

Dated : 19 September 2013

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

Notice inviting Quotations

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

I. Eligibility:

1. The Firm should be an ISO certified reputed hardware maintenance and service provider having pan India presence & annual turnover of Rs. One Crore or above.
2. The firm should have a minimum 5 years of continuous experience in providing such services to Government or international Organizations.
3. The firm should be an authorized Service/AMC Provider/Partner of HP/Compaq.

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 favor of N.I.D.M., New Delhi.
2. Certificate from HP/Compaq to the effect that the firm is authorized Service/AMC Provider/Partner.
3. List of Clients to whom the service has been provided/being provided (Govt and International organizations) during the last 5 years.
4. Detailed resume of maximum 04 System & Network Engineers out of which atleast two will be provided to NIDM.

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 super-scribed 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 of 120 nodes**. 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 two qualified & experienced system & networking engineers (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 IT 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 failing which **daily penalty of Rs. 1500** will be imposed on bidder.
5. The engineers 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. Security Deposit

The successful bidder on award of AMC will have to provide a **security deposit of Rs. 50,000/-** in the form of crossed bank draft or pay order issued by a scheduled bank in favor of N.I.D.M. New Delhi **within 03 days of award of AMC**.

V. AMC Exclusions

Only batteries, cartridges & physical damages will be excluded from AMC, rest of the items must be covered under AMC.

VI. Resident Engineer (02 required)

- Resident Engineers should be a bachelor degree holder with one of more international certifications like Microsoft, Cisco, CompTIA etc. in the field of Hardware & Networking.
- Minimum 3 years of experience in the field of Hardware & Networking.

VII. Period of AMC

Annual Maintenance contract will be for a period of one year from the date of award by assumption of AMC followed Yearly **renewable upto maximum 03 years** subject to yearly satisfactory services certificate from NIDM.

VIII. Termination

The AMC may be terminated if the AMC provider fails to resolve issues more than **10 working days** or other issues which affects NIDM office works seriously. In that case pending payments, **EMD & security deposit will be forfeited** and AMC provider will be blacklisted from participating in future AMC tenders.

IX. Payments

Payment will be released **after every 03 months** on submission of bill duly verified by competent authority in NIDM.

X. 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 at-least 90 days.

XI. Submission of Bid and Last date:

Sealed quotation along with this form super-scribed on the envelop '**Annual Maintenance for Computers, Laptops & Peripherals of NIDM**', should reach '**Executive Director, 5-B I.P. Estate, M G Road, New Delhi 110 002**' on or before **10 October 2013** by **3 p.m.** 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 **same i.e. 10 October 2013 at 4 p.m.** in the presence of bidders or their authorized representatives, if any.

Annexure-A
Format of Techno Commercial Bid

Sno	Item	Details
1	Name of the firm	
2	Address for communication	
3	Detailed company profile	
4	Description about technical competence	
5	List of Govt./International organization to whom the service rendered during the last 5 years along-with documentary proof.	
6	Detailed resume of maximum 03 System & Network Engineers from among one will be provided to NIDM	
7	Audited balance sheet of last year	
8	Are you ISO certified? If Yes enclose copies of certificate etc	
9	Are you an authorized Service/AMC Provider/Partner of HP/Compaq? If Yes enclose copies of certificate etc	
10	Details of Earnest Money Deposit	

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

Authorized Signatory

Annexure-B

LIST OF IT EQUIPMENTS

SNo.	Items with Description	Qty	Amount
1.	Desktop Computers	73	
	HP Compaq D32M / D220	9	
	HP Compaq Dx2180	1	
	HP Compaq Dx2280	22	
	HP Compaq Dx6120	3	
	HP Dx2480	3	
	HP Dx7200	20	
	HP Elite 8100	15	
2.	HP Proliant ML-150 Server	1	
3.	HP Proliant ML-350 Server	1	
4.	HP XW 9300 Workstations	2	
5.	Laptops	23	
	Dell D620	15	
	Dell D630	1	
	HP Compaq 6710b	2	
	HP Compaq Nx6320	2	
	Dell Vostro 3400	1	
	HP Compaq 4430	2	
6.	Printers	43	
	HP DJ 5550c	5	
	HP DJ 810c	4	
	HP OJ 8100 pro	1	
	HP LJ 1606dn	5	
	HP LJ 1022n	4	
	HP LJ 1160n	2	
	HP LJ 1320n	14	
	HP LJ 1505n	2	
	HP LJ M551dn (Color Laserjet)	2	
	HP LJ P1007	2	
	HP LJ P3005dn	1	
	HP LJ 3800dn (Color Laserjet)	1	
7.	Computer Speakers	24	
8.	Scanners	5	
	HP 2400	1	
	HP 2410g	1	
	HP 3500c	2	
	HP 9200 Digital Sender (Bulk Scanner)	1	
9.	Computer UPS	42	

	APC 1KVA	14		
	Luminous 600 VA	1		
	Microtek 1KVA	2		
	Microtek 600 VA	25		
10.	Online UPS		2	
	Aplab Online UPS 2KVA	1		
	Numeric Online UPS 7.5KVA	1		
11.	Network Switches		16	
	24 Port Switch	6		
	8 Port Switch	7		
	12 Port Switch	1		
	16 Port Switch	2		
12.	Cisco 1841 router		1	
13.	LCD Projectors		4	
14.	Projector Screen with Remote		3	
15.	Logitech Remote Presenter R-400		3	
16.	VGA Splitter		2	
17.	Portable External USB HDD		24	
	80 GB	16		
	160 GB	1		
	250 GB	4		
	500 GB	3		
18.	Networking (Nodes)		120	
19.	IT Engineer		02	

Authorized Signatory