



Competition Commission of India

*Hindustan Times House,
18-20, Kasturba Gandhi Marg,,
New Delhi – 110 001*

F.No.D-19016(3)/2010-CSD

Dated : 13-01-2014

NOTICE INVITING TENDER FOR ANNUAL MAINTENANCE CONTRACT OF COMPUTERS, PRINTERS, UPS LAN, LAPTOP, I-PADS, SCANNERS ETC.

Competition Commission of India invite sealed bids from reputed firms possessing the desired qualification and experience for maintenance of personal computers, printers, lap top etc. and also to provide services to maintain the local area network at its offices located at Hindustan Times House, 18-20, Kasturba Gandhi Marg, New Delhi – 1 and at 'Hudco Vishala', B-Wing, 14, Bhikaji Cama Place, New Delhi -66.

The details of item to be covered under the Comprehensive Maintenance contract and other terms & conditions are annexed.

Tender Document may be downloaded from the websites www.tenders.gov.in / www.cci.gov.in. The Tender may be submitted in the Office of the Commission by 3.00 P.M. of 27th January, 2014 along with Tender Document Fee of Rs.500/- by way of Demand Draft in favour of 'Competition Commission of India (Competition Fund) Account'.

Tenders not accompanied with the Tender Document Fee of Rs.500/- will not be entertained.

(Sanjay Kumar)
Dy. Director

**TERMS & CONDITIONS FOR AMC OF COMPUTERS,
PRINTERS, LAP TOP LAN**

1. LAST DATE & TIME OF RECEIPT OF QUOTATIONS : 1500 Hrs. on 27-01-2014
2. DATE & TIME OF OPENING OF TECHNICAL BID : 1600 Hrs. on 27-01-2014
3. PLACE OF SUBMITTING QUOTATIONS: Reception of CCI (above mentioned address)
4. ITEMS & QUANTITY REQUIRED TO BE MAINTAINED

S.No.	Description	Quantity
1.	Desktops	201
2.	Printers : Colour/Mono LaserJet Printer Inkjet MFP LaserJet MFP	169
3.	Networking	All networking components including Racks, Switches, Cables, I/O etc. on AS-IS-WHERE-IS basis.
4.	Lap Top	48
5.	UPS (battery inclusive)	150
6.	Scanners	04
7.	I- Pads	6
8.	Switches	23

4.1 The AMC of the items will be post Warranty and on “AS IS WHERE IS” basis. The bidders can inspect the items before quoting for the AMC amount.

4.2 Scope of work: The Maintenance services will consist of:

(a) On-site preventive and break-down maintenance of PCs and peripherals at CCI where the above equipments are installed from time to time.

(b) The Maintenance will include necessary repairs to the installed systems and replacement of defective/damaged parts, components and other accessories free of cost.

(c) The Maintenance also include removal of virus, software patch updation, HDD crash recovery ,regular data backups, system administration (antivirus update, office software installation and other system maintenance) network administration (maintenance of proxy/dns/dhcp servers) software support/troubleshooting to keep the system fully operational. The Contractor will be responsible for providing virus free computer environment in CCI.

(d) The resident service engineers would also be required to maintain and administer any in house solution deployed/developed by the IT Division.

They will also be responsible for maintenance of Internet/Anti Virus/Active Directory/CMIE Server/Wi-fi network/firewall/Router/Network Storage/data back-up using portable device and maintenance of UTM Box.

(e) The Maintenance also includes Documentation support such as format conversion, email, browsing, digitization support etc, and repair maintenance and troubleshooting of all LAN fully operational. Troubleshooting of network to be carried out under the contract.

- i To check the port readiness (proper single strength) of network switches and Hubs with the help of LAN Tester.
- ii To check the connectivity of the cable (RJ45/Fibre optics) with the help of LAN Tester.
- iii To re-crimp a LAN node for any PC as and when required.
- iv To replace and re-install any corrupted networking system files.
- v Setting Network configuration across different version of Windows and Linux OS like Window 98/XP/2000/2000 Server etc.
- vi Trouble shooting network w.r.t. accessing network Laser Printer or any other sharable resources.

5. **Earnest Money** : The prospective bidders are to deposit Earnest Money of Rs.25,000 (Rupees Twenty Five Thousand only) by way of Pay Order/Demand Draft in favour of 'Competition Commission of India (Competition Fund) Account'. The amount of Earnest Money will be refunded to the unsuccessful bidders within one month of signing/award of contract with the successful bidder.

6. **Two bids viz., Technical and Financial** should be submitted, in the prescribed format, in a sealed cover. The technical bid will provide the details about the firm, its capacity, manpower, clientage and details of Earnest Money etc. (Annexure – II) whereas the Financial Bid (Annexure – III) will contain the rates/ for the quantity shown (excluding taxes). Both the sealed envelopes i.e. 'Technical Bid' and 'Financial Bid' along with Pay Order/Demand Draft of Earnest Money are to be kept in a big Cover which may be superscribed as "Quotation for AMC of Computers".

7. Tender Evaluation Committee will open the Financial Bids of only those bidders who stands qualified on the basis of details provided in Technical Bid.

8. The bidder should have the following **qualifications** (Documentary evidence are required to be attached)
 - a. Should have been in existence for not less than five years.
 - b. The organization having minimum annual turnover of Rs. 25 Lakhs or more during past three years (2010-11,2011-12,2012-13) on maintenance services, Will only be considered. A Chartered Accountant's certificates must be attached along with a copy of latest IT returns filed with IT Department to prove the turnover.
 - c. Should be having sufficient experience and expertise in maintaining the computer hardware etc.
 - d. The organization must have been in the field of providing maintenance services for networks/cabling, PCs and computer peripherals e.g. Printers, Laser Jet, Inkjet etc. for at least five years. Documentary evidence to prove the statement must be provided.
 - e. The tenderer should be a current / valid authorized service provider of any of the OEM M/s HP/HCL/SAMSUNG/ACER/DELL. The tenderer must submit an authorization letter from any of the OEM/M/S HP/HCL/SAMSUNG/ACER/DELL clearly stating that the tenderer has the authority to provide services for HP/HCL SAMSUNG/ACER/DELL make equipment.
 - f. Should have experience of working for Govt. Deptt./PSU etc. for more than 3 years.
 - g. The organization having satisfactorily executed maintenance contracts covering a L.A.N. of minimum 50 PCs will only be considered. Copies of orders to be attached with the technical bid.
 - h. Should have PAN/TAN number, Sales tax registration,VAT registration
 - i. Should not have been blacklisted by any ministry/Department of the Government of India or any PSU or any other organization. A self undertaking to this effect is required to be submitted along with the tender.
9. The price quoted should be exclusive of all taxes. VAT and Service Tax etc. would, however, be paid, as per Govt. of India Rules.
10. The tender validity period is 90 days from the date of opening of tender. The rates quoted by the bidders will remain valid for a period of 90 days or till the date of finalization of tender, which is later.
11. The Annual Maintenance Contract shall remain valid for one year from the date of award of Contract. However, the contract can be extended further with the mutual consent of both the parties on the same rates, terms & conditions.
12. Annual Maintenance Contract will be '**COMPREHENSIVE**' which includes all repair as well as replacement of all the defective/worn out parts. It shall be the responsibility of the firm to maintain all the computer, printers etc. AMC should include replacement of printer heads as well.

13. Minimum five(5) resident service Engineers are required. Three will be posted at “Hindustan Times House” and two at “Hudco Vishala, Bhikaji Cama Place”, New Delhi.
- a. The service engineers deputed at CCI must possess following minimum qualification:
 - i. The service engineer deputed at CCI should possess at least a 3 years Diploma in Computer Science or Bachelor’s degree in Computer Science with at least 3 years of post qualification.
 - ii. Certification: Cisco Certified Network Associate (CCNA), RedHat Certified Engineer (RHCE), Microsoft Certified Systems Engineer (MCSE).
 - b. The Contractor is required to provide evidence in respect of qualification and experience, which would be checked by CCI to see the suitability/competency of the service engineer.
 - c. The Service Engineers provided by the Contractor shall not be changed frequently. Only one change will be permitted during the year. For any subsequent changes a penalty of Rs. 5000/- would be payable, However if found incompetent by CCI, the service engineer will be changed by the Contractor.
 - d. The Contractor and the resident personnel shall follow the system of monitoring the work and attendance of the service personnel as stipulated by CCI.
 - e. In the absence of any engineer/personnel, it shall be the responsibility of the Contractor to depute another competent and experienced engineer during the period of absence of the designated engineer/personnel.
 - f. Additional engineer may be deputed at CCI whenever there are more workload/complaints to rectify the equipment within the stipulated response time.

14. **Penalty:** It has to be ensured by the Contractor that all complaints are attended to within 2 hours of lodging of complaint and the faults/defects arising in the said equipment are rectified within 8 hours (including holidays). In case of failure to attend to the complaint, this Office shall have the right to impose penalty of Rs.100/- per hour per complaint for the delayed period up to 8 hours.

If the Contractor fails to rectify the complaint within 8 hours, a penalty of Rs.1000/-for the first 24 hours, and subsequently Rs.1000/- for each successive day or part thereof will be imposed depending on the problem faced by CCI.

In case the service engineer fails to rectify the complaints (at least thrice) within the stipulated time (8 hours), CCI reserves the right to change the deployed service engineer. Also if the complaint has to be resolved by the IT Division (in case of Contractor failing to do the same within the stipulated time (8 hours)), the Contractor would compensate the CCI with Rs. 1000 per complaint.

The Contractor will provide the new service engineer within 5 working days, failing which a penalty of Rs.1000 per day would be imposed.

An equivalent standby equipment should be provided within 4 hours of lodging the complaint and failure to do the same would attract a penalty of Rs.100 per hour per complaint.

- i Preventive Maintenance: Preventive Maintenance shall be carried out by the Contractor EVERY MONTH as per the schedule agreed upon by the CCI and the Contractor.
 - ii A log/online log book shall be maintained by the service engineer for keeping track of the complaints in PCs/peripherals and network. The same will be monitored by the IT Division of CCI.
 - iii The vendor selected will have to restructure the present LAN so that each node can be identified at starting and terminal points so as to provide one to one service.
 - iv Escalation matrix up to the level of CEO must be provided with phone numbers and e-mail addresses of all personnel in the matrix.
15. The Commission reserves the right to check performance review through its I T personnel at any time during the contract period and deficiencies, if any, noticed will be required to be rectified and compliance reported. If the tenderer fails to rectify the deficiencies or fails to comply with other directions/ instructions of the commission, the contract is liable to be terminated.
 16. The selected Firm(s) will be required to submit **performance security** of an amount equivalent to 10% of total cost of annual contractual value. The performance security shall be deposited in the form of Banker's Cheque drawn in f/o Competition Commission of India (Competition Fund) Account payable at New Delhi. The performance security of the Firm(s) is liable to be forfeited in case of non-compliance of terms and conditions laid by Commission.
 17. Payment will be released to the selected Firm on quarterly basis proportionately. No advance payment will be made.
 18. In case of confusion over any clause/sub clause of the tender documents, the interpretation of the CCI would be final and binding to all the bidders.
 19. The Competition Commission of India reserves the right to terminate the Contract, at any point of time, without assigning any reason.
 20. Dispute, if any, shall be settled within the jurisdiction of Delhi.
 21. The Commission reserves the right to reject any/ all offer(s) without assigning any reason thereof. Any enquiry after submission of the tender will not be entertained.
 22. The Technical Bids shall contain all the documents mentioned in the **CHECKLIST**. The documents shall be arranged in the same order as mentioned in the checklist. Bids are liable to be summarily rejected on technical grounds in case the CHECKLIST is not properly filled up.

PROFORMA FOR TECHNICAL BID

1. Name of the Firm & Owner :
(With Tel./Mob. Nos.)
2. Office Address with :
Tel./Fax/Mob. Nos.
3. Date of incorporation of firm:
(Attach documentary proof)
4. Contact Person(s) Name :
Tel./Fax/Mob. Nos.
5. Annual Turnover : 2010-11
(Documents to be 2011-12
Attached) 2012-13
6. TIN No./ Service Tax No. :
7. Past experience with Govt. :
Departments – Name and
Period of service provider
(Documents to be attached
as a proof of experience)
8. Total staff strength and :
Strength of service Engrs.
9. Details of Tender Document PO/DD No. dt.
Fee and Earnest Money : PO/DD No. dt.
10. Whether Terms & Conditions
issued by CCI are acceptable
to the Firm
11. Certificate of non-blacklisting
To be attached.
12. Whether copies of all certificates
have been attached as per
Para 8 of the tender documents
and as per CHECKLIST.

Date : (Signature of Owner/Authorized Representative)

ANNEXURE – III**PROFORMA FOR FINANCIAL BID**

S.No.	Description	Quantity	Per Unit Rate (Rs.) (Excluding Taxes)	Total AMC cost (Excluding Taxes)
01.	Desktop	201		
02.	Printers : Colour/Mono LaserJet Printer Inkjet MFP LaserJet MFP	169		
03.	Networking	All networking components including Racks, Switches, Cables, I/O etc. on AS-IS-WHERE-IS basis.		
04.	Lap Top	48		
05.	UPS (battery inclusive)	150		
06.	Scanners	04		
07.	I- Pads	6		
08.	Switches	23		

Date :

(Sign. of Authorized Signatory)

CHECKLIST

(i) Checklist and the order in which the documents are to be submitted for the technical bid

Please check whether all the below mentioned Documents have been supplied for participating in the tender. The documents to be submitted in descending order with item no. 1 on top of all. Please also mention the page no. of the Technical Bid where these documents are given.

Sr. No.	Documents (Please refer to clause 8 and proforma for Technical Bid filling this checklist)	Page No.
1	Documentary Evidence/Certificate of being an authorized service provider of any of the OEM (HP/HCL/ACER/SAMSUNG/DELL) as indicated in para 8 (e).	
2	Bid Security in the form of bank draft/Pay order for Rs. 25,000/-	
3	Certificate from CA Regarding Annual Turn over of more than 25 Lakhs for last three years	
4	Valid Income Tax Clearance Certificate/ Income Tax Return with PAN.	
5	Certificate of Incorporation / Firm Registration Certificate as the case may be	
6	Article of Memorandum of Association / Proprietorship deed certificate as the case may be	
7	Experience of maintaining LAN with at least 50 PCs. Authorized Dealers for more than two years in Central/State Department / Ministries or government undertaking	
8	Work order copy of providing similar services to at least 3 other Govt. /PSUs of same capacity. Works orders should not be older than 5 years.	
9	Certificate regarding authorized service provider issued by the OEM.	
10	Any other documents (Please Specify)	

Authorization from only of the OEM (HP/HCL/ACER/SAMSUNG/DELL)

Bidder to ensure

- A.** That all Pages have been stamped & signed by the authorized person/person.
- B.** That all the pages submitted have been numbered.
- C.** That all the documents are legible (clearly readable).