

**NATIONAL POWER TRAINING INSTITUTE
(Ministry of Power, Govt. of India)**

Notice Inviting Tender

For

**Comprehensive Annual Maintenance Contract
of Computer and Associate Peripherals**

April, 2011



**NATIONAL POWER TRAINING INSTITUTE
(MINISTRY OF POWER, GOVT.OF INDIA)**

**NPTI Complex
Sector-33,
Faridabad-121003
Haryana.
0129-2275448**

No. 07(1)/NPTI/HQ/IT/2011

Notice Inviting Tender

For

Comprehensive Annual Maintenance Contract of Computers and associated peripherals, Printers,Servers,UPS,Scanners,Projectors,LAN,Network (Wi-Fi) Devices at NPTI Corporate Office / Complex , Sector-33, Faridabad-121003(Haryana)for a period of Three year.

- (i) **Name of Work** :AMC of Computers and Associated Peripherals
- (ii) **Estimated Value of Contract** : 10,00,000/-
- (iii) **Earnest Money Deposit** : 25,000/-
- (iv) **Last Date for Submission of Bids** : 25th April, 2011
Time: Up to 2:30 p.m.
- (v) **Date of Opening of Bid** : 25th April, 2011
Time: 3:00 p.m.

National Power Training Institute (NPTI)
(Ministry of Power, Govt. of India)
Sector-33, NPTI Complex, Faridabad-121003 Haryana.

Bid Document No.....

Date of Issue.....

Fill in the Following Details:

- 1. Name & Address:
Of the Firm.**

.....
.....
.....

- 2. Name of the Authorized Signatory (ies):**

Important Notice:

- a. Incomplete and/or ambiguous and/or lately submitted bids are liable to be summarily rejected and would not be considered in any case.
 - b. The bidder must affix signature of their authorized person with rubber-stamp the original bid document as an acceptance of the RFP terms and conditions and submit the same along with the technical bid. In case of non-compliance, the bid is liable to be ignored/ summarily rejected.
- 3.** Bidders can download this bid document from the NPTI website viz. <http://www.npti.in>. EMD separately in the form of a Demand Draft / Banker's Cheque payable to 'The National Power Training Institute, Faridabad' drawn on any Scheduled Commercial Bank (preferably any Nationalized Bank) payable at Faridabad.

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SECTION – I

INVITATION FOR THE BIDS

1. Tender Document is non-transferable.
2. The firm shall submit an EMD of Rs. 25000/- along with quotation. The Earnest Money Deposit(EMD) i.e. Rs.25000/- should be paid in the form of Demand Draft payable at Faridabad in favour of National Power Training Institute, Faridabad Sector-33, Faridabad (Haryana). Tenders without EMD will be rejected. If the tender is withdrawn during the validity period, the EMD will be forfeited.
3. Your tender should be submitted in two parts viz.
 - i) Technical Portion without any prices (ANNEXURE I) and
 - ii) Price Portion (AANEXURE II)Both these portions must be sent in separate sealed covers, on the date of opening of the technical bids duly superscribed as
 - i) Technical Bid and
 - ii) Price Bid
4. Your technical bid shall not have the price portion but must include all the required Technical particulars supported by relevant technical literature, brochure/pamphlets etc.
5. The offer should be valid for 120 days from the date of opening of tenders.
6. Bidder should submit their valid documentary proof of Sales Tax/VAT, Service Tax registration number and the details of Income Tax registration (PAN), all of these should be enclosed with the Bid Offer failing which the bid would be rejected.
7. The firm should attach list of Service Engineer on its permanent roll (Minimum Five nos.) with documentary evidence.
8. The shortlisted agencies may be physically inspected by the team of NPTI officers.
9. The original tender papers duly signed and stamped by the authorised signatory on each page should also be enclosed along with the technical bid. And must be sent in a sealed single envelope addressed to the Director (IT), National Power Training Institute, NPTI Complex, Sector-33, Faridabad –

121003 (Haryana) and should be deposited in the Director General office at the following address latest by 2.30 p.m. on or before 25th April 2011.

1 Eligibility Criteria/ Pre-qualification

- I. The bidder should have been in the similar business for a period of at least 3 years as on last date of bid submission, as evidenced by the "Certificate of Incorporation" and "Certificate of Commencement of business" issued by the Registrar of Companies" or any other equivalent proof.
- II. The bidder should have at least three years experience in providing services and Annual Maintenance Services for IT infrastructure. Attach documentary proof of past three years experience duly certified copies of major work order executed in last three years giving details of Organization for which work order was successfully executed, no of nodes on LAN, user feedback, location etc. and User's certificates on satisfactory services provided on maintenance of (one LAN of at least 100 nodes/Desktops in a single office/campus), including internet services must be submitted; In case of a failure to submit these information the bid shall be rejected outright.
- III. The bidder should have average turnover of at least Rupees 5 Lac (Rupees Five Lac) during last three years in IT related operations as evidenced by their audited balance sheets which would be annexed with the Bid. The turnover refers to the individual Bidder and not the composite turnover of its affiliates, subsidiaries / sister concerns or parent company (ies) etc.
- IV. The bidder should have an operational branch office and/or head office along with required maintenance facilities with at least Five skilled technically qualified personnel in the National Capital Region (NCR) to carry out repair of Desktops, passive LAN components & cabling infrastructure and should be able to identify and rectify the fault whether it is due to active or passive component and inform NPTI. Attach brief professional profile showing experience of each personnel. The bidder should indicate the location details of their offices for taking up maintenance work, with their contact address, telephone nos., e-mail address, fax number and details of the trained manpower located in those offices.
- V. Bid Offer should accompany an Earnest Money Deposit (EMD) of Rs 25,000/-(Twenty Five Thousand only) in the form of a Demand Draft drawn in favor of 'National Power Training Institute, Faridabad' on a scheduled/ nationalized bank payable at Faridabad.
- VI. Bidder should submit their valid documentary proof of Sales Tax/VAT, Service Tax registration number and the details of Income Tax

registration (PAN), all of these should be enclosed with the bid Offer failing which the bid would be rejected.

- VII. The bidder must fulfill the above eligibility criteria/ pre-qualification conditions. Technical bid of bidders fulfilling the pre-qualification conditions will only be evaluated by NPTI. Bid of bidders not fulfilling the pre-qualification conditions given above will be summarily rejected. Bidder must submit all the information and documents as required above at the first instance, failing which the bid runs the risk of rejection.
- VIII. NPTI reserves the right to verify/confirm all original documentary evidence submitted by vendors in support of above mentioned clauses of eligibility criteria.
- 1.1 Eligibility Criteria Documents, Technical Bid, Earnest Money Deposit and Financial Bid should be put in separate envelopes duly sealed. The content on the envelope, bidder's name & address should be clearly marked on the top of the sealed envelopes.
- 1.2 The bids complete in all respects addressed to the Director(IT), NPTI Complex, Sector-33, Faridabad and should be deposited in the Director General office at the following address latest by 2:30 p.m. on or before 25th April 2011.
- NPTI Corporate Office, Sector-33, NPTI Complex
(Ministry of Power, Govt. of India), Faridabad-121003, Haryana
- 1.3 The Bid will be opened at the Corporate Office, NPTI, Sector-33, NPTI complex, Faridabad – 121003 on the same day (Last date of submission of the Bid) at 3:00 P.M in the presence of bidders who desire to be present.
- 1.4 NPTI reserves the right to waive off any irregularities; accept the whole, or part of or reject any or all bids.

SECTION II

SCHEDULE OF REQUIREMENTS

Scope of the Work

The scope of work Annual Maintenance Contract of Computers and associated peripherals following components:

Responsibilities:

Overall Responsibility – The Contractor shall be fully responsible for all the Computer systems and associated peripherals at NPTI Corporate Office/Complex

1. The Contractor shall depute/post at least one **technically qualified Service Engineers and One supporting personnel / helper** at NPTI's premises during the normal working hours, i.e. from 9.30 A.M. to 6.00 P.M. on all working days for providing service and attending to day to day repair/Maintenance jobs. However, in special circumstances, they may be required to provide such services beyond office hours and on holidays also, without any limit on number or days, at no extra cost to NPTI. The contractor shall take care of all mandatory provisions in the relevant rules/acts, etc., **while making payment of salary to its deployed employees and the Purchaser shall not be responsible for violation of any statutory provision under any circumstances.**
2. The contractor shall also depute additional engineers, if required, to attend the complaint on the same day, without any extra charge.
3. The Service Engineers should be Graduate Engineer / Diploma Engineer in Computer /Electronics with an experience of not less than 3 years in computer hardware as well as software maintenance, Software Installation on their pay roll to render their service to Windows NT / Windows XP / Windows Vista / Linux based system, who shall also be having competence in maintaining LAN/Wi-Fi infrastructure and maintenance of different type, brand and models of computers, printers, scanners, projectors, Wi-Fi Access Point and Concern Accessories, UPS etc. They shall be equipped with the Laptop and maintenance kit comprising of tool box, multi-meter, diagnostic software, device driver software, external hard disk drive/Pen Drive of at least 8 GB, LAN tester, crimping & punching tools and any other tools required for carrying out such service.
4. The engineers should be equipped with mobile phones to ensure their availability.

5. The service engineers to be deputed in NPTI should be from the probable list supplied by the bidder with the technical bid document and qualification and Experience of service engineers should be got approved at the beginning of the contract. They will normally not be allowed to be withdrawn during the contract period. However, in exceptional circumstances, a suitable substitute with prior consent will have to be provided.
6. Removing or moving any equipment to different divisions or his workshop shall be the responsibility of the Contractor.
7. The Contractor shall provide spare parts, assemblies and sub-assemblies, which develop defects or breakdown during the period of Maintenance Contract. All spare parts replaced shall be of original equipment manufacturer / supplier and shall be subject to inspection of spare parts by the authorized officer of the client before replacement.
8. Comprehensive Maintenance Contract includes all the parts / components Equipment and do not include consumable items like paper / ribbons / laser printer toners / printer cartridges / printer Teflon sheet / printer pressure roller / printer head /printer transfer kit belt / UPS batteries/Projector Lamp. In addition to this, the Contractor is not liable for the supply of LAN cable, IOs for rectifying the networking related complaints.
9. All Desktop Computer / Server/ / Printers/UPS components/Wi-Fi Access Point and concern accessories /Plotter/Switches/Hub/will come under the Purview of the contract. These will include:
 - a. Processor (CPU)
 - b. Motherboards
 - c. Main memory (RAM)
 - d. External storage devices, i.e., CD-ROM / CD Writer Drives, DVD Drives, Hard Disk Drives, Zip Drives.
 - e. Keyboards
 - f. Mouse
 - g. TFT / CRT Monitors (including picture tube)
 - h. All peripheral cards / network cards
 - i. Power supply (SMPS) unit
 - J. LCD Projectors Make Philips, Sharp, Panasonic (Excluding Lamp)

- K. UPS (excluding batteries)
 - l. Laptop power adaptors
 - m. Printer power adaptors
 - n. Antenna
- 10. The maximum response time for a maintenance complaint (i.e., time required for the Contractor's maintenance engineers to report to the installation after a request call is entered in the register/system) shall not exceed one working day.
- 11. The maximum repair time for repairing faulty equipment i.e., the time required for the Contractor's service engineer to rectify the fault after the logging of complaint shall be two working days. The complaints of offices of Director General, Principal Director, Director and Classes of NPTI will be attended and rectified same day.
- 12. In case, the service engineer feels that the fault cannot be rectified within two working days, then the standby equipment of equivalent quality will be immediately provided by the Contractor and the faulty equipment shall be repaired. Information about the standby provided by the Contractor shall be immediately conveyed to the monitoring officer(s) in IT division of NPTI. If the complaint is not attended or the fault is not rectified by the maintenance engineer within two working days, penalty would be levied on that particular complaint, as per rule.
- 13. The Contractor will maintain sufficient stock of necessary spares with him so as to provide a satisfactory and efficient service to NPTI. At least 2 Nos. each of fully functional CPUs, Monitors, UPS, Keyboards, Hard Disks, SMPS, USB optical Mouse, Printers, DVD Combo drives & LAN Cards and at least 1 Nos. of Laptops would be kept at the premises of NPTI. as standby equipment. CPUs of / Computers should be at least of P-IV (Core 2 Duo)configuration with minimum 1GB RAM & 80GB HDD capacity and UPS should be of at least 500VA capacity. Any cost incurred towards transportation of the faulty/repared as well as stand by equipment shall be borne by the Contractor. In the absence of above said standby equipments in NPTI office, payment of Contractor's quarterly bills may get affected.
- 14. The Contractor/Service Engineer shall intimate the status of complaints pending/rectified on daily basis. The Contractor shall also submit a consolidated report furnishing the details of calls attended, remedial action taken and their status on monthly basis along with the monthly bill.
- 15. If an equipment/accessory/component cannot be repaired in-house and has to be sent to Contractor's workshop outside the premises of NPTI, prior permission shall be taken in writing and appropriate stand-by equipment shall be provided before taking out any equipment for repair.

16. The service engineer will get 'Gate-Pass' issued from I.T. Division of NPTI for taking out the faulty equipment / accessory / component for repair at their workshop as per the existing security instructions. When the item is brought back to NPTI's premises after repair, it shall be the responsibility of the Contractor to route it through security for necessary entries in their records. Components taken away for outside repair must be returned within 07 days positively.
17. The provision of standby unit does not absolve the Contractor from the responsibility of repairing the fault early. If after providing the standby equipment, faulty equipment is not rectified and installed back within 07 days from the day of complaint, then penalty would be levied on that particular complaint as per the rule.
18. The Contractor will be responsible for the presence of his service engineers and supporting personnel. Daily presence of maintenance personnel mentioned in terms and condition will be monitored by the I.T. Engineer In charge of NPTI. In case of the absence of the service engineers/supporting personals from their duty or reporting late for the duty, penalty would be levied on the Contractor as per rule.

SECTION III

Instruction to Bidders

1. The Purchaser will provide valid licensed operating system / antivirus / application softwares supplied by OEMs to the Contractor for installation / reinstallation on NPTI computers. List of all such supplied softwares will be maintained by the Purchaser and the Contractor shall be responsible for making sure that no copies of the handed over softwares are taken out of NPTI premises.
2. Your price bid should contain pricing details only.
3. The offers received after the due date and time shall not be considered.
4. NPTI reserves the right to reject any or all the offers without assigning any reason thereof and NPTI's decision in this regard shall be final and binding.
5. The tender should be complete in all respects. Full particulars and descriptive literature if any should be forwarded with your technical tender.
6. Vendors are advised in their own interest visit the location and inspect all the enlisted hardwares before quoting the price. All the hardwares will be covered under AMC irrespective of working or not working.

7. Your tender should be sent in a properly sealed covers addressed to the Director(IT,)National Power Training Institute, NPTI Complex, Sector-33, Faridabad -121003(Haryana) and superscribed as Tender **For AMC of Computers and associated Peripherals.**
8. Tender should reach this office not later than 2.30 p.m. on the date of opening of the technical bid as stated in the Schedule of Tender.
9. In the first instance the technical bid will be opened in the presence of the representatives of the firms, who may like to be present on the date of opening of the tenders. The price bid of the technically qualified tenders as considered fit and/or as per NPTI requirement will be opened on the date and time fixed by NPTI which will be informed at a later date.
10. Director General, NPTI reserves the right to reject any or all the tenders at his sole discretion without assigning any reason and further reference to firm.
11. **Contract Performance Guarantee:** In case of award of contract, a successful bidder has to give a Contract Performance Guarantee in the form of a bank guarantee towards faithful performance of contract for an amount equivalent to 10% of the contract value of 3 years.
12. The offer should be valid for 120 days from the date of opening of tenders.
13. The original tender papers duly signed and stamped by the authorized signatory on each page shall be submitted along with the technical offer. The quotation without signature and stamp will be simply rejected.
14. **Mode of Payment:** The payment will be made on quarterly basis after satisfactory completion of the work.
15. NPTI reserves the right to reject any or all quotations without giving any reason/ notice to the firm(s).
16. In event of major maintenance job that requires more than one day, then the firm will provide their identical machine (s) till the faulty machine (s) gets repaired.
17. If the complaints are not redressed properly as per the satisfaction of the Engineer In charge, appropriate deductions as decided by Engineer Incharge or as per mentioned rule may be made to that fault.
18. The following items are to be kept as inventory by contractor at the time of start of AMC.

*	LAN cable (Cat V) of reputed make	– 1 Boxes.
*	RJ 45 connector of reputed make	– 2 Box.
*	Mouse (HP, Compaq)	– 10 Nos.
*	Keyboard (HP) Black Colour	– 05 Nos.

- * VGA Cable of reputed make – 10 Nos
- * Computer Power Cable of reputed make – 05 Nos.
- * LAN connection splitter 2 way – 5Nos.

19. The faulty parts arising out of replacement shall be the property of the firm after taking approval from Engineer in charge and gate pass. The firm shall replace the faulty part of the same make if available in the market, however in case of non-availability of part due to obsolescence or discontinuation, the same is to be replaced by one which is of reputed make available in the market duly approved by NPTI to make the equipment workable. All the Complain/Repair works should be completed same day/24 hours.
20. In Case of failure of the firm to complete the repair work within reasonable period, the same shall be got repaired from Outside Agency and charges deducted from the firm's quarterly Bill. A notice shall be served to the firm for this.
21. The work shall be executed as per the direction and satisfaction of the Engineer-In -charge. Decision of the Engineer In charge will be final in all types of maintenance works related to the contract.
22. Postal delay or loss of tender in transit will not be responsibility of this office.
23. Telegraphic or Telex / Fax offers will not be considered.
24. The AMC shall start from the date of acceptance of contract by the firm.
25. The firm shall provide the AMC of equipment (s) even if it is shifted to any location within Faridabad / Delhi.
26. The AMC also includes protection from viruses and its removal from Servers, Nodes connected through LAN network. Vendor has to provide full security for the entire LAN/Wi-Fi Network Security. He has to take adequate majors for avoiding any unauthorized use.
27. The AMC also includes installation/ re-installation/ rectification of software's related problems in LAN/ E-mail/ Internet /Wi-Fi Network and connected hardware's for the smooth functioning of system.
28. The engineer deputed by the firm at NPTI-HQ must have good experience of dealing with maintenance problems occurred in LAN/ E Mail/ Internet /Wi-Fi, Outlook Configuration and nodes etc. He should be able to attend the all problems immediately. If Engineer deputed by the firm found not providing the services satisfactorily, then the firm has to replace him/her immediately otherwise contract will be terminated.
29. If NPTI found that the service provided by the firm is not satisfactory, then the contract will be terminated & EMD will also be forfeited.

30. The lowest bidder shall not have any right for award of the contract. NPTI reserves the right of awarding the contract to any of the firm keeping their merits/ demerits in mind.
31. In Price Bid format Second year unit price for each item should not vary by more than $\pm 20\%$ of the unit rates of first year ,similarly unit rates of third year price should not vary by more than $\pm 10\%$ of the unit rates of the second year.
32. The rates quoted by the bidder will remain valid for a period of Three year from the date of award of contract and extendable up to maximum period of three years, subject to approval of NPTI. Bidders are required to quote rates for all items of Annexure Part-II.
33. Settlement of Disputes by Arbitration: Except where otherwise provided in the contract, all questions and disputes relating to the meaning of the specifications, claim or things whatsoever, in any way arising out of the works relating to the contract, or the execution, or failure to execute the same whether arising during the progress of the contract or after the completion or abandonment thereof shall be referred to the sole arbitration of the person to be appointed by the Director General, National Power Training institute, Faridabad. The proceeding of the arbitration will be carried out in Faridabad. The decision of the arbitrator so appointed will be final and binding on both the parties.
34. The decision of Director General, NPTI will be final in all the matters relating to technical and commercial terms and conditions.

SECTION-IV

General Terms and conditions

1. The Contractor shall make arrangement of the requisite documentation / maintenance records etc. as required for processing the quarterly payment during the period of the Contract, which may be required by him for carrying out the maintenance. He shall submit a copy of the document/maintenance records to NPTI, as and when required for reference.
2. The Contractor shall not employ any undesirable personnel. Any such person, not acceptable to NPTI, shall be immediately replaced.
3. The Contractor shall get the maintenance of the equipments, including the preventive maintenance thereof, done by its maintenance staff solely at its own risk. NPTI shall not, in any way, be liable to make any payment, incur any expenditure or face any lawsuit in any court of law for any injury or death suffered by the Contractor's maintenance staff during the course of maintenance under the Contract.
4. The Contractor shall observe all security measures as are applicable to the office of the client, reserves the right to cancel the contract in case of breach of security regulations required to be observed by the Contractor. Any special precautions required to be taken by the Contractor shall be made known to him by the client as and when such necessity arises. All day to day jobs shall be carried out by the Contractor with the permission of the competent authority in NPTI.
5. Payment of bills will be made after adjusting for withdrawal of any of the Computer system, and/or associated peripheral and/or other equipments on pro-rata basis. Any equipment can also be added during the period of contract at the same terms and conditions of the maintenance contract.
6. The contractor shall maintain the equipment as per manufacturer's guidelines and shall use only standard / compatible / equivalent components for replacement. The original specification / characteristics / features of the equipment shall not be changed without prior intimation to client.
7. The contractor shall be responsible for taking backup of data and programs available in PC, before rectifying the fault and shall be responsible for reloading the same. The backup copies are to be returned to the users.
8. **Cancellation of the Contract:** In case of non performance by the successful bidder during the currency of the contract, NPTI reserve the right to terminate the contract by giving 30 days notice.

Preventive Maintenance Terms and Conditions

1. The contractor shall carry out preventive maintenance at least once in three months in respect of each of equipments under the Contract. A certificate should be obtained by the contractor from the Engineer Incharge that the preventive maintenance has been carried out satisfactorily at least once in three months and shall be enclosed along with log book meant for carrying out preventive maintenance while submitting the quarterly bill of maintenance charges for payment.
2. The schedule of preventive maintenance shall be as follows:
 - a) Cleaning of all equipment using air vacuum cleaner, cleaning liquid (preferably Colin Brand), brush and soft muslin clothes.
 - b) Running of test program to ensure quality print/data reliability.
 - c) Ensuring the covers, screws, switches etc. are firmly fastened in respect of each equipment.
 - d) Running of diagnostic software for system performance.

Penalty for default in Service

1. If a fault (excluding LAN related) is not rectified within the time specified under terms and the contractor fails to provide a suitable stand-by equipment, then penalty at the rates indicated below will be levied till such time the equipment is repaired or appropriate standby is provided and deducted from the Contractor's quarterly bill :
 - (i.) Maintenance charges (on pro rata basis) of the equipment shall be deducted for the equipment's downtime of more than two working days.
 - (ii.) Quarterly maintenance charges of the equipment shall be deducted for the Equipment's downtime of more than 15 working days.
 - (iii.) Yearly maintenance charges of the equipment shall be deducted for the equipment's downtime of more than one quarter.
2. If LAN related problem under the scope of AMC is not rectified within Two working days, then Rs. 50/- (Rs. Fifty Only) per complaint per day subject to a maximum of Rs. 500/- shall be deducted from the Contractor's quarterly bill for delay.

3. An amount of Rs. 100/- (Rs. One hundred only) per equipment per day shall be deducted from the Contractor's quarterly bill for delay of more than 07 days in returning any equipment/component taken for repair outside the premises.
4. Quarterly preventive maintenance report signed by respective users would be submitted to the client, failing which quarterly penalty of Rs. 200/- per user would be levied and recovered from the quarterly payment of bills.
5. If any of the service engineers/supporting personnel to be deputed for maintenance of equipment as per rule of this section remains on leave or absent, a suitable shall immediately be provided, failing which deduction of Rs.500/- per day of leave/absence of each such service engineer and a deduction of Rs.200/- per day of leave/absence for each such supporting personnel shall be deducted from the outstanding bills of the contractor. For each occurrence of late reporting to duty of service engineers / supporting personnel, penalty equal to half the penal deduction due to absence of respective person shall be levied.
6. Sum of all deductions levied during the quarter, however, shall be limited to the amount of quarterly bill.

Handing over of equipment under the contract on expiry of term /termination of the contract:

1. The Contractor shall be required to hand over all the equipments in perfect working condition on expiry/ termination of the Contract, failing which it shall be open to the purchaser to get the equipment, found faulty, repaired from any external agencies at the cost and risk of the Contractor and the expenses incurred shall be deducted from the Performance bank guarantee and/or outstanding bills, if any, of the contractor. If the amount of Performance bank guarantee and/or outstanding bills is found inadequate, the balance amount shall be payable by the contractor to the purchaser and NPTI shall be entitled to recover it from him.
2. The Contractor is responsible for handing over of all licensed softwares of the Purchaser on expiry / termination of the Contract, failing which cost equal to book value of the software shall be recovered by the method given above.

(S. K. Sinha)
Director (IT)

(Signature of the Bidder)
N.P.T.I.

Annexure I

PERFORMA FOR SUBMISSION OF TECHNICAL BID

S.No.	Item description	Details
1	Name of agency	
2	Address	
3	Phone and Fax	
4	E-mail address	
5	CST No:Work Contract No./Vat No.	
6	Service Tax Registration No.	
7	PAN No.	

S.No.	Particulars	Yes/No	Enclose the necessary documents as proof. Also specify & item no./ pg. no. of technical bid where attached
1	The bidder should have been in the similar business for a period of at least 3 years as on last date of bid submission		
2	Certificate of Commencement of business "issued by the Registrar of Companies" or any other equivalent proof.		
3	Certificate of Incorporation		
4	bidder should have at least three years experience in providing services and Annual Maintenance Services for IT infrastructure. Attach documentary proof of past three years experience duly certified copies of major work order executed in last three years giving details of Organization for which work order was successfully executed, no of nodes on LAN, user feedback, location etc. and User's certificates on satisfactory services provided on maintenance of (one LAN of at least 100 nodes/Desktops in a single office/campus), including internet services must be submitted; In case of a failure to submit these information the bid shall be rejected outright.		

5	Bidder should have average turnover of at least Rupees 5 Lac (Rupees Twenty Lac only) during last three years in IT related operations as evidenced by their audited balance sheets which would be annexed with the Bid. The turnover refers to the individual Bidder and not the composite turnover of its affiliates, subsidiaries / sister concerns or parent company (ies) etc.		
6	Bidder should have an operational branch office and/or head office along with required maintenance facilities with at least Five skilled technically qualified personnel in the National Capital Region (NCR) to carry out repair of Desktops, passive LAN Components &cabling infrastructure and should be able to identify and rectify the fault whether it is due to active or passive component and inform NPTI. Attach brief professional profile showing experience of each personnel. The bidder should indicate the location details of their offices for taking up maintenance work, with their contact address, telephone nos., e-mail address, fax number and details of the trained manpower located in those offices.		
7	Bid Offer should accompany an Earnest Money Deposit (EMD) of Rs 25,000/-(Twenty Five Thousand only) in the form of a Demand Draft drawn in favor of 'National Power Training Institute, Faridabad' on a scheduled/nationalized bank payable at Faridabad.		
8	Bidder should submit their valid documentary proof of Sales Tax/VAT, Service Tax registration number and the details of Income Tax registration (PAN), all of these should be enclosed with the bid Offer failing which the bid would be rejected.		

**(AUTHORISED SIGNATORY)
SEAL**

Annexure-II

Price Bid

Rates of AMC of Computers and associated peripherals Printers, Servers, UPS, Scanners, Projector, and LAN network Wi-Fi devices.

S.No	Item Name	Present Quantity	Price for 1 st Yr		Price for 2 nd Yr		Price for 3 rd Yr		Total of 1 st , 2 nd & 3 rd Yr
			Unit Rate	Total	Unit Rate	Total	Unit Rate	Total	
1	Pentium PCs of various Make Specifications- HP, Compaq, IBM, ACER	100 Nos.							
2	Server Configuration: (i)PIII 800MH2 Processor, RAM-784 MB, Indian Firewall Installed (ii)Intel Xeon 2.4 GHz, 768 MB RAM (iii)Intel Xeon 204GHz	3 Nos.							
3	8 Port Hub	3							
4	Switch 8 Port	1							
5	Switch 16 Port	2							
6	Switch 24 Port	18							
7	UPS 3 KVA+5 KVA	2+2							
8	08mbps, High Power Professional Outdoor Manageable Access Point, 1 Watt	1							
9	54Mbps, High Power Professional Outdoor Manageable Access Point, 200mw, WLO-5420G	6							
10	21 DBI Panel Antenna Digital	7							
11	POE Switch	2							
12	Indoor AP	9							
13	Printer (i)Laser Jet (ii)Desk Jet (iii)All in One (iv)Photomart (v)Color Laser Jet	45 05 2 1 1							
14	Plotter	1							
15	LCD Multimedia Projector (Make Philips, Sharp, Panasonic)	10							
16	Taxes (If any)								
17	Grand Total								

**(AUTHORISED SIGNATORY)
SEAL**

Note:

In addition to above hardwares, we have various other hardwares; some of them are under warranty from suppliers. The AMC service provider will also provide full support for the rectification of fault in these hardwares by continuous follow-up with the respective suppliers & other miscellaneous work.

List of equipment under Comprehensive Maintenance Contract:

1. The tentative list of equipments - to be covered under the Maintenance Contract is annexed herewith at Annexure-I to Annexure-II. There may be addition or deletion of equipments in the said lists as and when and if so required.

2. The contract is to be assigned for all the working equipment on “as is where is basis” without any pre-condition and it would be the responsibility of the bidder to extend the services to all such equipments. **All the equipments shall be deemed to be handed over to the bidder under Maintenance Contract in proper working condition once the contract is entered into.**

**(AUTHORISED SIGNATORY)
SEAL**