

Dated : 04-07-2011

**NATIONAL INSTITUTE OF DISASTER MANAGEMENT  
(Ministry of Home Affairs)**

5-B I.P. Estate, Ring Road, New Delhi

**Annual Maintenance for Computers, Laptops & Peripherals of NIDM**

**Tender Document**

Sealed quotations are invited by NIDM, New Delhi for Annual Maintenance Contract for Personal Computers, Laptops, Printers, Servers, LAN installed in the premise of NIDM, on the following terms and conditions. The list of such equipments is enclosed.

**I. Eligibility:**

1. The Firm should be a reputed hardware maintenance and service provider
2. The firm should have a minimum 5 years of continuous experience in providing such services to Government or international Organisations.
3. The firm should be an authorised service provider and AMC partner HP/Compaq etc.

**II. Bidding procedure:**

The bids should be submitted in two parts as detailed below:

**Part A - Techno Commercial Bid :**

Techno Commercial Bid should be submitted in prescribed format mentioned in Annexure-A. It should contain the following :-

1. Earnest Money Deposit of Rs 10,000/- in the form of crossed bank draft or pay order issued by a scheduled bank in favour of N.I.D.M.
2. Certificate from HP/Compaq to the effect that the firm is authorised service provider and AMC partner.
3. List of Clients to whom the service has been provided/being provided (Govt and International organisations) during the last 5 years.

**Part B - Price Bid**

Comprehensive AMC charges for all items including service and any other taxes in respect of the items at Annexure-B

Both Bids should be submitted in separate sealed envelopes duly superscribed as part A Techno commercial and Part B commercial bid. Both the bids should then be put into a single sealed envelope.

## **Other conditions**

### **III. Job Content**

1. The AMC will include preventive comprehensive maintenance & networking of NIDM computers & peripherals including replacement and/or repairing of parts as required. The AMC will cover installation & troubleshooting of hardware, software & networking. The scope of preventive maintenance includes troubleshooting, routine checkup, regular backup of critical data, updating of antivirus & other software's weekly.
2. The agency will depute a well qualified & experienced system & networking engineer (capable of handling all types of hardware, software & networking problems independently) at NIDM on all working days from 9 AM to 6 PM.
3. One senior engineer from agency should visit NIDM fortnightly.
4. If the downtime increases more than 4 hours, the agency should provide standby system/equipment of equal or above configuration.
5. The engineer shall maintain full record of complaints and submit status of pending/rectified complaints on a daily basis and shall submit the consolidated report furnishing details of calls received, attended, action taken and their status on monthly basis.
6. The parts to be replaced will be original parts of reputed manufacturer.
7. The agency shall arrange and bear all the cost of transportation of any computer system or part from NIDM to its workshop and back.
8. For items not under AMC i.e warranty, the agency should co-ordinate with manufacturer for maintenance.
9. The agency shall maintain an inventory of parts & peripherals at NIDM.
10. Repair/Replacement work of any fault shall be completed on site as far as possible. In case equipment is to be displaced from site, the work shall be completed within 2 working days from the date of lodging the complaint.

### **IV. Period of AMC**

Annual Maintenance contract will be for a period of one year from the date of award and assumption.

### **V. Terms & Conditions**

1. Quotation should be typed & free from correction, overwriting and erasers.
2. Quotations received after the specified date will not be entertained.
3. We reserve to ourselves unfetter right to reject any or all service provider without assigning any reasons thereof.
4. All prices quoted must be firm and no revision in the price quoted is allowed after quotations are opened.
5. Price quoted should be inclusive of services and all other taxes and this should be clearly specified in quotations. In the absence of any such stipulation, it will be presumed that the prices quoted are inclusive of all taxes.
6. Price quoted should be valid for atleast 90 days.
7. Payment will be released half yearly on submission of bill.

**VI. Submission of Bid and Last date:**

Sealed quotation along with this form superscribed on the envelop '**Annual Maintenance for Computers, Laptops & Peripherals of NIDM**', should reach '**Executive Director, 5-B I.P. Estate, Ring Road, New Delhi 110 002**' on or before **19-07-2011** Quotations submitted via e-mails/fax/telex etc are not acceptable. Incomplete quotations in any respect will be summarily rejected.

All quotations will be opened on **20-07-2011** by 4 p.m. in the presence of bidders or their authorised representatives, if any.

**Annexure-A**  
**Format of Techno Commercial Bid**

<b>Sno</b>	<b>Item</b>	<b>Details</b>
1	Name of the firm	
2	Address for communication	
3	Description about technical competence	
4	List of Govt./International organisation to whom the service rendered during the last 5 years alongwith documentary proof.	
5	Are you an authorised service provider of Compaq/HP. If Yes enclose copies of certificate etc	
6	Details of Earnest Money Deposit	

Certify that the above stated information are correct and our firm fulfils the eligibility conditions stated in the Tender form.

**Authorised Signatory**

**Annexure-B**

**LIST OF IT EQUIPMENTS**

<b>SNo.</b>	<b>Items with Description</b>	<b>Qty</b>
<b>1.</b>	<b>Desktop Computers</b>	<b>75</b>
	Assembled	6
	Compaq Evo D32M	11
	Dell Optiplex Gx240	2
	HP Compaq D220	5
	HP Compaq Dx2180	1
	HP Compaq Dx2280	22
	HP Compaq Dx6120	3
	HP Dx2480	3
	HP Dx7200	20
	HP Pavilion 1630i	1
	IBM NetVista	1
<b>2.</b>	<b>HP Proliant ML-150 Server</b>	<b>1</b>
<b>3.</b>	<b>HP Proliant ML-350 Server</b>	<b>1</b>
<b>4.</b>	<b>HP XW 9300 Workstations</b>	<b>2</b>
<b>5.</b>	<b>Laptops</b>	<b>23</b>
	Compaq Evo N600c	1
	Dell D620	15
	Dell D630	1
	HP Compaq 6710b	2
	HP Compaq Nx6320	2
	IBM Thinkpad R51	1
	IBM Thinkpad R40	1
<b>6.</b>	<b>Printers</b>	<b>41</b>
	HP DJ 3820c	1
	HP DJ 5550c	7
	HP DJ 810c	4
	HP DJ 930c	1
	HP LJ 1000	1
	HP LJ 1022n	4
	HP LJ 1160n	2
	HP LJ 1320n	14
	HP LJ 1505n	2
	HP LJ 6L	1
	HP LJ P1007	2
	HP LJ P3005dn	1
HP LJ 3800dn (Color Laserjet)	1	
<b>7.</b>	<b>Computer Speakers</b>	<b>25</b>

<b>8.</b>	<b>Scanners</b>		<b>5</b>
	HP 2400	1	
	HP 2410g	1	
	HP 3500c	2	
	HP 9200 Digital Sender (Bulk Scanner)	1	
<b>9.</b>	<b>Computer UPS</b>		<b>42</b>
	APC 1KVA	14	
	Luminous 600 VA	1	
	Microtek 1KVA	2	
	Microtek 600 VA	25	
<b>10.</b>	<b>Online UPS</b>		<b>3</b>
	Aplab Online UPS 2KVA	1	
	Numeric Online UPS 7.5KVA	1	
	Vinitek Online UPS 5KVA	1	
<b>11.</b>	<b>Network Switches</b>		<b>14</b>
	24 Port Switch	5	
	8 Port Switch	7	
	12 Port Switch	1	
	16 Port Switch	1	
<b>12.</b>	<b>LCD Projectors</b>		<b>4</b>
<b>13.</b>	<b>Projector Screen with Remote</b>		<b>3</b>
<b>14.</b>	<b>Portable External USB HDD</b>		<b>21</b>
	<b>80 GB</b>	16	
	<b>160 GB</b>	1	
	<b>250 GB</b>	3	
	<b>500 GB</b>	1	
<b>15.</b>	<b>Networking</b>		<b>120 Nodes</b>

Payment Terms :

Other conditions if any :

**Authorised Signatory**