

भारतीय सर्वेक्षण विभाग  
**SURVEY OF INDIA**



**TENDER DOCUMENT  
FOR COMPREHENSIVE  
AMC OF DESKTOP COMPUTERS,  
PRINTERS & UPS ETC. FOR SURVEY OF INDIA,  
MINISTRY OF SCIENCE & TECHNOLOGY,  
GOVERNMENT OF INDIA**

**TENDER NO. 1977 /15-P-CPB (2017-18), dated . 25/07/2017**

**TO BE SUBMITTED BY : - 17/08/2017 (15:00 hrs.)  
DATE OF OPENING BIDS: - 18/08/2017 (15:00 hrs.)**

**TOTAL PAGES: 6**

**Cost of Tender Document : Rs. 200/- (Non-Refundable)**

(Both amount i.e. price of Tender & VAT should be deposited in the form of separate D.Ds./Pay order in favour of "Senior Accounts Officer", Central Pay and Accounts Office, Survey of India, Dehradun)

Tender Document can also be downloaded from Survey of India website:  
[www.surveyofindia.gov.in](http://www.surveyofindia.gov.in)

**SURVEY OF INDIA**  
**(MINISTRY OF SCIENCE AND TECHNOLOGY)**  
**UTTARAKHAND & WEST UTTAR PRADESH GDC**  
**17-E.C. ROAD, POST BOX NO. 122, DEHRADUN**

**“NOTICE INVITING TENDER”**

The Office of the Chairman, CPB /Director, UK & W UP GDC, Survey of India, 17-E.C. Road, Post Box No. 122, Dehra Dun invites sealed quotation in two separately sealed bids, one Technical and second Commercial, for comprehensive AMC OF DESKTOP COMPUTERS, PRINTERS, UPS, etc. The contract period shall be for a period of one year.

**TERMS & CONDITIONS:**

**A. General**

1. One behalf of President of India, Chairman, CPB/ Director, UK & W UP GDC, Survey of India invites sealed bids under Two Bid System (Technical & Commercial Bid) for comprehensive AMC of DESKTOP COMPUTERS, PRINTERS, UPS, etc.
2. Tender Document can be downloaded from the Survey of India **website** [www.surveyofindia.gov.in](http://www.surveyofindia.gov.in)

**3. Details of Bid:-**

**Bid reference :Tender No. 1977/15-P-CPB(2017-18) dated. 25-07-2017**

- (a) Last date and Time of Receiving of Tender - 17/ 08/2017 (15:00 hrs.)
- (b) Date and Time for Opening of Technical Bid - 18/08/2017 (15:00 hrs.)
- (c) Date and Time for Opening of Commercial Bid - To be intimated separately.
- (d) Address for Communication:- The Chairman CPB/Director,  
UK & W UP GDC, Survey of India,  
17-E.C. Road, P.B. No. 122,  
Dehra Dun-248001

**4. Bidding Procedure**

- (a) Bids are invited in Two Bid Systems, (1) Technical and (2) Commercial which shall be sealed separately and enclosed in a single envelop. Rates quoted should be submitted for comprehensive maintenance service for each item.
- (b) Sealed bids shall be received not later 15:00 hrs. on dated 17/08/2017 . No bids will be accepted after this date and time under any circumstances. This office will not be responsible for any postal/courier delay and also for reasons beyond control of this office.
- (c) Technical bids must contain the EMD for specified amount along with complete technical details as desired by this tender. First Technical Bids for all the tender will be opened on pre schedule date, time & venue. Technical bids without EMD will be summarily rejected. Requirement of EMD is exempted from those bidders like State/Central PSUs, Government of India Societies (established under relevant Act) and

those registered will DGS&D etc, however copy of exemption certificate is to be attached.

- (d) Commercial Bids of only those Bids who are qualified under technical bid will be opened on pre scheduled date, time & venue.
- (e) All the bids must be accompanied by a bid security (EMD) of the amount of equal to Rs. 10,000/- in the form of a bank draft/banker's cheque issued by any Nationalized bank in favour of "**Senior Accounts Officer, Central Pay and Accounts Office, Survey of India, Dehradun**" payable at Dehra Dun
- (f) The successful tenderer will have to furnish an agreement on Rs. 100/- non judicial Stamp paper at his own expense. The format of the agreement will be provided by the authority inviting tender.
- (g) The period of Comprehensive AMC will be for 1 year from the date of signing the contract agreement and the contract agreement can be extended for further one year by mutual consent of both the parties.
- (h) All bids must be delivered to Chairman, CPB /Director, UK & W UP GDC, Survey of India 17-E.C. Road, Post Box No. 122, Dehra Dun.
- (i) 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 should be registered in appropriate Govt. authority/organization. Copy of registration certificate shall be enclosed with the bid.
- (b) Bidder must enclose GST registration certificate along with the bid.
- (c) The bidder shall have experience preferably in system integration managing and providing support for Computer Hardware, Software, Laptops and Peripherals similar to the existing IT infrastructure in Survey of India. The bidder should attach documents showing execution of similar work order costing Rs. Five Lac in a year of any two central/state govt. departments/PSUs.
- (d) The bidder must have a minimum annual turnover of Rs. Twenty Lac. Proof of annual turnover in the form of Balance sheets certified by qualified Chartered Accountant should be enclosed with the bid.
- (e) Bidder should enclose copy of PAN card
- (f) Bidder should enclose ITR for last three years.
- (g) The bidder shall have an office at Dehra Dun/Uttarakhand to provide services address, telephone, fax and email etc of the office to be provided in the bid
- (h) The bidder should provide minimum three service engineer one for SGO ,one for Hathibarkala and one for GBO offices.

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 180 days after the date of bid opening. In case, the successful bidder withdraws his tender or fails to honour its commitment before the expiry of contractual period, then the department, without prejudice to any other right or remedy, will be at liberty to forfeit the security deposit absolutely.

**7. Submission of Bids/Opening of Bids :**

- (a) The first envelop shall be super scribed with the name of work and the words “TECHNICAL BID” in capital letters. The first envelop 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 specification 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 cost of tender document and EMD shall be enclosed with the envelope marked “TECHNICAL BID”.
- (b) The second envelop shall be super scribed with the name of work and the words “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 both technical and commercial bid should have the name & address of the firm on the envelop.
- (c) 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.
- (d) The bidders who have submitted the bids and whose offers are found technically suitable shall be informed of the opening date of the second envelop i.e. “Commercial Bid”, if the opening of commercial bid is not conducted on the scheduled date & time.
- (e) All offers shall be made available in hard copies as specified to the technical specification 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.
- (f) All prices and other information in this regard having a bearing on the price shall be written both in figures and word in the prescribed offer form of deviation is found price mentioned in words shall be accepted by the board.
- (g) 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.
- (h) Late bids will be rejected.
- (i) No modification in the Bid shall be allowed.
- (j) No firm will be allowed to participate in the Bid, if the firm is having any pending issue/disputes in this office like, pending of work, Technical, financial issues etc.
- (k) The bidders representatives who will be present shall sign in the designated register/sheet evidencing their attendance. In the event of the specific bid opening being declared a holiday the bid shall be opened at the same time and location on the next working day.

**8. Clarification of Bids:**

To assist the examination, evaluation and comparison of bids the purchaser 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 purchaser will examine the bids to determine whether.
  - (i) They are complete as per the checklist.
  - (ii) Required tender fee and EMDs etc. have been furnished
  - (iii) The documents have been properly signed.
- (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) The purchaser will examine the bids to determine the correctness of the information furnished by the bidder in its bid. In case any information is found to be incorrect/false, the bid shall be considered as non-responsive.
- (d) Purchaser may contact and verify bidder's information, references and data submitted in the bid without further reference to bidders.
- (e) Purchaser 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.
- (f) The purchaser may seek clarification in writing from bidder by fax/email. Bidder shall have to promptly reply by fax/email within the time limit specified in the clarification letter from the purchaser.
- (g) Category wise comparison shall be made by computing the total cost of AMC for items in each categories separately as mentioned in the Annexure "A".

## **10. Purchaser's right to accept or reject any or all Bids :**

- (a) The purchaser 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 purchaser's action.
- (b) Canvassing in connection with tenders is illegal & strictly prohibited and the tenders submitted by the bidders, who resort to canvassing will be rejected.

## **11. Resolution of Disputes**

- (a) The Purchaser and the supplier 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 purchaser and the supplier have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred to the Surveyor General of India or his nominee for final decision.

## **12. 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 Dehra Dun.

### **13. Taxes and Duties**

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

### **14. Contract Agreement**

The successful bidder will also have to execute agreement bonds in Rs 100/= non-judicial stamp paper with concerned Directorate/GDC at his own cost within 15 days of issue of award from concerned Directorate/GDC.

### **15. Performance Security**

Successful bidder will have to furnish performance security @ 10%(Ten percent) of the value of the contract awarded with each Directorate of SOI office at Dehra Dun. The performance security should be in shape of Account Payee Demand Draft, Fixed Deposit Receipt/Bank Guarantee of any Nationalized bank of Dehra Dun drawn in the favour of "Senior Account Officer" CP&AO, Dehradun.

### **16. Payment**

The payment to the contractor under the contract will be made on quarterly basis as per Government of India rules only after satisfactory services certificate from the concerned offices and deduction of demurrage charges, if any.

### **17. Scope of Work**

- (a) Maintenance & service of all desktops, PCs at various location at the office of SURVEY OF INDIA at DEHRA DUN.
- (b) Maintenance & service/repair of UPS
- (c) Maintenance & service/repair of all printers
- (d) Maintenance & service/repair of system software and other software packages/material and customization of system as and when required
- (e) Integration of the complete system and testing of the complete system as and when required.
- (f) Maintenance of LAN cables network connectivity in the existing setup in SURVEY OF INDIA offices at Dehra Dun as and when required. The bidder should be fully responsible for functioning internet connectivity for designated users.
- (g) At least one well trained/qualified resident hardware engineer will be deployed at three sites of SURVEY OF INDIA, in Dehradun to resolve the hardware / software problems, between 9.00AM 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 holiday and Saturday/Sunday(if services are required) and no additional amount will be paid.
- (h) Successful bidder should implement and use the online /call logging.
- (i) All the resident engineers will co-ordinate with facility management through online/call logging & management system

- (j) The resident engineer should be capable of Installation of Antivirus in all desktops of users and further routine updation. Antivirus license will be provided by Survey of India.
- (k) Successful bidder liable to handover all the hardware under its AMC to the successor in working condition, failure which leads to deduction of actual expenditure to repair these hardware or forfeiting of his performance security.

**18. Response Period**

Any breakdown must be attended immediately. If it is beyond two hours due to some major fault, the suitable explanation should be given by maintenance agency.

**19. Defect Rectification Period**

Maximum period allowed for defect rectification shall be 48 hours only. The time will count only for working days.

**20. Penalty of delay in attendance and defect rectification**

For every day of delay beyond 48 hours if stand by machine is not provided, the penalty will be charged as decided by the concerned office while executing the agreement.

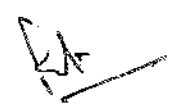
**21. Downtime will not be considered under the following conditions**

- (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 is provided, if downtime is more than 2 working days.

**22. Service Warranty**

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

The successful bidder will not be allowed for frequently changing the hardware engineers.



**(Rajive Srivastava)**  
**Chairman/ Director**  
**UK & West UP GDC**  
**Chairman Procurement Board**  
**Survey of India**

## **CHECK LIST**

Sl. No.	List of Items	Submitted (Yes or No)
1.	Registration certificate of bidder issued by the appropriate authority.	
2.	Copy of GST registration certificate	
3.	Documents showing execution of similar work order costing Rs. Five Lac in an year of any two central/state govt departments/PSUs.	
4.	Proof of annual turnover of Rs 20 Lakhs in the form of Balance sheets certified by qualified Chartered Accountant should be enclosed with the bid.	
5.	Copy of PAN card	
6.	ITR for last three years.	
7.	Tender fee	
8.	Earnest Money Deposit (Rs 10000/-)	
9.	Commercial Bid	
10.	Whether Signed in all pages of bid as a token of acceptance of terms and conditions as specified.	
11.	Whether the bidder provided the address and telephone/fax details of Dehra Dun office in the bid.	

**Authorized Signature with  
Stamp**



**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF DESKTOP COMPUTER,  
LAPTOP, SERVER, PRINTERS, UPS ETC.**

Rates towards On-Site Comprehensive Annual Maintenance contract of COMPUTER, LAPTOP, SERVER, PRINTERS, UPS ETC is given below:-

Sl. No.	Description	Appx. Qty.	AMC charges per unit	Taxes(Sales tax or service tax as applicable)	Total Bid value (4+5)
1	2	3	4	5	7
<b>1.</b>	<b><u>CATEGORY - I</u></b>				<b>In Category I</b>
a.	Personal Desktop (P-III) HCL/HP/Wipro (P-IV) HCL/HP/Wipro (Work Station) Dell/HP etc.	399			
b.	Laptop	37			
c.	Server	14			
<b>2.</b>	<b><u>CATEGORY - II</u></b>				<b>In Category II</b>
a.	Dotmatrix Printer	25			
b.	Inkjet Printer/Inkjet Printer all in one	62			
c.	Laserjet Printer	75			
<b>3.</b>	<b><u>CATEGORY - III</u></b>				<b>In Category III</b>
a.	UPS (1, 2, 5 K.V.A. etc.)	189			
b.	UPS 500/600/700 VA	140			
c.	UPS 20 KVA	01			

List of parts/items not covered :-

- 1.
- 2.
- 3.

It is certified that all the terms and conditions of the tender document No. S- /15-P (CPB)/2017-18 dated / /2017 have been understood by me/us and I am/we are ready to accept the same without any variation.

**Name of Firm** \_\_\_\_\_

**Address** \_\_\_\_\_

Mobile No. \_\_\_\_\_ Phone No. \_\_\_\_\_ Fax No. \_\_\_\_\_

Name of Bank \_\_\_\_\_

Bank's Account No. \_\_\_\_\_

IFSC Code \_\_\_\_\_

MICR No. \_\_\_\_\_

**Income Tax Registration No.** \_\_\_\_\_

**Sale Tax/Service Tax/Trade Tax/VAT Registration No.** \_\_\_\_\_

**Signature of Authorized Signatory**  
**Stamp of Firms**