



CENTRE FOR MANAGEMENT STUDIES
HCM RAJASTHAN STATE INSTITUTE OF PUBLIC ADMINISTRATION
JAWAHAR LAL NEHRU MARG, JAIPUR - 17

Epbx: 0141 2704950-56, Ext.: - 206 / 210, Fax: 2705420, 2702542, E-mail: cms.hcmripa@yahoo.in/cms.hcmripa@gmail.com

No. 4686

Date: 13/7/2010

Tender Notice

Sealed Tenders are invited for AMC of Computer Equipments, Printers etc. Tender forms along with specification & other details, can be obtained from this office or downloaded from our website www.hcmripa.gov.in. Tender form along with earnest money of Rs. 2500/- in Cash or D.D. should be submitted on or before 2.00 PM on 26-7-2010. The tenders will be opened on the same day at 3.00 PM in Room No. 211, Nehru Bhawan, OTS Campus.


Registrar

CENTRE FOR MANAGEMENT STUDIES
HCM RAJASTHAN STATE INSTITUTE OF PUBLIC ADMINISTRATION
J.L.N Marg, Jaipur - 302017

Tender Form No.....

Tender Form Fee Rs. 100/-

Date: -.....

Tender for the Year 2010 - 11

**TENDER FORM FOR ANNUAL MAINTENANCE OF COMPUTERS,
RELATED EQUIPMENTS AND OTHER PERIPHERALS**

1.	Tender No.	F.15 () CMS/Store/2010-11/4686 dated: 13.7.2010
2.	Tendering Authority & Address	Director, CMS, HCM RIPA, Jaipur
3.	Telephone No.	0141 - 2704950-54 Ext. 206
4.	Telephone-cum-Fax	0141-2705420 / 2702542
5.	Email	cms.hcmripa@yahoo.in/cms.hcmripa@gmail.com
6.	Web site	www.hcmripa.gov.in
6.	Tender forms can be obtained and submitted up to	Date: 26.7.2010 Time: 2.00 PM Place: Room No. 206, Nehru Bhawan, HCM RIPA, Jaipur-302017
7.	Opening of tenders	Date: 26.7.2010 Time: 3.00 PM Place: Room No. 211, Nehru Bhawan, HCM RIPA, Jaipur-302017


Signature of Issuing Authority

CENTRE FOR MANAGEMENT STUDIES
HCM RAJASTHAN STATE INSTITUTE OF PUBLIC ADMINISTRATION
J.L.N. Marg, JAIPUR - 302017

Tender form - Annual Maintenance of Computers, Related Equipments and other Peripherals

i. Information of the firm/tenderer.

a	Name of the firm/tenderer	
b	Postal address	
c	Telephone Nos.	Residence:
		Office:
		Mobile:
d	Fax Nos.	
e	Email	
f	Name of Contact person with Phone No.	

- ii. Address to (Tendering Authority) Director, CMS, HCM RIPA, Jaipur
- iii. NIT reference F.15 () CMS/Store/2010-11/4686 dated: 13.7.2010
- iv. The tender fee amounting to Rs. 100/- has been deposited vide cash receipt No
Dated.....
- v. Earnest Money of Rs. deposited vide receipt no. dated
- vi. We agree to abide by all the conditions mentioned in the tender notice and issued by the tendering authority and also the future conditions of the said tender notice given in the attached sheets **(all the pages of which have been signed)** by us in acceptance of the terms & conditions mentioned therein).
- vii. The successful tenderer is required to execute an agreement with CMS on Rs. 100/- stamp paper.
- viii. The details of the items/services to be provided/procured along with specifications are given below. May please quote rates against each item in the sheet.
- ix. Enclose copy of experience certificates.

Date:

Signature of the tenderer with seal

**CENTRE FOR MANAGEMENT STUDIES
HCM RAJASTHAN STATE INSTITUTE OF PUBLIC ADMINISTRATION
J.L.N. Marg, JAIPUR - 302017**

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- ix. Enclose copy of experience certificates.

Date:

Signature of the tenderer with seal

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CHECK LIST

Tenderer is required to furnish the following information/documents:

S. No	Particulars	Enclosed yes/no	Details	Page No.
1	Turn over details (Copy of duly verified Balance Sheet) 2007-2008 2008-2009 2009-2010			
2	Earnest money of Rs. 2500/- deposited, furnish details			
3	Certificate of Authorization (Dealer/Distributor)			
4	Income tax Clearance Certificate (Wherever applicable)			
5	Rajasthan Sales Tax / VAT Central Sales Tax Clearance Certificate (if applicable)			
6	Certificate of relevant work experience No. of experienced Persons (Degree/Diploma holders) please enclose details			
7	PAN No.			
8	Service Tax No.			
9	Others specify			

Please enter the number and other applicable information in the details column.

Date:

Signature of the tenderer with seal

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BID

Bid for maintenance of Computers, Related Equipments and other Peripherals

S.No	Eligibility Criteria	Minimum Requirement		Details of the tendering firm	
1	Turnover of the firm (Rs. in lacs)	2007-08	50	2007-08	
		2008-09	75	2008-09	
		2009-10	100	2009-10	
2	Number of technical manpower	3 Technical degree/diploma (Computer Hardware) engineers from recognized Institutes having two years experience in the field			
3	Experience in the field of Maintenance of Computer Hardware of the firm (in years)	5 Years			

S.No.	Inventory available with the tendering firm					Rate quoted for AMC by Firm per unit (per year) including all taxes	
	Particulars	Items	Tentative Quantity for maintenance	Minimum Requirement (1 number or 10% -whichever is higher of the quantity of column No. 4	Inventory available with the tenderer	In Figures	In words
	1	2	3	4	5	6	7
JAIPUR - I	1	Server	Server	3	1		
	2	PC with multi-media kit	P-III PC	42	3		
			P-IV PC	46	6		
	3	Note Book			1		
	4	Printer	DMP	1	1		
			Ink Jet	20	3		
			Laser Printer	20	3		
			Networking Laser Printer	4	1		
			A3 Size Ink Jet Printer.	2	1		
	5	Scanner		5	1		
6	HP-Office JET PSC 5510		2	1			
6	Networking Peripherals	HUB	5	1			
		Switches	6	1			
REGIONAL CENTERS - II	7	Kota	PIII	15	1		
			Laser	1	1		
			Inkjet	1	1		
			DMP	1	1		
	Bikaner	PIII	15	1			
		Laser	1	1			
		Inkjet	1	1			
		DMP	1	1			
	Jodhpur	PIII	15	1			
		Laser	1	1			
		Inkjet	1	1			
		DMP	1	1			
	Udaipur	P1	6	1			
		PIII	1	1			
		PIV	2	1			
		Scanner	1	1			
		HUB	2	1			
		Switch	3	1			
Laser		4	1				
Inkjet		11	1				
DMP	1	1					

Date:

Signature of the tenderer with seal

Important Points for BID: - tenderers should carefully read the following conditions:

- 1- The tenderers should have minimum turnover of Rs. 50 lacs in 2007-08, Rs. 75 lacs in 2008-09 and Rs. 100 lacs in 2009-10 (attested copy of Balance Sheet is to be enclosed).
- 2- The tenderer should have at least three technical degree/diploma (Computer Hardware) Engineers from recognized Institutes, working in the field and having two years experience in the field (List of technical personnel along with their qualifications and experience to be enclosed).
- 3- Tenders should be given by those firms/dealers who are actually engaged in manufacturing, supplying and maintenance of computer systems & its peripherals for the last five years. Please furnish relevant document.
- 4- The tenderers should have minimum inventory 1 number or 10% (whichever is higher) of each item mentioned above.
- 5- The tenderer should furnish complete address of the premises of his office, workshop & go-down with all communication No. (Phone, Fax, Pager, E-mail, Mobile etc.)
- 6- Proof and supporting documents of all the points must be enclosed and filled in the checklist.
- 7- If any of the above facts/information/certificate is found incorrect or false, the tender shall stand rejected. Legal action may also be taken.
- 8- One full time qualified engineer should be deputed HCM RIPA, Jaipur
- 9- AMC for regional centers at Kota, Bikaner, Jodhpur & Udaipur is to done, may quote rates separately mentioning the place i.e. Kota, Jodhpur etc.
- 10- Service centers of the firm should be there at the regional centers of Kota, Jodhpur, Bikaner & Udaipur. No subletting of contract shall be allowed. Please specify details of office at these places along with telephone numbers.
- 11- No. of systems may be increased/decreased. Actual payment of AMC would be as per actual numbers.
- 12- The above quantity may increase or decrease during the contract period.
- 13- The tenderers should have at least three Technical Degree/ Diploma (Computer Hardware) Engineers from recognized Institutes, working in the field and have two years experience in the field.
- 14- The tenderers should have minimum inventory 1 number or 10% of each item (whichever is higher) mentioned above.
- 15- The tenderers should have minimum turnover of Rs. 50 lacs in 2007-08, Rs. 75 lacs in 2008-09 and Rs. 100 lacs in 2009-10.
- 16- Tender is liable to be rejected if any of the above conditions are not fulfilled/ complied with.
- 17- One full time qualified engineer should be deputed HCM RIPA, Jaipur

Date:

Signature of the tenderer with seal

TERMS AND CONDITIONS OF THE TENDER FOR AMC OF COMPUTERS, RELATED EQUIPMENTS AND OTHER PERIPHERALS

Tenderers should carefully read these conditions and comply strictly before submitting the tenders.

- 1- Tenders are to be submitted only in the prescribed Tender Form. Tender Forms may be purchased from the Director, Centre for Management Studies, Room No. 206, Nehru Bhawan, HCM, Rajasthan State Institute of Public Administration, J.L.N. Marg, Jaipur - 302017 on payment of a non-refundable fee of Rs. 100/- only in cash. It may also be downloaded from our website, but tender fee shall be deposited before submitting the tender.
- 2- The tender must be submitted in a duly marked tender for Annual Maintenance of Computers, Related Equipments and other Peripherals and should reach on or before upto 1.00 PM. The sealed tenders should be handed over personally at the above office and a receipt be obtained. The tender may be submitted through post in a registered cover. All tender documents, certificates, terms and conditions are to be signed and enclosed with the offer which should be opened in your presence.
- 3- Tenders should be filled in ink/ ball pen or typed. No tender filled in pencil shall be considered. Rates shall be written both in words and figures. The tender shall be signed on each page and at the end in token of acceptance of all the terms & conditions of the tender. No addition and alteration should be made in the tender form. No over writing should be done. Corrections, if any, must be done clearly and signed.
- 4- The tendering authority/committee reserves the right to finalise the bid in the interest of the Centre for Management Studies and such decision shall be final and binding on the tenderers.
- 5- Tenders received after the prescribed time and date shall be rejected.
- 6- The tenderers will have to submit invariably a 'Registration Certificate', 'Sales Tax Registration Number' and 'Sales Tax Clearance Certificate' from the Commercial Taxes Officer concerned.
- 7- Tenderers will have to submit the details of qualifications and experience of the engineers in the field of maintenance.
- 8- Tenders should be given by those firms/dealers who are actually engaged in manufacturing, supplying and maintenance of computer systems & its peripherals for the last five years.
- 9- The tenderer shall be deemed to have carefully examined the conditions and specifications of the equipments to be maintained. If he / she has any doubt as to the meaning of any portion of these conditions or of the specifications, he/ she shall, before submitting the tender refer to the Officer In-charge, Computer and get clarification. The tenderer if he/she so desires, may see the condition of the equipments to be maintained during the working hours in the premises before submitting the quotations. After submission of quotations neither any item would be excluded nor additional charges would be paid and the firm would be bound to maintain the items at the quoted rates.
- 10- The successful tenderer shall not assign or sublet his / her contract or any part thereof to any other agency.
- 11- The successful tenderer shall have to maintain the equipments mentioned in the tender form on the following terms & conditions: -
 - 11.1 Tenderer shall provide maintenance service from 9.00 am to 6.00 pm (Monday to Saturday) to keep all the equipments (Annexure-A) in good working order. The service shall consist of preventive and corrective maintenance of the computer systems and will include supply and replacement of parts. All the parts of the peripherals except the consumables would be covered under the contract.
 - 11.2 All the parts of the computers, equipments and peripherals except the consumables mentioned below would be covered under the contract: -

S. No.	Peripherals	Spare Parts not covered under AMC (supply)
1	Printers	Print Head, Print Bands, Print Wheels, Printer Cartridge and Ribbons

Note:

- i. The Tenderer has to provide Software support (Operating System, Office Packages, Anti virus, Configuration of Network Connectivity, Printers etc.).
 - ii. The tenderer shall also provide preventive maintenance of all the above parts.
 - iii. The tenderer shall be responsible to manage the existing LAN system, all type of cables, active and passive components.
- 11.3 Tenderer shall provide preventive maintenance on quarterly basis. He will submit a programme of preventive maintenance covering one-third computers / equipments every month. He will also submit report of preventive maintenance along with bill in the prescribed format (Annexure-A), failing which action under clause 16 will be taken.
- 11.4 Tenderer shall attend the complaint calls as per clause 11.5 given below. Complaint calls would be registered through any mode of communication i.e. Phone, Telex, Letter / Telegram/ Fax/ Email/ in-person. The Tenderer shall provide a complaint number. A Complaint Register in the format at Annexure-B shall be maintained.
- 11.5 The tenderer will have to attend the complaint within 4 working hours and rectify it within 48 hours (2 working days) and if required will provide a stand by of the same configuration within 48 hours (two working days) of registering the complaint. The original machine / equipment has to be replaced in working order within 15 days of registering the complaint. If the computers, related equipments, other peripherals and spares are found beyond repair, then the tenderer shall provide permanent replacement of the same or higher configuration and make. Failing which, liquidated damages shall be recovered (as per clause 16). The period for liquidated damages will be reckoned from the time of registering the complaint.
- 11.6 All the spares replaced should be of the same make and company. If the parts of the same make are not available, then the spares will be replaced by the higher make, compatibility of the spares will be decided by OIC computer.
- 11.7 The tenderer shall invariably furnish complete address of the premises of his Office, Godown and workshop where inspection can be made. Tenderer will also mention full name, address and other contact information of the person who is to be contacted for the purpose.
- 11.8 The successful tenderer is required to maintain minimum inventory 1 number or 10% of each item (whichever is higher).
- 11.9 The Tendering Authority or his duly authorized representative shall have access to the tenderers premises and the power at all reasonable time to inspect and examine the tenderers' office for all related issues.
- 11.10 The Tendering Authority is free to make any attachment to the machine. In case of up-gradation of machine, the tenderer will be informed.
- 11.11 The Tendering Authority will provide all proper power source and other environmental conditions as felt necessary for equipments, however, it is tenderer's responsibility to ensure that the conditions are to their satisfaction before executing the contract.
- 11.12 Tenderer shall record its recommendations, if any, on CMS Service Slip as well as in Complaint Register for computer maintenance. The respective representatives should sign the two records.
- 12- Contract shall be deemed to have come into force from(for 1 year).
- 13- The contract of maintenance can be repudiated at any time if the maintenance is not done to the satisfaction of the Tendering Authority.
- 14- When the tenderer is unable to provide the maintenance service within the specified period, the Tendering Authority shall be entitled to get the maintenance services from elsewhere without notice to the tenderer, but on his (i.e. tenderers) account and risk, the maintenance or any parts thereof which the tenderer has failed to provide, the best and nearest available substitute thereof or to cancel the contract, and the tenderer shall be liable for any loss or damage which the Tendering Authority may sustain by reason of such failure on the part of the tenderer. But the tenderer shall not be entitled to any gain on such maintenance service made against default. The recovery of such loss or damage shall be made from any sums accruing to the tenderer under this or any other contract with CMS. If recovery is not possible from the bill and the tenderer fails to pay the loss or damage within one month, the recovery shall be made under the law for the time being in force. While making the risk maintenance the Tendering Authority may exercise his own discretion and if possible resort to limited tender system or issuing

short-term notice irrespective of the valuation of the tender. In all cases orders are cancelled due to non-maintenance or supply of spares. These will be treated, as a breach of contract and the Tendering Authority shall take action accordingly.

- 15- No advance payment shall be made. Payment shall be due and payable on quarterly basis after expiry of quarter only when a certificate of satisfactory performance is recorded by the concerning officer after verifying the maintenance register.
- 16- If the tenderer fails to provide the maintenance services within the period specified in the tender document, the Tendering Authority may at his discretion, recover from the tenderer as liquidated damages and not by way of penalty a sum equal to the following percentage as stated below: -

S. No.	Particulars	Computers, Related Equipments and other Peripherals
A)	For each failure of preventive maintenance as per clause 11.3	50% of total yearly cost of AMC of particular computer, related equipment and other peripherals
B) (i)	For delay in attending the calls of corrective maintenance as per Clause 11.4 & 11.5 (from the date of lodging complaint)	1% of total yearly cost of AMC of that particular computer, related equipment and other peripherals for each day.
(ii)	For not providing standby system as mentioned in Clause 11.5 (from the date of lodging complaint)	Rs. 200 per day for that particular computer, related equipment and other peripherals for each day. upto the periods the stand by is not provided.
(iii)	If the standby machine is not replaced by original machine as at Clause 11.5 (from the date of lodging complaint)	On the basis of actual rental charges paid.

Note: i.If preventive maintenance has not been provided of any computer, related equipment and other peripherals and no corrective maintenance has been provided to that computer, related equipment and other peripherals, no payment for this computer, related equipment and other peripherals of that period would be made. The liquidated damages as per Clause 16 (A & B) would be deducted from the AMC payment due of other computers, related equipments and other peripherals.

ii.If applicable, more than one liquidated damage clauses will be applied.

17. If the firm/contractor requires an extension of time for completing the repair/job for corrective maintenance without deduction of liquidated damages due to reasons beyond their control, the firm/contractor shall apply for extension in writing within stipulated time as given in Clause 11.3 to 11.5. After recording the reasons, Director, Centre for Management Studies, HCM Rajasthan State Institute of Public Administration, Jaipur may extend the time on his discretion without deducting the liquidated damages.
- 18 Earnest Money: - The tender shall be accompanied by an earnest money of Rs. 4000/-without which tenders will not be considered. The amount should be deposited in cash or through a bank draft in favour of Director, CMS HCM RIPA, Jaipur. Public Sector Undertakings, Corporations, Autonomous Bodies, Registered Societies which are controlled/ managed by State Government or Union Government need not to furnish any amount of earnest money.
- 19 Refund of earnest money: - The earnest money of unsuccessful tenderer shall be refunded soon after final acceptance of tender.
- 20 Forfeiture of earnest money: - The earnest money will be forfeited in the following cases:
- When tenderer withdraws or modifies the offer after opening of tender but before acceptance of tender.
 - When tenderer does not execute the agreement within 7days of placing order.
 - When the tenderer does not deposit the security money after 7 days of placing order.
 - When he fails to commence the work of AMC as per order.
- 21 Agreement and security deposit: - Successful tenderer will have to execute an agreement on Rs. 100/- stamp paper within a period of 7 days of receipt of order and deposit security equal to 5% of AMC cost for which tenders are accepted.The earnest money deposited at the time of tender will be adjusted towards security amount. No interest will be paid by the CMS on the earnest money and the security

deposit. Public Sector Undertakings, Corporations, Autonomous Bodies, Registered Societies which are controlled/ managed by State Government or Union Government need not to furnish any amount of security deposit.

- 22 Forfeiture of Security Deposit: - The Security Deposit in full or part may be forfeited in the following cases:
 - i. When any terms and conditions of the contract is breached.
 - ii. When tenderer fails to complete the work satisfactorily.
 - iii. Notice of reasonable time will be given in case of forfeiture of security deposit. The decision of CMS in this regard shall be final.
23. The expenses of completing and stamping the agreement shall be borne by the tenderer.
24. a. Any change in the constitution of the firm etc., shall be notified forth with by the contractor in writing to CMS and such change shall not relieve any former member of the firm, from any liability under the contract.
b. No new partner/partners shall be accepted in the firm by the contractor in respect of the contract unless he/they agree to abide by all its terms, conditions and submit written agreement to this effect.
- 25 **Validity:** Tenders shall be valid for a period of three months from the date of opening of tenders, which can be extended with mutual consent.
- 26 If a tenderer imposes conditions, which are in addition to or in conflict with the conditions mentioned herein, his tender is liable to summary rejection. In any case none of such conditions will be deemed to have been accepted unless specifically mentioned in the letter of acceptance of tender issued by the Tendering Authority.
- 27 The purchase officer/tendering authority reserves the right to accept any tender not necessarily the lowest, reject any tender without assigning any reason and accept any tender.
- 28 If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to the Director, CMS who will hear both the parties and pass his decision, his decision shall be final and binding on both the parties.
- 29 Income Tax and other taxes will be deducted as per Rules / Law.
- 30 The quantity and period specified in the tender may be increased or decreased at the discretion of the tendering authority.
- 31 All legal proceedings, if necessary arise to institute may by any of the parties (CMS or Contractor) shall have to be lodged in courts situated at Jaipur city only.

Date :

Signature of the Tenderer
with Seal



