable for approx. Commissioning in 2010	4

PRINTERS

Sl. No.	Item	Number
6	HP Laser Jet M1522nf, Commissioning in 2010	8
7	HP Laser Jet P3005dn, Commissioning in 2010	11
8	HP Laser Jet M9040 MFP, Commissioning in 2010	2
9	HP Colour Laser Jet CP2025, Commissioning in 2010	2

SWITCH

Sl. No.	Item	Number
10	Pro curve (HP) 1800-24G	8
11	Cisco –SG 300-28 Port Gigabit Managed Switch	3
12	D- link 24 Port	1

Performa for Technical Evaluation

The agencies are requested to furnish the following information/documents for Technical evaluation. The documentary proof is required for each information.

Sl. No.	Description of Company /Firm	Detailed to be filled up	Page Number of this tender document where copy/certificate is attached
1	Name of the Company		
2	Type of Organisation (whether sole proprietorship/partnership/ private limited or limited)		
3	Name of the Proprietor/ Partners/Directors of the organization/Firm		
4	Whether firm is registered under Sales Tax/ service tax , Service Tax No. & VAT Nos. of the Firm		
5	Whether the firm has a permanent Account Number (PAN/TAN), PAN/TAN No.		
6	Whether any legal suit/criminal case pending or contemplated or legal notice having being served to this effect against the proprietor of the agency or any of its Directors (in case of Pvt. Ltd. Company) on grounds of moral turpitude or for violation of any of the laws in-force and agency is not black listed by any Government organization. (attached annexure-IV)		
7	The proofs of 5 year experience in comprehensive annual maintenance Computer Hardware, Peripherals and IT network setup Setup and successful completion of 2 contract in Government Organisation (Attach Documentary proof in support of claim)		
8	Total number of Engineers working in the organization		
9	The annual turnover of the bidder for the past 3 years should not be less than Rs. 1 crore per annum and proof of the same should be submitted in the form of Audited Balance Sheet/ Details of net profit and loss duly certified by CA		
	2012-13		
	2013-14		

	2014-15		
10	Proof of net profit in last three years		
11	ITR of Company for the last 3 years		
12	The Agency should have its main office or own branch/Service centre in Delhi / NCR.	Office Address: … E-mail Phone no. Mobile	
13	Details of Earnest Money Deposit		

Note: Submission of documentary proof for the entire above Qualifying Requirement is mandatory. In case of absence of documentary proof the bid is liable to be rejected. NSSTA may demand original documents for verification.

Authorized Signatory _____

Name _____

Designation_____

Details of the Resident Engineer to be posted at NSSTA, Greater Noida for rendering AMC Support Services

Resource Type	Qualification	Experience	Mobile No.	Remark
Resident Engineer				

Resident Engineer may also be engaged in providing software support services on all the Servers and PCs of NSSTA including those in the warranty.

(Authorized Signatory)

UNDERTAKING BY THE AGENCY

I, _____, on behalf of _____ (Name of the firm/agency) hereby declare that there is no legal suit / criminal case pending or contemplated or legal notice having been served to this effect against the Proprietor of the Agency or any of its Directors (in case of Pvt. Ltd. Company) on grounds of moral turpitude or for violation of any of the laws in force and company is not black listed by any Government Organisation.

I, _____, on behalf of _____ (Name of the firm/agency) hereby declare that our organization or the staff to be provided has no business or direct family relationship with member(s) of NSSTA's and/or NSSTA employees or persons positioned in or on the Board of these two organizations by whatever process.

I, _____, on behalf of _____ (Name of the firm/agency) hereby undertake that all relevant statutory requirements will be complied with.

I, _____, on behalf of _____ (Name of the firm/agency) understand that if the above declaration is found incorrect, the present engagement would be terminated and _____ (name of the firm/agency) would be debarred from any further engagement by NSSTA ever.

(Signature)

Name:

Address:

Date:

Financial Bid

A. Service Support Charge of Resident Engineer including Mobile, transportation etc.

Resource Type	No. of Resource	Amount per Annum (Rs.)	Taxes, if any	Total Annual cost towards Resident Engineer
Resident Engineer				

B. Comprehensive System Maintenance cost

(Including Service charge of installation, configuration, Troubleshooting of the associated system software and excluding Service Support Charge of Resident Engineer)

Sl.No	Name of Items	Total Quantity to Be put under AMC	Unit rates per annum in rupees	Taxes, if any	Total amount per annum in rupees (including all taxes)
1	Server: IBM Blade Center S MT8886, with storage (detail specification may be seen Section – 5, Sl. No.-1)	1			
2	Server: RPTECH Intel Xeon Two Processor Quad Core, Rack Mounted (detail specification may be seen in Section -5, Sl. No. -2)	4			
3	Storage: IBM, Type 1814-98H (detail specification may be seen in Section-5, Sl. No.-3)	1			
4	Desktop: HP Compaq DC7900 Convertible Minitower (detail specification may be seen in Section-5. Sl. No.-4)	54			
5	Laptop: HP Probook (detail specification may be seen in Section-5, Sl. No.-5)	4			
6	Printer HP Laser Jet (detail specification may be seen in Section-5, Sl. No.-6, 7, 8, 9))	23			
7	Switch (detail specification may be seen in Section-5, Sl. No.-10,11,12)	12			
Total Annual Cost towards Comprehensive Systems Maintenance					

Total Annual Cost towards maintenance (A + B) = Rs…………………………………..
(Both in Rs. And words)

(Authorized Signatory)