

NATIONAL INVESTIGATION AGENCY

Ministry of Home Affairs, Government of India
No.1-10-68/8, Alamelu heights
Chikoti Garden, Begumpet
Hyderabad – 500016.

C.No.Genl/PROC_HYD/NIA/2015-16

Dated, the /9/2015

TENDER NOTICE

Subject : COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR DESKTOP COMPUTERS (60 Dell Desktops & 4 HP Desktops)

National Investigation Agency, Hyderabad is inviting sealed tenders for award of Annual Maintenance Contract of 64 Nos Desktop Computers (60 Nos Dell & 04 Nos HP make) for a period of one year from reputed firms who are in the field of maintenance of computers & laptops for last three years. The tenderer should have at least three years' experience in maintenance of Personal computers & laptops in Govt. departments and/or other reputed organisations/ companies.

Sealed tenders may be submitted by the firms fulfilling the following terms and conditions in two separate covers superscribed "Technical Bid" and "Financial Bid" for "Comprehensive Annual Maintenance Contract of Computers and Laptops" as mentioned below :-

(a) **"Technical bid"** containing information relating to all aspects (including all details including vendor's profile, client list, performance report, accreditation letter, Firm Registration, Registration with Tax authorities etc.,) and

(b) **"Financial bid"** containing the comprehensive price quoted.

The tenders as mentioned above should be addressed to DIG, National Investigation Agency, 1-10-68/8, Chikoti Gardens, Hyderabad-16 **so as to reach by 3.00 PM on or before 28/09/2015**. The technical bid has to be accompanied with Earnest Money Deposit (EMD) of Rs.6,000/- (Rupees Six thousand only) and Tender Document fee of Rs. 500/-(Rupees Five hundred only) in the form of a Demand Drafts separately in favour of "Pay and Accounts Officer, RPAO(NSG)" payable at Hyderabad. **The Tenders will be opened on the same day i.e. on 28/09/2015 at 4.00P.M.** "Technical bid will be opened first and only those firms, who fulfil the technical terms and conditions will be eligible for participating in the "Financial Bid".

The technical and financial terms and conditions of AMC shall be as follows:

TECHNICAL TERMS AND CONDITIONS :-

1. The firm must be competent/technically qualified for AMC of computers.
2. The firm must be registered with Central/State Government.

The firms meeting the above financial terms and conditions only should apply in the proforma at Annexure-B in a sealed cover. The firm who fails to fulfil any of the above conditions will be disqualified.

Terms and conditions:-

1. The contract will be on comprehensive basis inclusive of repairs and replacement of spare parts without extra payment. The contract will be effective for a period of one year from the date of issue of letter awarding contract. No demand for revision of rates on any account shall be entertained during the contract period. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on their part. The contractor will be required to keep virus-free computer environment in the office in accordance with the guidelines prescribed by NIA.
2. All the Desktop computers shall be thoroughly inspected by the firm within 7 days of the award of the contract and estimates for pre-maintenance/repairs if any, submitted within 7 days of the award of the contract. This office shall not bear any cost on repairs of equipments after the contract has been awarded.
3. One service engineer full time will be deputed to the office on every working day (working hours: 9:30 a.m. to 6.00 p.m.) including Saturday and even on holidays / beyond working hours, if required by this office. A register will be maintained by this office for recording the complaints. The engineer will maintain a daily record of complaints received/attended/not attended.
4. The contractor shall arrange to get the character and antecedents of the worker verified before their deployment and their full particulars should be furnished to the office for the purpose of entry passes.
5. The Resident Service Engineer provided by the firm shall not be changed frequently. However, if found incompetent by the office then the Resident Engineer shall be changed by the firm immediately.
6. Additional Engineer may be deputed in addition to Resident Engineer whenever there is more workload/ complaints/ emergency to rectify the equipment within stipulated time.
7. Payment for any inclusion/ deletion of computer during the AMC period will be calculated on pro- rata basis. No advance payment would be made, in any case.
8. The machines are normally required to be repaired in this office only. In exceptional cases when the machine cannot be repaired in the office premises and required to be taken to the workshop, the office will not make any payment towards cartage and the expenses for the to and fro transportation and the same has to be borne by the firm concerned. The equipment being taken to the workshop for repair would be at company 's own risk and expenses. Any damage or loss caused to the computer or their part due to negligence, mishandling shall be made good by the company either by payment in cash equivalent to the cost of damaged part as per the prevailing market price or by a new one of the same make / model and specifications.

9. It shall be the responsibility of the firm to make all the computers work satisfactorily throughout the contract period and to hand over the systems in working conditions to the office after expiry of the contract. In case any damage is found, the firm is liable to rectify it even after the contract.

10. Only genuine spare parts will be used.

11. In case the contracting firm is not able to accept the contract after it is awarded or if they are not able to do any work/ undertaken contract after accepting the contract, such firm will be liable to pay the damage to the office including the cost, which the office will have to incur for getting such work done.

12. The above act of backing out would automatically debar the contractor from any further dealing with this office and the security money would also be forfeited. Action for blacklisting the contractor for Government contract will also be initiated.

13. The payments will be made on half yearly basis. The firm shall submit post half yearly bill along with the satisfactory performance report of all the desktop and laptops duly signed by the user, two weeks before the completion of six months period. The Officer-in-charge will reconcile this and release payment. The service tax as levied by Govt. instructions over and above the unit rate/ total amount as admissible, will be payable to the firm. This is only a tentative schedule of payment and does not confer any legal or other right on the firm to proceed against this office in the event of payment gets delayed due to budgetary and other unforeseen circumstances. The payment will be made after proper deduction of TDS as per existing rates and rules.

14. Technical and Financial bid would be in specific words clearly and categorically mentioning each and every term specifying the rates etc. Any kind of ambiguous/ obscure/ unclear terms would lead the firm's bid dismissed.

15. In case the firm fails to cope-up with the workload or does not render satisfactory services, the contract awarded to them shall be cancelled forthwith and the security deposit and the payments due to them shall be forfeited. The contract can be terminated summarily by this office at any time without giving any notice or without assigning any reason, if the work of the contractor is found unsatisfactory during the currency of this contract. In this connection the decision of the Head of Office i.e., DIG NIA B.O Hyderabad shall be final and binding on the firm.

16. The tender is not transferable.

17. This office reserves the right to reject any or all the tenders. This office reserves the right to award the contract on the basis of technical evaluation by a Board of Officers based on the technical bids submitted by the firms and subsequent quotations in the financial bids.

18. Comprehensive AMC also include maintenance services for MS office, Leap Office (Hindi), Anti-virus and any other application software. This office will provide these softwares and their upgrades. Comprehensive AMC includes replacement of all spare parts including that of mouse, keyboard, connectors, wires etc.

19. Service Assurance:

19.1 A logbook shall be maintained in which the resident engineer shall record all the complaints made. They shall attend to all the complaints received immediately as follows:

- (i) Minor faults immediately (within three hours)
- (ii) Major faults with 24 hrs by replacement method, with the available spares, on explicit and clear orders of this office.
- (iii) The replacement of components, assemblies shall be as per manufacturers instructions and under the orders of this office.
- (iv) The firm shall be responsible for taking back-up data and programme available in PC before attending the fault and shall also be responsible for reloading the same. The back-up copies to be returned to the users under acknowledgement.
- (v) The firm shall maintain the equipments and shall use genuine/ original components for replacement wherever needed. Until and unless written order of this office are conveyed, the original specification/ characteristics / features shall not be changed or modified under any circumstances.
- (vi) The firm shall also be responsible for deployment of necessary staff for regular cleaning of all hardware using suitable cleaning material and equipment. Each equipment has to be cleaned **once in three months regularly**. A register shall be maintained showing the cleaning of each equipment and shall be produced to the Dy.Superintendent of Police (Admin), NIA B.O Hyderabad for verification after the job.
- (vii) The schedule of preventive maintenance shall be as follows:-
 - Cleaning of all equipment using dry vacuum air, brush, and soft muslin clothes
 - Running the test programme to ensure quality print/ date reliability.
 - Checking of power supply source for proper grounding and safety of equipment.
 - Ensuring the covers, screws, switches etc are firmly fastened in respect of each equipment.
 - Scanning of all types of virus and elimination and vaccination of the same.
 - Shifting of equipment within the building as and when required.

19.2 The AMC is awarded initially for a period of one year and may be further extended up to three years, renewed on year to year basis, in accordance with the requirement of this office with the same terms and conditions and same rates, provided user department is satisfied with the services.

19.3 The firm would put asset number on each of the system being maintained by them.

19.4 The systems that are not serviceable by the agency due to obsolescence of technology or non-availability of parts/ assemblies/ components will be withdrawn from the contract. The decision of this office 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 accordingly.

19.5 User Department (i.e., NIA B.O Hyderabad) shall have right to inspect company's site to assess infrastructure before awarding the comprehensive AMC and it may reject the AMC / bid due to user department's dissatisfaction about company's infrastructure or otherwise.

19.6 NIA B.O Hyderabad reserves the right to increase or decrease quantities any time. Accordingly the charges will be increase/ decrease on pro rata basis.

20. Arbitration:-

In case of any dispute arising between the contract holders any constituents being party to the contract, the sole authority for such disputes will rest with the arbitrator appointed by this office.

21. **Jurisdiction:** Failing arbitration in solving the dispute, the courts at Hyderabad alone shall the jurisdiction for all aggrieved parties i.e. the Department , the company or any constituent being party to the contract directly or indirectly.

22. Penalty:

22.1 Penalty shall be levied @ 1% of the annual AMC charges of that equipment per day, if the equipment is not set right minor faults within 3 hours from the time of complaint registered to the engineer.

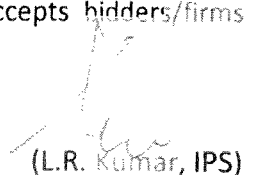
22.2 Penalty shall be levied at the rate of 2% of the annual AMC charges for that equipment for each day (excluding first 24 hrs) , if the equipment is not set right within the stipulated time.

22.3 In the case mentioned under Para 8 of the same equipment should be re-installed after servicing within 7 days (if 7th day falls on holiday then next working day). In case of default , the penalty shall be levied at the rate of 2% of the value of the annual AMC charges for those items per day.

22.4 If the company fails to repair/ replace the system for one week, the system may be got repaired from other company/ firm and made functional and the expenditure incurred thereon shall be recovered from the company, apart from the penalty levied as stated in preceding Para. This may even entail termination of the contract and forfeiture of security deposit.

22.5 Penalty shall also be levied for the absence of resident engineer at the rate of Rs.100/- per hour for each absence of one hour or more but less than 4 hours, and at the rate of Rs200/- per hour for more than 4 hours for every working day.

Tenderer or Bidder are requested to read carefully and understand the terms and conditions of maintenance contract in the foregoing paragraphs before sending their quotations. No violation of the aforesaid terms and conditions shall be permitted once this office accepts bidders/firms quotations.



(L.R. Kumar, IPS)
Superintendent of Police
NIA, Hyderabad

FINANCIAL BID

(To be filled by the authorized signatory of the firm & this is to be kept in the sealed envelope superscribed "Financial Bid for AMC of Desktop Computers")

S.No	ITEM_NAME	MODEL	MAKE	Amount quoted
1	Desktop Computer	JRXL6Q1	DELL OPTLIEX	
2	Desktop Computer	3BY48BS	DELL OPTLIEX 980	
3	Desktop Computer	JS5R4P1	DELL OPTLIEX 990	
4	Desktop Computer	JS34CQ1	DELL OPTLIEX	
5	Desktop Computer	DKVN7BS	DELL OPTLIEX	
6	Desktop Computer	JSBS4P1	DELL OPTLIEX	
7	Desktop Computer	1JVN7BS	DELL OPTLIEX 980	
8	Desktop Computer	3KVN7BS	DELL OPTLIEX 980	
9	Desktop Computer	6JVN7BS	DELL OPTLIEX	
10	Desktop Computer	BVSQVQ1	DELL OPTLIEX 990	
11	Desktop Computer	89Y48BS	DELL OPTLIEX	
12	Desktop Computer	JS7D6Q1	DELL OPTLIEX	
13	Desktop Computer	D9Y48BS	DELL OPTLIEX 980	
14	Desktop Computer	JS91CQ1	DELL OPTLIEX	
15	Desktop Computer	9KVN7BS	DELL OPTLIEX 980	
16	Desktop Computer	JVNM5BS	DELL OPTLIEX 760	
17	Desktop Computer	CHVN7BS	DELL OPTLIEX 980	
18	Desktop Computer	IS3R4P1	DELL OPTLIEX 990	
19	Desktop Computer	ISH1CQ1	DELL OPTLIEX 990	
20	Desktop Computer	4KVN7BS	DELL OPTLIEX 980	
21	Desktop Computer	ISIF6Q1	DELL OPTLIEX 990	
22	Desktop Computer	JRWD6Q1	DELL OPTLIEX	
23	Desktop Computer	GHVN7BS	DELL OPTLIEX 980	
24	Desktop Computer	JSOSPQ1	DELL OPTLIEX 990	
25	Desktop Computer	1LVN7BS	DELL OPTLIEX	
26	Desktop Computer	9JVN7BS	DELL OPTLIEX 980	
27	Desktop Computer	JS25CQ1	DELL OPTLIEX 990	
28	Desktop Computer	JRYC6Q1	DELL OPTLIEX	

29	Desktop Computer	JRYRPQ1	DELL OPTLIEX 990
30	Desktop Computer	HVSQVQ1	DELL OPTLIEX
31	Desktop Computer	JSG96Q1	DELL OPTLIEX
32	Desktop Computer	JSB81Q1	DELL OPTLIEX
33	Desktop Computer	JS6D6Q1	DELL OPTLIEX
34	Desktop Computer	JRZD6Q1	DELL OPTLIEX 990
35	Desktop Computer	G9Y48BS	DELL OPTLIEX 980
36	Desktop Computer	79Y48BS	DELL OPTLIEX 980
37	Desktop Computer	4HVN7BS	DELL OPTLIEX 980
38	Desktop Computer	JSKK6Q1	DELL OPTLIEX 990
39	Desktop Computer	JSFH6Q1	DELL OPTLIEX 990
40	Desktop Computer	2KVN7BS	DELL OPTLIEX 980
41	Desktop Computer	JS8D6Q1	DELL OPTLIEX
42	Desktop Computer	JSCF6Q1	DELL OPTLIEX
43	Desktop Computer	54SRVQ1	DELL OPTLIEX 990
44	Desktop Computer	G2SRVQ1	DELL OPTILEX 990
45	Desktop Computer	DYWLVO1	DELL OPTILEX 990
46	Desktop Computer	4C3PVO1	DELL OPTILEX
47	Desktop Computer	HTSQVQ1	DELL OPTILEX 990
48	Desktop Computer	CVSQVQ1	DELL OPTILEX 990
49	Desktop Computer	9HVN7BS	DELL OPTILEX
50	Desktop Computer	GC3PVO1	DELL OPTILEX
51	Desktop Computer	J3SRVQ1	DELL OPTILEX
52	Desktop Computer	HXWLVO1	DELL OPTILEX
53	Desktop Computer	83SRVQ1	DELL OPTILEX 990
54	Desktop Computer	74SRVQ1	DELL OPTILEX 990
55	Desktop Computer	53SRVQ1	DELL OPTILEX
56	Desktop Computer	JS181Q1	DELL OPTILEX 990
57	Desktop Computer	JS45CQ1	DELL OPTILEX 990
58	Desktop Computer	JS4R4P1	DELL OPTILEX 990
59	Desktop Computer	F4L98R1	Dell Precision T1600

60	Desktop Computer	INA9470LNL	HP Proliat ML 110
61	Desktop Computer	SGHO23XK8A	HP Proliat ML 110
62	Desktop Computer	INA93809ZR	HP Proliat ML 110
63	Desktop Computer	LL574AA	HP Compaq 8200
64	Desktop Computer	DBGG8R1	Dell Precision T1600
			Total amount
			Taxes if any
			Grand Total

Signature of authorized signatory
with seal

3. The firm should be in the business of maintenance of computers and laptops at least for the last 3 (Three) years. Copies to this effect to substantiate the version should invariably be attached with the bids. (Requisite documents to support this claim will have to be produced in original for verification, on subsequent dates, if called-for)
4. The firm should be registered with Tax Department for Works Contract Tax.
5. The firm should submit the copies of PAN and VAT numbers.
6. List of Hardware and Network engineers on the rolls of the firm with qualification and experience should be given.
7. The address of the workshop with telephone numbers and Fax Nos. in Hyderabad should be given.

The firms meeting the above technical terms and conditions only should apply in the proforma at **Annexure-A** in a sealed cover. Financial bids of a firm who fails to fulfil any of the above conditions will not be considered.

FINANCIAL TERMS AND CONDITIONS:-

1. The financial Bid should contain the rate for each Desktop Computer. The rate for each item should be quoted on comprehensive basis inclusive of **repairs and replacement of spare parts** without extra payment.
2. The rates quoted should also cover the maintenance of operating system, software installation , installation of patches, pre-emptive actions against virus spread, detection/ removal of virus, configuration of internet.
3. The rates should be cleared whether exclusive or inclusive of all types of taxes, duties, levies like Service tax etc.
4. The quotations shall be accompanied with an earnest money deposit of Rs.6,000/- (Rupees Six Thousand only) in form of demand draft in favour of "Pay and Accounts Officer, RPAO(NSG)," payable at Hyderabad. Cheques will not be accepted. The quotations received without earnest money shall be summarily rejected without assigning any reason thereof and no tenderer shall have any right to represent against it, even if, his quotations happen to be lowest. The earnest money shall be forfeited, if the contractor fails to abide by the rules.
5. The firm/Firms whose quotation is/are finally accepted shall to deposit a sum equal to 5% to 10% of final contract value as performance security deposit in the form of Bank Guarantee/Fixed deposit in favour of **"PAO, RPAO(NSG)"** payable at Hyderabad. The earnest money shall be returned to the successful and unsuccessful bidder after the finalisation of the contract. The security deposit will be released after satisfactory completion of the contract.

TECHNICAL BID

Annexure - A

(To be filled by the authorized signatory of the firm & this is to be kept in the sealed envelope superscribed "Technical Bid for AMC of Desktop Computers")

1	Name of the Organization / Firm
2	Name(s) of the proprietors/Partners/ Directors
3	Site Office, Telephone & Fax No. Address: Phone No. & Fax No.
4	Person to Contact: Mobile No. For Complaints / Customer Care: Name, E-Mail ID
5	Whether firm is registered Govt.?
6	PAN No., Service Tax Reg.No. (Proof to be enclosed)
7	TAN No. VAT/CST Regn.No. (Proof to be enclosed)
8	Details of past experience during last 3 years and clients details
9	Technical qualification with experience of the employees/engineers entrusted for AMC
10	Whether EMD and tender document fee attached?

Signature of authorised signatory of the firm
with seal

3. The firm should be in the business of maintenance of computers and laptops at least for the last 3 (Three) years. Copies to this effect to substantiate the version should invariably be attached with the bids. (Requisite documents to support this claim will have to be produced in original for verification, on subsequent dates, if called-for)
4. The firm should be registered with Tax Department for Works Contract Tax.
5. The firm should submit the copies of PAN and VAT numbers.
6. List of Hardware and Network engineers on the rolls of the firm with qualification and experience should be given.
7. The address of the workshop with telephone numbers and Fax Nos. in Hyderabad should be given.

The firms meeting the above technical terms and conditions only should apply in the proforma at Annexure-A in a sealed cover. Financial bids of a firm who fails to fulfil any of the above conditions will not be considered.

FINANCIAL TERMS AND CONDITIONS:-

1. The financial Bid should contain the rate for each Desktop Computer. The rate for each item should be quoted on comprehensive basis inclusive of **repairs and replacement of spare parts** without extra payment.
2. The rates quoted should also cover the maintenance of operating system, software installation , installation of patches, pre-emptive actions against virus spread, detection/ removal of virus, configuration of internet.
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