



**CSIR-NATIONAL GEOPHYSICAL RESEARCH INSTITUTE**  
(Council of Scientific & Industrial Research)  
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No.19(02)2017Pur/T-10

May 05, 2017

**INVITATION TO TENDER**

To

Dear Sirs,

<b>Sub: Tenders for Comprehensive Annual Maintenance Service Contract for Computers, Workstations, Laptops, Printers &amp; Scanners - Reg.</b>
<b>Ref: Our Tender No.19(02)2017-Pur/T-10 dated 05.05.2017</b>
<b>Last date of submission : 26.05.2017 - 2.30 p.m</b>
<b>Date of Opening : 26.05.2017 - 3.00 p.m</b>

Sealed tenders are invited in two parts (Part - I Techno Commercial un-priced & Part - II Priced bid) for conclusion of CAMC of the following item. **Please submit your tender in a sealed cover so as to reach us on or before 26.05.2017 by 2.30 p.m and Part - I Techno commercial un-priced bid shall be opened on the same day at 3.00 p.m.**

Sl. No	Tender Document No.	Item Description	Earnest Money Deposit (EMD)
1	No.19(02)2017-Pur/T-10 dated 05.05.17	Comprehensive Annual Maintenance Contract for Computers, Workstations, Laptops, Printers & Scanners Peripherals as per details staff and terms & conditions enclosed in Annexure - I & II	Rs.1,40,000-00

( S.GNANAPRAKASAM )  
- Controller of Stores & Purchase

## TERMS &amp; CONDITIONS

## For bidding / tendering

1.	<p>a) Bidder should have 5 years of experience in maintaining PCs, Workstations, Servers, Laptops, Printers, Scanners, etc., of reputed Institutes/ Organizations as on 30.04.2017.</p> <p>b) The details of contract of CAMC undertaken in Govt. Depts., during the past 3 years for Servers, Workstations, PCs etc., maintenance to be submitted.</p> <p>c) The relevant Service Certificate from them also to be submitted.</p> <p>d) The bidder shall have executed contract for at least 80% worth of the bid value in a single contract failing which the bid will be summarily rejected.</p> <p>All the supporting documents should be submitted along with the bid.</p>
2.	<p>The bidder should have experience in maintaining products like PCs, Workstations, Servers, Laptops, Printers, Scanners, etc., for the past 5 years at reputed organizations out of which at least two organizations should be Government Organizations / PSUs. The relevant PO's and Service Certificates from the organizations regarding AMCs supporting 600+ systems in a single organisation or 360+ systems in two organisations during the past 3 years out of which at least 5% of the systems should be of workstation class and/or Server class should be enclosed.</p> <p>The copies of such CAMC/ FMS shall be enclosed.</p>
3.	<p>The bidder should have (Service) Branch with required and enough spares at Hyderabad/ Secunderabad.</p>
4.	<p><b>CONTRACT PERIOD :</b> The resultant contract will be concluded initially for two ( 2 ) years, which could be extended for another year, provided year-wise performance of the bidder should be found satisfactory.</p>
5.	<p>The bidder should have enough manpower on its rolls as on the date of publication of this Tender Notice.</p>

- a. It is mandatory to provide THREE technically qualified Resident Engineers (REs) at NGRI on all working days of NGRI from 9:30 am to 6:00 pm from Monday to Friday in the Institute during the contract period for attending day to day complaints.
- Out of THREE Resident Engineers, minimum one Engineer should be certified and proficient in Linux (RHCE or equivalent) and he should also have knowledge of Windows Platforms also.
  - Second Engineer should be certified and proficient in Windows (WIN 7 / 8 / 10) (MCSE or any other equivalent / higher Microsoft certified), its installation and that of various driver software.
  - Third Engineer must be proficient in Networking with Certifications from HP Procurve / Cisco / Juniper / AVAYA or equivalent, and should have good experience in passive networking.
- b. All REs must be able to attend to all the Hardware / Software / Network troubleshooting jobs irrespective of their specialisations mentioned at a, b, c above. Installation of Windows clients including Dual boot with Linux, Installation / re-installation of Anti-Virus clients / AD clients etc., shall be taken care of by any engineer.
- c. The Resident Engineers should have Minimum **two** years proven experience in servicing and troubleshooting of IT products.
- d. The Resident Engineer should be a qualified Graduate Engineer or MSc from recognized Institutions in Computer Science / Computer Engineering / Electronics / Information Technology.
- e. The Resident Engineer should have been trained and certified by

OEM's (IBM/HP/DELL/SEL/LENOVO/WIPRO/ACER).

- f. The engineers so deputed must possess necessary tools, devices and equipment for servicing the NGRI owned equipment / devices.
- g. The successful bidder needs to submit attested copies of qualifications, experience, other certifications (mentioned above ) to NGRI.
- h. The successful bidder to provide **services** in the event of any service requirement on any emergency beyond office hours or holidays, including deputing engineers from their other organizations.

**BID FOR HELP DESK AS AN OPTION**

- i. Apart from three REs, for management of **HELP DESK**, a Graduate with minimum 3 years' experience shall be posted at NGRI to handle Service Call requests from NGRI users. He / she should be able to manage the Help Desk (detailed at S. No. 14). He / She should have excellent communication skills in English and should be able to co-ordinate between users and Resident Engineers. He/she should be available at NGRI on all working days during the working hours for attending to the telephone calls from NGRI end-users. He/she must be available in the CAMC room during the working hours of the institute. If this person is on absent due to some reason, a suitable person to handle the job should be deployed by the successful bidder within 2 hours.

**Final decision to exercise this option will be taken before opening of commercial bid.**

- 6. **EMD / Bid Security** of Rs.1,40,000 ( Rupees One Lakh forty thousands only ) should be deposited along with tender in the form a Bank Draft/Bank Guarantee as per format drawn in favour of Director, NGRI, Hyderabad. Without EMD Tenders will not be entertained.

	<p><b>Bidders are required to submit EMD valid for 135 days from the date of opening of bid.</b></p> <p>EMD can be in the form of a DD drawn in favor of NGRI, payable at Hyderabad. In case, the bidder chooses to submit bank guarantee, it should be strictly as per proforma attached from a Nationalized / Scheduled Bank.</p> <p>Firms registered with NSIC for providing tendered services, are exempted from submission of EMD</p> <p>The successful bidder is required to extend the validity of the EMD for a further period till the formal contract is signed.</p>
7.	<p>The rates / bids should be valid for 90 days from the date of opening of the bids.</p> <p><b>Bid is to be given for 2 years with break-up for each year.</b></p>
8.	<p>If the bidder apprehends that he will not be able to service a particular product / item listed in the CAMC list, he should refrain from quoting for the same. After giving a bid for an item, he is bound to maintain that item during the contract period without demanding for additional amount.</p>
9.	<p>Configuration details of each and every system/device to be maintained should be given in the bid.</p>
10.	<p>The prerogative of accepting of bid rests with the Director, NGRI, Hyderabad who does not bind himself to accept the lowest bid and reserves the right to himself to reject any of the bid received without assigning any reason whatsoever.</p>

11.	<p style="text-align: center;"><b><u>TERMS &amp; CONDITIONS</u></b></p> <p style="text-align: center;"><b><u>For CAMC</u></b></p>
12.	<p>The defective parts are to be replaced within 48 hours otherwise a similar standby system(s) is / are to be provided. If any operating system crashes, data should be recovered and backed-up with best efforts or use the backup provided by the user, format the system / disc and load the operating system, patch it and bring the system back to original condition by restoring the data.</p>
13.	<p>Preventive maintenance shall be done once in three months. On-site</p>

	comprehensive maintenance of systems (HP, DELL, IBM, etc.) covering hardware, OS support including patches and updates is part of the contract.
14.	The Software / firmware updates from OEM's should be carried out regularly. Installation of Service Packs / Patch management of OS is mandatory part of the contract. Contractor will get the service done by a competent and qualified software engineer who shall be required to update the PCs / Workstations/ Servers on a regular interval at least once in a month on preventive maintenance basis and even more frequently, if required on case to case basis.
15.	Copies of preventive maintenance reports and break down service reports duly signed by the user of the system may be submitted to the IT Group on a quarterly basis along with the bill for payment. The payment will be made every quarter only after the service is rendered and no advance payment will be made. The bill has to be submitted after all the users certify the bill.
16.	<p><b>Help Desk Services ( To be quoted as an option )</b></p> <ul style="list-style-type: none"> <li>• The successful bidder shall set up a separate Helpdesk (should not be combined with other customers of the Successful bidder) at NGRI and it should be reachable to the end users on Intranet for logging all user complaints and issue of complaint number. The call may be logged over the web page, email or on phone by NGRI users.</li> <li>• For calls logged on through e-mail/phones by NGRI users, Successful bidder should log the calls using Helpdesk application.</li> <li>• The helpdesk shall be the single point of contact for all users of NGRI</li> <li>• A qualified person experienced in handling the helpdesk services shall maintain the helpdesk. The person managing the helpdesk shall have good communication skills, good understanding of IT equipment, OS, popular software used at NGRI and shall be professional in customer services attitude. They shall be responsible for regular interaction with IT department of NGRI on the status of services and provide all required reports demanded by NGRI in this regard.</li> <li>• The helpdesk shall be responsible for keeping a record about replacement of faulty parts, co-ordination about the issue of gate passes for material sent</li> </ul>

	<p>out for repairs, receipt of materials after repair and maintaining proper record of material movement.</p> <ul style="list-style-type: none"> <li>• The helpdesk shall maintain complete details in a database about the problems such as - OS related problems, Network related problems, AV related problems etc. - and the problem resolution along with the engineer's name, dates and times.</li> </ul> <p>The Bidder should have experience in managing a Automated Help Desk Center elsewhere. Documents / Certificate should be provided to this effect. The software should able to generate minimum following logs which will be monitored by IT Group.</p> <ol style="list-style-type: none"> <li>Call Register</li> <li>Complaint Summary</li> <li>Daily Call pending report</li> <li>Equipment log (system movement to other locations including to the CAMC Room within NGRI)</li> <li>Engineer who attended the call</li> <li>Parts replaced if any</li> </ol>
17.	<p>Preventive and proactive maintenance of equipment, including cleaning of outer parts/covers with appropriate non-corrosive cleaner and Vacuum cleaning of the internal areas of the equipment to be done once in a quarter.</p> <ol style="list-style-type: none"> <li>Hardware &amp; Software trouble shooting.</li> <li>Installation and up-gradation of system software.</li> <li>Performance monitoring, fine tuning and optimization.</li> <li>Support for WIN 7 / 8 / 10 / MAC / Linux (Redhat, Ubuntu, SUSE or their flavours)</li> </ol>
18.	<p>CAMC shall cover each and every part of the system, replacement of any part necessary for keeping the systems active and free from any defects / disturbance. The replacement of all defective parts with good quality and OEM branded parts shall be done by the service provider without any extra charge including Keyboard and Mouse. Used / repaired/ refurbished parts of any other brand from any other source are not acceptable.</p> <p>The replacement of all spares including plastic/fiber parts and body is</p>

	<p>included in the AMC.</p> <p>In case of need to replace any item / component, the successful bidder shall provide original make genuine parts/ components of similar or higher configuration.</p> <p>If any hard disks fails and needs replacement, it should be replaced with brand new hard disk. A refurbished / repaired hard disk shall not be used for replacement. The old hard disk should be returned to the user.</p> <p>Basic consumables like Toners, Color Kits, Fuser Assemblies of Laser Printers, batteries, Power Adapters of Laptops are NOT to be covered under AMC.</p>
19.	<p>The successful bidder shall produce the cash Memo's/ certificate/ Document in proof of providing genuine parts/ components to replace the faulty ones, on demand.</p>
20.	<p>The successful bidder shall ensure to abide by the copy right, intellectual property rights and other laws as may be applicable for providing any replacements for any malfunctioning the components/ items/ software. INSTALLATION OF PIRATED SOFTWARE and any violation of any legal requirement by the successful bidder in this regard shall lead to termination of the contract forthwith and forfeiture of security money / deposit. Ensuring compliance to all legal requirements will be the responsibility of the successful bidder and failure to do so would lead to consequences aforesaid.</p>
21.	<p>Removal of virus/malware, updating the signature database etc., installation and re-installation of AV suite is a mandatory part of the contract.</p> <ol style="list-style-type: none"> <li>a) At present NGRI is using Kaspersky Endpoint Security suite.</li> <li>b) The REs shall update anti-virus scanning software and monitor the end points at regular intervals on preventive maintenance basis.</li> <li>c) The REs should ensure that all the systems in the campus are protected with AV suite and it scans them regularly.</li> <li>d) The AV reports should be generated and sent to the Head, IT by email every week. The required information will be given to them for doing so.</li> <li>e) The engineers should protect the systems from Spam, worms, Trojans, viruses, malicious java, active X, java script or any other malware.</li> </ol>



22.	<p>NGRI owns HP Procurve Network switches as on date. As all the HP Procurve equipment is covered under Life Time Warranty, only management and upkeep of the Switches is required to be done by successful bidder. All Switching equipment on the present network need to be covered under this AMC. The list of HP Procurve Switches is given at Annexure-II.</p>
23.	<p>The CAMC includes maintenance / configuration / repair / replacement of existing optic fiber cable (polishing / splicing etc. if required) / media converters / UTP cables / fiber patch cord / UTP patch cord etc., Jack panels, configuring nodes in the campus network <b>with the components / devices / material provided by NGRI.</b></p> <p>The Successful bidder will be responsible for laying additional LAN points (including laying of UTP cable and termination of the same at both ends as per structured cabling standards) for users as and when required. Passive components and Active components will be provided by NGRI. Replacement of all defective I/Os, connectors, patch panels, LIU etc. and re-crimping / punching of CAT- 5 / 6 / 7 UTP cables, including patch panels and Information outlets shall be part of the contract.</p> <p><b>The charges for passive cabling aspects may please be bid:</b></p> <ol style="list-style-type: none"> <li>a. crimping of UTP patch cords</li> <li>b. patch panels</li> <li>c. punching and fixing of I/Os</li> <li>d. laying of UTP with casing and capping / PVC duct (without material) per meter</li> <li>e. cleaning / polishing of fiber cores</li> <li>f. splicing of Fiber cores</li> <li>g. replacement of I/Os</li> <li>h. fixing of wall mounting Racks</li> <li>i. maintenance and upkeep of Switch Racks by vacuum cleaning, cable dressing with proper documentation etc.</li> <li>j. any other related and miscellaneous passive cabling services shall be taken up by the Successful bidder like fixing of a small 8 port Switch / AP etc.</li> </ol>

	<b>The successful bidder need not provide their material for the Networking items mentioned above but only services are to be provided whenever required.</b>
24.	The successful bidder has to ensure uninterrupted connectivity of LAN in all the segments of the Network till the end users.
25.	The successful bidder will ensure that all users are connected to the campus network on NGRI provided devices and are able to send and receive mails, share files through networking, browse the internet (when Internet Service is ON at the IT Group Server Room)
26.	NGRI has around 30+ legacy Desktops which are loaded with XP/2000/Vista etc. which are connected to scientific instruments. These Desktops need to be maintained by the successful bidder .  At least one engineer should be proficient in mac (OS X) based systems also.
27.	The engineers should configure, maintain and monitor Virtual LANS, Domains for effective use of network services and create them whenever required and make necessary changes on the Switch ports as and when required by users with information to Head, IT Group.
28.	The successful bidder shall not further sub contract the CAMC under any circumstances to a third party/ sub contractor for maintenance. If a violation is found in this regard at any time the contract will be terminated and the EMD will be terminated without any kind of notice and no payments will be made for the service rendered till that time. Contravention of the same would lead to forfeiture of performance guarantee/ security money along with all outstanding dues.
29.	The successful bidder has to give 3 month's advance notice if they wish to terminate the contract before scheduled expiry. Contravention of the same would lead to forfeiture of performance guarantee/ security money along with all outstanding dues.
30.	The successful bidder will ensure 90 percent uptime in respect of Systems. In case the RE posted at NGRI is absent for more than 3 consecutive working

	<p>days, a penalty of Rs. 1000/- per working day will be levied right from first day of absence. The Successful bidder should post an equivalent engineer as RE at NGRI temporarily from 3<sup>rd</sup> day of RE's absence for a maximum period of 15 days. Beyond 15 days a regular RE should be posted who is qualified, experienced and certified as required under Sl. No. 3 of this T&amp;C. If a regular RE satisfying Sl. No. 3 is not posted within one month from the date of absence of the RE, the contract will be terminated after deducting the penalties due till that date. The Successful bidder should ensure that minimum 2 REs are present on all working days apart from the above conditions.</p>
31.	<p>In case an equipment is not repaired for a period of 3 days, an equivalent / superior equipment must be provided by the Successful bidder as a standby till the equipment is put back in good working condition to enable the end user to continue his normal work.</p>
32.	<p>If the successful bidder repeatedly fails to rectify the faults for a period exceeding 15 days, apart from the repairs at their cost, penalties, risk as ibid, NGRI may terminate the contract of the successful bidder forthwith and may forfeit the security deposit.</p>
33.	<p>The successful bidder 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. The replaced item / component should be of equivalent or superior quality/make only.</p>
34.	<p>The calls received by the concerned service engineer shall be attended to immediately. The successful bidder shall maintain proper service call sheets which will be duly signed by the engineer and the owner of the equipment.</p>
35.	<p>The service provider's Call Escalation Matrix shall be mentioned in the bid with the Land Line telephone, Mobile and Email addresses. A simple Toll-Free Number is not acceptable.</p>
36.	<p>The Systems which are not included in the CAMC list and which may come out of OEM's Warranty during the currency of the contract should be attended on per call basis if required. It is mandatory to bid the Per-call charges for attending to different Systems (Servers, workstations, PCs, Laptops, Printers and Scanners) without the cost of spare parts.</p>
37.	<p>Number of items may increase / decrease as and when items become out of</p>

	<p>warranty / obsolete etc. Systems with similar configuration may be included at the beginning of a quarter if that system comes out of warranty during that time. Systems which become obsolete and returned to NGRI-Stores by the user will be removed from the CAMC list from the next quarter. The payment will be made accordingly for the equipment actually maintained and certified by the users.</p>
38.	<p>If the bidder apprehends that he will not be able to service a particular product / item listed in the CAMC list, he should refrain from quoting for the same. After giving a bid for an item, he is bound to maintain that item during the contract period without demanding for additional amount.</p>
39.	<p>The CAMC is inclusive of spare parts, manpower and their services.</p>
40.	<p><b>PERFORMANCE BANK GUARANTEE (PBG):</b></p> <p>The successful bidder will have to furnish to CSIR-NGRI Performance Bank Guarantee for a sum equivalent to <b>10%</b> of contract value from a Scheduled Bank in India. This Bank Guarantee shall be valid for a period of <b>26 months</b> from the date of contract and shall be sent to Director, CSIR-NGRI directly by the Issuing Bank. (as per the format enclosed) within a period of 21 days from the date of signing of the contract.</p>
41.	<p><b>Payment Terms:</b></p> <p>a) The payment of CAMC shall be made <b>quarterly at the end of every quarter after obtaining satisfactory performance certificates</b> from the users after deducting penalties, if any. No advance payment will be made.</p> <p>b) Penalty clause will operate for complaints, which are not attended within the stipulated time, as indicated above. The contractor will have to provide an equivalent standby equipment, if he expects the repairs to take more than the specified period. In such case penal clause will not operate provided the original equipment is returned within a period of 7 working days from the date of its breakdown.</p> <p>c) Any increase of taxes, duties or prices of components, etc. will not affect the CAMC rates during the entire period of AMC. No enhancement of</p>

	<p>charges will be considered during the concurrency of the contract.</p> <p>: The above <b>payments will be subject to TDS</b> as per Government of India rules in force</p>
42.	<p><b>Penalty</b> : In case the successful bidder is unable to repair the equipment and an equivalent standby is not provided within one week, NGRI reserves the option of getting the systems repaired by another maintenance successful bidder and the cost of repair(s) incurred will be deducted from the Quarterly CAMC amount due to the Successful bidder with an additional amount of Rs. 5000/- (Rupees Five Thousand only) as a penalty.</p>
43.	<p>The specifications of devices given in the list of devices for CAMC are broad ones and there could be some variation in the specification / brand / make / model.</p>
44.	<p>The List of Systems for which CAMC is required are given in Annexure II. These systems may be inspected by any bidder between 3 pm &amp; 6 pm on any working day, but before 19.05.2017 with prior appointment of IT Group. Before quoting for CAMC, the bidders may contact IT Group, NGRI for any clarifications.</p>
45.	<p>All the above conditions need to be perused by the Bidder and each of them must be “complied / agreed ” specifically in the bid.</p>

- Controller of Stores & Purchase

**BID SECURITY FORM( EMD)**

Whereas \_\_\_\_\_ hereinafter called  
the tenderer") has submitted their offer dated  
\_\_\_\_\_ for the supply of  
\_\_\_\_\_ (hereinafter called the  
tender")

Against the purchaser's tender enquiry No. \_\_\_\_\_ KNOW ALL  
MEN by these presents that WE \_\_\_\_\_ of  
\_\_\_\_\_ having our registered office at  
\_\_\_\_\_ are bound unto \_\_\_\_\_ (hereinafter called the  
"Purchaser") In the sum of -----

For which payment will and truly to be made to the said Purchaser, the Bank binds itself, its  
successors and assigns by these presents. Sealed with the Common Seal of the said Bank this  
\_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

THE CONDITIONS OF THIS OBLIGATION ARE:

- (1) If the tenderer withdraws or amends, impairs or derogates from the Tender in any respect within the period of validity of this tender.
- (2) If the tenderer having been notified of the acceptance of his tender by the Purchaser during the period of its validity & fails or refuses to accept/execute the contract.

WE undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions. This guarantee will remain in force upto and including 45 days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

(Signature of the authorized officer of the Bank)

Name and designation of the officer

Seal, name & address of the Bank and address of the Branch

