

No.D-19016/5/2007-Gen.I
Government of India
Planning Commission

Yojana Bhavan, Sansad Marg,
New Delhi, Dated 20th April, 2010.

TENDER NOTICE

Planning Commission invites sealed quotations from reputed, experienced and financially sound Firms/Agencies for Comprehensive Annual Maintenance Contract for repair and maintenance of Computers, Laptops, Scanners, Modem etc. installed in Yojana Bhavan and at the residences of senior officers of Planning Commission.

2. The quotations addressed to the Under Secretary (General I), Planning Commission, Yojana Bhawan, Sansad Marg, New Delhi and sealed in outer Envelop super scribing the words " **Comprehensive Annual Maintenance Computers, Laptops, Scanners, Modem etc.** " containing separate sealed envelopes - One marked "Technical Bid along with Earnest Money Deposit (EMD) of Rs.50,000/- in the form of demand draft drawn in favour of Pay and Account Officer, Planning Commission , payable at New Delhi" and other clearly marked " Financial Bid" should be dropped in the tender box kept at Reception Area of Yojana Bhawan between 10.00 AM to 03.00 PM on 06.05.2010.

3. Complete Tender Document may either be downloaded from the website of the Planning Commission (www.planningcommission.gov.in) or collected from General-I Branch, Room No. 443, Yojana Bhawan, New Delhi on any working day between 3.00 P.M. to 5.00 P.M. till 05.05.2010

4. The technical bid shall be opened at 3.30 p.m. on 06.05.2010 in room no. 411 Yojana Bhawan, Sansad Marg, New Delhi in the presence of such tenderers or their authorized representatives who may wish to be present. The financial bid of only those tenderers whose technical bids have been accepted, will be opened in room No. 411, Yojana Bhawan on 10.05.2010 at 3.30 PM in the presence of those tenderers or their authorized representatives who wish to be present.



(N.K. Raghunathan)
Under Secretary to the Govt. of India

To

Director(C & I), Planning Commission with request to upload the Tender Notice in the Planning Commission's Website.

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GENERAL INSTRUCTIONS FOR TENDERERS

1. Eligibility Criteria/Technical requirement

- 1.1 The bidder should be in the business of hardware services at least for the past three years as on date of closing of tender in Central Government Department/Ministry/Organisation.
- 1.2 The bidder should be presently executing minimum two AMCs on the date of closing of tender in Central Govt. Ministry/Departments /Organization.
- 1.3 The bidder should be registered with the Service Tax Department and carry a valid PAN/VAT Numbers.
- 1.4 The bidding firm should not have been blacklisted/debarred from business by any Central/State Govt. Department/Organization.
- 1.5 **Supporting Documents** should be submitted in the technical bid envelope in following order :
 - (i) Documents in support of 1.1
 - (ii) Documents in support of 1.2.
 - (iii) Copy of PAN/VAT Number.
 - (iv) Certificate to the effect that the firm is not blacklisted.
 - (v) Earnest Money Deposit of Rs.50,000/- in the form of demand draft/pay order drawn in favour of Pay and Account Officer, Planning Commission and payable at New Delhi.
 - (vi) A general undertaking on the letter head of the firm and duly signed by the authorized person that all terms and condition of the bid document are acceptable in the format placed at Annexure "A"
 - (vii) Tender document and the terms and conditions duly signed and stamped by the authorized signatory of the firm
- 1.6 Technical Bids not accompanied with the any of above documents will be rejected.

2. Submission of Bid

- 2.1 Complete Tender Document may either be downloaded from the website of the Planning Commission (www.planningcommission.gov.in) or collected from General I Branch, Room no. 443, Planning Commission, Yojana Bhawan, Sansad Marg, New Delhi on any working day between 3.30 P.M. to 4.30 P.M. till 05.05.2010.
- 2.2 Bidders are advised to study the Bid Document carefully before submitting the bid. Bids not complying with all the given clauses in this tender document are

liable to be rejected. Failure to furnish all information required by the tender Document will be at the bidders risk and will result in the rejection of the bid.

- 2.3 The tenders have been invited under **Two Bid System** i.e. "**Technical Bid**" and "**Financial Bid**". The interested agencies are advised to submit two separate sealed envelopes as under:-

Technical Bid : One envelope shall be sealed and superscribed "**Technical Bid for CAMC of Computers, laptops etc., in Planning Commission.**" The Technical Bid shall be submitted in the proforma as per Annexure "B" along with documents detailed in para 1.5 above including Earnest Money Deposit of Rs. 50,000/- in the form of Demand Draft/Pay Order from a commercial bank drawn in favour of Pay and Accounts Officer, Planning Commission, New Delhi failing which tender shall be rejected summarily.

Financial Bid : The second envelope shall be sealed and super-scribed "**Financial bid for CAMC of Computers, laptops etc., in Planning Commission** " The Financial bid shall be submitted in the proforma as per Annexure 'C'. The two sealed envelopes should be addressed to the Under Secretary (GI), Planning Commission, Yojana Bhawan, Sansad Marg, New Delhi and kept in an outer envelope which will be sealed and super-scribed as "**Tender for CAMC of Computers, Laptops etc. in Planning Commission.**"

- 2.4 The Outer envelope should be addressed to the Under Secretary (G-I), Planning Commission, Yojana Bhawan, Sansad Marg, New Delhi and should be dropped in the tender box kept at Reception Area of Yojana Bhawan between 10.00 AM to 03.00 PM on 06.05.2010.
- 2.6 Correction or over-writing in the tender documents is not permissible. Every sheet of the Tender document and the terms and conditions should be signed and stamped by the authorized signatory of the firm and should be enclosed with the technical bid without which the technical bid will be rejected.
- 2.7 The technical bid shall be opened at 3.30 p.m. on 06.05.2010 in room No.411 Yojana Bhawan, Sansad Marg, New Delhi in the presence of such tenderers or their authorized representatives (one per bidder) who may wish to be present. The financial bid of only those tenderers whose technical bids have been accepted will be opened at 3.30 P.M. on 10.05.2010 in room no. 411, Yojana Bhawan in the presence of those tenderers or their authorized representatives (one per bidder) who may wish to be present.
- 2.8 The competent authority in Planning Commission reserves the right to accept/reject all or any of the bids, or cancel the tender process at any time prior to award of contract without assigning any reason.
- 2.9 The selected firm will have to deposit a Performance Security equivalent to 10% of contract value either in the form of Bank Guarantee or FDR from a commercial

bank hypothecated to Planning Commission which should remain valid for a period of sixty days beyond the date of expiry of the contract period.

- 2.10 In case, the successful bidder shows inability at any stage, after the contract is finalized and awarded, for whatsoever reason(s), to honor the contract, the performance security deposited would be forfeited.
- 2.11 Mere quoting lowest rates will not amount to commitment on the part of Planning Commission for award of contract.

TERMS & CONDITIONS

1. The contract is for Comprehensive Annual Maintenance of computers, Laptops, printers, scanners etc. installed in different rooms at Yojana Bhawan and at the residences of VIPs/Sr. Officers of Planning Commission.
2. The contract will be valid for a maximum period of three years from the date of award of contract. The rates quoted shall remain in force for the full period of the contract. No demand for revision of rates on any account shall be entertained during the contract period. However, the initial contract shall be awarded for one year which could be extended on annual basis by the Planning Commission for maximum period of two years after reviewing the performance of the contracting firm after completion of each periodic interval of one year.
3. The contract for repair and maintenance of computers, laptops, printers, scanners etc. is comprehensive, i.e., covers all the items like CPU, Memory, Monitor, Speakers, Microphone, Mouse, Key-board etc. No payment on account of any of these items will be made extra.
4. The firm will provide operating system support, device drivers support, Networking configuration, installation of M.S. Office software, internet service and other software support, configuration of all peripherals and Operating System (including installation, if needed), installation of computers, , laptops, printers (proper printing from the printer), proper working of the scanners, LAN support, modem related problems and supports etc., In case, the computers, laptops, printers, scanners, etc., are transferred to the other sections/rooms/residences of the officers, it will be the duty of the firm to re-install/install the system (here system means computers, laptops, printers, Scanners, etc.) The firm will also ensure the retention of the data. Planning Commission does not take any guarantee regarding availability of the parts of the system. In such, cases proper maintenance of such system is the duty of the firm.

5. The selected firm should provide four experienced engineers, well versed in maintenance of computers, laptops, WLAN, FMS (Facility Management Services), Wi-Fi Wireless Network who will be stationed in Planning Commission during 9.00 AM to 6.30 PM on all working days to take immediate care of the complaint(s) and ensure availability of services between 8 AM to 8.00 PM to the users. The firm will provide maintenance and repair service on holidays and weekends also in case of emergency. The engineers should be equipped with functional Mobile Phones to ensure their availability and for urgent communications.
6. Any reported complaint will be taken up by the engineers within three hours on the same day. As far as possible, the repairs will be carried out on-site itself. In case, any of the computers, laptops, printers, scanners etc. cannot be repaired on-site and is required to be taken to the firm's workshop, stand-by arrangement will be provided by the firm without any extra charge. For this purpose, the firm will maintain appropriate stock of required equipments.
7. The firm will provide genuine parts of computers, laptops, printers, scanners etc. and in case, replacement of components, sub assemblies, and assemblies, they would be as per manufacturers' instructions and under supervision of NIC, Planning Commission.
8. Any damage or loss caused to the Computer/laptop/.Printer/Server/Scanner etc, or their parts due to negligence, mishandling shall be made good by the company/firm either by payment, in cash, the prevailing market price of that item or by new one from OEM Company.
9. **The rate should be inclusive of all type of taxes.**
10. The firm shall be responsible for taking back up data and program available in PC before attending the fault and shall be responsible for reloading the same. The back up copies is required to be returned to the users under acknowledgement from the user.
11. The firm shall carry out periodic check up of all the computers, laptops, printers, scanners, etc. under contract Outer cleaning of all equipments would be done free of cost at least once in two months and a separate register to this effect would be maintained by the contracting firm and submitted to Sr.Technical Director, NIC and SO(Gen.I) every two months.
12. It shall be the responsibility of the firm to ensure that all the computers, laptops, printers, scanners, etc work satisfactorily throughout the contract period and also to handover, these hardware items to Planning Commission in good working condition on the expiry of this contract. In case, any damage on any of the items under contract of Planning Commission is found, compensation will have to be provided by the firm.

13. **Planning Commission reserves the right to increase or decrease quantities of contracted items any time and accordingly, charges would be increased or decreased accordingly.**
14. The contractor will arrange to get the character and antecedents of engineers to be deployed in Planning Commission verified from Police authorities before their deployment in Planning Commission.
15. The service engineer provided by the contractor shall maintain a daily record of complaints received/attended/non-attended whether received on line or otherwise and put up a report on each Friday to SO(Gen-I)/Sr.Tech.Director, NIC and in case, Friday happens to be a holiday, then to the next working day.
16. The selected firm will have to deposit a Performance Security equivalent to 10% of contract value either in the form of Bank Guarantee or FDR from a commercial bank hypothecated to Planning Commission which should remain valid for a period of sixty days beyond the date of expiry of the contract period.
17. The computers, printers, modem etc, are also installed at the residences of the officers of Planning Commission and the firm will attend to the complaints by own arrangement and no traveling cost will be paid by Planning Commission.
18. The selected firm will keep general spare parts for Intel P-IV CPUs, Mother Boards, 40/80 HDD, RAM, HP Lj printers 1020/1505 Series, HP CLj printers, LAN Cards, Pen drives, mouse, Key board, mouse pad, Laptop (PIII) etc. at Yojana Bhawan so that the repair of the hardware items can be attended to on the date of reporting of the complaint(s) of hardware items.
19. In case, any complaint is not attended promptly and within the specified time, the work will be got done from other sources at the contractor's risk and cost. In this regard, the decision of the Competent Authority in Planning Commission shall be final and binding on the contractor.
20. Penalty of Rs.100/- per day per item will be deducted in case any of the items (computers, printers, modems, scanners, etc) is not repaired within 24 hours of reporting the fault. It may be intimated here that this office has software for on-line (within Yojana Bhavan) registration for the complaints of the system (here system means all items like computers, laptops, printers, modems, scanners, etc.)
21. Planning Commission may at any time terminate/ cancel/ withdraw the contract for some/ all of the items (computers, laptops, printers, scanners, etc.) without assigning any reasons to the firm.
22. Planning Commission will make no advance payment. The payment would be released on quarterly basis after satisfactory completion of each quarter. In case, Planning Commission terminates the contract, the payment will be made on pro-

rata basis (for full month(s)) only. The selected firm will prefer triplicate pre-receipted bill for payment.

23. If any dispute(s) arises between Planning Commission and the firm with reference to any provision of the contract, the decision of the competent authority in Planning Commission shall be final and binding on both the parties.
24. The contract shall be effective from the date of formal acceptance of the terms and conditions by the firm and deposit of performance security.
25. The selected firm shall perform the services and carry out its obligations under the contract with due diligence and efficiency, in accordance with professional engineering standards and shall observe sound management, technical and engineering practices. Un-authorized persons other than selected firm's authorized representative(s) will not be allowed to attend the machine.
26. In case violation of any terms and conditions on the part of the firm is noticed and /or the services are found unsatisfactory, performance security can be forfeited at the discretion of the Competent Authority.



(N.K. Rajanathan)
Under Secretary (General I)

Terms and Conditions are acceptable

Date :-

(Authorized Signatory)

(Signature of the tenderer with seal in token of acceptance of the terms & conditions)

DECLARATION

I _____ Son/Daughter of Shri _____

Proprietor / Partner/ Director of M/s _____ have
carefully

read and understood all the terms and conditions of the tender and undertake to abide by
them.

2. The information/documents furnished along with the above Tender/ bid are true
and

authentic to the best of my knowledge and belief.

3. I/We/am/are well aware of the fact that furnishing of any false Information /
fabricated

document would lead to rejection of my tender at any stage besides liabilities towards
prosecution under appropriate law.

Signature

Full Name

Date:

Place:

Seal

TECHNICAL BID

1. Name of Tendering Company/Firm/Agency : _____
2. Status of the Firm : _____
(whether Proprietary/Partnership/Company)
3. Name of Proprietor/Partners/Directors _____
4. Full address of Regd.Office _____

Telephone No. _____

Fax No. _____

e-mail Address _____
5. Full address of Operative Branch _____

Telephone No. _____

Fax No. _____

e-mail address _____
6. Name of Bankers with full address _____

Telephone No. of Banker _____
7.
 - a. PAN/TIN No. _____
 - b. Service Tax Registration No. _____
 - c. Proof of Income Tax Assessment _____

8. Give details of the work handled by the tendering Company/Firm/Agency. (copies of the contracts to be attached) in the following format.

S. No.	Details of client along with address, telephone and fax numbers (a separate sheet may be attached)	Duration of contract	
		From	To

9. Details of EMD

(a) DD/Pay Order No. and Date _____

(b) Name of issuing Bank with Branch _____

(c) Amount (Rs.) _____

10. Additional information, if any
(attach separate sheet, if required)

Date : _____

Place : _____

Signature of authorized person
with name & Office Seal

"Financial bids"

Sl. No.	Hardware Items	Quantity	Price(All inclusive including taxes) in Rupees
1.	Computer (P-IV, 6100 series)	135	
2.	Computer (P-IV 6120 series)	100	
3.	Computer (P-IV 2280 series)	80	
4.	Laser Printers (HP 4050/4100/4200/4300)	06	
5.	HP LJ 4300/4350/4700 Heavy duty Printers	11	
6	All In one Printers	14	
7	All in One Printers (3390 series)	06	
8	HP Laserjet 1010 Series Printers	186	
9	HP Laserjet 1022 Series printers	145	
10	Laserjet Printers (HP-5500/5550DN)	04	
11	HP Color Laserjet (2500/2550L/2600)	04	
12	HP Color Laserjet (2600/3600/3800, etc)	14	
13	HP Officejet 9130 printers	03	
14	HP 2420 D Printers	10	
15	CISCO Aironet 1240 AG Sr. Access Point (for WiFi Wireless Network)	12	
16	High Speed 4400 WLAN Controller for 12 Lightweight CISCO Access Point	01	
17	IBM Server x series x 2236 (M/s IBM) Xeon Server with combo Drive, DDR ECC LRAM 3X1 GB 400 MHZ	01	
18	Hp Proliant ML 3005 G5 Server	01	
19	HP Scanner (5590/2200/ A3-size/7800 Series etc.)	07	
20	Laptop/Notebook (HP 8230/8430/2210B & Sony Vaio)	25	
21		Total	

Note : The quantity quoted against each equipment is tentative and may vary upward or downward and in that case, payment will be made on pro-rata basis.

2. Rate should be all exclusive and firm throughout the contract period.