



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, ic@insa.nic.in Website: <https://insaindia.res.in>

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

The Closing date for the submission has been extended till 28th Feb 2023: 1700 hrs.

Date of opening of Tender will now be 1st March 2023; 1100 hrs

Date of posting the Tender : 7th Feb 2023

Closing Date for submission of Tender : Tuesday, 28th Feb 2023; 1700 hrs

Date of opening of Tender : Wednesday, 1st Mar 2023; 1100 hrs





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No. IC/AMC/2023/
07th Feb 2023

NOTICE INVITING LIMITED 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, Network and other related items/peripherals installed at INSA premises.

The Tender documents may be downloaded from INSA Website: 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 **Executive Director, Indian National Science Academy, Bahadur Shah Zafar Marg, New Delhi-110 002** in a sealed cover so as to reach the Academy **latest by, (Tuesday) 21st Feb 2023 (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.

**Executive Director
Indian National Science Academy**





भारतीय राष्ट्रीय विज्ञान अकादमी

बहादुर शाह ज़फ़र मार्ग, नई दिल्ली - 110 002

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

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मेल: insakarthik@gmail.com, ic@insa.nic.in वेबसाइट: <https://insaindia.res.in>

संख्या/सू.वि.कें./एएमसी/2023/

07 फ़रवरी 2023

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 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-1 (वित्त एवम् प्रशासन), भारतीय राष्ट्रीय विज्ञान अकादमी, बहादुर शाह ज़फ़र मार्ग, नई दिल्ली-110002** को इस प्रकार भेजा जा सकता है ताकि वे **अधिकतम 21 फ़रवरी 2023 (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।

**कार्यकारी निदेशक
भारतीय राष्ट्रीय विज्ञान अकादमी**





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

Date of posting the Tender : 7th Feb 2023

Closing Date for submission of Tender : Tuesday, 21st Feb 2023;1700 hrs

Date of opening of Tender : Wednesday, 22nd Feb 2023;1700 hrs



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 contract is comprehensive in nature and the general scope of work includes:

Desktop/Servers/Firewalls/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/Lenovo) 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 Edition (Or available) (Cloud based), valid during the period of CAMC. It is the vendor's responsibility to regularly monitor this software, update regularly on Clients' computer and coordinate with customer care in case of technical support.
- 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.



Server Maintenance

- Ensure routine Installation, configuration and maintenance of various types of hardware and software.
- Creating user accounts, carrying out backup and recovery functions, and monitoring the performance of servers at all times
- Daily server health check and process monitoring.
- Installation and configuration of Windows Server 2008/2012/2012 R2, onwards
- Managed domain user accounts using Windows Active Directory.
Scheduling and maintaining Daily Backups.



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 a.m. to 6.00 p.m. The technical personnel shall also be available on holidays or after/early office hours as per the requirement of the 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.1000/-** 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 (immediately following month) and shall have to produce necessary supporting documents.**
4. Technical manpower (engineer) should have computers, printers and IT related peripherals trouble shooting experience minimum of 3 years hands on experience. The Engineer qualification if satisfied by INSA, then only engineers service will continue in the INSA premises. International networking certificate (eg. CCNA, CompTIA A+ holder will have preference) The technical manpower working in INSA premises during the CAMC period shall continuously provide technical support for minimum period of 6 months. Any proposal for change of technical manpower with advance notice of one month should include training/Knowledge transfer to the new technical manpower with minimum of 1 week prior to relieving without any additional cost from INSA. Without these criteria, new manpower will not be accepted. In case this is not complied, a penalty of **Rs.5000/-** 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 monthly basis** on completion of each month by producing the bills (**Two copies**) to AED(IC), INSA along with all supporting documents. Proof of wage/payment (bank statement) of immediately following month



to the technical manpower, copy of monthly EPF & ESI contribution, and attendance sheet. 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 and copy of the payment proof has to be provided to the Academy on monthly basis. Any form of exploitation shall not be entertained to the manpower.
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(60) 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 as per GNCT of Delhi.** 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/Apple/SonicWall/eScan/SOPHOS etc.) Service Providers for troubleshooting of the computer and other peripherals during warranty shall be carried out by the agency.
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 CAMC. 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 agency 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. 3000/-** per quarter will be levied on the agency.
15. The agency will ensure 95% uptime in respect of desktop PCs & Printers & MFP's (98% in case of Servers and Network devices). 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. 1000/-** per system per day (Rs. **5000/-** in case of Server and Network devices) 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 CAMC 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 **Executive Director, Indian National Science Academy, Bahadur Shah Zafar Marg, New Delhi-110002** in sealed cover so as to reach the Academy **latest by Tuesday 21st Feb 2023 (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.

**Executive Director
Indian National Science Academy**



Eligibility Criteria

The following documents are mandatory to be attached with the tender as per minimum eligibility criteria.

S. No.	DETAILS OF DOCUMENTS
1.	ESI Registration
2.	EPF Registration
3.	PAN Number
4.	GST Registration
5.	Power Attorney, if applicable
6.	Office address: The firm/party must have their office (branch/registered/head office) in Delhi NCR.
7.	The charges towards the tender cost will be free as per the GFR 2017 Rules.
8.	The EMD of Rs. 10,000/- through banker's cheque/demand draft from any from any scheduled Bank in favour of "INDIAN NATIONAL SCIENCE ACADEMY" payable at DELHI / NEW DELHI. 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.
9.	Exemption of EMD: MSMEs firms are exempted for the submission of EMD subject to submission of valid self-attested UDYAM certificate.
10.	The firm should have any valid 9001 and 19771/20000/27000 ISO certificate.
11.	Work Experience: a.) The firm/company shall be in existence for over 5 years in the field of computer hardware and Network maintenance with a turnover of not less than 75 lakhs during the last three financial years viz. 2019-20, 2020-21 and 2021-22. The bidder shall enclose Income Tax Returns and the Balance Sheet (Audited by CA) for the last three years viz. 2019-20, 2020-21, and 2021-22 b.) 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 200 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 .
12.	Having minimum 30 Permanent employees on its payroll for last six month, with documentary proof.
13.	The firm should furnish an undertaking to the effect that the firm has not been black listed in India.



Technical Bid

1.	Name of Firm/Company	Details
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. 2019-20, 2020-2021 and 2021-22 (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 200 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.	
15.	Declaration regarding non-blacklisting of firm (Enclose Declaration)	



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: HP :53 Dell:16 Lenovo:1	70		
2	Laser Printers Model HP LaserJet 16 HP DeskJet 2 Panasonic 1	19		
3	MFP Printers Model HP MFP 4 Xerox MFP 2	6		
4	HP Prolaind ML330 G6 (Wi-Fi Server) -1 HP Proliant DL160 Gen9 (Domain Server) - 1	2		
5	Laptops: Windows HP i5/i3 8 Dell i5 3 MAC Book Air MMGG2HN/A: 1	12		
6	Racks (A C Distribution Box + H/W Fan and Tray etc)	14		
7	D-link Switch 24 Port	11		
8	Netgear Switch 24 Port	1		
9	Window server 2016 Domain and AD server user configuration, maintenance & Backup	2		
10	LAN and Network accessories Patchmax Panel Cat 5 24 Port Info Outlet Cat-5 Ivory Surface Mount Box Singlex			
			Total (GST extra)	



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)

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

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