

Rs.300/-

**SURVEY OF INDIA
DEPARTMENT OF SCIENCE AND TECHNOLOGY
GOVERNMENT OF INDIA**

Tender No. S-2552 /15-A-S (AMC)

Dt. 26 -11-2015



TENDER FOR COMPERENSHIVE

**AMC OF DESKTOP COMPUTERS, LAPTOPS, PRINTERS,
AO SIZE SCANNER, PLOTTERS, WORK STATION AND UPS etc.**

**IN
SURVEY OF INDIA**

NEW DELHI

TO BE SUBMITTED BY 28-12-2015 (15:00 hrs)

Total No. of Pages of Tender Document = 1 to 19 pages

**Directorate of Survey (Air) &DGDC
Wing-IV, IInd Floor, West Block-IV
R.K.Puram
New Delhi-110066
Phone No. 011-26104554**

NOTICE INVITING TENDERS

Sealed Tenders, duly super scribed Tenders for Comprehensive **AMC of Desktop Computers, Laptops, Printers, AO Size Scanner, Plotters, Work Station and UPS etc.** for Survey of India and addressed to the Director, Survey (Air) & DGDC are invited so as to reach by 15:00 hrs on 28-12-2015. The tenders can also be dropped in the Tender Box kept near reception, Ground Floor, Directorate of Survey (Air) & DGDC, IInd Floor, Wing-4, West Block No. IV R.K. Puram, New Delhi-110066 not later than 15.00 hours on 28-12-2015. Tenders will be opened on the same day at 16.00 hours in the presence of the tender or their representatives who may like to be present.

2. Detailed information/terms and conditions either be downloaded from Survey of India Website: **www.surveyofindia.gov.in** or can be obtained from the office of the Directorate of Survey (Air) &DGDC, on all working days up to 28-12-2015 10.00 hrs.

Member Secretary
Combined Procurement Board

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Cost Rs 300/-

SECTION-I

DIRECTORATE OF SURVEY (AIR) & DGDC

SURVEY OF INDIA

WING-IV, IIND FLOOR, WEST BLOCK-IV

R.K.PURAM, NEW DELHI – 110066

Phone No.-011-26104554

DOMESTIC COMPETITIVE BIDDING

Tender No. S- 2552 /15-A-S (AMC)

Dated: 26-11 -2015

AMC of Desktop Computers, Laptops, Printers, Plotters, AO Size Scanner and UPS etc	
Earnest Money Deposit for purchase of Batteries	Rs. 30,000/-
Last Date & Time for receipt of Bid	28-12 -2015to 15:00hrs.
Time and Date of Opening of Technical Bid	28-12-2015at 16:00 hrs.
Place of opening of Technical Bid	Conference Room, IInd Floor, Wing-IV West Block óIV, R.K.Puram, New Delhi ó 110066.
The tender documents can be obtained from:	The Directorate of Survey (Air) Delhi GDC Wing No. IV IInd Floor, West Block IV R.K Puram. New Delhi-110066 or downloaded from Survey of India's Website: www.surveyofindia.gov.in
Tender document can be submitted at:	Tender Box kept near the reception, Ground Floor, Directorate of Survey (Air) Delhi GDC from 09:00 hours to 17:30 hours (upto 15:00 hours, on 28-12-2015.
Tenders addressed to:	The Director, Survey (Air) DGDC, Wing IV IInd Floor, West Block óIV, R.K.Puram, New Delhi. - 110066

SECTION -II
SURVEY OF INDIA
(MINISTRY OF SCIENCE AND TECHNOLOGY)
Directorate of Survey (Air) & Delhi Geo-Spatial Data Centre
West Block-IV, R.K.Puram New Delhi, Pin-110066

LIMITED TENDER ENQUIRY

Sealed quotations are invited for the on-site comprehensive Annual Maintenance Contract for Computers\Laptops\Printers\Plotters\AO Size Scanners, Work Station, UPS and other related peripherals installed in Directorate of Survey (Air) & DGDC at R.K.Puram, New Delhi -66 & Directorate of Western Printing Group Palam offices, Delhi Cantt.

TERMS AND CONDITIONS:

A. General.

1. On behalf of President of India, Chairman, CPB Directorate of Survey (Air) & DGDC, Survey of India. Invites sealed bids under Two Bid System (Technical and Commercial Bid) from system integrators for managing and providing support for onsite comprehensive AMC OF DESKTOP COMPUTERS, WORKSTATIONS, PRINTERS, UPS and other IT items.

2. Non-transferable Tender documents containing detailed specifications and other terms and conditions can be obtained from Directorate of Survey (Air) & Delhi Geo-Spatial Data Centre, Survey of India, New Delhi, against payment of non-refundable tender fee of Rs 300/- in the form of Bank Draft in favour of Establishment & Accounts Officer, Survey (Air) & Delhi Geo-Spatial Data Centre, Survey of India, New Delhi, payable at New Delhi. Tender Document can also be downloaded from the website www.surveyofindia.gov.in The bidders who will download tender document from the website must submit the cost of tender document in the form of demand draft of Rs. 300/- (non-refundable) in favour of Establishment & Accounts Officer, Survey (Air) & Delhi Geo-Spatial Data Centre, Survey of India, New Delhi, and payable at New Delhi, at the time of submission of their tenders, failing which their tenders will not be considered.

3. Details of Bid: -

- | | | |
|--|---|-----------------|
| a) Bid Reference | Tender No: S-2525/15-A-S(AMC) | Dt. 26 -11-2015 |
| b) Last date and time of Sale of Tender | 28-12 -2015 | 10:00 Hrs. |
| c) Last date and time of receiving of Tender | 28-12 -2015 | 15:00 Hrs |
| d) Date and time for Opening of technical Bid | 28-12 -2015 | 16:00 Hrs |
| e) Date and time for Opening of commercial Bid | will be informed by telephonically after technical evaluation | |
| f) Address for communication: | | |

Chairman, CPB & Director,
Directorate of Survey (Air) & Delhi Geo-Spatial Data Centre
Wing no. IV, IInd Floor, West Block-IV R.K.Puram New Delhi, Pin-110066

Signature of Bidder

4. Bidding Procedure

- a)** Bids are invited in two Bid systems, (1) Technical and (2) Commercial. Each shall be sealed in separate envelope and both and enclosed in a single outer sealed envelope.
- b)** Bids shall be received not later than 15:00 hrs on date 28-12-2015 No Bids will be accepted after this date & time under any circumstances. This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.
- c)** Technical Bids must contain bid security (EMD) for Rs. 30,000/- (Rupees Thirty Thousand Only) in form of a bank draft/banker's cheque issued by any commercial bank in favor of Establishment & Accounts Officer, DSA&DGDC, Survey of India payable at New Delhi. First Technical Bids will be opened on at 16:00 Hrs. Technical Bids without EMD will be summarily rejected. Copies of the documents supporting the eligibility criteria as mentioned in should be provided along with Technical bids.
- d)** Commercial Bids of only technically qualified bidders will be considered and opened on the date which will be intimated & after technical evaluation.
- e)** All the bids must be accompanied by a bid security (EMD) of the amount of Rs 30,000/- (Rupees Thirty Thousand only) in a form of a bank draft/banker's cheque issued by any commercial Bank in favor of Establishment & Accounts Officer, Survey (Air) & Delhi Geo-Spatial Data Centre, Survey of India, New Delhi, and payable at New Delhi
- f)** All bids must be delivered to the address as mentioned in para3 (f).
- g)** All relevant rules and regulation of Government of India will be final and applicable & binding on all bidders.

5. Eligibility/Qualification Criteria:

- a)** The bidder must be registered with Registrar of Companies and with the Delhi States tax Department for works Contract Tax. Copies of Necessary supporting documents must be attached.
- b)** All Bidders must enclose VAT registration and service tax registration certificate along with the tender documents.
- c)** The bidder must be currently maintaining more than 100 computers each on LAN at a minimum two location Delhi\NCR other than Survey of India Copies of two such work order or any other documentary evidence clearly showing that more than 100 computers are being maintained at a single location should be attached alongwith Technical bids.
- d)** The bidder must have satisfactorily executed in last 3 years, minimum two AMC of more than 100 computer connected in LAN under windows XP/windows2002/2003/windows7, 8 and window 10 environment Completion certificate from employer should be attached in support alongwith Technical bids.
- e)** The bidders should have an experience to execute the similar work of costing of `Rs 25 Lakhs in a year in government\PSU or any other department. The firm may enclose sufficient documents regarding satisfactory execution of Government work order, specifically maintenance of Network\ hardware etc other than Survey of India. The bidder should attach only the AMC documents and not the documents related to self sale of computer parts, Hard discs and other accessories.

Signature of Bidder

f) The bidder must have a minimum annual turnover of Rs. 25 Lakhs for last two year. Annual turnover statement audited by Chartered Accountant in support shall be submitted along with technical bid.

g) The bid may be rejected on not meeting any one criteria mentioned above.

6. Period of validity of bid:

The bid shall remain valid for 90 days after the date of bid opening. If any bidder withdraws his tender before the said period shall -without prejudice to any other right or remedy, is at liberty to forfeit the Bid Security absolutely.

7. Submission of Bids / Opening of Bids:

a) The first envelope shall be super scribed with the name of work and the words "Technical Bid" in capital letters. The first envelope shall be opened on the date of opening of tender. The bidder should specifically provide full technical details of the service offered and also shall provide full details of deviation they intend to make from the technical specifications and contract terms detailed in the Bid. No price details shall be given in this envelope. Violation to this would result invalidation of tender. The Bid Security/EMD shall be enclosed with the envelope marked "Technical Bid".

b) The second envelope shall be super scribed with the name of work and the words "Price Bid (Commercial Bid)" in capital letters. It shall contain full details of the price & commercial conditions. Any deviation from our standard conditions shall be specifically spelt out.

c) Any deviation of any sort e.g. Technical or Commercial terms and conditions shall be specifically indicated in the Technical Bid itself.

d) Silence or use of the word "Noted" against any of the Bid conditions shall mean bidder agrees to comply with that/those conditions of Bid,

e) The technically qualified bidders shall be informed of the opening date of Commercial Bid.

f) All offers shall be made available in hard and soft copies as specified in the technical specifications and should be signed by the authorized signatory of the firm on all pages of the hard copy and must have page numbers on each page properly.

g) All prices and other information in this regard having a bearing on the price shall be written both in figures and words in the prescribed offer form.

h) Any additional information should be enclosed separately and referred to in the relevant column of the bid form. All relevant product literature must be enclosed with the bid

i) Late bids will be rejected.

j) No modification in the bid shall be allowed after the deadline for submission.

k) Bidders shall furnish clause-by-clause commentary on all clauses of Bid Document including Technical Specifications and must specify the reference page number.

l) Any firm will not be allowed to participate in the bid, if the firm is having any pending issue / disputes in this office, like, pending work, technical, financial issues etc.

m) The bidders' representatives who will be present shall sign in the designated register as evidence of their attendance, In the event of the specific bid opening being declared a holiday for the employers, the bid shall be opened at the same time and location on the next working day.

Signature of Bidder

n) Before the contract is placed on the bidder, an agreement will have to be signed by the successful bidder at his own cost on Non-judicial stamp paper of Rs.100/- as per the Proforma given in Section VIII.

o) The successful bidder(s) will have to furnish along with the agreement / performance guarantee @ 10% of the value of the contract in the form of demand Draft/Bank guarantee on any Nationalized Bank in favour of the Establishment & Accounts Officer, Survey (Air) & Delhi Geo-Spatial Data Centre, Survey of India, New Delhi, and payable at New Delhi valid for 12 months from the date of letter of intent with a provision of its further extension/revalidation up to the period of one year or completion of job whichever is later. The requisite Proforma for the Bank guarantee is given in Section IX.

8. Clarification of Bids:

To assist the examination, evaluation and comparison of bids the Employer with the help of consultant may at its discretion, ask the bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the bid shall be sought, offered or permitted

9. Evaluation of Bids:

a) The Employer will examine the bids to determine whether:

I. They are complete

II. Required EMDs etc have been furnished,

III. The documents have been properly signed;

IV The correctness of the information furnished by the bidder in its bid. In case any information is found to be incorrective/false, the bid shall be considered as non-responsive.

b) Evaluation of bids shall be done based on the information furnished by the bidder. The conformity of the bids to the technical specifications and commercial terms and conditions shall be examined. Responsiveness of the bid shall be determined based on the technical and financial capability of the bidder to execute the contract.

c) Employer may contact and verify bidder's information, references and data submitted in the bid without further reference to bidders.

d) Employer reserves the right to use and interpret the bids as it may, in its discretion, consider appropriate, when selecting bidders for granting of the letter of intent/ Notification of Award of contract,

e) The Employer may seek clarification in writing from bidder by fax. Bidder shall promptly reply by fax within the time limit specified in the clarification letter from the Employer.

f) The comparison shall be of total price of the goods offered inclusive of all taxes

g) The Employer reserves the right to accept or reject any bids and to annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for the Employer action.

h) Canvassing in connection with tenders is illegal & strictly prohibited and the tenders submitted by the bidders, who resort to canvassing, will be rejected.

Signature of Bidder

10. Resolution of Disputes

a) The Employer and the bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

b) If, after thirty (30) days from the commencement of such informal negotiations, the Employer and the bidder have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred to The Surveyor General of India for final decision.

11. Applicable Law

The Contract shall be interpreted in accordance with the laws of the Union of India & will be under the jurisdiction of court in Delhi.

12. Taxes and Duties

Bidder shall be entirely responsible for all taxes, duties, license fees, etc, incurred in services to the Employer. No tax or duty will be payable by the Employer.

13. Payment

The payment to the Contractor under the Contract will be on quarterly / half yearly basis as per Government of India rules.

14. Notices

15. Police Verification of resident engineer

Note: The agency has to submitted Police Verification Certificate of Company Resident Engineer in advance which is require for making Defence Security Entry Pass in the premises. If agency change his resident engineer, agency must inform to this office before one month.

For the purposes of all notices, the following shall be the address of the Employer and Bidder:

Employer: CHAIRMAN, COMMON PROCUREMENT BOARD
Directorate of Survey (Air) & Delhi Geo-Spatial Data Centre
Survey of India
West Block-IV, Wing IV, IInd Floor, R.K.Puram
New Delhi, Pin-110066

Bidder: (To be filled at the time of Contract Signature)

Signature of Bidder

Section-III

B. TECHNICAL

1. Scope of Work

- a)** Upkeep and maintenance of the Hardware installed.
- b)** Attending to complaint raised by various wings/sections/individual of Directorate Survey (Air) & Delhi GDC on daily basis.
- c)** On site preventative and corrective maintenance of computer and peripherals connected in LAN at R.K.Puram & PALAM offices from time to time.
- d)** The contract would be on-site comprehensive i.e. including replacement of parts of Original Equipments Manufacturers (OEM).
- e)** Maintenance contract also includes giving support for users and troubleshooting of commercial packages and removal of virus and re-installation of software/patches, if corrupted. HDD crash recovery, system. Administration, Networking administration, software support/trouble shooting to keep the system fully operational. The agency will be responsible for providing virus free computing environment at R.K.Puram and Palam offices.
- f)** Coordination with OEMs with troubleshooting of the computer and other peripherals under warranty.
- g)** The maintenance contract also includes repair, maintenance and trouble shooting of all LAN components to keep fully operational. Stand by arrangement to be made in case the equipment is to be taken to workshop for repairs.
- h)** Maintenance of LAN cables Network connectivity in the existing setup in DSA as and when required.
- i)** At least one well trained/qualified resident Hardware Engineers will be deployed at DSA to resolve the hardware/SW problems, between 9:00 AM to 5:30 PM on all working days. All Hardware Engineers must have expertise in maintaining the LAN cabling work. These Engineers are also liable to work on all holidays and Saturdays\Sundays (if services are required) and no additional amount will be paid. Both engineers shall be equipped with mobile phones to ensure their availability. An amount of ` 500/- will be deducted per day and ` 250/- will be deuced per half day if any Service Engineer remains absent/leave without providing substitute. Bidder should submit the information of Annexure I and II along with Technical Bid.
- j)** All the resident engineers will coordinate with facility management through Online Call Logging & Management System.
- k)** Installation of Antivirus in all desktops of users and further updation (as and when required) and Antivirus license will be provided by purchaser.
- l)** Successful bidder liable to handover all the hardwares under its AMC to the successor in working condition, failure on which leads to deduction of actual expenditure to repair these hardware.
- m)** The parts/components/sub-assemblies used for repair\replacement by the contractor will be of the same/equivalent or higher make and functional capability as originally available in the systems.
- n)** The system that are not serviceable by the agency due to obsolescence of technology or non-availability of parts\components\assemblies will be withdrawn from the maintenance contract. The decision of DSA regarding non-availability and obsolescence of technology will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency.

Signature of Bidder

o) The firm/company will prepare log books for each of the machines to be taken under the AMC and preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor,printer,key board,Mouse,etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A preventive Quarterly Maintenance Report from the user would be submitted to Section Officer failing which an amount of ` 200/- per instrument as a penalty would be imposed.

p) Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the computer and peripherals work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract. In case any damage on the system taken under maintenance contract found compensation which would be determined by the Competent Authority will have to be paid by the firm.

q) The contractor shall be responsible for any loss or damages caused to any of the machines owing to negligence on his part. The contract will be on comprehensive basis inclusive repairs replacement of spare parts without any extra payment.

2. Downtime will not be considered under the following conditions:

a) Repair time due to machine failure caused by confirmed environmental conditions.

b) Repair time due to machine failure caused by usage of non-standard consumables.

c) Standby machine shall be provided, if downtime is more than 2 days.

3. The following Services are not included in the Maintenance Service:

a) Repair of Machine damage, replacement of maintenance parts by Successful Bidder due to inadequate space, electrical power, and air conditioning and humidity control.

b) Neglect or misuse, including use of the machines for purposes other than, for which they are designed.

c) Alterations, including any deviation from original Machine design unless authorized by Successful Bidder and Damage caused by rodents or natural disaster.

4. Service warranty

a) The bidder should cover services provided including the quality of workmanship under warranty.

b) The successful bidder will not be allowed to frequently change the hardware engineers.

Signature of Bidder

SECTION-IV

5. Technical Specification (Hardware)

A List of Directorate of Survey (Air) & DGDC

Sl. No.	Equipment	Make/Model	Qty.
1.	CADD Coloured Scanner AO Size	CADD Coloured Scanner AO Size 366 Model GB-67D	1
2.	Work Station	Dell Photogrametric Work Station	2
3.	Pentium óIV/Work Station /HP I-7	HP, Dell, Compaq, Samsung etc.	85
4.	PRINTER	HP LJ P 1007	5
4	PRINTER	HP LJ 1505	3
5	PRINTER	HP 1025	2
6	PRINTER	HP DJ 3550	1
7	PRINTER	HP DJ ALL IN ONE C3188	3
8	PRINTER	HP DJ ALL IN ONE F380	1
9	PRINTER	HP LJP 1020	8
10	PRINTER	CANON IMAGE CLA LJ MF -4122	1
11	PRINTER	HP COLOUR LJ C P1215	2
12	PRINTER	HP DESKJET 1000	1
13.	PRINTER	HP DESKJET 5568	1
12	PLOTTER AO SIZE	HP DESIGN JET 500 PS	1
13	PLOTTER AO SIZE	HP DESIGN JET 800 PS	2
14	UPS	500VA/ 650VA OFFLINE UPS	15 with Battery
15	UPS	ELNOVA 1500 VA OFFLINE UPS	2 with Battery
16	UPS	5KVA ON LINE UPS	4 with Battery
17	LAPTOP	H.P-1, Panasonic-3,H.P TAB P.C-3, HCL-2	9

B List of Computer etc. of Director Western Printing Group, Palam, Village Road, Near Palam Railway Crossing, Delhi Cantt-10.

Sl.No.	Equipment (Computers)	Make/Model	Quantity
01	Monitor, Key Board, Mouse, CPU	HP COMPAQUE PIV-2002	1
02	Monitor, Key Board, Mouse, CPU	HP COMPAQUE PIV-2004	3
03	Monitor, Key Board, Mouse, CPU	WIPRO 7810E2 (SUPER GENIOUS)-2004	1
04.	Monitor, Key Board, Mouse, CPU	LG-2008 (L 177 WSB)	2
05	Monitor, Key Board, Mouse, CPU	DELL-i3-2011	1
06.	Monitor, Key Board, Mouse, CPU	DELL-i3-2013	7
Total			15

NOTE: The quantity of items mentioned in the Qty column may vary marginally at the sole discretion of the employer.

Signature of Bidder

SECTION – V

Note: Fax/Telex and incomplete offers will be rejected. The Chairman, CPB, Directorate of Survey (Air) & Delhi Geo-Spatial Data Centre, Survey of India, Ministry of Science and Technology, West Block-IV R.K.Puram, New Delhi-110066 Govt. of India the right to accept or reject any or all bids received at their absolute discretion without assigning any reasons what so ever.

CHECK LIST

(Tender for AMC of Desktop Computers, Printers AO Size Scanner, Plotter AO Size and UPS etc.)

Sl. No.	Name of Document	Yes/No	Reason (if any)	Page No	
				From	To
1	EMD of Rs				
2.	Tender Fees				
3.	Income Tax Return for 2013-14 & 2014-15				
4.	Balance Sheet for the year 2013-14 & 2014-15				
5	Company Registration Certificate				
6	Copy of VAT Registration Certificate				
7	Copy of Service Tax Registration Certificate				
8	Work order sharing Execution of current similar work.				
9	Document relating to experience of maintaining two AMCs in last 3 years.				
10	Document relating to carrying out of similar work of minimum value of ` 10 lakh in a year óGovt. Organization/PSUs in last one year				
11	Certified Copy of Annual Turn Over (Should be more than ` 25 Lakhs) in each year.				
12	Annexure I & II duly authenticated				
13	Copy of Authorized Service Provider of different companies like HP, Compaq, IBM etc.				
14	Additional information (if any)				

SECTION-VI

Annexure-I

Details of Resident Engineers:-

SL.No.	Name	Technical Qualification	Area of Specialization	No. of years of experience in computer maintenance	Date of joining the Firm	Mobile No.

Note: The agency has to submitted Police Verification Certificate of Company Resident Engineer in advance which is require for making Defence Security Entry Pass to the Premises. If agency change his resident engineer, agency must inform to this office before one month.

Signature of Bidder

ANNEXURE -II

Name of the Employer	Qualification		Experience (No. of year)	Date of joining The Firm	Document attached
	Educational	Professional			

Authorized Signature_____

Name of the Signatory_____

Name & Address of the Tenderer_____

Office Seal_____

Date_____

Signature of Bidder

SECTION-VII
COMMERCIAL BID

The Commercial bid should contain the quotation for maintenance charges per item in terms of yearly basis only, as listed below. Price quoted by the tenderer shall be inclusive of all taxes and levies applicable. No escalation of prices would be permitted of any ground. The financial bid should be enclosed in separate sealed cover super scribed "Financial Bid".

Equipments to be brought under maintenance contract at the time of the commencement of the contract.

List of Computer etc of Directorate of Survey (Air) & DGDC

A

Sl. No.	Equipment	Make/Model	Qty.	Rates
1.	CADD Coloured Scanner AO Size	CADD Coloured Scanner AO Size 360 Model GB-67D	1	
2.	Work Station	Dell Photogrammetric Work Station	2	
3.	Pentium 6IV/Work Station /HP I-7	HP, Dell, Compaq, Samsung etc.	85	
4.	PRINTER	HP LJ P 1007	5	
4	PRINTER	HP LJ 1505	3	
5	PRINTER	HP 1025	2	
6	PRINTER	HP DJ 3550	1	
7	PRINTER	HP DJ ALL IN ONE C3188	3	
8	PRINTER	HP DJ ALL IN ONE F380	1	
9	PRINTER	HP LJP 1020	8	
10	PRINTER	CANON IMAGE CLA LJ MF -4122	1	
11	PRINTER	HP COLOUR LJ C P1215	2	
12.	PRINTER	HP DESKJET 1000	1	
13.	PRINTER	HP DESKJET 5568	1	
12	PLOTTER AO SIZE	HP DESIGN JET 500 PS	1	
13	PLOTTER AO SIZE	HP DESIGN JET 800 PS	2	
14	UPS	500VA/ 650VA OFFLINE UPS	15 with Battery	
15	UPS	ELNOVA 1500 VA OFFLINE UPS	2 with Battery	
16	UPS	5KVA ON LINE UPS	4 with Battery	
17	LAPTOP	H.P-1, Panasonic-3,H.P TAB P.C-3, HCL-2	9	
Total				

B

List of Computer etc. of Director Western Printing Group, Palam, Delhi Cantt.

Sl.No.	Equipment (Computers)	Make/Model	Quantity	Rates
01	Monitor, Key Board, Mouse, CPU	HP COMPAQUE PIV-2002	1	
02	Monitor, Key Board, Mouse, CPU	HP COMPAQUE PIV-2004	3	
03	Monitor, Key Board, Mouse, CPU	WIPRO 7810E2 (SUPER GENIOUS)-2004	1	
04.	Monitor, Key Board, Mouse, CPU	LG-2008 (L 177 WSB)	2	
05	Monitor, Key Board, Mouse, CPU	DELL-i3-2011	1	
06.	Monitor, Key Board, Mouse, CPU	DELL-i3-2013	7	
			15	
Total				

NOTE: The quantity of items mentioned in the Qty column may vary marginally at the sole discretion of the employer.

Note: Bidder must quote their rates of Directorate Survey (Air) & DGDC and price bid for

A+B. Total (In Figure)

Note: Actual number of equipment may vary at the time of awarding of contract. For some of the equipment AMC will start during the year as stated above. Few computers on LAN are under warranty with OEM. Software support would also be provided for computers under warranty.

Signature of Bidder

SECTION-VIII

Draft Agreement to be signed for Annual Maintenance Contract<Stamp paper of requisite amount>

**ON-SITE COMPREHENSIVE ANNUAL MAINTENANCE AGREEMENT FOR
COMPUTERS, PERIPHERALS, LOCAL AREA NETWORKING**

This agreement is made on _____ between the Director, Survey (Air) & Delhi Geospatial Data Centre, Survey of India, whose Headquarters is located at West Block-IV, New Delhi-110066 hereinafter referred to as “**DSA**”

And

M/s _____ a registered company with registered office at _____.

Hereinafter referred to as “**Agency**”,

and both the parties as mentioned above set forth and agree to abide by the following terms of this agreement.

1. SCOPE OF THE AGREEMENT

1.1 The maintenance service under the maintenance contract shall comprise of preventive and corrective maintenance of computers, associated peripherals and LAN.

1.2 All the terms and conditions as mentioned in the Tender document, along with all the Annexures/Appendices as well as the technical bid and financial bid submitted in response to the tender notice invited by **DSA** form part of this contract.

1.3. The tasks of network /system administration will be carried out at **DSA** only.

1.4 Maintenance services shall be provided at the following locations:

Directorate Survey (Air) & Delhi Geospatial Data Centre, Survey of India location R.K. Puram & Palam.

1.5 Any of the above systems (issued with the tender document) may be withdrawn at any time during the period of maintenance contract, maintenance charges for such equipment will be payable on pro-rata basis. Similarly equipment can be added during the period of maintenance contract and maintenance charges will be paid pro-basis.

1.6 The relationship between **DSA** and the agency shall be that of the -Principals and the -Maintenance Service provider or -contractor-

1.7 Scope of work all the terms and conditions as mentioned in the Tender Document No. S-2552/15-A-S (AMC) dated 26-11-2015 along with all the Annexure/Section as well as the Technical Bid and Financial Bid as submitted by M/s _____ is responsible to the tender notice invited by **DSA** & **DGDC** form part of this contract.

2. SCOPE OF THE WORK

2.1 The maintenance services will consist of

- a) Attending to complaints raised by various wings\sections\individuals of **DSA** on daily basis.
- b) Onsite preventive and corrective maintenance of computers connected in LAN and peripherals at **DSA** & **DGDC**, New Delhi and other location in R.K. Puram/ Palam where the above equipment is installed as indicated from time to time.
- c) The maintenance contract will include necessary repairs to the installed systems and replacement of defective/damaged parts, components and other accessories free of cost.

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- d) The maintenance contract also includes removal of virus, software patch updation, HDD crash recovery, system administration, network administration, software support /troubleshooting to keep the
- e) The maintenance contract also includes repair, maintenance and troubleshooting of all LAN components including the switches to keep LAN fully operational.

2.2 The maintenance service agency shall provide maintenance services through two qualified experienced and competent resident engineers who shall stay at DSA, R.K.Puram as indicated in item 4 (Resident Personnel) below.

2.3 All computers, peripherals and their parts as mentioned in the tender document will be covered under this maintenance contract.

2.4 The maintenance services will be provided on all working days from 0900 hrs. to 1730 hrs. (Monday to Friday). The agency shall make the services of service engineers available on Saturdays, Sundays or other holidays in case of any exigency.

2.5 The agency shall also carryout periodic preventive maintenance including external cleaning of equipments once every month, during days and timings convenient to the users.

3. GENERAL CONDITIONS

3.1 DSA reserve the right to increase or decrease quantities of any item of the work and the agency shall maintain the same at the rate quoted for similar item.

3.2 No transportation charges, what so ever shall be paid by DSA for any type of services.

3.3 It shall be the responsibility of the agency to ensure that sufficient number of standby equipments/ components are kept at DSA to meet the stipulated response time.

3.4 The parts/components/sub-assemblies used for repair/replacement by the contractor will be of the same/equivalent or higher make and functional capability as originally available in the systems. Except consumables like ribbons, laser printer toner, floppies, CDs, cables and information outlets (in case of LAN) the contractor will arrange all other parts/components/sub-assemblies including fuser assembly of laser printer free of cost.

3.5 The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/components/assemblies will be withdrawn from the maintenance contract. The decision of DSA regarding non-availability and obsolescence of technology will be final. Withdrawal of such systems shall be communicated to the agency and equivalent maintenance charges shall be deducted from the amount due to the agency.

3.6 The agency shall maintain adequate standby equipment of equivalent configuration for handling major repairs and requiring shifting of such equipment to their test and repair centre.

4. RESIDENT PERSONNEL

4.1 The role of RESIDENT engineers shall be as follows:

- a) One support engineer for computer maintenance. The onsite engineer responsible for hardware maintenance should have expertise to cover all items of computers, printers, UPS, scanners, CD-writers and network components.

b) One network and system/database administrator who would also provide user software support services including virus cleaning/patch installation, software installation, etc. He should be well conversant with the latest trends in trouble shooting of computing equipment and networking monitoring tools.

4.2 The service engineers deputed at DSA should possess at least a 3 years Diploma in Comp Sc.

4.3 For the network and systems/database administrator, in addition to the qualifications at item 4.2 above, industry certification like MCSE /CNE, SQL, etc. is a must.

4.4 The agency is required to provide evidence in respect of qualification and experience, which would be checked by DSA to see the suitability/competency of the service engineer.

4.5 The agency and the resident personnel shall follow the system of monitoring the work and attendance of the service personnel as stipulated by DSA.

4.6 In the absence of any engineer/personnel, it shall be the responsibility of the agency to depute another competent and experienced engineer during the period of absence of the designated resident engineer/personnel. Additional engineer may be deputed at DSA in addition to the above resident engineers whenever there is more workload/complaints to rectify the equipment within the stipulated response time.

5. PAYMENT TERMS AND CONDITIONS

5.1 The payment to the agency will be made on quarterly basis at the end of each quarter against invoice with PAN number, raised by the agency and based on past performance.

5.2 TDS, Service tax, WCT and any other applicable taxes as per prevailing rates, will be deducted before making the payment.

6. PENALTY

6.1 If the services provided by the agency under this maintenance services contract are not to the full satisfaction of DSA, the maintenance contract may be terminated by DSA and the charges shall be payable only up to the period, till which the agency has rendered satisfactory services. The decision of DSA in this regard shall be final and binding on the agency.

6.2 In case of non-compliance with the contract, DSA reserves the right to cancel/rescind/revoke the contract and impose suitable penalty in proportion to the damages.

6.3 The maximum response time for repairing the system shall not be more than five hours and penalty for failure of the agency to repair the system/providing equivalent standby equipment within the response time will be INR 300.00 per system/sub-system per day.

6.4 The service engineers provided by agency shall not be changed frequently. Only one change in respect of each resident engineer will be permitted during the year. For any subsequent change a penalty of INR 7000.00 would be payable. However, if the engineer/personnel are found incompetent by DSA the service engineer shall be changed by the agency.

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6.5 If the resident service engineer is not available for any reason, the agency shall be responsible for deputing another competent and experienced engineer for that period to ensure continuity in services. If the agency fails to do so, a penalty of Rs. 500 per day and Rs. 250 per half day will be imposed for the period of absence of each service personnel.

6.6. A preventive Quarterly Maintenance report from the user would be submitted to section officer failing which an amount of Rs. 200/- per instrument as a penalty would be imposed.

7 ARBITRATION

7.1. All disputes arising out of this contract agreement will be settled by the sole Arbitrator appointed by DSA New Delhi and the decision of the sole arbitrator shall be final & binding on both parties.

8 COMMENCEMENT OF THE AGREEMENT AND TERMINATION

8.1. The contract will be initially for one year from the date of signing of this agreement.

8.2. The contract may be renewed for one year at the discretion of DSA and based on satisfactory services provided by the agency.

8.3. This Agreement may also be terminated by DSA forthwith if at any time.

The agency fails to rectify major pending complaints that have become due and such failure continues for a period of thirty days.

Or

The agency commits any other breach of this Agreement if such breach is not remedied (if capable of remedy) within forty five days of receipt of notice specifying the breach and calling upon the agency to remedy it.

Or

The agency goes into liquidation (not being a voluntary liquidation, for the purpose only of a bonafide reconstruction or amalgamation) or enters into any composition arrangements with its creditors or receiver of its assets is appointed.

8.4. In case of any matter relating to terms and conditions not specified in this Agreement, the same shall be decided by mutual agreement of DSA and the agency.

9 AGREEMENT AND WARRANTY

9.1. Nothing in this Agreement shall create, or be deemed to create, a partnership or the relationship of employer and employee between the parties.

9.2. The agency and DSA represent warrant and undertake that they have full powers and authority to enter into this Agreement and perform on the obligations they have assumed there under. The parties further represent, warrant and undertake that there are no restrictions whatsoever preventing them from performing their obligations of entering into this Agreement.

10 NOTICES

10.1. Any notice to be given under this Agreement shall be in writing and sent by facsimile transmission or forwarded by registered post to the other party or its nominee, shall be deemed to have been given on the date of dispatch.

Signature of Bidder

11 FORCE MAJEURE

11.1. If either party is affected by force majeure it shall forthwith notify the other party of the nature and extent thereof.

11.2. Neither party shall be deemed to be in breach of this Agreement, or otherwise be liable to the other, by reason by any delay in performance, or non-performance, of any of its obligations hereunder to the extent that such delay or non-performance is due to any Force Majeure of which it has notified the other party; and the time for performance of the obligations shall be extended accordingly.

12 APPLICABLE LAW

12.1 The agreement shall be governed by Indian law and both the parties consent to the jurisdiction of Delhi Courts in all matters regarding the Agreement.

IN WITNESS WHEREOF the parties have caused this agreement to be executed by the hands of duly authorized representatives on the day, month, year first before return.

Signed: For and on behalf of President of India For Directorate of Survey (Air) & Delhi GDC

WITNESSES

1. _____

2. _____

For and on behalf of M/S _____

Authorized Signatory

WITNESSES

1. _____

2. _____

Signature of Bidder

SECTION-IX

REVISED MODEL FORM OF BANK GUARANTEE BOND

In consideration of the president of India (hereinafter called "the Government") having agreed to exempt _____ (hereinafter called "the said contractor(s)") from the demand under the terms and conditions of an Agreement dated _____ Made between _____ and _____ for On-site comprehensive Annual Maintenance Agreement For Computers, Peripherals, Local Area Networking Etc (hereinafter called "the said Agreement") of security deposit for the due fulfillment by the said Contractor(s) of the terms and conditions contained in the said Agreement on production of a Bank Guarantee for ` _____ (Rupees only) We (indicate the name of the Bank _____ hereinafter referred to as "the Bank") at the request of _____ Contractor(s) do hereby undertake to pay to the Government an amount not exceeding Rs. Against any loss or damage caused to or suffered or would be caused to or suffered by the Government by reason of any breach by the said Contractor(s) of any of the terms of conditions contained in the said Agreement.

2. We (indicate the name of the Bank) _____ do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on a demand from the Government stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Govt. by reason of breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the Contractor(s) failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability, under this Guarantee shall be restricted to an amount not exceeding ` _____

3. We undertake to pay to the Government any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) supplier(s) in any suit or proceeding pending before any court or Tribunal relating thereto; our liability under this Guarantee being absolute and unequivocal. The payment so made by us under this Guarantee shall be a valid discharge of our liability for payment there under and the Contractor(s) shall have no claim against us for making such payment.

4. We (indicate the name of the Bank) _____ further, agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the Government under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till _____ Office / Department /Ministry of _____ certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said contractor(s) and accordingly discharge this Guarantee. Unless a demand or claim under this Guarantee is made on us in writing on or before the _____ We shall be discharged from all liability under this Guarantee thereafter.

5. We (indicate the name of the Bank) _____ further, agree with the Government that the Government shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for anytime or from time to time any of the powers exercisable by the Government against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any variation part of the Government or any indulgence by the Government to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would but for this provision, have effect of so relieving us.

6. This Guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s)/ Supplier(s).

7. We (indicate the name of the Bank) _____ lastly undertake not to revoke this guarantee during its currency except with the previous consent of the Government in writing:

Dated the _____ day of _____

For

(Indicate the name of the Bank)

Signature of Bidder