

No. 10(01)/2013-14/NMNH
Government of India/Bharat Sarkar
Ministry of Environment, Forest & Climate Change
National Museum of Natural History
FICCI MUSEUM BUILDING,
Tansen Marg, New Delhi-01

Dated: 4th July ' 2015.

To,

M/s.....,

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NOTICE INVITING TENDER

Sealed tenders are invited from reputed firms/companies for the award of the “**Comprehensive Service Maintenance Contract (CSMC)**” in respect of Computers, Laptops, Printers, Scanners and other related peripherals installed in the Office of the **National Museum of Natural History**, Ministry of Environment, Forest & Climate Change in New Delhi and at the residences of the entitled Officers within the municipal limits Delhi/New Delhi for a period of one year on the terms and conditions enumerated in the following paragraphs.

2. The general scope of work includes upkeep and maintenance of hardware and software, and is also applicable to Linux/Unix systems. The software maintenance includes loading/reformatting of software/discs with software like Windows 2000, XP, Microsoft Office software, Internet Explorer, Netscape, and Outlook Express, installation/removal of any other software purchased by the **National Museum of Natural History** from time to time. It also includes re-installation of software, if corrupted.

3. The term “maintenance” shall include rectification of all hardware and software problems (including operating systems)/defects and also include cost of all parts/repairs/replacement of defective parts including SMP Battery, Key Boards, mouses etc., wherever necessary for the proper maintenance/ functioning of the aforesaid systems. Any damage caused to any computer hardware items due to mouse bite of wares is also to be borne by the Firm/Agency. In case of printers the CSMC covers everything including Logic Card, Teflon sheet, Paper Motor, presser roller etc., except consumable items and physical damage to the outer covering. However, the cost of Toner Cartridge of Printers will not be included in the CSMC. The NMNH shall not be responsible for any damage caused to computers or its parts due to fluctuation of electric power supply and such items are to be replaced by the firm at no extra cost. .

4. The description of computers, printers, servers, other related peripherals software and other related items is attached as **Annexure 'A'**. However new equipment purchased by the NMNH from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/maintained at the same terms and conditions, and the CSMC has also to be done at the same terms and conditions for these new equipment on pro-rata basis. The Department also reserves the right to exclude from the contract any number of computers and other items if they are found to be unserviceable at any point of time during the currency of the contract. The contractual charges payable will be modified accordingly.

5. The technical and financial terms and conditions of CSMC shall be as follows:

(A) TECHNICAL

(i) The firm should have been in existence for not less than 3 years in the trade connected with the maintenance business and having turn over not less than Rs. 15 lakh per annum during the last two years ending 31st March, 2015.

(ii) The firm must possess expertise in the on-site maintenance and repair of servers, clients, stand alone computers, Laser/inkjet printers, network components, scanners peripherals and other hardware parts and accessories.

(iii) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard components for replacement. Any instance of sub-standard repair/ replacement of parts by the firm, may lead to cancellation of the contract.

(iv) The firm also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily minimum two Annual Maintenance of more than forty computers connected in LAN under Novell/Window NT environment.

(v) The firm/company must have ISO 20000:2005 or higher and ISO 27000.

(vi) The firm/company must have toll free number 1800 series with 24*7 supports.

(vii) The firm/company must have back to back support certificate from any OEM regarding this tender.

(viii) The firm/company must be registered with PF and ESI

(ix) If the firm/company meets the above technical requirements, it may apply in the prescribed Proforma at **Annexure-B** (to be submitted in a sealed cover).

(B) FINANCIAL

6. The rate may be quoted on comprehensive basis for the computers, laptops, scanners, projectors, printers etc. in the Proforma at **Annexure-C** (in a separate sealed cover)

7. The others terms and conditions for awarding the CSMC shall be as below:

(i) The contractor firm shall provide services of one resident service engineer (to be known as authorized service engineer) on all working days from 9.45AM to 5.15 PM. He must be equipped with a Mobile phone to ensure his availability throughout the working hours. The NMNH shall cause deduction from the payment to be made to contractor firm of an appropriate amount, which would be proportionate to the number of days of absence of the authorized service engineer, if no substitute is provided by the contractor firm for the days of absence of their authorized service engineer.

(ii) The initial period of contract will be one year from the date of award of contract. The contract can further be extended after the expiry of one year, subject to the satisfactory performance of the firm. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The NMNH will have the exclusive rights to

cancel the agreement at any time during the currency of the contract without assigning any reasons whatsoever and without any compensation to the firm/agency.

(iii) The contractor firm shall prepare separate log card for each of the machines to be taken under the CSMC. The Resident Authorised Engineer of the firm should also maintain a log book cum attendance book. All complaints lodged will be entered in the log book with date and time of lodging of complaint and thereafter the date and time of attending to the complaint by the Engineer with details of repairs done to restore the machine to the satisfaction of the unit-in-charge will be entered in the log book. Records of preventive maintenance done will also be entered in the book. Preventive maintenance which must be done at least once in every quarter for every machine shall include thorough cleaning, checking of hardware / software and replacement of any parts showing signs of wear and tear which if not replaced is likely to cause trouble in the functioning. The log book shall be kept in the custody of official assigned to deal with CSMC of computer, peripherals etc in the NMNH (or any unit suggested by the Director) who shall countersign all entries made with remarks, if any. The quarterly payment shall strictly be made on the basis of satisfactory report from the users concerned.

(iv) The authorized service engineer is required to attend any reported fault within one hour. As far as possible, repairs would be carried out on-site itself. No system shall be taken out of the office building without prior written permission of the competent authority in the NMNH. The charges for transporting of equipment /machines from the office premises of NMNH to the workshop of the contractor firm and back and freight charges, if any, as well as the payment to labourers for the purpose shall have to borne by the contractor firm. The system or part thereof taken out of the NMNH's premises should be brought back in perfect working condition, and if it is found that any alteration has been done within the system causing subsequent damage to it, a penalty as deemed fit by the competent authority in the NMNH, will be imposed on the contractor firm. The decision of the said competent authority in this regard shall be final and binding upon the firm. In any case, no machine shall be kept away from the premises of the NMNH for more than two working days in succession, failing which a penalty of Rs. 200/- per day or part thereof will be imposed towards the delay till the date the system is installed back in the NMNH's premises in a perfect running condition. This deduction as a penalty will be made from the contractual charges payable for the maintenance etc. In case the firm fails to rectify the defect and is not able to put back the system into normal working condition, the NMNH shall then have the discretion to recover the cost of the machine and/or part thereof from the contractual charges due to the firm or their security deposit as the case may be, without any notice.

(v) In the event of any or part of the system covered under the CSMC to be taken to workshop for repair etc. the contractor firm should also provide appropriate standby equipment/system etc., so as to ensure that the work of the users concerned is not hindered. For this purpose, the contractor firm shall keep sufficient quantity of spare parts which will include CPUs, Mother Boards, HDDs, HP Laser Jet/Desk Jet Printers, floppy driver, CD ROMs, LAN, Sound Cards, SVGA Cards, Key Boards and Mouse, Printer & Power cables, Adaptors, Teflon sheet batteries, SMPs etc.

(vi) It may also be noted that in case of contractor firm backing out in mid term without any explicit consent of the NMNH, it shall be liable to recovery at higher rates, vis-avis, those contracted with it, which may have to be incurred by the NMNH on the maintenance of machines for the balance period of contract through alternative means.

(vii) The Earnest Money Deposit (EMD) of Rs. 10,000/- (Ten thousand only) through a demand draft of any scheduled bank in Delhi drawn in favour of Pay and Accounts Officer, Ministry of Environment, Forest & Climate Change, Govt. of India, New Delhi should accompany the quotation letter. Quotation received without earnest money will not be considered. The successful tenderer will be required to furnish "Security Deposit" equivalent to 10% of the total contract within 10 days from the acceptance of the contract. The security deposit shall be in the form of DD/Pay order/Fix Deposit receipt/Bank Guarantee in favour of Pay & Accounts Officer, Ministry of Environment, Forest & Climate Change, New Delhi. The security deposit will be refundable only after the satisfactory completion of CSMC; no interest will be paid on the security deposit. In case the awarded firm withdraws their services before completion of CSMC, their security deposit will be forfeited by the NMNH.

(viii) The EMD shall stand forfeited if a bidder withdraws or amends the quotation tender, or impairs or derogates from the tender in any respect during the period of bid, or in case successful bidder fails to sign or accept the contract within the stipulated period. No interest will be payable on this amount.

(ix) The successful contractor firm will be free to inspect the systems before taking them over for maintenance.

(x) If the successful firm (tenderer) also undertakes identical work in other Ministries/Departments at rates lower than the rate approved/accepted by the NMNH, the firm shall have to charge at those rates from the NMNH as well.

(xi) No advance payment, in any case, would be made. However, quarterly payment on pro-rata basis on satisfactory rendering of service would be made.

(xii) Quotations should be in a sealed cover superscribed as “**Bid for comprehensive service maintenance contract of computer hardware/software for the National Museum of Natural History**”. This cover should contain two separate sealed envelopes one containing Technical Bid (Annex-B) along with relevant documents and superscribed as “Technical Bid for comprehensive service maintenance contract for computer hardware/software etc. for the NMNH while the other sealed envelope should contain Financial Bid (Annex-C) superscribed as “Financial Bid for comprehensive service maintenance contract of computer hardware/software for the NMNH”. **The quotation should be addressed to Dr. Reena Dey, Scientist D/Head of Office, NMNH, Ministry of Environment, Forest & Climate Change, FICCI Museum Building, Tansen Marg, New Delhi so as to reach her latest by 3.00 P.M. on ,24th July 2015.**

(xiii) The quotations can also be submitted to **Dr. Reena Dey, Scientist D/Head of Office**, in the office of NMNH at 6th floor, FICCI Museum Building, Tansen Marg, New Delhi-1. The technical bids will first be opened on the same date at 4.00 P.M. After scrutiny and satisfactory technical bidding specifications, the NMNH will shortlist those who are found suitable on technical consideration and the “financial bids” of the short listed firms will be opened on the same day or some other day for which a notice will be issued afterwards. The bidders may be present at that time or may, if so desire, depute one of their representatives to be present at the time of opening of the tenders.

(xiv) Late submission of tenders will not be accepted. Tenders by “Telex/Telegram/Fax/email” will not be accepted. Tenders should be submitted by Registered Post, by hand in person or by courier. However, any delay on this account shall not be accepted as a reason for exception. Bids received after due date and time and those received without separate sealed covers and rates not quoted in specified Performa will not be considered/accepted

(xv) The rates quoted should be net on comprehensive basis.

8. This tender is not transferable. The NMNH reserves the right to accept or reject any or all tenders without assigning any reasons.

(Vinod Kumar Garg)
Administrative Officer

ANNXURE-B

QUOTATION FOR ANNUAL CONTRACT FOR COMPREHENSIVE SERVICE MAINTENANCE OF PERSONAL COMPUTER/SERVER/PRINTERS/SCANNERS/CD WRITERS/LAPTOPS/LCD PROJECTOR ETC IN THE NATIONAL MUSEUM OF NATURAL HISTORY,MINISTRY OF ENVIORNMENT FOREST & CLIMATE CHANGE ,NEW DELHI.

TECHNICAL BID

Sl. No.	Particulars	
1.	Name of firm/Company	
2.	Business Address of the Firm/Company (With landline and mobile no.)	
3.	Annual Contract value upto 5 lakh of the firm in each last three financial year (order or copy to be attached) financial year 2012-13,2013-14 & 2014-15.	
4.	Copy of the details of past experience of providing services to Government Ministries/Department /Public Sector Undertakings etc. in computer AMC/CSMC activities.	
5.	Performance certificate (certified/attested copy) issued by reputed customers for all inclusive maintenance of at least 70 computers in individual Ministries/Department/Public Sector Undertakings during the last three years.	
6.	Number of qualified Computer Engineers on the rolls of the Firm/Company	
7.	Copy of Registration/License No. of the firm/Company	
8.	VAT Account No./15 digit Service Tax Code No. of the firm/company.	
9	The firm/company must have ISO 20000:2005 or higher and ISO 27000.	
10	The firm/company must have toll free number 1800 series with 24*7 supports.	
11	The firm/company must have back to back support certificate from any OEM regarding this tender.	
12	The firm/company must be registered with PF and ESI	
13	Whether all the documents are duly signed by the authorized signatory of the Firm/Company	Yes/No (Please score out which is not applicable)
14	Banker's Pay Order/Demand Draft No. with date in respect of EMD deposited by the Firm/Company along with bid	
15.	Whether the firm/Company agrees to fulfill all the terms and conditions as mentioned in the tender documents	Yes/No (Please score out which is not applicable)

(Full signature of the Authorized Signatory of the Firm/Company)/ with date and stamp

ANNXURE-C

QUOTATION FOR ANNUAL CONTRACT FOR COMPREHENSIVE SERVICE MAINTENACE OF PERSONAL COMPUTER/SERVER/PRINTERS/SCANNERS/CD WRITERS/LAPTOPS/LCD PROJECTOR ETC IN THE NATIONAL MUSEUM OF NATURAL HISTORY,MINISTRY OF ENVIORNMENT,FOREST & CLIMATE CHANGE ,NEW DELHI.

FINANCIAL BID

S.NO.	PARTICULERS	
1.	Name of the Firm/Company	
2.	Business Address of the Firm/Company	
3.	Name of the Authorized Signatory of the Firm (in Block Capital)	
4.	Specimen Signature of the Authorized Signatory	
5.	Telephone No. of the authorized Signatory and other contract numbers of the firm/company	
6.	COMPREHENSIVE SERVICE MAINTENACNE CONTRACT	Rate quoted per item
S.No.	Item	Quantity
i)	Photo-copier + Fax Machine	02 Nos
ii)	Laptop H. P. Compaq 6120 NX	07 Nos.
iii)	Hp Compaq dc 7900	11 Nos
iv)	HCL Busy 2000 computer	02 Nos
v)	Hp Compaq 8200 mt	07 Nos
vi)	Hp Compaq 8100	01Nos
vii)	HP Pro 3090 MT	03 Nos
viii)	BPL Computer Pentium IV	01 Nos
ix)	Dell 0J5VWM	01 Nos.
x)	Copmaq Pc	02 Nos
xi)	Computer IBM Pentium IV	13 Nos

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xii)	HP Printer 2700	02 Nos.
xiii)	H.P.Color LaserJet Printer 1320 B/W	02 Nos.
xiv)	Printer color HP 6548.	06 Nos.
xv)	HP Office Jet 7000	01Nos
xvi)	Printer HP 1010	03 Nos.
xvii)	Printer HP 1015	01 Nos.
xviii)	Printer HP 1160	01 Nos.
xix)	HP Deskjet printer 9300	01 Nos.
xx)	HP LesarJet P 1007	06 Nos.
xxi)	HP LesarJet P 1008.	06 Nos.
xxii)	HP Deskjet ink advantage 2515	02 Nos.
xxiii)	HP LaserJet Pro 400	01 Nos
xxiv)	Scanner Epson Model 1240	02 Nos.
xxv)	Scanner HP Scanjet 4850	05 Nos.
xxvi)	HP Scan Jet 5590	01 Nos.
xxvii)	UPS	36 Nos.
xxviii)	Maintenance of LAN and Internet Services for	50 users
7.	Details of percentage of VAT/Service Tax, as applicable	VAT Service Tax

(Full signature of the Authorized Signatory of the Firm/Company)
with date and stamps)

ANNEXURE- A

Description of server/computers and the other Supporting peripherals/accessories proposed to be covered Under the Comprehensive Annual Maintenance Contract.

S.No.	Item	Quantity
1.	Photo-copier + Fax Machine	- 02 Nos.
2.	Laptop H. P. Compaq 6120 NX	- 07 Nos.
3.	Hp Compaq dc 7900	- 11 nos
4.	HCL Busy 2000 computer.	- 02 Nos.
5.	Hp Compaq 8200 mt	- 07 Nos.
6.	Hp Compaq 8100	- 01Nos
7.	HP Pro 3090 MT	- 03 Nos.
8.	BPL Computer Pentium IV	- 01 Nos.
9.	Dell 0J5VWM	- 01 Nos.
10.	Copmaq Pc	- 02 Nos
11.	Computer IBM Pentium IV	- 13 Nos.
12.	HP Printer 2700	- 02 Nos.
13.	H.P.Color LaserJet Printer 1320 B/W-	02 Nos.
14.	Printer color HP 6548.	- 06 Nos.
15.	HP Office Jet 7000	- 01Nos
16.	Printer HP 1010	- 03 Nos.
17.	Printer HP 1015	- 01 Nos.
18.	Printer HP 1160	- 01 Nos.
19.	HP Deskjet printer 9300	- 01 No.
20.	HP LesarJet P 1007	- 06 Nos.
21.	HP LesarJet P 1008.	- 06 Nos.
22.	HP Deskjet ink advantage 2515	- 02 Nos.
23.	HP LaserJet Pro 400	- 01 Nos.
24.	Scanner Epson Model 1240	- 02 Nos.
25.	Scanner HP Scanjet 4850	- 05 Nos.
26.	HP Scan Jet 5590	- 01 Nos.
27.	UPS	- 36 Nos appx.
28.	Maintenance of LAN and Internet Services for 50 users.	

List of Firms

1. M/s. VINAYAK COMPSERVE PVT LTD
J-52, 2nd Floor, Sri Niwas Puri,
New Delhi- 110065.
2. M/s. CITI COMPUTER SYSTEMS
207,2nd Floor, Skylark Building,
Nehru Place,
New Delhi-110019
3. M/s. ROSE COMPUTER SYSTEMS
203-C Osian Building
12 Nehru Place
New Delhi-110094
4. M/s. ACER COMPUTERS
E-175/9, Khajuri Khash
Near Shastri Nursing Home
Delhi-110094
5. M/s. FAITH COMPUTERS
B-1/D, Sidharth Building
96, Nehru Place,
New Delhi-110019
6. M/s. Digital Computer & Accessories
B-4, Jyoti Building
Nehru Place, New Delhi-19
7. M/s. LITTLE ROSE
D-II, 56, Hari Nagar Ext
Jaitpur, Badarpur
New Delhi-110044
- 8 .M/s. Swati Communication
2F, Sec-7 Jasola Vihar
New Delhi-110025
9. M/s. Ansari Infotech
74- A , Garhi, East of Kailash
New Delhi-110065
10. M/s. Aryan Infotronics Pvt. Ltd
208, Deepali Building,
92, Nehru Place, New Delhi-110019