



NATIONAL BOOK TRUST, INDIA

Nehru Bhawan, 5, Institutional Area, Phase-II

Vasant Kunj, New Delhi – 110 070

Phone: 91-11-26707700, Fax: 91-11-26121883

Email: office.nbt@nic.in

www.nbtindia.gov.in

Ref.No.CC/12-14/3

Dated: 30.12.2013

TENDER NOTICE

National Book Trust, India (NBT) an apex body of the Government of India, Ministry of Human Resource Development, invites sealed bids from reputed Firms/Companies for Annual Maintenance Contract for Computers/ Printers and other related peripherals installed in its various divisions at headquarters office in New Delhi.

The Tender document can be collected from Computer Cell, National Book Trust, India, Nehru Bhawan, 5, Institutional Area, Phase – II, Vasant Kunj, New Delhi – 110 070 on any working day from 30.12.2013 to 15.01.2014 during working hours or can be downloaded from www.nbtindia.gov.in. The tender document should be submitted with supporting documents by 2.00 P.M. on 15.01.2014.



NATIONAL BOOK TRUST, INDIA
Government of India
Ministry of Human Resource Development

TENDER DOCUMENT
For
ANNUAL MAINTENANCE CONTRACT OF
Computers, Printers, Scanners and other related peripherals

TENDER NO. CC/AMC.2013-14/Computers/3

Date of Issue: 30.12.2013

Pre Bid Meeting: 10.01.2014 at 11.30 A.M.

Last date for Submission: 15.01.2014 upto 2 P.M.

Opening of the Tender: 15.01.2014 at 3.00 P.M.



NATIONAL BOOK TRUST, INDIA
Computer Cell, Nehru Bhavan,
5, Institutional Area, Phase-II, Vasant Kunj,
New Delhi - 110 070

No. CC/AMC.2013-14/Computers/3

Dated: 30.12.2013

TENDER DOCUMENT

National Book Trust, India (NBT), an apex organization of the Government of India, Ministry Of Human Resource Development, Department of Higher Education invites sealed bids from reputed Firms/Companies for Annual Maintenance Contract for Computers/ Printers and other related peripherals installed in its various divisions at headquarters office in New Delhi and at the residences of entitled officers within the National Capital Region (NCR).

The general scope of work includes:

Maintenance of hardware and software installed. The software maintenance includes operationalizing, loading/reformatting of software / discs with software like Windows 2000, 2003 , XP, Vista, Windows 7, Linux, Microsoft Office, software, Browsers like Internet Explorer, Chrome, Mozilla etc. and Mailing Software like Outlook Express, Anti-virus software, Data retrieval and installation/removal of any other software purchased by NBT, India from time to time. It also includes removal of virus and re-installation of software, if corrupted. Support for users and troubleshooting of commercial software (Licensed) packages mentioned above. Scope of work of AMC also includes

- a) Maintenance that includes the replacement of malfunctioning spares/ parts for proper functioning of all systems and sub-systems by the Contractor. **If any part gives repeated problems, i.e., 2 repairs in a minimum period of two-month time, then the contractor must replace it immediately with a new original part.**
- b) **Maintenance includes replacement of each and every malfunctioning part of Computer, printers and related items** like Hard Disk, Floppy Drive, CD/DVD Reader/Writer, Mother Board, Keyboard, Mouse, Printer Heads, Fuser assembly, roller drums, data cables, scanning unit, switch, power supply, display card etc. and all the plastic parts **except consumables under this AMC by the Contractor.**
- c) All parts to be replaced by the Contractor must be of the 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.

Terms and Conditions:

1. The Contractor shall depute an adequate number of well-qualified engineer(s) who can maintain the equipment properly. The Engineer(s) should be an Indian national only, having three year degree/diploma in Computer hardware and related field. Engineer(s) should have an 3 years of experience and **should be specialist in repairing and maintaining Laser and Dot matrix Printer.** The engineer(s) shall be required to report on all working days, if and

when required on Saturdays at 0900 hrs. The engineer(s) will sign the attendance register of contractor everyday with timing, kept in NBT. All the engineer(s) deployed by the contractor shall work in coordination with Programmer, Computer Cell, NBT India, New Delhi hereinafter referred to as the coordinator or any other person authorized by the customer.

2. The Engineer(s) will work under the instructions of the Coordinator or any person authorized by the NBT and shall submit complaint sheets to him for each complaint attended by them. The complaint sheet would clearly define the nature of complaint, location of office and time taken for rectification of a complaint. The engineer(s) are also required to get the compliant sheets signed by the respective end users. **The contractor shall provide a computerized network based system for entering, monitoring of complaints and for online help desk facility;**

3. The contractor would carry out preventive maintenance of each machine once in every month, in order to forestall any major failure of the same which includes installing of updates of antivirus packages. Contractor should also ensure proper cleaning of machines on quarterly basis. Failure to do so shall attract penalty at the rate mentioned under penalty clause;

4. The equipment will have to be repaired in-house. In rare cases when it is very essential to take out the equipment for repairs outside NBT, it is mandatory to have a valid pass for such equipment and making proper entries with coordinators and at Security office;

5. Upkeep and maintenance of the hardware. Contractor must also maintain the required drivers (CDs & Floppies) for maintaining the equipment.

6. Stand-by arrangement to be made in case the equipment is to be taken to workshop for repairs or item is not usable. In case standby is not provided, and the item is not usable beyond 48 hours, a penalty of Rs.200/- (Rupees two hundred only) per day will be charged. The amount of penalty will be recovered either from the Bank Guarantee/Security of the annual maintenance period or from the AMC charges/bills;

7. Loss of any part in the product on account of negligence attributable to the vendor, the vendor at his own discretion will have to reinstate or replace the malfunctioning / non-functioning part or whole of the product with a working part or whole of the product of a matching or higher configuration. However, in the case of hard disc, vendor should provide a new hard disc of matching or higher configuration.

8. The vender shall ensure the following service norms:

- | | |
|----------------------------------|---|
| (a) Service Availability Timings | : 0900 hours to 1800 hours (Monday to Friday) |
| (b) On-site response Time | : 1 Hour |
| (c) Annualized Uptimes | : 95% |

9. Any other maintenance work to be undertaken related to the Computers/peripherals;

10. The Contractor shall ensure that the engineer(s) are present and possess valid ID cards on all working days including Saturdays (if required). In case of resident engineer proceeding on leave, alternate arrangements should be made well in advance and coordinator should be given prior intimation. Any failure in sending the engineer will attract penalty for that particular period. In case of an emergency, the engineer may be required to be deployed on holidays;

11. The contractor shall not change the engineer(s) without prior clearance from the customer. Further that the contractor shall provide a substitute for a deployed engineer, if required by the customer, within five days of such request. Failure to do so may lead to termination of the contract and /or imposition of penalties by the customer not exceeding 10% of the total value of the contract;

12. Any information/data/credentials that the contractor or any of his employees may come to possess or know during the course of their work will not be disclosed to any one in any form and the relevant portions of the "Official Secrecy Act" would be applicable;

13. National Book Trust, India shall ensure the proper electrical power supply (including UPS facility).

14. A pre-bid meeting on AMC is scheduled to be held at 11:30 AM on 10.01.2014 in Conference Hall, National Book Trust, India with the bidders who may like to attend.

2. Two Bid System (Technical and Financial):

The two bid system will be followed for this tender. **Bidder is advised to carefully read this tender document before submitting his bid.** In this system bidder must submit his offer in two separate sealed envelopes as explained below.

2. (A) Envelope No.1 "Technical Bid"

The sealed envelope should contain the documents in support of Eligibility and Experience clauses.

I) ELIGIBILITY

i. The firm should be in existence for over 5 years in the trade of Annual Maintenance Contracts (AMC) .

ii. Audited balance sheet for three years showing that the bidder has a minimum annual turnover of at least Rs.20 Lacks ending 31st March, 2013.

iii. The firm/company must be registered under the relevant Act;

iv. Copies of Income tax return for the last two years must be attached;

v. Bidder must deposit an amount of Rs.5000/- as earnest money in the form of a demand draft drawn in favor of National Book Trust, India payable at Delhi. Bids not accompanied by the requisite earnest money would "be rejected summarily;

vi. If the bidder has provided AMC services to NBT, India during last 7 years then it is mandatory to attach the performance certificate of NBT, India with technical bid otherwise bid will be rejected.

II) EXPERIENCE

- i. The company/firm preferably should have a previous maintenance contract for at least two years with Government Departments/ Public Undertakings/Autonomous Bodies/Corporates in Delhi, the total annual value of which should not be less than Rs.1.00 Lakh.
- ii. Company/firm should submit the supporting documents against latest contract completed (apart from above at (i.) for computers and printers for minimum 100 quantity. Satisfactory certificate must be issued from the organization/department where the bidder has provided AMC services for Computers, Printers etc.
- iii. The firm must have an expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily minimum of one Annual Maintenance Contract of more than 100 Computers connected in LAN under Window/Linux/NT environment. A Performance Certificate to this effect from Govt. Deptt. /Public Sector Undertaking/Autonomous body shall be furnished;
- iv. List of minimum two Engineers to be deployed in NBT, India with their detailed bio-data showing their qualification, experience and mobile number.
- v. Firm should be authorized supplier and authorized service provider of any one of the manufacturers like Samsung/HCL/HP/Lenovo/Wipro/Dell etc. NBT has computers of HP/Lenovo make which are under warranty. The Contractor will be required to liaison with the O.E.M. for maintenance of these computers/servers and network equipment etc.

Technical Bid must contain the supporting documents as required in ELIGIBILITY clause, failing which bid will be rejected summarily.

The bidder should sign all papers of the bid as also the pamphlets, drawings, client list, company/firm profile etc.

If the firm/Company meets the above ELIGIBILITY AND EXPERIENCE clause requirements, it may apply in the prescribed Performa at Annexure-Technical along with Annexure-I in sealed cover;

2. (B) Envelope No.2 “Financial Bid” shall contain:

The rates should be quoted for the computers, laptops, printers in the Performa at Annexure-II in a separate sealed cover with proper seal and signature of authorized person. Maintenance and repair would include replacement of parts of computers/peripherals of matching or higher configuration of same make whenever necessary in each case. Cost of Spares/Consumable will only be borne by NBT.

2.(C) Evaluation of Tender and Selection Process

I) Rating of Technical Proposal

The Technical Proposals would be evaluated by Technical Evaluation Committee. The bidder would be rated based on the following evaluation criteria after meeting the Eligibility requirements. The marks allocated for each of the activity would be added to arrive at the total technical score of each Bidder. **For qualifying technical bid minimum 60% marks will be required.**

S.No	Evaluation Criteria	Maximum Point
i.	Company/firm preferably should have a previous maintenance contract for at least two years with Government Departments/ Public Undertaking/Autonomous Body/Corporate in Delhi the total annual value of which should not be less than Rs.01 Lakh.	20
ii.	Company/firm should submit the supporting documents against latest contract completed (apart from above at i) for computers and printers for minimum 100 quantity. Satisfactory certificate must be issued from the organization/department where bidder has provided the AMC services against Computer, Printers etc.	15
iii.	The firm must have an expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily minimum of one Annual Maintenance Contract of more than 100 Computers connected in LAN under Window/Linux/NT environment. A Performance Certificate to this effect from Govt. Deptt. /Public Sector Undertaking/Autonomous body shall be furnished;	15
iv.	List of minimum two Engineers to be deployed in Trust with their detailed bio-data showing their qualification, experience and mobile number.	20
v.	Firm should be authorized supplier and authorized service provider of any one of the companies/firms like Samsung/HCL/HP/Lenovo/Wipro/Dell etc. There are computers of HP/Lenovo make which are under warranty. The Contractor will be required to liaison with the O.E.M. for maintenance of these computers/servers and network equipment etc.	30
Total Point		100

II) Financial Proposal

Following the approval of the Technical Evaluation, and at an address, date and time advised by NBT, the Financial Proposals will be opened.

Financial Proposals will only be opened for technically qualified bids and evaluated in following way.

Vendor Bidding Lowest rate (L1) will get 100-86 Percent Marks

Vendor Bidding Lowest rate (L2) will get 85-71 Percent Marks

Vendor Bidding Lowest rate (L3) will get 70-56 Percent Marks

Vendor Bidding Lowest rate (L4) will get below 56 Percent Marks

III) Final Selection

Final selection shall be done on the basis of the marks obtained in Technical bid + Financial bid where the weightage of Technical and Financial would be in the ratio of 60 : 40. The contract will be awarded to the firm which has obtained the highest marks and will be top ranked bid.

3. The others terms and condition for awarding the AMC shall be as below:

(i) The Contractor shall depute minimum two well-qualified engineers who can maintain the equipment properly. Engineer(s) should have 3 years of experience and should be specialist in repairing and **maintaining Laser and Dot matrix Printer**. The engineer(s) shall be required to report on all working days, if and when required on Saturdays at 0900 hrs. The engineer(s) would be

equipped with Mobile phones to ensure their availability. Amount will be deducted if any Service Engineer remains absent without providing a substitute;

(ii) The contract will be valid for a period of one year and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of contract. **This contract may be extended up to three year subjected to year wise performance evaluation & at the discretion of NBT with annual 10% increase in cost of Tender value.** No demand for revision of rate on any account shall be entertained during the contract period;

(iii) The contract awardee has to provide services in National Book Trust, India, Vasant Kunj, New Delhi, NBT Book Shop at Daryaganj, Delhi University Metro and Kashmiri Gate Metro, Delhi, at the residence of Director, NBT and at different locations in the National Capital Region;

(iv) The firm will prepare separate log books for each of the machines to be taken under the AMC and Preventive maintenance with virus detection and special cleaning of the Monitor, printer, Key Board, mouse etc. from outside with liquid cleaner and inside will be carried out once in every three months. A Preventive Maintenance Report from the user would be submitted to Computer Section failing which an appropriate, penalty would be imposed. The quarterly payment will strictly be made on the basis of satisfactory report from the user.

(v) The service engineer(s) would take up any reported fault within one hour. As far as possible, the repair would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by for the same within 24 hours;

(vi) The necessary support for maintaining VIRUS free computer environment in NBT and help in upgrading the Software's/ Virus Detection mechanism would be provided by the firm;

(vii) It may also be noted that in case of contractor backing out midway without the explicit consent of NBT, he will be liable for recovery at higher rates, vis-a-vis, those contracted with it, which may have to be incurred by NBT on maintenance of machines for the balance period of contract through alternative means.

(viii) The above act of backing out would automatically debar the firm from any further dealing with the NBT & the security amount would stand forfeited.

(ix) No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each quarter would be made. Income Tax shall be deducted as applicable under the rules.

(x) It is the responsibility of the contractor to ensure the functioning of Computer System. Bidder is advised to first ensure the condition of systems by visiting NBT office before submitting the bid document.

(xi) Interested bidders may submit their documents satisfying the technical bid requirements in a sealed cover superscribed "Technical bid for AMC of computers, printers and peripherals". The other sealed envelope containing the quoted rates and documents relating to acceptance of all the terms and conditions, etc. may be submitted superscribed "Financial bid for AMC of computers, printer and peripherals".

(xii) Thereafter, both the envelopes should be placed in a third sealed cover superscribed "**Tender for AMC of computers/printers and peripherals containing Technical and Financial bids**" addressed to Director, National Book Trust, India, Nehru Bhawan, 5, Institutional Area, Vasant Kunj, New Delhi - 110 070 by **2.00 p.m. on 15.01.2014 (last date)**. The technical quotations will first be opened on the same date at 3:00 PM in Conference Hall. After scrutiny and satisfactory technical bidding specifications, NBT will shortlist those who are eligible and inform them about opening of "Financial bid".

(xiii) Late submission of tenders will not be accepted. Tenders by Telex/Telegram/Fax/e-mail will not be accepted. Tenders may be submitted by Registered Post, by Hand in Person or by Courier. However any delay on this account shall not be accepted as a reason for exception.

(xiv) Quotation received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted.

(xv) The rates quoted should be net and no discount, free services/offers quoted will be considered. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between words and figures, the amount in words will prevail.

(xvi) This tender is not transferable.

(xvii) NBT may waive off any minor infirmity or may seek-any clarification, if so desired.

(xviii) The Contractor may indicate whether he would be willing to extend period of Annual Maintenance Contract by 2 years at the same rates, terms and conditions after completion of AMC period.

(xix) The quantities mentioned in Annexure-II may be increased or reduced at the discretion of NBT (before/after assigning the contract at any stage).

(xx) Representatives of NBT if required may inspect the offices, work place of the contractor to ascertain whether the firm has the necessary wherewithal to undertake the job. The decision of the representatives during such visits would be final and binding.

(xxi) Mere quoting lowest rates will not amount to commitment on the part of NBT for award of contract. Director, NBT, India reserves the right to accept or reject any or all tenders without assigning any reasons. NBT also reserves rights to award contract on complete or part basis to one or more Contractor(s)

(xxii) If any dispute arises between NBT and the firm with reference to any provision of the contract, the decision of Director, NBT shall be final and binding on both the parties.

4. Performance Guarantee:

The successful tender/firm will be required to furnish Performance Guarantee in the name of Director, NBT for an amount equal to 10% of the contract value which will be released to the contractor on successful completion of the contract.

5. Penalty for delayed Service:

5.1 The AMC will include rectification of all Hardware and Software problems. The engineer(s) will have to ensure that all calls are attended within 1 (One) Hour and the upkeep time for repair of any system would be up to two working days. In Case of failure to do so, a penalty will be charged for downtime at the rate of Rs200/- (Rupees two hundred only) per day or part thereof beyond the demarked time limit (48 hours from the time a complaint was lodged).In respect of Hard Disks, replacements have to be effected within 48 hours of the lodging of complaint. The downtime penalty for this work would be double the normal rate.

5.2 NBT reserves the right to cancel the contract in case company/firm is failing to provide services up to the satisfaction level or on security grounds.

5.3 The penalties, if any shall be recovered from Security deposits/Performance Bank Guarantee or bill(s) of the contractor.

6. Jurisdiction:

Any unresolved disputes arising out of or relating to the contract shall be settled through arbitration to which both, NBT and the vendor hereto consent that the decision of Director, National Book Trust, India shall be final and binding.

**Assistant Director (Admn.)
NBT, India
New Delhi-110070
Tel No. 26707700**

Technical Offer

1. Name of the Company/firm	
2. Address (with Tel. No., fax no. & e-mail address)	
3. Contact person	
4. (a) The number of years of experience in maintenance business	
(b) Total value per year of maintenance business during the last 5 years	
(c) List of Customers Govt. offices in Delhi / NCR whose AMC amount should not be less than Rs.1,00 lac. (Supporting Document Enclosed (Yes/No)	
(d) Audited Balance Sheet (3 Years ending 31.3.2013) enclosed (Yes/No)	

5. (a) Registration Number	
(b) PAN Number	
(c) Other Details	

6. Details of Technical Manpower		
Total Strength	Qualification	Experience

7. Details of AMC				
Name of organizations	Contact person	Period of AMC	Amount of AMC	Details of Hardware handled

8. Confirm the following enclosure along with this format:

- a. Technical literature about Company/firm
- b. Satisfactory service certificate from the previous customers
- c. Certificate of registration for Work Contract.
- d. Audited balance sheet of last three years.
- e. Details of AMC support Engineer with Qualification and Experience.
- f. Supporting documents in compliance to clauses 2(A) of this tender document and EMD.

Declaration

We hereby certify that the information furnished above is complete and correct to the best of our knowledge. We understand that in case any deviation in the above statement is found at any stage, the firm will be black-listed and will not be eligible to have any dealing with NBT in future.

(Signature of authorized signatory)

Note: The firm must submit the satisfactory performance certificate against latest contract completed. This certificate must be issued from the organization/department where bidder has provided the AMC services against Computer, Printers etc.

Technical Bid Proforma

Description	Page No.
ELIGIBILITY CRITERIA	
i. The firm should be in existence for over 5 years in the trade of Annual Maintenance Contracts (AMC) ;	
ii. Audited Balance Sheet for three years showing that the bidder has a minimum annual turnover of at least Rs.20.00 lakh ending 31st March, 2013;	
iii. The firm must be registered;	
iv. Copies of Income Tax Return for the last two years must be attached;	
v. Bidder must <u>deposit an amount of Rs.5000/- as earnest money</u> in the form of a demand draft drawn in favor of <u>National Book Trust, India</u> payable at Delhi. Bids not accompanied by the requisite earnest money would" 'be rejected summarily;	
vi. If the bidder has provided AMC services to NBT, India during last 7 years then it is mandatory to attach the performance certificate of NBT, India with technical bid otherwise bid will be rejected.	
SPECIFIC TERMS AND CONDITIONS	
i. Company/firm preferably should have a previous maintenance contract for at least two years with Government Departments/ Public Sector Undertakings/Autonomous Bodies/Corporates in Delhi, the total annual value of which should not be less than Rs.1.00 Lakh.	
ii. The company/firm should submit the supporting documents against latest contracts completed (apart from above (i) for computers and printers for minimum 100 quantity. Satisfactory certificate must be issued from the organizations/departments where the bidder has provided AMC services for Computers, Printers etc.	
iii. Company/firm must have an expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily minimum of one Annual Maintenance Contract of more than 100 Computers connected in LAN under Window/Linux/NT environment. A Performance Certificate to this effect from Govt. Deptt. /Public Sector Undertaking/Autonomous body shall be furnished;	
iv. List of minimum two Engineers to be deployed in NBT, India with their detailed bio-data showing their qualification, experience and mobile number.	
v. The company/firm should be authorized supplier and authorized service provider of any one of the manufacturers like Samsung/HCL/HP/Lenovo/Wipro/Dell etc. NBT has computers of HP/Lenovo make which are under warranty. The Contractor will be required to liaison with the O.E.M. for maintenance of these computers/servers and network equipment etc.	

FINANCIAL OFFER

1. Name of the Company/firm:
2. Address:
3. Tel. No. and Fax No.
4. Contact Person
5. Rates as per the following Performa: (The quantities are indicative and the rates should be quoted for maintaining for a minimum period of one year)

LIST OF COMPUTERS UNDER AMC FOR ONE YEAR

S.NO.	ITEM/DESCRIPTION	QTY	TOTAL(in Rupees)		
			AMC RATE (in Rs.)	in Figure	in Words
		A	B	AxB	AxB
1	COMPUTER P-IV/Celeron/Dual Core/C2d/i3/i5 185-145=40 (under warranty)	145			
2	DESK JET PRINTER	2			
3	DMP PRINTER	15			
4	LAPTOP (Dual Core/C2d/i3/i5)	23			
5	LASER PRINTER 105-99=6 (under warranty)	99			
6	LINE MATRIX PRINTER (LIPI)	2			
7	PROJECTOR (LG 3000 Lumen)	1			
8	SCANNER	11			
9	SWITCH Non Manageable	3			
	Total A	301			

NOTE:

1. The quoted rates are inclusive of all taxes levies etc.
2. Rates also include the transportation charges, other incidental charges etc.

We hereby certify that the information furnished above is complete and correct to the best of our knowledge. We understand that in case any deviation in the above statement is found at any stage, the firm will be black-listed and will not be eligible to have any dealing with NBT in future.

Seal and Signature of Authorized Signatory

Place:

Date: