



# भारतीय राष्ट्रीय विज्ञान अकादमी

बहादुर शाह ज़फर मार्ग, नई दिल्ली - 110 002

टेलीफोन: 91-11-23221931 - 23221950 (ईपीएबीएक्स), फैक्स: 91-11- 23235648, 23231095

ई-मेल: [insakarhik@gmail.com](mailto:insakarhik@gmail.com), [ic@insa.nic.in](mailto:ic@insa.nic.in) वेबसाइट: [www.insaindia.res.in](http://www.insaindia.res.in)

संख्या/सू.वि.कें./एएमसी/2020/716

17 फरवरी 2020

## सूचना निविदा (एनआईटी)

**विषय:** भारतीय राष्ट्रीय विज्ञान अकादमी (इन्सा) में सूचना प्रौद्योगिकी उत्पादों और इसके बाह्य उपकरणों के लिए व्यापक वार्षिक रखरखाव अनुबंध (सीएएमसी) प्रदान करने के लिए कोटेशन।

इन्सा परिसर में संस्थापित कंप्यूटर, लैपटॉप, स्कैनर और अन्य संबंधित वस्तुओं/ बाह्य उपकरणों के लिए व्यापक वार्षिक रखरखाव अनुबंध के लिए प्रतिष्ठित फर्मों/ कंपनियों से दो बोली प्रणाली (तकनीकी बोली और वित्तीय बोली) में मुहरबंद कोटेशन आमंत्रित की जाती हैं।

निविदा दस्तावेज इन्सा वेबसाइट: [www.insaindia.res.in](http://www.insaindia.res.in) या ई-प्रकाशन पोर्टल <https://eprocure.gov.in/epublish/app> से डाउनलोड किए जा सकते हैं।

सभी तरह से पूरे किए गए निविदा दस्तावेजों को एक सीलबंद लिफाफे में उप कार्यकारी निदेशक-॥ (वित्त एवम् प्रशासन), भारतीय राष्ट्रीय विज्ञान अकादमी, बहादुर शाह ज़फर मार्ग, नई दिल्ली-110002 को इस प्रकार भेजा जा सकता है ताकि वे अधिकतम 3 मार्च 2020 (अपराह्न 5.00 बजे), मंगलवार तक अकादमी के पास पास पहुँच जाएँ। अंतिम तिथि के बाद प्राप्त निविदाएँ सरसरी तौर पर रद्द कर दी जाएँगी। अकादमी बिना कोई कारण बताए किसी एक या सभी निविदाओं को स्वीकार करने या अस्वीकार करने का अधिकार सुरक्षित रखती है।

(सुनील झोकरकर)

उप कार्यकारी निदेशक-॥ (वित्त एवम् प्रशासन)





## INDIAN NATIONAL SCIENCE ACADEMY

Bahadur Shah Zafar Marg, New Delhi – 110 002.

Telephone: 91-11-23221931 – 23221950 (EPABX), Fax: 91-11- 23235648, 23231095

E-Mail: [insakarthik@gmail.com](mailto:insakarthik@gmail.com), [ic@insa.nic.in](mailto:ic@insa.nic.in) Website: [www.insaindia.res.in](http://www.insaindia.res.in)

No.IC/AMC/2020/716  
17 February 2020

### NOTICE INVITING TENDER (NIT)

**Subject:** Quotation for Awarding Comprehensive Annual Maintenance Contract (CAMC) for IT Products and its peripherals in Indian National Science Academy (INSA).

Sealed quotations (Open) are invited in **Two bid system** (Technical Bid & Financial Bid) from reputed Firms / Companies for the Comprehensive Annual Maintenance Contract for Computers, Laptops, Printers, Scanners and other related items/peripherals installed at INSA premises.

The Tender documents may be downloaded from INSA Website : [www.insaindia.res.in](http://www.insaindia.res.in) or e-publishing portal <https://eprocure.gov.in/epublish/app> .

The Tender Documents, complete in all respect, may be sent to **Deputy Executive Director-II (F&A), Indian National Science Academy, Bahadur Shah Zafar Marg, New Delhi-110002** in a sealed cover so as to reach the Academy **latest by Tuesday, 3<sup>rd</sup> March 2020 (5.00 p.m.)**. The Tenders received after the last date shall be summarily rejected. The Academy reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.

(Sunil Zokarkar)  
Deputy Executive Director-II (F&A)







## **INDIAN NATIONAL SCIENCE ACADEMY**

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### **OPEN TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF IT PRODUCTS AND ITS PERIPHERALS IN INDIAN NATIONAL SCIENCE ACADEMY (INSA)**

Date of posting the Tender : Monday, 17 February 2020

Closing Date : Tuesday, 3 March 2020 (1700 hours)

Date of opening of Technical Bid : Wednesday, 4 March 2020 (1500 hours)



**Subject: Quotation for Awarding Comprehensive Annual Maintenance Contract (CAMC) for IT Products and its peripherals in Indian National Science Academy (INSA).**

Sealed quotation (open) are invited in **Two bid system** (Technical Bid & Financial Bid) from reputed Firms / Companies for the Comprehensive Annual Maintenance Contract for Computers, Laptops, Printers, Scanners and other related items/peripherals installed at INSA premises. The contract is comprehensive in nature and the general scope of work includes:

**Desktop/Servers/Laptops/Monitors**

- Except Broken Plastic parts/Batteries/Power Adapter remaining all defective parts of the Desktop/Servers/Laptops/Monitors shall be replaced/repared by the vendor as part of this CAMC if not physically damaged.
- In case of hard disk issues, the vendor shall replace the faulty hard disc with a new hard disc (equal or better version). However, the Contractor shall not be allowed to take the faulty hard disk out of INSA campus.
- Replacement of faulty Keyboards (Brand: HP/Logitech/Dell) Mouse (Brand: HP /Logitech/Dell) and DVD etc.
- Any other maintenance/repair work related to the computers and its peripherals.

**For Printers (Laser/MFP)**

- Except printer cartridge/toners/ Teflon Film/Broken Plastic parts of Printers remaining all defective parts of the printer shall be replaced/repared by the vendor as part of this CAMC if not physically damaged.
- Providing the necessary drivers for printers/peripherals, scanners network card drivers etc. is the scope of this CAMC. Where required, the necessary driver software will be provided by vendor and loaded in the system, to ensure that the device works problem free.

**Maintenance of Virus Free Environment in INSA Premises**

- The Contractor is primarily responsible for maintaining a virus free environment in the entire INSA campus, across all the systems covered under this CAMC.
- INSA shall provide required licenses of e-Scan Corporate Addition (Cloud based), valid during the period of CAMC. It is the vendor's responsibility to regularly monitor this software and ensure that it is loaded in all the systems
- The Contractor shall contact the OEM (Original Equipment Manufacturer) for any issues that needs the support of the e-Scan (OEM)

**LAN Network maintenance including the Wi-Fi**

- Ensuring the availability of network connectivity at all the specified LAN points is in the scope of vendor.
- Providing the LAN cable (UTP/Fiber) & connectors, crimping, termination if required casing and capping etc is also in the scope of work.
- Any other maintenance/repair work related to the Switches/Hubs/Racks/Patchmax Panel Cat 5 24 Port Info Outlet, Cat-5 Ivory, Surface Mount Box Singlex, A C Distribution Box + H/W, Fan and Tray etc.



## **Eligibility Criteria:**

1. The Firm / Company should submit an Earnest Money Deposit (EMD) of Rs.10,000/- in the form of Demand Draft / Banker's Cheque from any scheduled Bank in favour of "INDIAN NATIONAL SCIENCE ACADEMY" payable at DELHI / NEW DELHI. However the firms registered with MSME / NSIC etc. will be allowed for EMD exemption as per rules on submission of self-attested supporting documents. The EMD of the unsuccessful bidders shall be refunded after final acceptance of the tender and within reasonable time after opening of the tender. The EMD will carry no interest.
2. The firm/company should be an ISO certified or equivalent firm/company and must be registered as a firm/company with the Registrar of companies. (Please attach a self-attested copy of relevant documents).
3. The firm/company shall also be registered with necessary tax authorities. (Please attach self-attested copies of PAN and GST No.).
4. The firm/company shall be in existence for over 5 years in the field of computer maintenance with a turnover of not less than 5 lakhs during the last three financial year's viz. 2016-17, 2017-18 and 2018-19. The bidder shall enclose Income Tax Returns and the Balance Sheet for the last three years viz. 2016-17, 2017-18, and 2018-19.
5. The firm/company shall have the experience of maintenance of such equipment with Govt. Departments/Autonomous Bodies/ Public Sector Undertakings in Delhi of not less than 100 Computers and its peripherals. The bidder shall submit details of CAMC it is having in different offices of Govt. Department/Govt. Undertaking along with valid proof
6. The firm/company should be registered with EPFO and ESIC and should have valid EPF and ESI No. (Please attach self-attested photocopies of relevant documents).

## **General Terms and conditions**

1. The agency shall maintain the equipment as per manufacturer's guidelines and shall use standard components for replacement. Until and unless written orders of AED(IC), INSA are conveyed, the original specifications/characteristics/features shall not be changed. In case any damage is caused to any equipment due to negligence on the part of agency representative, the loss will be borne by the agency.
2. The agency will provide one technical manpower (should have minimum three experience in computer Networking along with any Diploma / Certificate in Computer Networking) on all working days from 9.30 am to 6.00 pm. The technical personnel shall also be available on holidays as per requirement of INSA. The technical personnel shall be equipped with mobile Phone to ensure his/her availability. In case the technical manpower goes on leave, it will be the responsibility of the agency to make alternate arrangement in advance under Intimation to AED(IC), INSA failing which an amount of



Rs.300/- will be deducted for each day for which the technical manpower remains absent/not available.

3. **The CAMC charges for various items (Annexure 2 'A') and charges for one technical manpower (on the basis of minimum wages- Skilled Category) are to be quoted separately (Annexure 2 'B').** If the charges for technical manpower are less than minimum wages (including PF, ESI), the Financial Bid of the firm / agency will not be considered. **The firm/company will ensure that payments to its employees as per statutory rules like minimum wages, PF, ESI. etc. in force from time to time and shall have to produce necessary supporting documents.**
4. Before changing the technical manpower the agency have to give at least one month's Notice period and during this period the new technical manpower to be trained. In case this is not complied, a penalty of Rs.2000/- shall be levied on the agency.
5. **The CAMC shall be valid for a period of one year** from the date of award without any financial changes and may be extended to another 2 years (yearly basis) on the same terms and conditions with increase of 5% per annum on CAMC charges (excluding charges of technical manpower) subject to satisfactory performance. The charges of technical manpower will be based on Minimum wages (skilled category) prescribed by GNCT of Delhi from time to time.
6. **The amount of CAMC will be paid on quarterly basis** on completion of each quarter by producing the bills (three copies) to AED(IC), INSA along with all supporting documents. In case payment is delayed for any administrative reason, no interest thereon will be paid.
7. The Agency shall have to ensure timely payment of wages to the technical manpower directly in his / her bank account.
8. The successful bidder will have to deposit performance security amounting to Rs. 35000/- (Rupees Thirty Five Thousand only) in the form of Demand Draft (without any interest). The Performance Security shall be refunded after sixty days of the expiry of the contractual obligations (without any interest).
9. The agency shall label all the peripherals that are covered by this CAMC.
10. The rates quoted will remain in force for the full period of contract. **No demand for revision of rate on any account shall be entertained during the contract period except increase in minimum wages.** The CAMC can be extended, if so desired by INSA, based on the performance of the vendor.
11. Coordination with OEM companies, (IBM/LENOVO/HP/DELL/HCL/ACER etc.) Service Providers for troubleshooting of the computer and other peripherals during warranty shall be carried out by the Firm.



12. The New Equipment purchased from time to time, after the expiry of warranty/guarantee period will also have to be serviced/maintained as per the terms and conditions as in AMC. The new equipment maintenance cost will get included after expiry of warranty/guarantee will be made on pro-rata basis.
13. INSA reserves the authority to add/remove any item from CAMC during the contract period.
14. During the contract period, the Contractor will make periodic preventive checks of the machines to minimize the breakdown. The vendor shall plan the schedule in such a way that maintenance is carried out for each equipment once in Four month (Three times during the contract). Agency will submit a preventive maintenance report to AED(IC). Agency will also prepare a list of all the Computer and its peripheral clearly indicating the Machine Number, Make, Model, its location viz. the officer/section etc. and will submit the same to AED(IC), INSA for records. If these criteria are not met by the vendor, then a penalty of Rs 2000/- per quarter will be levied on the Contractor.
15. The agency will ensure 95% uptime in respect of desktop PCs & Printers & MFP's. At any point of time, the agency shall not be allowed to keep down time of any systems for more than 24 hrs. If the agency is unable to rectify the fault at site, he shall provide an alternate working system of same type or better at the disposal of INSA, before taking the faulty systems out of INSA for repair with the prior permission from AED(IC), INSA. If these criteria are not met by the vendor, then a penalty of Rs 200/- per system per day will be levied on the vendor. In case of failure of the agency to rectify any of the defects within 7 days, the Academy may get the same rectified at the risk and cost of the agency.
16. This contract will be inclusive of Operating System (OS) support on all the systems covered under this contract. Any problem related with Operating System maintenance, reloading of Operating System with all device drivers, Operating System upgrade, device drivers, system configuration and network configuration will be attended & rectified by the vendor. Installation and restoration of data backup provided by the user with highest priority is part of CAMC. Software backup and restoration to their original level will be part of the function of CAMC. All OS and application software patches should be continuously upgraded as per latest release level. OS (excluding pre-loaded machines) and application software will be provided by INSA
17. Support for recovery of data on hard disk in case of disk crashes for Computers/Laptops/Servers.
18. INSA reserves the right to terminate CAMC any time during the CAMC period, if services of the Contractor not found satisfactory after giving 3 months' prior notice to the Firm and vice versa.
19. Any dispute or difference arising during the CAMC period shall be determined under the jurisdiction of Delhi.





20. The agency shall, in no case, replace any item/component with inferior item and if found doing so, the contract shall stand terminated forthwith and security deposit shall be forfeited.
21. The Agency shall produce the Cash Memo's/Certificate/Document in proof of providing genuine components to replace the faulty ones on demand.
22. The company shall ensure to abide by the copy right, intellectual property rights and other laws as applicable for providing any replacements for any components/software. Any violation of any legal requirement by the agency in this regard shall lead to termination of the contract forthwith and forfeiture of Security Deposit.
23. The successful bidder will have to submit a non-judicial stamp paper of Rs. 100/- for signing of Agreement. The Contract will be effective only after the signing of Agreement and submission of Performance Security as prescribed.

#### **24. Mode of Submission**

The sealed tenders will have to be submitted in two separate bids- Technical Bid (containing Technical Bid-Annexure 1 with EMD and other supporting documents) and Financial Bid (containing Financial Bid- Annexure 2). Both the envelopes should be put in a separate envelope super scribing **“Tender for Comprehensive AMC of Computers and its Peripherals in INSA”**.

25. In case of any doubts / clarifications, you are advised to contact Shri Karthikeyan S, Assistant Executive Director-II (Informatics), Telephone No: 011-23221931-50 (20 Lines), Ext: 397.

The Tender Documents, complete in all respect, may be sent to **Deputy Executive Director-II (F&A), Indian National Science Academy, Bahadur Shah Zafar Marg, New Delhi-110002** in sealed cover so as to reach the Academy **latest by Tuesday, 3<sup>rd</sup> March 2020 (5.00 p.m.)**. The Tenders received after the last date shall be summarily rejected. The Academy reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.

**(Sunil Zokarkar)**  
**Deputy Executive Director-II (F&A)**



Technical Bid

1.	Name of Firm/Company	
2.	Complete Address of the Firm / Company & Telephone No /email id	
3.	Name of the Proprietor	
4.	Contact Details of the Proprietor	
5.	Date of Registration of the Firm/Company (Enclose copy of Registration Certificate)	
6.	Whether the Firm has turnover of not less than 5 lakhs during the last three financial years viz. 2016-17, 2017-2018 and 2018-19 (Please enclose Income Tax Returns / Balance Sheet for the last 3 years)	
7.	Name and Address of Ministries/Departments/Govt. Undertaking/Universities where firm/company is having CAMC of not less than 100 Computers and peripherals at present. (Enclose the copy of AMC and rates)	
8.	If the Company/ Firm is having Authorization Certificate from one or more of the following : IBM/LENOVO/HP/DELL/HCL/ACER etc. (Enclose copy of Authorization letters)	
9.	PAN No. (Enclose copy of PAN Card)	
10.	GST No. (Enclose copy of GST certificate)	
11.	EPF No. (Enclose copy of supporting documents)	
12.	ESIC No (Enclose copy of supporting documents)	
13.	Whether the firm has attached a copy of ISO Certificate	
14.	Whether the firm has enclosed the Demand Draft as Earnest Money deposit. If so details thereof.	



**Financial Bid****INSA CAMC Items(A)**

S.No.	Computers & Peripherals	Total No.	Unit Rate Rs. (per year)	Total Amount in Rupees (GST Extra as applicable) per year
1	Desktop Model : 4089-A15 HP810013 HP 6200 HP 6300 HP 3330	50		
2	Laser Printers (B/W) Model HP Laser Jet P2055dn HP Laser Jet P2035 HP Laser Jet P2035n HP Laser Jet Pro M 203 DW HP LaserJet CP1025(Color)	14		
3	MFP Printers Model HP Deskjet Advantage 3545, HP M4555H, HP Deskjet Advantage 4535 HP LaserJet 226DW	4		
5	EPSON -LW-310	1		
6	HP Prolaind ML330 G6 (Server)	1		
7	Laptops: Windows Model HP DM4-3010TX , HP-15-AC032TX,  MAC Book Air MMGG2HN/A	13		
8	Racks (A C Distribution Box + H/W Fan and Tray etc)	14		
9	D-link Switch 24 Port	11		
10	Netgear Switch 24 Port	1		



11	LAN and accessories Patchmax Panel Cat 5 24 Port Info Outlet Cat-5 Ivory Surface Mount Box Singlex			
12	Windows server 2016 Domain and AD server user configuration, maintenance & Backup	1		
			<b>Total (GST extra)</b>	



## Charges for providing one Technical Manpower (B)

Particulars	Charges PER MONTH
One technical manpower (Skilled Category) on all working days from 9.30 am to 6.00 pm	Minimum Wages : (Skilled Category)  EPF Contribution* : (@           %)  ESI Contribution : (@           %)  Total Charges per Month :  Total Charges per Year : (Per month charges x 12)

\* EPF Employer Contribution will be restricted to the ceiling of maximum 15000.00 p.m. as per existent EPFO rules)

## Total AMC Charges per year (A+B)

<b>Total Charges for AMC of Computers &amp; Printers per year (GST extra) (A)</b>	
<b>Total charges for one Technical Manpower Per Year (Per month charges x 12) (GST extra) (B)</b>	
<b>G.TOTAL (GST extra as applicable)</b>	

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