

To,
M/S

Notice Inviting Tender

Name of Work: Annual Maintenance Contract (AMC) For Computers (With Parts & Without Parts) at CCRT, HQ Delhi

<http://crtindia.gov.in/>

Director, Centre for Cultural Resources and Training, New Delhi invites Annual Maintenance Contract (AMC) For Computers (With Parts & Without Parts) from the reputed and experienced Vendors/Firms dealing in the IT service domain and implementation as per General Terms and Conditions, Specifications and Schedule of work stated in this document.

Tender document and other details can be obtained from our website www.crtindia.gov.in. Amendments, if any, will be notified in the above mentioned website. The following is the schedule of events for this tender:

Ernest Money Deposit (E.M.D)	:	Rs. 5,000/-
Publishing of Tender	:	03 rd March, 2021
Queries to be raised by	:	08 th March, 2021
Meeting for pre-bid queries	:	15 th March 2021 at 11:00 AM
Last date of submission of tender	:	23 rd March 2021 till 05:00 PM
Date of opening of Technical Bid	:	24 th March 2021 at 11:00 AM
Date of opening of Financial Bid	:	To be communicated later
Contact Details	:	Consultant IT, IT Cell, CCRT, 15-A, Sector - 7, Dwarka, New Delhi - 110075 Telephone: (011) 25309300 Extn: 314 E-mail:- itcell.crt@gov.in , web.crt@nic.in

1. Eligibility Criteria

Essential Qualifications for the Tenderer/Contractor/Bidder:

1. Should have minimum ten years experience and technical expertise in undertaking similar works preferably in Government Departments/Semi-Government Departments/Public Sector Undertakings. Proof to this effect shall be submitted along the Technical Bid.
2. Should have provided similar type of annual maintenance for computers & printers (with parts or without parts) as well as services executed preferably in Government Departments / Semi-government Departments / Public Sector Undertakings during the last 5 years. Performance certificate issued from the department should be attached along with the Technical Bid.
3. Should have OEM certified partnership if the bidder is a partner. (Documentary evidence required).
4. Average Annual Financial Turnover during the last 3 years, ending 31st March 2020, should not be less than value specified in Table A
5. (Please submit Annual Report (containing duly audited Balance Sheet and Profit & Loss Account) for the last three financial years.
6. Bidder should have experience of having successfully completed similar works during the last 2 years ending 31st October, 2020 as per either i) or ii) below:
 - i) One similar work & the cost of such work should not be less than the value of work as detailed below in Table-A executed in not more than the time period stipulated for the present tender.OR
 - ii) Two similar works & the cost of such works should not be less than the value of work as detailed below Table-A executed in not more than the time period stipulated for the present tender.

Table-A (for AMC of Computers with parts)

S. No.	Work Details	Eligibility for One similar work (Cost in Rs.)	Eligibility for Two similar work (Cost in Rs.)	Eligibility for Annual Average Turnover in Rs.
1.	Similar work (order)	Rs. 6.4 Lakh	Rs. 3.2 Lakh	Rs. 4.00 Lakh

(Please submit copy of PO and Completion Certificate from the Client.)

Table-A (for AMC of Computers without parts)

S. No.	Work Details	Eligibility for One similar work (Cost in Rs.)	Eligibility for Two similar work (Cost in Rs.)	Eligibility for Annual Average Turnover in Rs.
1.	Similar work (order)	Rs. 1.6 Lakh	Rs. 0.8 Lakh	1.0 Lakh

(Please submit copy of PO and Completion Certificate from the Client.)

7. The above-mentioned basic eligibility conditions are broad guidelines and the Director, CCRT hereby reserves the right to relax / alter / modify / add any or all the conditions as well as accept or reject any or all quotations without assigning any reason.

The bidder should submit the following documents along with the tender:

- a) An undertaking in the form of letter head of the company to the effect that they (Bidder/Firm) have never been black-listed/debarred in any government/semi-government department/ public sector company and has not left any work abandoned during last three years. If any bidder has been blacklisted/debarred by any government/semi-government department / Public Sector Company, his bid is liable to be rejected even if the bidder meets the eligibility criteria specified in the bid documents.
- b) An undertaking in the form of letter head of the company to the effect that the information given in the bid by bidder/firm is true. If any information is found to be false/misleading, the CCRT shall disqualify the bid and has the right to debar the organization/firm from bidding for working on CCRT's future projects.
- c) An undertaking in the form of letter head of the company to the effect that the offer is in strict compliance with tender documents and there is no deviation.
- d) Attach photocopies GST No., PAN No and ITR for last three years.
- e) The bidders from outside Delhi may preferably provide their local (Delhi) contact telephone number and address.
- f) Any bid submitted by bidder, if found incomplete in any manner shall be rejected straightway. No dispute or claim of any kind shall be entertained in this regard.
- g) The bidder shall submit the bid to the office of the Director CCRT. The tenderer is to seal E.M.D in first envelop by super scribing it "E.M.D and Firm Name", Technical Bid in second envelop by super scribing it "Technical Bid and Firm Name" and Financial Bid in third envelop by super scribing it "Financial Bid and Firm Name". All three sealed envelopes will be sealed in fourth bigger envelop. Further, the sentence "NOT TO BE OPENED" before (due date and time of tender opening) is also to be printed on the bigger envelope. The fourth outer envelope should have Name, Contact Number, Firm Name and Address along super scribed with "Tender for Annual Maintenance Contract (AMC) For Computers & Printers (With Parts & Without Parts)".
- h) Quotations received on e-mail will be rejected only hard copies to be submitted.
- i) The tender for the work shall be valid for a period of 180 days from the last date of opening of tender. If the tenderer withdraws tender before the mentioned period or issue of letter of acceptance, whichever is earlier, CCRT shall without prejudice to any right or remedy is at liberty to forfeit E.M.D Deposited as aforesaid. Further, the tenderer shall not be allowed to participate in the tendering process of the work for one year.
- a) The successful tenderer/Contractor, on acceptance of his/her tender by the accepting authority shall have to sign the contract agreement on a non-judicial stamp paper of Rs.100/- within seven days from the date of issue of Letter of Intent.
- j) The successful bidder will have to deposit a performance security which is 10% of the awarded cost of this tender in the form of bank guarantee/F.D in the favour of Director CCRT. The same will be refunded after the contract is over successfully.

**Director
CCRT, New Delhi**

2. Instructions to Bidder

Below is a list of special information regarding requirement for the work listed in N.I.T

1. The bidder must be fully conversant with the documents to form part of contract agreement i.e. instructions to bidders, specifications/scope for the particular nature of work.
2. The bidder shall submit the offer under two bid systems i.e. Bid Part-A (technical cum eligibility criteria) & Bid Part-B (Financial).
3. At any time prior to the deadline for submission of bids, CCRT may, for any reason, whether at its own initiative modify the NIT document by issuing clarification(s) and/or amendment(s).
4. The clarification(s) / amendments(s), if any, will be notified on CCRT website before the proposed date of submission of the bid.
5. CCRT will not bear any responsibilities or liabilities arising out of non-receipt of the information regarding amendment(s) in time or otherwise. Bidders must check the website for any such amendments(s) before submitting the bid.
6. All the notices related to this bid will be published and uploaded on CCRT website.
7. Each bidder shall submit only one bid. A bidder who submits or participates in more than one bid will result in all such bids to be rejected.
8. The bidder shall bear all costs associated with the preparation and submission of the bid and CCRT shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
9. Any addendum / amendment issued by the CCRT shall be part of the tender documents and it shall be informed in writing. To give prospective bidders time to take an addendum into account in preparing their bids, the CCRT may extend if necessary, the last date for submission of bid.
10. Similarly if any of the certificates, documents, etc. furnished by the bidder are found to be false/fabricated/bogus, the bidder will be black listed and the E.M.D deposited shall be forfeited.
11. The technical bids shall be opened at the time and date as specified in the tender documents. The clarifications, particulars if any required from the bidders will be obtained by addressing the bidders. The technical bids shall be evaluated against the specified parameters / criteria as per tender and the technically qualified bidders will be identified accordingly.
12. All duties, taxes and other levies payable by the bidder as per State / Central Government rules shall also be included in the quoted price as on the date of bid submission and any variation shall be reimbursed / recovered at actual by the CCRT on submission of documentary evidence / bill. The details of the taxes considered shall be clearly mentioned by the bidder in the percentage form.
13. If the tender is made by a firm, it shall be signed by the authorized signatory and power of attorney of the signing authority must be attached with the bid.
14. The tender shall contain no alterations or additions, except those to comply with instructions issued by the CCRT, or as necessary to correct errors made by the bidder, in which case all such corrections shall be initialed by the person signing the tender.
15. The bidder shall invariably ensure that the documents to be submitted are as per NIT.
16. The CCRT may extend the date for issue and receipt of tender by issuing an amendment in which case all rights and obligations of the CCRT and the bidder will remain same as previously.
17. Any tender received after the last date and time prescribed in the NIT will be summarily rejected.
18. No tender shall be modified after the last date and time of submission of tender.
19. The tender will be opened as mentioned above and shall be evaluated accordingly.
20. The Tender Opening Committee may call upon any bidder for clarification on submitted information in the form of documents, statements, proof, etc. related to the technical bid. The request for clarification and response shall be in writing and it shall be only on the qualification information submitted by the

bidder. The clarification called for from bidder shall be furnished within the stipulated time, which shall not be more than one week. Only clarifications shall be sought maximum one time however no new documents shall be accepted by the CCRT, hence the bidder should go through the tender carefully and submit the bid accordingly.

21. The CCRT will evaluate whether each bidder is satisfying the eligibility criteria prescribed in the NIT and declares them as a qualified bidder. If the technical bid is not satisfying any of the eligibility criteria it will be rejected by the CCRT.
22. In case of any deviations noticed by the CCRT, the same shall be withdrawn. The bid shall be exactly as per the technical specifications and terms & conditions of the CCRT. If any bidder fails to withdraw deviations pointed out by the CCRT, the bid will be out rightly rejected.
23. If the last date of opening of the technical bid coincides with a holiday, then the next working day shall be the opening date.
24. Bidder shall quote in Indian Rupees only (₹).
25. The bid prepared by the bidder as well as all correspondence and documents shall be written in English language.
26. Any bid without E.M.D will be straightway rejected.
27. The E.M.D of unsuccessful bidders shall be returned/ refunded after finalization of the contract without any interest.
28. For any corrigendum/ amendment notice with respect to this tender, please visit our website www.ccrindia.gov.in regularly. No advertisement shall be published separately in newspapers in this regard.
29. Prospective bidders requiring any clarification on the tender documents should send queries to the mail id mentioned in the NIT. CCRT will consolidate all queries with responses. CCRT is organizing pre-bid query session to take on all queries sent earlier as mentioned in the NIT.
30. All disputes arising out of this tender shall be subjected to the jurisdiction of courts of Delhi.

3. Project Brief

Centre for Cultural Resources and Training (CCRT) invites sealed bids for the Annual Maintenance Contract (AMC) For Computers and its accessories including Monitor ,keyboard, mouse UPS etc. (With Parts & without Parts) installed at CCRT Headquarter, New Delhi. The following table provides quantity details of computers installed:-

Sr. No.	Item wise Description (Computers)	Total Quantity
1.	Intel i-7	09
2.	Intel i-5	03
3.	Intel i-3	24
4.	Intel Core Duo & Pentium IV	28
5.	Server 2008	04
6.	Laptop	05
Total Systems		73

4. Important Terms and Conditions:

- **Guarantee/Warranty:** The Contractor shall guarantee that the material supplied for computer as well as for printer shall comply fully with the specifications laid down, for material, workmanship, and performance after acceptance of the material.

The tenderer should clearly mention in the bid the period of guarantee/warranty offered by vendor as well as also hand over the copy of original bills. If any defects are discovered therein or any defects therein found to have developed under proper use arising from faulty stores design or workmanship, the Contractor shall change / replace such defective items at his own cost.

- **Installation & Commissioning:** The vendor should install all the items satisfactorily at CCRT campus within 01 working day of supplying the items. Installation report is mandatory for the payment process for supplying each items.
- The Annual Maintenance Contract will be valid initially for a period of one year from 16-04-2021 to 15-04-2022. It may be extended for a further period of one year by the mutual consent of contracting agency and CCRT, if satisfactory services are rendered by the vendor on same terms & condition.
- The AMC charges will be released on quarterly basis, subject to the `Satisfactory Service Report' from all CCRT departments and no advance payment shall be made by the CCRT.
- **Preventive Maintenance:** The vendor shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the EQUIPMENT, and necessary repairing of the EQUIPMENT) once within the first 15 days of the commencement of the maintenance period and once within the first fifteen days of every subsequent quarter during this Contract on a day and time to be mutually agreed upon.

- All repair and maintenance services described herein shall be performed by qualified maintenance engineers who are well familiar with the EQUIPMENT. The vendor will depute qualified maintenance engineers in CCRT as and when required by CCRT.
- The CCRT will lodge complaints over telephone / e-mail and vendor will note down the complaints. The vendor will depute qualified maintenance engineers to the concerned department to repair/rectify the defects and put the system/equipment in working condition. The compliance report of the attending the complaint will be signed by the concerned department, this report will be communicated by the qualified maintenance engineers to the IT Cell. This will form the basis for '**Satisfactory Service Report**' from all CCRT departments.
- The complaints registered before 11:00 AM on any working day shall be cleared at the earliest but positively on the same working day by 5:30 PM. The complaints registered after 11:00 AM on any working day shall be cleared as far as possible on the same working day but definitely by 12:00 Noon on next working day. All maintenance / repair works are to be done at CCRT premises only. In case, it takes more time than mentioned above to rectify the defects or the defects are not repairable in CCRT and the system/equipment is required to be taken to the vendor's workshop or lab, the vendor shall provide standby system/equipment of equivalent or higher specifications so that the CCRT's work does not suffer.
- Failure to provide a standby system/equipment for cases mentioned above shall attract a penalty of Rs. 50- per day per system/equipment up to a delay of 7 days. Subsequently, if the system/equipment is not repaired satisfactorily or a standby is still not provided for the unrepaired system/equipment, CCRT will be free to procure and install the item/part/component of the system/equipment and deduce the cost incurred from the vendor's AMC's charges, provided that the accumulated amount on the account of penalty shall not exceed 10% of the fee of the respective quarterly AMC period.
- Whether the system/equipment can be repaired at CCRT site or at Vendor's service centre, it will be the sole discretion of CCRT only. All standby replacements can be taken back by the Vendor only after repairs and installation of the original parts. If the vendor replaces any branded systems, which is irreparable, with any other branded system of equivalent/higher specification and functioning of the user concerned is not affected and he/she is satisfied with the replaced system, the CCRT will not insist for deposition of the unrepaired part with CCRT and will accept the replaced system. However, in case of branded system, the irreparable items (for which replacements of equivalent of higher specifications have been provided to the satisfaction of the user concerned) will be deposited with the CCRT.
- The vendor will enter the details of every complaint in the "**Complaint Register**", which is maintained at CCRT. The register will record that defect has been rectified and system/equipment is in working condition. The total duration of the failure will be recorded for downtime. The AMC vendor shall maintain an uptime availability of 99% every quarter which shall be basis for release of quarterly AMC payment.
- AMC shall cover Labour charges, required spares, breakage, burnt and consumables except Pendrives, Floppies, CDs, and DVDs, Tapes.
- **The systems/equipments can be added or taken of the AMC on pro-rata basis during the period of the contract after informing the vendor one month in advance.**

- All disputes, differences and questions, whatsoever, which may arise between the vendor and CCRT during the continuance of the contract or afterwards, and which touch any clause or anything herein contained of the rights, duties and liabilities of either party in connection therewith, shall be settled in the jurisdiction of Delhi High Court and other local courts in Delhi only.
- The AMC does not include the followings:-
 - Electrical works external to the machine and maintenance of accessories, attachments to the machines and or other devices not covered under the contract
 - Replacements of Consumables
 - Supply of accessories, painting or refinishing the machines or finishing materials, making specific changes or performing services connected with relocation of systems/equipment.
 - Services which are impractical for vendor to render because of unauthorized alteration in the machines.
- The vendor will be required to provide maintenance for operating systems, installation or re-installation of operating systems, installation of application software like MS-Office, Rajbhasha, etc., installation and configuration of peripherals like printers, scanners as required by the CCRT from time to time & require assistance in data recovery, data back up, pre-emptive action against virus detection/removal.
- **Replacement of parts will be at the vendor's cost with original spares of the brand/make/model of the computer or reputed makes with best quality spares. The vendor should keep sufficient spares at their office and should provide replacement parts including motherboard, hard disks, DVD-Drives, keyboard, mouse, power supplies (UPS), memory, monitors etc. within a reasonable period and in no case more than 1 working day.**
- The vendor will not subcontract or permit anyone other than the vendor personnel to perform any of the work, services or other performance required of the vendor under the Contract without the prior written consent of the CCRT.
- **The vendor shall not copy any software, document or data existing on the hardware or indulge in any other act which may cause malicious damage to the systems. Violation of the same is liable to attract penalty/punishment under IT Act 2000 as amended from time to time.**
- The vendor shall perform entire work of maintenance/ repairs under the supervision of the CCRT staff unless permitted otherwise
- **Confidentiality: The vendor has to acknowledge that all material and information which has or will come into its possession or knowledge in connection with the Contract or the performance hereof, whether consisting of confidential and proprietary data or not, whose disclosure to or use by third parties may be damaging or cause loss to CCRT will at all times be held by it in strictest confidence and it shall not make use thereof other than for the performance of the Contract and to release it only to employees requiring such information, and not to release or disclose it to any other party. The vendor shall take appropriate action with respect to its employees to ensure that the obligations of non-use and nondisclosure of confidential information under this Contract are fully satisfied.**
- **Termination For Default: The CCRT may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the vendor, terminate this contract in whole or in part**
 - a) If the vendor fails to deliver any or all of the goods/installation within 1 working day specified in the contract, or any extension thereof granted by the CCRT;

b) If the vendor fails to perform any other obligation(s) under the Contract; and

c) If the vendor, in either of the above circumstances, does not remedy his failure within a period of 1 working day (or such longer period as the CCRT may authorize in writing) after receipt of the default notice from the CCRT.

- **Force Majeure:** Neither party shall be liable for delay in performing obligations or for failure to perform obligations if the delay or failure results from any of the following (whether happening in India or elsewhere) force majeure. Act of God, or any governmental act, fire, earthquake, explosion, accident, industrial dispute, civil commotion, or anything beyond the control of either party. The parties shall use all reasonable endeavors to minimize any such delay. Upon cessation of the event giving rise to the delay the parties shall in so far as may be practicable under the circumstances complete performance of their respective obligations hereunder. Notwithstanding the foregoing, if any of the above mentioned events shall preclude the vendor from meeting any or all of its obligations hereunder, for a period of more than 3 months, from the date of occurrence of such event, it shall be open to either party to rescind this contract by giving 1 month's notice.

5. Financial Bid Opening - EVALUATION CRITERIA

The financial bids of only those bidders will be opened who are declared technically qualified by the Tender Evaluation Committee.

The price bid of the unqualified bidder will not be opened and thereafter E.M.D deposited will be returned.

In case of any ambiguity, the decision taken by the Tender Evaluation Committee on the tender shall be final.

Bids shall be evaluated on the L-1 cost derived from the Table of BOQ under Price Bid Schedule

6. Process to be confidential

Information relating to the examination, clarification, evaluation and comparison of tender and recommendations for the award of a contract shall not be disclosed to bidder or any other persons not officially concerned with such process until the award to the successful bidder has been announced by the Tender Evaluation Committee.

Any effort by a bidder to influence the processing of the tender or award decision may result in the rejection of his tender.

No bidder shall contact the authority concerned with finalization on any matter relating to its tender from the time of the tender opening to the time the contract is awarded. If the bidder wishes to bring additional information to the notice of the CCRT, it should be done in writing.

Before recommending / accepting the tender, the Tender Evaluation Committee shall verify the correctness of certificates submitted to meet the eligibility criteria and specific requirements. If required, the authenticated agreements of previous works executed by the lower bidder shall be called for verification.

7. Award of Contract

The Director CCRT reserves the right to accept or reject any tender or all tenders and to cancel the tendering process at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the reasons for such action.

8. Notification of Award and Signing of Agreement

The bidder whose tender has been accepted will be notified of the award of the work by the Technical Evaluation Committee, prior to expiration of the tender validity period through a letter. This "Letter of Intent" hereinafter called LOI, will indicate the sum that the CCRT will pay to the contractor in consideration of tender on "Annual Maintenance Contract (AMC) For Computers & Printers (With Parts & Without Parts)".

When a bid is to be accepted the concerned bidder should attend CCRT office on the date & time fixed in the LOI to sign the contract. Failure to attend the CCRT office on the fixed date & time, in the written intimation, to enter into required agreement shall entail forfeiture of EMD.

The written agreement to be entered into between the contractor and the CCRT shall be the foundation of the rights and obligations of both parties and the contract shall not be deemed to be completed until the agreement has first been signed by the contractor and the CCRT. The successful bidder has to sign an agreement within a period indicated in LOI from the date of receipt of communication of acceptance of his tender. On failure to do so his/her tender will be cancelled duly forfeiting the E.M.D deposited paid by him without issuing any further notice and action will be initiated for black listing bidder.

9. Proposal Requirements

The CCRT has devised the following format to evaluate the competency of the vendors. You are strictly required to compile your responses in the following format:-

Proposal Part A:

1. Corporate Profile:

Provide a brief overview of your firm's history and philosophy

- Vendor with minimum 10 years working experience in the field of IT Services with departments of the central/state Government / Government Recognized Institutes
- Date and Year of establishment (Enclose documentary evidence)
- Vendor / company's headquarter and other offices contact telephone number and address. The bidders from outside Delhi may preferably provide their local (Delhi) contact telephone number and address.
- Provide the total number of vendor's employees and the number of technical employees in IT services
- List of clients you have worked with brief description
- Indicate if the company incurred an annual operating loss in the last 5 years

2. Vendor System Information:

- Identify what uniquely distinguishes your offering from your competitors.
- Should have minimum 10 years experience and technical expertise in undertaking similar works preferably in government departments / semi-government departments / public sector undertakings / Government Recognized Institutes. Provide five examples of similar work executed by your firm.
- Performance Certificates from previous clients.

3. Mandatory Documents:

A list of following documents is required to be submitted along with the proposal:-

- An undertaking in the form of letter head of the company to the effect that Bidder/Firm have never been black-listed/debarred in any government departments / semi-government departments / public sector undertakings / Government Recognized Institutes and has not left any work abandoned during last three years. If any bidder has been black-listed/debarred by any government departments / semi-government departments / public sector undertakings / Government Recognized Institutes, his bid is liable to be rejected even if the bidder meets the eligibility criteria specified in the bid documents.
- An undertaking in the form of letter head of the company to the effect that the information given in the bid by bidder/firm is true. If any information is found to be false/misleading, the CCRT shall disqualify the bid and has the right to debar the organization/firm from bidding for working on CCRT's future projects.
- Duly signed and stamped of the entire bid document along with its Addendum/ Corrigendum, if any
- Attach photocopies GST No., PAN No and ITR for last three years
- E.M.D deposited in DD/pay order in favour of Director CCRT
- Relevant documents as mentioned in case of E.M.D Exemption
- Power of Attorney/ Authorization Letter, if bid is submitted by the authorized representative of the agency (on the letter head of the bidder)
- All other documents, as required in terms of the tender, to claim eligibility

SCOPE OF WORK

The bidder who is awarded the work shall be responsible for -

1. Annual Maintenance Contract (AMC) required for Computer Hardware and Peripherals etc. installed in CCRT , New Delhi.
2. The vendor shall carry out maintenance service of computers wherein the rate should be quoted against each item separately and the maintenance will also include maintenance of Operating Systems, OS/Software installation, Patches Installation, Data Recovery, Pre-emptive actions against virus spread, detection/removal of virus, Configuration of internet, configuration of applications (client/server) and client applications, connections of computers to projector for presentation.
3. Receiving of all complaints with respect to Computer Hardware and Peripherals installed at CCRT, New Delhi or provide any other related service as may be instructed by CCRT , issue call numbers and monitor the rectification of lodged complaints so that the complaints lodged are attended within stipulated time.
4. Hardware maintenance which includes routine corrective, preventive maintenance and repair/replacement of all the parts/items of Desktop/Laptop Computers, etc., in totality listed at BOQ and all the plastic parts are under this AMC by the Contractor.

AMC shall cover Labour charges, required spares, breakage, burnt and consumables except Floppies, CDs, Tapes and Ribbons/ Cartridges/ Toners for Printers & Stationery.

5. The Vendor shall provide new and original genuine spare parts, assemblies and subassemblies in place of such items, which develop defects /suffer genuine breakdown during the period of AMC, including Printer heads, belts, fuser assembly, developer, drum for colour laser printer etc.

For this purpose, he shall enter into back-up guarantee with original equipment manufacturer(s) /original equipment supplier(s) and a copy of the same shall be furnished to CCRT for reference. The CCRT will provide consumable items such as printer toners and cartridges only for the computer equipment installed in CCRT.

6. M/s Vendor shall stock commonly used spares at CCRT for immediate replacement. The list of inventory shall be provided by the Vendor. This stock shall be recouped on daily basis.
7. Hardware mentioned in BOQ if it is not non-repairable then need to be replaced with same make. In case it is not possible, the same must be of better or equivalent quality. In the service report, the details regarding the part number and serial number (if any) must be brought out clearly. After repairing the device, the same should be made ready for use along with installation of the applications\OS, connecting to LAN, updating Anti-virus etc.
8. System/ Equipment/ Network uptime shall be minimum 99% in a year.

9. If it is not possible to repair the part or component on-site than permission shall be required to take away the part from the user's premises after providing stand by machine and no extra charges would be paid on this account.
10. CCRT may add or delete the number of systems/equipments during the contract period and the charges shall be increased/ reduced accordingly on pro-rata basis, based on the unit price quoted by the contractor. Variation beyond that may be settled mutually.
11. The office of the firm should be located in Delhi/NCR to enable provide quick services at a short notice.
12. The vendor shall intimate the status of complaints pending/rectified on a daily basis.
Completion of calls will be certified by the user indicating name and designation and place of posting. The vendor will prepare the service call slip in triplicate. All three will be signed by user. One copy will be given to the user and second copy will be submitted to the IT Cell for downtime/penalty calculation. Third copy will be retained by the vendor. No other documents will be used to work out downtime or penalty calculation. The contractor has to arrange the printed books at his own cost. The Contractor shall also submit a consolidated report furnishing the details of calls attended, remedial action taken and their status on a daily/weekly and monthly basis.
13. The Vendor shall be required to hand over all the equipment in working condition at the time of termination of the Contract, otherwise the equipment, found faulty, shall be made good at his risk and cost by arranging its repair from external agencies.
14. The Vendor shall arrange the requisite documentation and maintain necessary records, etc. as required for processing the quarterly payment during the period of AMC. He shall submit a copy of the documents/maintenance records to CCRT, as and when required for reference.
15. Preventive maintenance will include inspection of each system, scanning hard disk/systems for any defects/problems/virus therein and obtain a satisfactory working certificate from the user after cleaning of the system i.e. PC/ Monitor/laptop/server/ Printer/ Key Board /CD ROM Drive/ FDD and other accessories with a blower/vacuum cleaner and wiping the surface of the systems with a good quality cleaning liquid, cloth and brush etc.

Preventive maintenance will be carried out during the last month of each quarter and vendor is required to submit the report for the same.
16. In case of non-adherence to 'System/ Equipment/ Network uptime' and 'preventive maintenance schedule', a penalty of 10% of the total of AMC charges for the Quarter for every such failure in a quarterly schedule will be recovered.
17. In case of fault where no STAND BY is provided and fault persists beyond ONE WEEK or faulty equipment is taken by vendor for repair and not returned within ONE WEEK after repair, CCRT shall be at liberty to get the same repaired from outside source and recover the cost from AMC Vendor from the pending AMC bill or from performance bank guarantee. The CCRT is not bound to issue any notice to the AMC vendor for the repair of such items.

The following additional clauses applies when work is awarded to the vendor for AMC without Spares.

1. In case a fault has been reported and the fault happens to be on a part which is irreparable and to be replaced by a new one, the decision of which is rest with Director CCRT, then the part shall be procured by Director CCRT and the same shall be installed by the Vendor to restore the services. The duration of failure of the system till such time the procurement is completed shall not be to the account of the Vendor. Once the intimation given to the vendor about the availability of Spare , the vendor has to set right it within a day failing which the entire duration of failure will be to vendor's account.
2. Vendor cannot absolve his responsibility in maintaining the services by simply declaring any fault as a Hardware fault and not in his scope of work. It is the Director CCRT decision to decide on the Hardware failure whether it can be repaired or replaced. Repairing comes in the scope of the vendor and replacement comes in the scope of CCRT.

**Director
CCRT, New Delhi**

Proposal Part B: COST

Tender No. CCRT/31013/02/2020

March 03, 2021

BILL OF QUANTITY AND PRICE BID SCHEDULE

Scope of Work : AMC without Spares

Sl.No.	Item Description	Unit	Qty.	Applicable HSN/ SAC Code	Unit Rate for AMC without GST (Rs.)	GST Rate (%)	GST Value AMC (Rs.)	Total Value for AMC (Inclusive Tax)
			A		B	C	D=B+C	E=Ax(B+D)
1	DESKTOP COMPUTERS	Nos	64					
2	SERVER 2008	Nos	04					
3	LAPTOP COMPUTERS	Nos	05					
Total Quoted Value for AMC with GST (Rs.) in figures								
Total Quoted Value for AMC with GST (Rs.) in words								

We also want to insure a competitive bid from each potential tenderer.

It is the sole discretion of CCRT to decide and choose one of the cost options mentioned above that is "Annual Maintenance Contract (AMC) for Computers With Parts" or "Annual Maintenance Contract (AMC) for Computers Without Parts".

Proposal Part B: COST

Tender No. CCRT/31013/02/2020

March 03, 2021

BILL OF QUANTITY AND PRICE BID SCHEDULE

Scope of Work : AMC with Spares

Sl.No.	Item Description	Unit	Qty.	Applicable HSN/ SAC Code	Unit Rate for AMC without GST (Rs.)	GST Rate (%)	GST Value AMC (Rs.)	Total Value for AMC (Inclusive Tax)
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It is the sole discretion of CCRT to decide and choose one of the cost options mentioned above that is "Annual Maintenance Contract (AMC) for Computers With Parts" or "Annual Maintenance Contract (AMC) for Computers Without Parts".



Tender No. CCRT/31013/2/2020
March 03, 2021

BID SUBMISSION FORM

Offer No.

Date

To

The Director ,
Centre for Cultural Resources and Training,
15-A, Sector 7, Dwarka ,,
New Delhi-110075.

Dear Sir,

In response to your **Tender No. CCRT/31013/2/2020** dated **18-02-2021** for **Annual Maintenance Contract of Computer Hardware and its Peripherals at CCRT New Delhi**, we hereby submit our offer herewith.

- 1 Bidder Name :
-
- 2 Website Address :
-
- 3 Email Address :
-
- 4 Address for Communication :
:
:
-
- 5 Telephone Number :
-
- 6 Fax/Telefax Number :
-
- 7 Authorised Person - Name :
-
Designation :
-
Mobile No :
-
Email ID :
-
- 8 Alternate Person - Name :
Designation :



	Mobile No	:
	Email ID	:
9	PAN Number	:
		-
10	TIN Number	:
		-
	State	:
11	Service Tax Regn. No.	:
		-
12	GST / Provisional ID No.	:
		-
13	ARN No.	:
		-
14	TAN:	:
		-
15.	Principal place of business as per GST registration	:
		-
16.	ECC Number	:
		-
17	Bank Account No.	:
		-
	IFSC / NEFT Code	:
		-
	Name of the Bank	:
		-
	Address of the Branch	:
		-
18	Particulars of EMD	:
		-
	Amount : Rs.	:
		-
-	Mode of Payment (DD/BG)	:
		-
	DD/BG No.	:
		-
	Name of the Bank	:
		-
	Address of the Bank	:



	Validity of BG	-	:
		-	:
	Particulars of Tender Fee	-	:
19	Amount : Rs._	-	:
		-	:
	DD No.	-	:
	Date	-	:
	Name of the Bank	-	:
	Address of the Bank	-	:



Tender No. CCRT/31013/2/2020
March 03, 2021

NON-CONVICTION CERTIFICATE

Offer No.

Date

To

The Director ,
Centre for Cultural Resources and Training,
15-A, Sector 7, Dwarka,
New Delhi-110075.

Dear Sir,

In response to your above Tender, This is to certify that

(Name of the organization),

having registered office at (Address of the registered office)

has never been blacklisted or restricted to apply for any such activities by any

Central/State Government Department or Court of law anywhere in the country.

Signature:

Name of the Authorized Signatory:

Designation:

Contact details (including E-mail):

Date:



PROBABLE FAULT IN COMPUTER , LAPTOP, PEERIPHERALS AND ACCESSORIES

Hardware

1. Mouse
2. Keyboard
3. Power Unit
4. Mother Board
5. RAM
6. Hard Disk
7. Sound Card
8. Network Card
9. Display Monitor
10. Power Cord
11. Data Cord
12. DVD Drive
13. Speakers
14. Graphics card, etc.

Software

1. Operating System for Desktops and Laptops – Windows
2. Microsoft Office
3. PDF s/w
4. Anti Virus, etc.