ऑप्स (104)/ए.एम.सी./23/12/रा.अ.रि.ब्यूरो

भारत सरकार

गृह मंत्रालय

राष्ट्रीय अपराध रिकार्ड ब्यूरो

पूर्वी खण्ड – 7, रा.कृ.पुरम,
नई दिल्ली – 110066
दिनांक – 12.06.2012,

सेवा में ,

(सूची संलग्न)

श्रीमान,

इस पत्र के साथ संलग्न वार्षिक सी.ए.एम.सी विवरण का अवलोकन करें ।

इस संबंध में अधोहस्ताक्षरित को इस कार्यालय में लगे कम्प्यूटर सामग्री की वार्षिक सी.ए.एम.सी. हेतु बंद निविदायें आमंत्रित करने का आदेश हुआ है । इस ब्यूरो में लगे कम्प्यूटर सामग्री की लिस्ट कार्य के विवरण तथा निबंधन व शर्तों सहित इस पत्र के साथ संलग्न है । इस संबध में यहाँ यह बताना अत्यंत आवश्यक है कि इस कार्य के लिये चुने गये वेन्डर को इस ब्यूरो के सभी कम्प्यूटर सामग्री पर आने वाली सभी प्रकार की सॉफ्टवेयर संबंधित समस्याओं को भी सुलझाना होगा ।

मोहरबंद कोटेशन 5.00 बजे तारीख 22.06.2012 तक कार्यालय के स्वागत कक्ष पर लगे निविदा पेटी में डाल दें ।

भवदीया

कामिनी शाह 12.6.2012

(कामिनी शाह)

सहायक निदेशक (सीसीटीएनएस – I)

OPS(104)/AMC/23/2012/NCRB
Government of India
Ministry of Home Affairs
National Crime Records Bureau

Date : 12/06/2012

Limited Tender Notice

Sealed quotations are invited from reputed vendors for Comprehensive Annual Maintenance Contract (CAMC) of **Desktop, Laptop, Printer, Scanner, UPS etc**.

The **Comprehensive Annual Maintenance Contract** (CAMC) will cover maintenance of hardware items for users as per details at Annexure-I along with prevention, operating system, antivirus and software installation (required operating system, antivirus and software will be provided by NCRB) etc for **one year** from the date of awarding the contract along with primary level inspection of warranty items also.

The equipment is located at NCRB East Block-7 and 9, R. K. Puram, New Delhi and can be inspected during any working day between 2.00 pm to 5.00 pm with prior appointment to JAD(DCT). The summarized item wise detail of the equipment is enclosed in at Annexures – A.

Bidding Procedure:

a. Quotations are invited in two Bid systems, (1) Technical and (2) Commercial. Quotations for **Technical and Financial bids** should be sealed separately and enclosed in single sealed envelope clearly indicating "Quotations for CAMC of desktops and Printers" and addressed to DG, NCRB, East Block-7, R K Puram, New Delhi-66.

b. Sealed quotations shall be received not later than **17:00 hrs on June 22, 2012**. No Bids will be accepted after this date & time under any circumstances. This office will not be responsible for any postal/courier delay and also for reasons beyond the control of this office.

c. Technical Bids must contain the EMD for specified amount, along with complete technical details as desired by this tender. First Technical Bids of all the tender will be opened on pre scheduled date, time & venue. Technical Bids without EMD will be summarily rejected. Commercial Bid of only successful Technical Bids will be opened.

d. All bids must be delivered to the Data Centre and Technical Branch, National Crime Records Bureau, East Block-7, R K Puram, New Delhi-110066

Condition for Bidder (ELIGIBILITY)

1. The firm should have executed minimum one single AMC order of Rs.10 lakh or 3 orders of Rs.5 lakh each in recent past.

2. The Bidder must have back to back agreement with the OEM M/s HP for supply of spares and support.

3. The bidder must submit an authorization letter from OEM M/s HP clearly stating that the bidder has the authority and competence to provide services for HP make equipments and that HP will extend all support to them in discharging their service contract.

4. Bidder must have enough inventories of the spares.

5. Latest performance statement / letter from minimum 3 clients (preferably Govt.) be enclosed.

6. Latest Income Tax clearance Certificate should be enclosed.

7. The firm quoting the rates should be registered with Sales Tax authorities with work contract cell. Necessary Clearance Certificate issued by the work contract cell should be enclosed with the quotation.

8. Those hardware items which are in the warranty will be included in CAMC w.e.f. expiry of warranty.

9. Comprehensive AMC includes all the plastic, rubber equipments, knobs, teflon, movable/ rotational parts, batteries (UPS and Laptop) necessary for normal operation of the original equipment. No other charges would be payable by this Bureau.

10. If any hardware item warrants condemnation, that item will be deleted from CAMC list at that time.

11. Two well qualified resident engineers having minimum three years experienced in relevant field should be available in NCRB on all working days from 09.30 hrs to 1800 Hrs daily for maintaining all hardware equipments running in NCRB and rectifying the problem, if any. Engineer will sign in the attendance register for records purpose. If the any of the engineer does not turn up, then a sum of Rs. 500/- per day will be deducted from the CAMC amount.

12. The resident engineers should be professionally qualified to be able to handle UPS also on their own. They should also be familiar with networking issues so as to maintain peripherals at client and server level. In case if the resident engineer is unable to resolve the UPS problem then other engineer should be sent immediately on the lodge of complaint. If the UPS engineer does not turn up or close the UPS call within 24 hrs after lodging the complaint, then a penalty of Rs. 1000/- per day per complaint from the date of lodging the complaint will be deducted from the CAMC amount.

13. In case the faulty equipment is not repaired/ replaced within 24 hrs from the date of lodging the complaint, then penalty of Rs. 500 per day per complaint will be deducted from the CAMC amount.

14. The vendor is required to do quarterly preventive maintenance of all the equipments under CAMC. In case, if the same is not done then penalty of Rs.5000/- per quarter will be imposed and the amount will be deducted from CAMC payment

15. Contract can be terminated by the NCRB any time by giving fifteen-days notice.

16. DG, NCRB reserves the right to reject or accept any tender document without assigning any reason.

Condition Regarding Deposit of Earnest Money

1. The Earnest Money (Refundable) of Rs. 25000/- (Rupees Twenty Five Thousand only) can be deposited in from of bank draft or pay order in favour of AO, PAO, DCPW payable at New Delhi.
2. No interest shall be payable by this Bureau on the earnest money deposited by the bidder.
3. Earnest Money of the successful bidder shall be returned by this Bureau as early as possible after the placement of contract.
4. Any bid not accompanied with earnest money shall be rejected.

Payment terms

1. Payment of the CAMC will be effective from the date of signing the CAMC contract.
2. Payment will be made on quarterly basis on submission of bill by the vendor on completion of each quarter. First payment will be made from the date of commencement of the CAMC
3. Successful bidder will have to deposit a performance linked irrevocable Bank Guarantee (BG) equivalent to 10% of the total bid amount. Validity of the BG should cover entire CAMC period plus 3 months beyond that period. Penalties will be levied if performance of the equipments goes below 95% under a pre-designed formula available with this Bureau. Moreover successful bidder will have to sign an agreement with NCRB on a stamp paper as per the format provided by NCRB.
4. Penalties if any shall be deducted from any of the payment due to the bidder.

OPS (104)/AMC/23/2012/NCRB
Government of India
Ministry of Home Affairs
National Crime Records Bureau

Annexure - I

List of Equipments

Sl No.	Item	Quantity
1.	Cordless KB/Mouse	2
2.	Desktop	194
3.	Desktop PC Touch Smart	1
4.	Ethernet Switch (24 Port)	1
5.	External Drive	1
6.	Laptop	20
7.	LCD Projector	3
8.	Printer CLJ	5
9.	Printer Digital Multi Function	3
10.	Printer DJ	2
11.	Printer IJ	2
12.	Printer Line	4
13.	Printer LJ	55
14.	Printer Photo	3
15.	Router	1
16.	Scanner	17
17.	Server	8
18.	Storage Area Network	1
19.	TFT MONITOR 17"	1
20.	UPS 10 KVA On-line	6
21.	UPS 15 KVA On-line	3
22.	UPS 1 KVA On-line	5
23.	UPS 2 KVA On-line	1
24.	UPS 500VA On-line	2
25.	UPS 5 KVA On-line	3
26.	UPS 6 KVA On-line	1
TOTAL		**345**

OPS(104)/AMC/23/2012/NCRB
Government of India
Ministry of Home Affairs
National Crime Records Bureau

Annexure - II

TENDER PROFORMA For TECHNICAL BID

1. **Name of the Bidder :**
2. **Type of Firm(Proprietary, Pvt. Ltd., PSU,others)(Give Details)**

3. **Head / Regd. Office address :**
   a) Postal
   b) Fax No.
   c) Contact person's Name, Telephone No, e-Mail

3. **Former name of firm (if any)**

4. **Office address in NCT of Delhi:**
   a) Postal
   b) Fax No.
   c) Contact person's Name, Telephone No, e-Mail

5. **Year of establishment in IT sector :**
6. **Relevant Experience (No. of years)**
7. **Please enclose copies of:**
   Certificate of Registration No.
   PAN/TAN
   Service Tax
   Sales Tax
   Income Tax clearance certificate
8. **Address of workshop (**if any)
9. **Details of EMD deposited :**
   Draft No.
   Bank details :
   Amount :
   Validity :

10. **Period of validity of the offer:**
11. **Have you failed to complete any work awarded to you. (if so, when, where and why?) Give complete details.**
12. **Details of Manpower with Qualifications:**
    Hardware Engineers Software engineer Network engineer Other Staff

13. **How many projects you were imposed penalties for delay/unsatisfactory performance.**
14. **Satisfactory service certificates from previous customers.**
15. **Any Quality certification attained by the firm?** (if yes, enclose copy)
16. **Whether details of past experience furnished in the required Performa (Annexure-III)**

I/We hereby certify that the information furnished above is full and correct to the best of my/our knowledge.

Date :

(Signature of the authorized signatory)

Place : Name

Office seal.

OPS(104)/AMC/23/2012/NCRB
Government of India
Ministry of Home Affairs
National Crime Records Bureau

Annexure - III

Details of Comprehensive Annual Maintenance Contracts Executed in Past three years

Hardware/network maintenance support

Sr. No.	Name of Organization	Contract Period		Value of CAMC	Name of Resident Technical Personnel (if any)
		From	To		

Software installation/functioning support

Sr. No.	Name of Organization	Contract Period		Value of Contract
		From	To	

Performance certificate from at least three Govt. organizations/PSU (only top three) enclosed.

Date :

(Signature of the authorized signatory)

Place :

Name

Office seal.