REQUEST FOR PROPOSAL

FOR

COMPREHENSIVE AMC OF

COMPUTER PERIPHERALS &

UPS AT CGDA

CONTROLLER GENERALOF DEFENCE ACCOUNTS

ULAN BATAR ROAD, PALAM, DELHI CANTT-110010

SUMMARY SHEET

Tender reference	MECH/EDP/244/COMP/AMC/2018-19 Date: 02-01-2019
Name of the Department	Defence Accounts Department, Govt. of India, Ministry of Defence (MOD)
Date of Issue of Request for Proposal (RFP)	**02-01-2019**
Last date and time for Receipt of Proposal	**22-01-2019 at 1400 Hrs**
Date and Time of opening of Technical Bids	**23-01-2019 at 1500 Hrs**
Date and Time of opening of Financial Bids	**24-01-2019 at 1500 Hrs**
Place of Opening of Bids	Conference Hall 'Aaditya' of CGDA, Ground Floor, Ulan Batar Road, Palam, Delhi Cantt - 110010
Address for Communication	Senior Accounts Officer (IT) 0/o the CGDA, Ulan Batar Road, Palam, Delhi Cantt-110010 Phone – 011-25665762, 25665592 E-maid ID : cgdanewdelhi@nic.in

Note:

- This bid document is not transferable.

- Bids without relevant documents as specified in this Request for Proposal (RFP), shall be summarily ejected.

CONTROLLER GENERAL OF DEFENCE ACCOUNTS
ULAN BATAR ROAD, PALAM, DELHI CANTT-10
Phone: 011-25665761-63 Fax:-011-25675030
Website:cgdanewdelhi@nic.in

No: MECH/EDP/244/COMP/AMC/2018-19   Date:02-01-2019

Last date of submission: 22-01-2019 **by 1400 hrs·**

Should be addressed to: **Sr. Accounts Officer (IT) on- the above address**

TENDER- COMPREHENSIVE AMC OF COMPUTERS &. PERIPHERALS   at CGDA

Sealed techno-commercial (Annexure-3) and financial (Annexure - 4) quotations in separate envelopes are requested for provision of the services for Comprehensive Annual Maintenance of Computer Systems & Peripherals, networking switches etc. and Maintenance of UPS for CGDA. The details of the scope and quality of services are provided in succeeding paragraphs:

2.0   SCOPE OF WORK/SERVICE: -

2.1   **Repair & Maintenance Services (Hardware):** - The contractor will be required to maintain the equipment (PCs, Servers, Notebooks, Printers, Scanners, Modem, and LAN Switches, UPS etc.) in good working order and will be required to **perform preventive maintenance of these equipment once every three months**. The details of the equipment are provided in the "Annexure-I" to this tender document. For this, a contractor will require to provide the following services:-

2.2   Correct any faults & failures in any EQUIPMENT under this contract during our normal working hours i.e. from 0900 to 1815 on weekdays.

2.3   The contractor will be required to provide a total of 99.9% up time of all equipment   under the contract.

2.4   The maintenance services will be comprehensive and will include cost of labour, faulty   parts/ complete .equipment   replacement   with   new parts/ equipment, including plastic parts etc.   For defective hard disk, the contractor will provide the new hard disk at no extra cost and the defective hard disk will remain the property of CGDA. The new replaced parts/faulty parts/old/obsolete parts will become the property of the CGDA and only faulty parts may be given to the contractor except faulty hard disk and any other storage device. In case of replacement the contractor has to supply new equipment/parts of equivalent standard keeping in view the Book value of the item but the old equipment will remain the property of the CGDA as obsolete item.

2.5 As per our estimates, contractor will require to place following professionals at CGDA for undertaking the tasks to be carried under Annual Maintenance Contract.

Suggested Professional	Services(*)	Min Qualification	Relevant Experience	No.
Coordinator /Senior RSE	i) To guide field H/W Professional. ii) Configure webhosting environment on servers and familiar with LINUX and Windows based hosting environment, installation and configuring Database like SQL/MySQL/ PostgreSQL, webhosting Panels like Plask, C-panel, virtualmin, +webmin etc and maintenance of applications on these environments.	B. Tech/BE	4 years	2
Field H/W Engr	i) Troubleshoot and repair the System ii) Installation of patches, Operating system iii) Operating System / Application SOFTWARE bug isolation and Fixing. Video Conferencing etc.	Diploma in Electronics/ computer science (minimum 2 years)	4 years	4
UPS Engineer	should have experience in installation & Maintenance of online UPS single and three phase, also have the knowledge of power distribution & should capable to recommend the site requirements.	Degree / Diploma in Electrical Engineering	4 years	1
Maintenance Record Keeper And Interaction	i) To maintain the complaint Log. ii) Follow up the compliant for its Conclusion (For both AMC As well as warranty.	Diploma Electronics/ computer science	>3years	1

Loader / Shifter	i) For shifting / loading of equipment from user site to maintenance room located at CGDA. ii) For shifting / loading of equipments from maintenance room to designated locations. iii) In case of major fault, shifting / loading of faulty equipment to firm's factory.	12 Pass or above		2
Professional expert for networking & video conferencing equipments	i) Should have CCNA or equivalent certificate, knowledge & experience to handle L-3 Switches, Router, Modem, lan troubleshooting and hardware Firewall etc.	Diploma in Electronics or equivalent	> 4 years	1

(*) Any other services relating to the relevant field as and when arises.

2.6 The contractor's professionals will be required to move to provide services to different locations in Delhi (CGDA Office, Palam Road, Training Division, Brar square, OTI Gurgaon, East Block-X, R.K. Puram and different locations at Delhi.) at the contractor's cost. No payment will be made by CGDA on local moves.

2.7 It is expected that during the contract period, more equipment may be included for maintenance and repair services of AMC. These equipments will be included on pro-rata basis. For every 25% increase in total cost of maintenance & Repair charges, the contractor will be required to provide one additional professional at <u>NO</u> extra cost.

2.8 **Immediate Resolution of problem and keeping H/W SOFTWARE uptime up to 99.9% in case of server & its applications and for other items it will be 99.9%.** These uptimes /Downtime will be calculated from the online complaint management software provided by the contractor. The contractor has to provide standby hardware in case of corrective maintenance takes more than 1 (one) working day. The standby equipment arrangement will be allowed for maximum of 10 working days only. If **any equipment is not repaired within 48 hours (Two working days) from the time of reporting of call or the standby provision period exceeds the allotted period (max 10 working days), a recovery of 0.5% of Total contract value of the quarter will be recovered per day per faulty equipment. In case of Servers and its application problems, any failure of above nature shall constitute sufficient ground for recovery of 5% of Total contract value of the quarter per day or even the termination of the contract depending on the situation.**

2.9   If the above time schedule is not adhering to as per para 2.8 in respect of any item, the same may be considered as sufficient ground to consider services as unsatisfactory and CGDA may, at his sole discretion, terminate the contract, in which case the pro rata payment, for the period of AMC services rendered by the firm, will be made. The firm understands and agrees not to raise any claim of whatsoever kind against CGDA for his decision to terminate the contract and incidental to it.

2.10   The contractor's professionals may be required to install newly procured hardware at any of the site as directed by CGDA. Moreover, the contractor's professionals will do the jobs such as data transfer, data backup, etc. as instructed by CGDA from time to time.

3.0   **GENERAL TERMS**:-

3.1   The contract will be initially for one calendar year, extendable upto three years on same rates and terms and conditions. CGDA reserves the right to cancel the contract by giving prior notice of one month, if the contractor does not provide satisfactory services.

3.2   As the working sites of the CGDA are in the Restricted Areas, all Professionals must clear Police verification, at their own arrangement & the contractor will provide the Identity Cards of their firm to their personnel. The entry cards/passes will be provided by CGDA for entry of these personnel in CGDA offices (Defence Security Zone Areas).

3.3   All Professionals will be interviewed by CGDA or his rep and the contractor will deploy only those professionals who are found suitable for the job by this office. Changes/replacement of professionals should not be frequent and the contractor will not change Professionals without the consent of CGDA.

3.4   The contractor will maintain "History Card" and documentation/diagrams for each equipment under Maintenance Contract.

3.5   The contractor's professionals will be required to load the reputed latest anti-virus software on all PCs and Server's during contract period. Antivirus software will be provided by CGDA and contractor has to install, keep record and keep it updated. Further, the contractor's professionals shall install and configure licensed software (OS/RDBMS/Any Other) if the necessity arises. The software and manuals will be provided by CGDA. The contractor will ensure that the professionals are updated of their technical knowledge on regular basis by sending them on short term training capsules. At least one of the professional should be able to configure Webhosting environment on servers and familiar with LINUX and Windows based hosting environment, on cloud and physical servers, installation and configuring Database like SQL/MySQL/PostgreSQL, webhosting Panels like Plask, C-panel, virtualmin, +webmin etc and maintenance of applications on these environments. One Engineer should be able to configure and manage the router, firewall, switches etc. He should be able to handle all issues pertaining to LAN and WAN network in the CGDA.

3.6 The contractor will not sub-contract or permit any other personnel than the contractor's personnel to perform any work, service or other activities required by CGDA without the prior written consent of the CGDA.

3.7 Professionals of the contractor will maintain the confidentiality of data stored on the computer systems. The contractor will be required to take appropriate actions against his professionals to ensure that the obligations of non-use & non-disclosure of confidential information would strictly complied. No Professionals of the contractor will carry any personnel floppies/USB Drives/Blank CDs /Mobile phone/Camera inside CGDA premises.

3.8 CGDA will provide sufficient working place, store, communication facilities etc, to the contractor at CGDA without any extra cost.

3.9 The Contractor will be required to submit summary of daily & monthly call reports to CGDA. The Software for this and report formats will be provided by CGDA. However, the Computer System & peripherals required for this by "Maintenance Record Keeper and Interaction" will be provided by contractor for contract period.

3.10 Preventive Maintenance Schedule: All equipment under contract will have Preventive maintenance, once every **three months.** The preventive maintenance will include cleaning, checking of health of equipment, resolving minor technical problems, etc and will be handled by **a separate team** of the contractor with coordination with the contractor's Professionals.

3.11 The contractor will be required to keep spare systems/assemblies/ Sub-assemblies at CGDA site. Further, one trolley, ladder, torch & other related tool kits for carrying out the necessary job Software or stores within CGDA will be required to be positioned by the Contractor. The vendor shall maintain an inventory of spare parts, which should include at least the following:
Three complete PC with CD/DVD-ROM/writer
Keyboard- 10, Mouse- 10, Laser jet printer- 5
Switch2- ONE, External DVD writer -2

3.12 Contractor will distinctively do the marking on each and every item under AMC.

3.13 Contractor's Coordinator / Maintenance Record Keeper will liaise, on behalf of CGDA, with other different vendors for repair of the equipment, which are under warranty or newly installed.

3.14 The floppies, CDs, Printer Cartridges & ribbons and batteries (for UPS) will be covered as consumables and will be supplied by CGDA. Other than above items all items required during AMC will be supplied by the contractor, viz. Power cables (of Computer Systems & peripherals); Fiber cable for network switches, Patch Cords (CATS/6 cable with RJ45 connectors); printer cables (USB/Parallel Port Cables), Teflon sheet, Printer Head, plastic parts and Scanner Data Cables, all components of UPS etc. will form part of the AMC, at NO extra cost to CGDA.

3.15 Penalty for use of Undue Influence: The VENDOR should undertake that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the CGDA or otherwise in procuring the Contracts or

forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the VENDOR or any one employed by him or acting on his behalf (whether with or without the knowledge of the VENDOR) or the commission of any offers by the VENDOR or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the CGDA to cancel the contract and all or any other contracts with the VENDOR and recover from the VENDOR the amount of any loss arising from such cancellation. A decision of the CGDA or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the VENDOR. Giving or offering of any gift, bribe or inducement or any attempted any such act on behalf of the VENDOR towards any officer/employee of the CGDA or to any other person in a position to influence any officer/employee of the CGDA for showing any favour in relation to this or any other contract, shall render the VENDOR to such liability / penalty as the CGDA may deem proper, including but not limited to termination of the contract, imposition of penal damages and refund of the amounts paid by the CGDA.

4. **Technical Competency Parameters:**

4.1 The contractors must attach technical competency information about the repair & Maintenance facilities and other details as mentioned in Annexure 3' to this document. The minimum desired parameters required for any firm to qualify technically are also mentioned in Annexure 3.

4.2 Non-Submission of authentic proofs required for these parameters will lead to the rejection of bid.

4.3 The entire complaints management is to be done by 'on-line complaint management', the software is to be provided by the vendor. With this software, the sections will lodge the complaints online and the contractor will manage the Software. the contractor will submit a daily report on the no. of complaints receive, their status, time taken for the rectification etc. The Software should facilitate this office to know all the details of any complaint at any time and at any stage.

5. **Other Terms & Conditions:**

5.1 **Technical & Financial Quotations.** In separate envelopes, giving net prices are to be submitted to CGDA, O/o the CGDA (IT Wing), Ulan Batar road, Delhi Cantt. New Delhi-10 on or before 22nd **January 2019 by 1400hrs.** The bidder who fail to submit in two bids (techno-commercial & financial) separately will not be considered. Kindly note that Compliance statement for the services as per format given in Annexure "2" & Annexure-3' must be included in the Technical bid. Further, Cost details must be provided as per format given in Annexure "4" with the financial bid. Any cost, which is not included in our format must be indicated by the contractor separately.

5.2 **This RFP is being issued with no financial commitment and office of the CGDA, Delhi Cantt. Reserves the right to change *or* vary any part thereof at any stage. Quotations received late, improperly sealed, or with incomplete marking or with overwriting/corrections in the quotation document is liable to be rejected. The commercial bid once opened will not be unilaterally revised by the firm, unless the firm·is called for price negotiations specifically and asked to justify the rates.**

5.3 Rates per unit for the items/services must be quoted clearly and total value be indicated in words without any scope for revision. The hardware may be checked/inspected with Annexure-1 for your satisfaction on any working day **between 10 AM and 4 PM from 14-01-2019 to 18-01-2019** before tendering the rates. The hardware is to be taken under AMC as and where condition.

5.4 Quantities may be increased/decreased at the time of placing the final supply order/contract document by this office.

5.5 **The contractor should quote for the entire schedule of requirements/ services as mentioned in Para 2 above. Part quotation will be rejected. Quotations should be valid for 90 days from the date of submission. Only one contractor overall lower bidder will be selected for provision of all services.**

5.6 The contractor should provide an EMD/Bid security of Rs. 1,00,000/=(Rupees One lakh only) with their quotation by way of Demand Draft in favour of "CGDA, New Delhi". **The EMD should be enclosed in Part A (Techno-ommercial) bid only.** The tenders without EMD/Bid security shall be rejected. EMD/Bid security will be returned to unsuccessful contractors after finalisation of the contract/order. The EMD/bid security shall remain valid for a period of forty-five (45) days beyond the final bid validity period.

5.7 **Security Deposit.** 10% of the value of our Supply order/Contract cost will be deposited by successful bidder by way of Bank Guarantee within 10 days of placing contract order and the same should remain valid for period of 90 days beyond the period of contract.

5.8 Bids of those firms who do not fulfil the requisite qualifications are liable to be rejected. CGDA reserves the right to accept or reject the tender without ascribing any reasons. This office also reserves the right to withdraw the RFP, should it be so necessary at any stage.

6. **Payment Terms:** -

6.1 Payment will be made against pre-receipted bills after verification/inspection and acceptance of services.

6.2 There will be NO advance payment. The payment will be released on satisfactory service during the completion of quarter on Quarterly basis only.

6.3 The vendor has to produce a certificate at the time of quarterly payment to us for the payment/salary of the concerned staff, deployed at CGDA, with certificate of compliance of all terms and conditions of the contract and the documentary evidence for relevant legal compliance, like ESIC, EPFO,
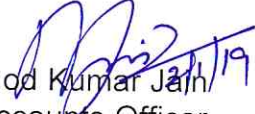
payment of minimum wages as per Government labour laws (Govt. of NCT Delhi, labour department, Gazette notification no. PA/Addl.LC/Lab/ 2018/269 dated 26/10/2018) etc, to be checked by nodal officer nominated by CGDA EDP Centre, no payment will be made by CGDA for EPF, ESIC etc for each quarter during the complete period of maintenance.

6.4   The vendor has to produce a certificate to us for the payment/salary of the concerned staff, deployed at CGDA, for each quarter during the complete period of maintenance.

6.5   Service Provider Compay / Firm /Agency should have its own Bank Account No., PAN NO. and GST No.

7.   Important Dates:-

        a) Pre-tender visit: 14.01.2019 to 18-01-2019
        b) Last date of offer: 22.01.2019 upto 1400hrs
        c) Opening of Technical Bids: 23.01.2019 at 1500 hrs
        d) Opening of Financial Bids: 24.01.2019 at 1500 hrs

8.   Representatives of the vendors are required to be present during opening of the Technical/Financial bids CGDA office. However, if the representatives of the vendors are not present at the time of opening of the quotations, CGDA will go ahead with opening of the bids.

9.   No correspondence/discussion/ visits whatsoever will be entertained on the subject unless specify called by this office after opening the tenders for technical discussions/price negotiations.   Any violation of this will render the quotations invalid and the contractor is liable to be blacklisted.

Pramod Kumar Jain
Sr. Accounts Officer
(IT&S)

Enclosures: -

Annexure-1 List of Equipment of AMC (with broad technical specs)

Annexure -2 Compliance Statement (Format)- to be submitted along with Techno-commercial bid.

Annexure-3 Statement of Technical Competency (Format) —to be submitted along with Techno-commercial bid.

Annexure -4 Cost Matrix (Format)- to be submitted along with Financial bid only.

The hardware may be checked/inspected for your satisfaction on any working day between 1000 hrs to 1600hrs from   14-01-2019 to   18-01-2019 before tendering the rates

Category "A"

REPAIR & MAINTENANCE SERVICES :-

Sl. No.	MACHINE DESCRIPTION	QTY	LOCATION
(A) DESKTOPS /PCs/ N-COMPUTING			
1.	HP	47	BRARSQr.
2	DELL	4	BRARSQr.
3.	HP	55	HQrs. Off.
4.	HP OmniCompact PC	25	OTI
S.	DELL	106	HQrs. Off.
6.	HP Elite 7100PC	14	HQrs. Off.
7.	HP i3 pc	1	HQrs. Off.
8.	WIPRO	15	HQrs. Off.
9.	HP PC 8300	04	HQrs. Off.
10	HP PC Q8 Series	134	
	Total of (Desktop /PCs)	**405**	
1	**N-Computing Device with monitor**	**135**	HQrs. Off.& Brar Square
(B) LAPTOP			
1	Apple mac book	2	HQrs. Off.
2	HP	4	HQrs. Off.
3	Dell latitude	10	HQrs. Off.& Brar Square
	Total Laptop	**16**	
(5)	**SERVERS**		
1.	IBM populated 4 Blade Server with rack and all components	02	HQrs. Off./ East Block
2.	DELL populated 8 Blade Server with Rack and All components	01	HQrs. Off.
	Total Server	**03**	

(D) INKJET/DESKJET/DMP/LASERJET/COLOUR LASER/SCANNERS/ All in one

Sr. No.	Make/ Model	Qty	LOCATION
1.	Canon LBP 3108	11	Hors. Off.
2.	HP CU 2550n	1	Hors. Off.
3.	HP CU 2550n	1	BRAR SQr
4.	HP CLJ 5200	1	HQrs. Off.
5.	HP CLJ CP1515N	9	HQrs. Off.
6.	HP CLJ CP1515N	1	BRAR SQr
7.	HP CU cp2025	1	HQrs. Off.
8.	HP OJ 1050	3	HQrs. Off.
9.	HP OJ 1668	1	HQrs. Off.
10.	HP OJ 3420	1	HQrs. Off.
11.	HP OJ 04168	6	HQrs. Off.
12.	HP LJ 1022	15	HQrs. Off.
13.	HP LJ 1022	3	BRAR SQr.
14.	HPLJ1150	2	HQrs. Off.
15.	HP LJ 1505	45	HQrs. Off.
16.	HP LJ P1007	83	HQrs. Off.
17.	HP LJ P1007	2	BRAR SQr
18.	HP LJ P2035	1	HQrs. Off.
19.	HP OFFICE JET K5400	1	HQrs. Off.
20.	HPCL1575	1	HQrs. Off.
21.	HPCLJ 1312	1	HQrs. Off.
22.	HPOEJ4500	1	HQrs. Off.
23.	HP CLJ 400 series	4	HQrs. Off.
24.	HP 1108	14	HQrs. Off.
25.	HPOJ6500	1	HQrs. Off.
26.	Wipro HQ1030	1	HQrs. Off.
27.	Brother HL 2130	5	OTI GURGAON
28.	Brother MFP 2701DW	8	HQrs. Off.
29.	HP 8610 ALL in One Printer	02	HQrs. Off.
30.	HP 3545 ALL in One Printer	02	HQrs. Off.
31.	HP MFP 226 DN Colour	1	HQrs. Off.
32.	Kyocera MFP 2035	23	HQrs. Off.
33.	Kyocera MFP 2126 DN Colour	20	HQrs. Off.
34.	ID Card Printer Evolis	1	HQrs. Off.
35.	HP CLJ Pro 476DW	1	HQrs. Off.
36.	Lipi Dot matrix Printer	2	HQrs. Off.
37	HP C6388 ALL IN ONE	1	HQrs; Off.

38	Sam Sung SCX Allin One 4521	2	HQrs. Off.
39	HPOJ 4500	3	HQrs. Off.
40	HP all in one	4	HQrs. Off
41	HP 4615	3	HQrs. Off
	TOTAL=	289	

(F) SCANNER

1	Canon Lide 100	03	HQrs. Off.
2	Canon LIde 100	01	BRARSQr.
3	Canon Lide 25(Scanner)	01	HQrs. Off.
4	Canon Scan Jet 2400	07	HQrs. Off.
5	HP Scannjet G2410	08	HQrs. Off.
6	HP Scannjet 5590	04	
7	HP 6310	01	
	TOTAL =	25	

(G)   MISC.

1	Wireless Wi-fi System (1 Lan controller, 10 Access points, 01 Firewal)	01	Brar Square
2	Wireless Wi-fi System (1 Lan controller, 03 Access points)	01	OTI Gurgaon
3	Door Access Control & CCTV System consisting (1 HD DVR system (Honeywell make), 1 Access control (ESSL), EM Lock (ESSL)	01	HQrs. Off.
(H) Network Switches (i) L2 with Rack and all components		43	HQrs. Off.
(ii) Network Swiches L3 with Rack and all components		02	HQRS OFFICE
(I) ONLINE UPS			
(J) 20 KVA UPS MAKE: Emerson		10	HQRS OFFICE
(K) PROJECTORS			
(i) Panasonic Projector		03	HQRS OFFICE
(ii) NEC Projector		02	CENTRAD
(iii) CASIO Projectors		02	CENTRAD, CGDA
(iv) Vivetek		02	OTI Grugaon
(v) EPSON Projector		01	E-Ticketing
Total=		10	

(J) E-Ticketing Project (East Block X R K Puram, New Delhi)

Sr. No.	HW	Make	Qty
	SERVERS		
1	DELL 8 Blade Server with rack	Dell	1
2	IBM X -3400 SN-99A3631 72	IBM	3
3	HP ProLiant ML 150	HP	2
4	HP ProLiant ML 570	HP	1
5	IBM X 3650	IBM	1
		Total=	8
PCs			
1	HP PC	HP	12
2	Dell PC	Dell	9
	TOTAL=		21
Printers			
1	HP Laserjet 1505 (B/W)	HP	2
2	HP Laserjet 1507 (B/W)	HP	1
3	HP Laserjet 1022 (B/W)	HP	1
4	HP Photosmart 4188	HP	1
5	HP Laserjet 1160 (B/W)	HP	1
6	Canon LBP2900B (B/W)	Canon	1
		TOTAL=	7
NETWORK SWITCHES			
1	Nortel 24 Port	Nortel	4
2	Cisco 28 Port	Cisco	4
3	Dlink 24 Port	Dlink	2
		TOTAL=	10

Category "B"

Rates per **unit** for these stores should also be provided. These stores may be added as part of the contract at different stages

Sr. No.	Make/model	Qty	Warranty (upto)	Location
2.	HP PC Q8 series	19	29/03/2019	HQrs Office
3	DELL PC Optiplex 5040 MT	45	15/12/2019	CENTRAD & HQRs Office
4	Tyron Tower server	02	June 2020	HQrs Office
5.	CYBEROAM FIREWALL CR-NGFW Solution 300 ING	01	10.03.2019	HQRs Office
E-Ticketing Project				
1	Dell PC	10	26/11/2019	

TO BE SUBMITTE ALONGWITH TECHNICAL
BID COMPLIANCE STATEMENT

Para No. Refer to our Tender Letter No.		Compliance	Remarks if any
S.L No.	Particulars		
Para 2 - Scope of works/services			
	Para 2.1		
	Para 2.2		
	Para 2.3		
	Para 2.4		
	Para 2.5		
	Para 2.6		
	Para 2.7		
	Para 2.8		
	Para 2.9		
	Para 2.10		
Para 3- General Terms			
	Para 3.1		
	Para 3.2		
	Para 3.3		
	Para 3.4		
	Para 3.5		
	Para 3.6		
	Para 3.7		
	Para 3.8		
	Para 3.9		
	Para 3.10		
	Para 3.11		
	Para 3.12		
	Para 3.13		
	Para 3.14		
	Para 3.15		
Para 4- Technical competency Parameters			
	Para 4.1		
	Para 4.2		
	Para 4.3		
Para 5 Others Terms & condition			

	Para 5.1		
	Para 5.2		
	Para 5.3		
	Para 5.4		
	Para 5.5		
	Para 5.6		
	Para 5.7		
	Para 5.8		
Para 6 - Payments Terms			
	Para 6.1		
	Para 6.2		
	Para 6.3		
	Para 6.4		
	Para 6.5		

Authorised Signatory and Seal of the contractor/Vendor

ANNEXURE 3

Technical Competency parameters & information
(To be submitted along with Techno-commercial Bid)

S No.	Parameters	Minimum desired	Offer by Vendor	Remarks
1	The Registered office or one of the Branch office of the service provider company/firm/Agency should be located within the national capital territory of Delhi			Proof to be enclosed
2	Experience of firm for AMC including Hardware and Software to Govt organisation	3 Years		Proof in terms of contract copies should be submitted
3	The current running High value AMCs with vendor satisfactory service from at least 3 Government customers	Min 3 AMCs		Copies of AMCs and certificate should be enclosed
4	The firms Turnover w.r.t. AMC (for the last 2 FY)	Rs. 60 Lakh for each FY		Proof to be enclosed
5	Technical manpower available with the firm	Min. of 50 professional		Proof to be enclosed
6	Online complaint management system software application	Should be provided by the vendor		Softcopy of the software should be enclosed
7	The Firm should be registered with ESIC & EPFO under the respective Acts/laws.			Proof to be enclosed
8	PAN No & GST NO			Proof to be enclosed
9	Bank details			Proof to be enclosed

Cost matrix (To be submitted along with Financial Bid only)

Cost Details "A" (Repair and Maintenance charges)

PART 'A'

S.L.No.	Machine Description	Qty	Rate per unit (Rs.) per Annum	Total cost per unit Rs. per Annum
1. Desktop PCs				
1				
2				
3				
4				
2. Laptops				
1				
2				
3				
4				
Deskjet/Inkjet /All in one Printers				
1				
2				
3				
4				
3. Laser Printer (B/W)				
1				
2				
3				
4				
4. Laser Printer (Colour)				
1				
2				
3				
4				
5. Servers				

1				
2				
3				
4				
6. Network Switches				
1				
2				
3				
4				
7. N- Client device with monitor				
1				
2				
8. Wi-fi Systems				
1				
2				
3				
4				
9. Scanners				
1				
2				
3				
4				
1. PROJECTORS				
1				
2				
3				

TOTAL COST OF 'A' Rs.=

Part B

	1. UPS			
1	20 KVA UPS	10		

TOTAL COST of PART 'B' Rs.=

TOTAL COST of PART 'A' & 'B' Rs.=

PART 'C'

RATE/UNIT FOR ITEMS FOR WHICH COMPREHENSIVE MAINTENANCE SERVICES MAY BE UNDERTAKEN BY CGDA ON PRO-RATE BAIS AFTER THE WARRANTY IS OVER.

S.L.No.	Machine Description	Qty	Rate per unit (Rs.) per Annum	Total cost per unit Rs. per Annum	Taxes if any:
1					
2					
3					
4					
5					
6					

TOTAL COST of PART 'C' Rs.=