


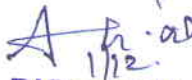
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National Investigation Agency
Government of India
Ministry of Home Affairs
1-10-68/8, Alamelu Heights, Chikoti Gardens
Begumpet, Hyderabad -500016

Limited Tender Enquiry- Comprehensive Annual Maintenance Contract of Desktop computers and Printers

1. Sealed tender (both technical and commercial) are invited for and on behalf of the President of India from the reputed and experienced Service provider/firm/Supplier/Contractor for Comprehensive Annual Maintenance Contract of Desktop computers and Printers (As per list attached as Annexure-I) for minimum one year to National Investigation Agency, Ministry of Home Affairs. Complete tender document can be downloaded from our website www.nia.nic.in. The downloaded tender document can be submitted by paying Rs.500/- in the form of demand draft in favour of Pay & Accounts Officer, NIA to be enclosed with the filled tender form.
2. Sealed tender complete in all respect superscribed with "***Tender for Comprehensive Annual Maintenance contract of Desktop computers and Printers at NIA, MHA, Hyderabad and RFP Number: PROC-CAMC/NIA-HYD/2016-17 dated November, 2016***" must be submitted to the Supdt of Police, NIA, 1-10-68/8, Alamelu Heights, Chikoti Gardens, Begumpet, Hyderabad-500016; **latest by 20/12/2016 up to 1400 hrs** or may be sent to address mentioned in the tender document. The tender must be accompanied with an EMD of Rs.15000/- as prescribed in tender document valid for at least six months. The price bid of only those bidders will be opened whose technical bids would clear the technical evaluation.
3. The tender will be opened on **21.11.2016 at 1500 hrs**. The SP, NIA reserve the right to accept or reject any or all tenders in parts or full without any reason. The tenderers or their authorized representatives may attend opening of tenders on 21.11.2016 at 1500 hrs.


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


DISPATCH
NIA, HYD.

**National Investigation Agency
Government of India
Ministry of Home Affairs
1-10-68/8, Alamelu Heights, Chikoti Gardens
Begumpet, Hyderabad -500016**

REQUEST FOR PROPOSAL

Invitation of Bids for Comprehensive Annual Maintenance contract of Desktop computers and Printers in the O/o of National Investigation Agency, Ministry of Home Affairs located at Hyderabad.

Request for Proposal (RFP) No. PROC-AMC/NIA-HYD/2016-17 dated November 2016

Bids (Technical & Commercial) in separate sealed cover are invited for and on behalf of President of India for Comprehensive Annual Maintenance contract of Desktop computers and Printers listed in Part II of the RFP (List of equipments with Serial numbers also attached as Annexure-I). Both the envelopes must be enclosed in a third sealed envelope which will superscribe with the RFP number and due date.

1. The address and contact numbers for sending Bids or seeking clarifications regarding this RFP are given below:

a.	Bids/queries to be addressed to	Supdt. of Police, NIA 1-10-68/8, Alamelu Heights, Chikoti Gardens Begumpet, Hyderabad -500016
b.	Postal address for sending the Bids	National Investigation Agency 1-10-68/8, Alamelu Heights, Chikoti Gardens Begumpet, Hyderabad -500016
c.	Name/designation of the contact person	Shri L.R. Kumar, IPS, SP
d.	Telephone number of the contact person	044-27764488
e.	Fax number	044-27764499

2. This RFP is divided into five parts as follows:

- a. **Part-I:** Contains General Information and instructions for the Bidders about the RFP such as the time, cost of tender document, EMD, place of submission, opening of tenders and validity period of tenders etc.
 - b. **Part-II:** Containing essential details of the services required such as the Schedule of Requirements (SOR), Scope of work, Technical details and eligibility criteria, details of NIA Office and their address.
 - c. **Part-III:** Contains Standard Conditions of RFP, which will form part of the Contract with the successful Bidder.
 - d. **Part-IV:** Contains Special Conditions applicable to this RFP and which will also form part of the contract with the successful Bidder.
 - e. **Part-V:** Contains Evaluation Criteria and Format for Price Bids.
3. This RFP is being issued with no financial commitment and the customer reserves the right to change or vary any part thereof at any stage. Customer also reserves the right to withdraw the RFP, should it become necessary at any stage.

Part I – General Information

1. **Last date and time for submitting the Bids:**

The sealed Bids should be deposited/reach by the due date and time. The responsibility to ensure this lies with the Bidder.

2. **Manner of depositing the Bids:** Sealed Bids should be either dropped in the Tender Box marked as “for Comprehensive Annual Maintenance contract of Desktop computers and Printers” at NIA 1-10-68/8, Alamelu Heights, Chikoti Gardens, Begumpet, Hyderabad or sent by registered post at the address given in para (2) at page No. 1 so as to reach by the due date and time. Late tenders will not be considered. No responsibility will be taken for postal delay or non-delivery/non-receipt of Bid documents. Bids sent by FAX or e-mail will not be considered.

3. **Time and date for opening of Bids:**

If due to any exigency, the due date for opening of the Bids is declared a closed holiday, the Bids will be opened on the next working day at the same time or on any other day/time, as intimated by the customer.

4. **Location of the Tender Box:**

Only those Bids that are found in the tender box or handed over to NIA, 1-10-68/8, Alamelu Heights, Chikoti Gardens, Begumpet, Hyderabad will be opened.

5. **Place of opening of the Bids:**

National Investigation Agency, 1-10-68/8, Alamelu Heights, Chikoti Gardens, Begumpet, Hyderabad. The Bidders may depute their representatives, duly authorized in writing, to attend the opening of technical Bids on the due date and time. Rates and important commercial/technical clauses quoted by all Bidders will be read out in the presence of the representatives of all the Bidders. This event will not be postponed due to non-presence of your representative.

6. **Forwarding of Bids:** Bids should be forwarded by Bidders under their original memo/letter pad inter alia furnishing details like TIN number, Service Tax Registration number, VAT/CST number, Bank address with EFT Account etc. and complete postal & e-mail address of their office.
7. **Clarification regarding contents of the RFP:** A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the customer in writing about the clarifications sought not later than 10 (ten) days prior to the date of opening of the Bids. Copies of the query and clarification by the customer will be sent to all prospective bidders who have received the bidding documents.
8. **Modification and Withdrawal of Bids:** A bidder may modify or withdraw his/her bid after submission provided that the written notice of modification or withdrawal is received by the customer prior to deadline prescribed for submission of bids. A withdrawal notice may be sent by fax but it should be followed by a signed confirmation copy to be sent by post and such signed confirmation should reach the customer not later than the deadline for submission of bids. No bid will be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security.
9. **Clarification regarding contents of the Bids:** During evaluation and comparison of bids, the customer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.
10. **Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected.
11. **Unwillingness to quote:** Bidders unwilling to quote should ensure that intimation to this effect reaches before the due date and time of opening of the Bid, falling

which the defaulting Bidder may be delisted for the given range of items as mentioned in this RFP.

12. **Validity of Bids:** The Bids should remain valid for one year from the last date of submission of the Bids.
13. **Validity of contract** : The contract will be valid for a period of one year and the period of contract will be informed after finalization of the contract. 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 term agreement will be extended for a period of further one year if necessary.
14. **Cost of tender:** Complete tender document can be downloaded from our website www.nia.nic.in. The downloaded tender document can be submitted by paying **Rs.500/-** in the form of demand draft in favour of **Pay and Accounts Officer, RPAO(NSG), Hyderabad** to be enclosed with the filled tender form.
15. **Earnest Money Deposit:** Bidders are required to submit Earnest Money Deposit (EMD) for an amount of **Rs.15,000/-** along with their bids. The EMD may be submitted in the form of demand draft in favour of **Pay & Accounts Officer, RPAO(NSG), Hyderabad**. EMD of the unsuccessful bidders will be returned to them before the 30th day after the award of the contract. The Bid Security of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Security from them as called for in the contract. EMD is not required to be submitted by those Bidders who are registered with the Central Purchase Organization (e.g. DGS&D), National Small Industries Corporation (NSIC) or with KHA. The EMD will be forfeited if the bidder withdraws or amends, impairs or derogates from the tender in any respect within the validity period of their tender.
16. **Performance Security :**

The successful bidder will have to furnish Performance Security of equal to 5-10% of tendered cost in the form of F.D.R. from any of the commercial bank, in the name of the firm / agency, but hypothecated in the name of the **Pay and Accounts Officers, RPAO(NSG), Hyderabad** or in the form of Bank Guarantee, from any of the commercial bank, in favour of the **Pay and Accounts Officer, RPAO(NSG), Hyderabad**, within 15 working days of the award of the contract. Performance Security will be refunded to the supplier without interest after 60 days on completion of the contract in all respect.

17. **Two bid system:** It is a two bid system only the technical bids would be opened on the time and date mentioned above. Commercial bids of only those firms will be opened, whose technical bids are found compliant/suitable after technical evaluation is done by the customer.

Part II- Essential details of Items/Services required

1. **Schedule of requirements:** List for Comprehensive Annual Maintenance contract of Desktop computers and Printers for NIA Hyderabad is given below:

S/No	Description of item	Qty
i)	Desktop computers Dell make	42
ii)	Desktop computer HP make	01
iii)	Printers all make	37

2. Technical Details & Eligibility Criteria:

- (i) The firm should be registered with the Central Government. Copies of PAN Number/TAN number/Sales tax number, registration certificate, Service tax number and Income-tax returns for the last 2 years should be attached.
- (ii) The firm should have experience in maintenance of the equipment's mentioned in Annexure –I with Central/State Govt. Ministry/ department/ organization and CPSU. A list of client's along with any proof of work done should be enclosed.
- (iii) The firm must have the OEM product support capability of all the products mentioned in Annexure-I. An ink signed certificate in this regard from the OEM should be attached by the firm along with the technical bid.
- (iv) Firm must have sufficient numbers of qualified and experienced engineers and a list of those engineers must be enclosed with technical bids.
- (v) Establishment of the firm must be more than 02 years old.
- (vi) The firm should have its office in Hyderabad.

3. Scope of work

1. The scope of work covers comprehensive maintenance of equipment's lying in the office mentioned in Para (1) of Part-II of RFP. The AMC shall be on **comprehensive maintenance service basis i.e. no extra charges for any spare parts including batteries and other parts of the equipment mentioned at Annexure-I will be paid.** The consumable items like print cartridges, tonners will be provided by the


department. However any other spare parts including batteries should be provided by the successful bidder. Any conditional tenders will not be considered.

2. The scope of work also includes maintenance of software procured by NIA and installed in the equipment's. The firm should have experience in maintenance of COMPACT.
3. The scope of work covers provision of technical staff in the NIA, Begumpet, Hyderabad from 0930 to 1800 hrs, on all working days and if required, on Saturdays and Sundays and also after 1800 hrs on working days. Minimum one qualified service engineer in computer/ electronics/telecommunication engineering with an experience of not less than 3 years in computer hardware as well as software maintenance will be available in NIA, Begumpet, Hyderabad during the office hours and his attendance will be maintained.
4. The Bidder/firm shall also be responsible for deployment of necessary staff for cleaning of all hardware using suitable cleaning material and equipment. Each equipment has to be cleaned once in two months regularly. A register shall be maintained showing cleaning of each equipment.
5. The engineers deployed shall be responsible for preventive maintenance with virus detection and corrective maintenance of the equipment under AMC and also maintenance of software. Quarterly report on this shall be produced to NIA, Hyderabad, failing which appropriate penalty, by way of fine would be imposed.
6. The Bidder/firm shall maintain the equipments as per manufacture's guidelines and shall use standard and genuine components of replacement.
7. The Bidder/firm must provide necessary support for maintaining VIRUS free computer environment in the offices mentioned in Para (I) of Part II of RFP.
8. The necessary support of maintaining VIRUS free computer environment in NIA Hyderabad and help in upgrading the software's Virus Detection mechanism would be provided by the firm/Bidder.
9. The firm/Bidder must be specialized in LAN troubleshooting.
10. Any reported fault would be taken up by the service engineer within one hour. As far as possible, the repairs would be carried out on site itself. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same. Also stand-by inventory of computer, Laser Printer etc should be kept in the NIA Hyderabad.

11. The Lowest Acceptable Bid will be considered further for placement of contract/supply order after complete clarification and price negotiations as decided by the customer. Customer also reserves the right to do Apportionment of Quantity, if it is convinced that Lowest Bidder is not in a position to cover full number of equipment in stipulated time at L-I rate.
12. Any other criteria as applicable to suit a particular case.
13. The price bid should contain the rate against each item separately. The rate for each item should be quoted on comprehensive basis including repair and replacement of spare parts without any extra payment.
2. **Price Bid Format:** The Price Bid Format is given below and Bidders are required to fill this up correctly with full details on their letter heads:

S/No	Description of item	Qty	Rate	Amount
i)	Desktop computers Dell make	42 Nos		
ii)	Desktop computers HP make	01 No		
iii)	Printers all make	37 Nos		

The bidder/firm can visit NIA, Hyderabad to ascertain the year, make, configuration of equipment/machines before submitting their technical and price bid.


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

ANNEXURE -I

**LIST OF EQUIPMENTS/MACHINES TO BE UNDERTAKEN ON COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT**

Desktop Computers

S.No	Make	CPU Sl.No	Qty	Year of Purchase
1	HP Compaq 8200	LL574AA S.No : INA214SGM9	1	2011
2	DELL- Optilex	89Y48BS	1	2011
3	DELL- Optilex	JS34CQ1	1	2011
4	DELL- Optilex	JSOSPQ1	1	2011
5	DELL- Optilex	HXWLVQ1	1	2011
6	DELL- Optilex	83SRVQ1	1	2011
7	DELL- Optilex	CVSQVQ1	1	2011
8	DELL- Optilex	D9Y48BS	1	2011
9	DELL- Optilex	JS3R4P1	1	2011
10	DELL- Optilex	BVSQVQ1	1	2011
11	DELL- Optilex	INA93809ZR	1	2010
12	DELL- Optilex	JSH1CQ1	1	2011
13	DELL- Optilex	CHVN7BS	1	2011
14	DELL- Optilex	JS91CQ1	1	2011
15	DELL- Optilex	1LVN7BS	1	2011
16	DELL- Optilex	JRYC6Q1	1	2011
17	DELL- Optilex	Q2SRVQ1	1	2011
18	DELL- Optilex	4C3PVQ1	1	2011
21	DELL- Optilex	1JVN7BS	1	2011
22	DELL- Optilex	DKVN7BS	1	2011
23	DELL- Optilex	53SRVQ1	1	2011
24	DELL- Optilex	J3SRVQ1	1	2011
25	DELL- Optilex	JSB81Q1	1	2011
26	DELL- Optilex	JRWD6Q1	1	2011

27	DELL- Optilex	GHVN7BS	1	2011
28	DELL- Optilex	3KVN7BS	1	2011
29	DELL- Optilex	JSG96Q1	1	2011
30	DELL- Optilex	9KVN7BS	1	2011
31	DELL- Optilex	G9Y48BS	1	2011
32	DELL- Optilex	JS181Q1	1	2011
33	DELL- Optilex	JS4R4P1	1	2011
34	DELL- Optilex	HVSQVQ1	1	2011
35	DELL- Optilex	JRYRPQ1	1	2011
36	DELL- Optilex	JSFH6Q1	1	2011
37	DELL- Optilex	INA9470LNL	1	2010
38	DELL- Optilex	F4L98R1	1	2011
39	DELL- Optilex	JSCF6Q1	1	2011
40	DELL- Optilex	HTSQVQ1	1	2011
41	DELL- Optilex	54SRVQ1	1	2011
42	DELL- Optilex	JRXL6Q1	1	2011
43	DELL- Optilex	9HVN7BS	1	2011
		Total	43	

Printers

S.No	Make & Model	Qty.	Machine SI.No
1.	HP Laser jet 500 Colour M 551 DN Printer	1	S.No : CNBXD3940X
2	HP Laser Jet - 1007	13	1) VNFNS 5390, 2) VNFNS 59267, 3) VNFNS 5930, 4) VNFNS 64130, 5) VNFNS 59399 6) VNFNS 36833 7) VNFNS 71062 8) VNFNS 56252 9) VNFNS 71081, 10) VNFNS 71583, 11) VNFNP 70712, 12) VNFNP 70740 13) VNFNS 03306
3	HP Laser Jet - 1108	09	1) VNC 7L10595 2) VNC 7L10604 3) VNC 7K12191 4) VNC 6800304 5) VNC 7L10611 6) VNF 3231444 7) VNC 7L10575 8) VNC 7K13825 9) VNC 6303621
4	HP Laser jet 2025 DN Colour Printer, Model : 2025	1	S.No : CNHS810007
5	HP LaserJet Pro 400 MFP Printer Cum Fax Cum Scanner	2	S.No : CNF8H3X45V S.No : CNF8GDB5K9
6	HP Laser Jet M – 400, 401n	2	S.No : VNH4G16415 S.No : VNH4710455
7	HP Laser jet - P3015 DN Printer	2	VNB8363J70 VNB 8363J71
8	Dot matrix Printer (TVS MSP 355 Speed Printer	1	S.No: SKU3014040046
9	Canon Image Class MF 4350 d Fax cum Scanner	1	S.No : ELD 42045
10	Ricoh Aficio SPE 2315 colour Printer	1	S No : S5309500062
11	Ricoh Aficio SP 1100 SF Printer	2	S.No : S62090440276 S.No. S6209440370
12	Conon Image Prograf IPF 8410 Canon ST-43 Stand (Free) Laser format printer	1	Model No : Canon Image Prograf IPF 8410
13	Epson Dot matrix Printer	1	EPSON LQ 1150 - II
	Total	37	