

**GOVERNMENT OF INDIA
MINISTRY OF FINANCE,
DEPTT OF EXPENDITURE,
CENTRAL PENSION ACCOUNTING OFFICE,
TRIKOOT-II, BHIKAJI CAMA PLACE,
NEW DELHI**

No: CPAO/Admn./AMC/2007-08/407

Dated:29-06-2009

NOTICE INVITING QUOTATION

Central Pension Accounting Office, Min. of Finance, Deptt of Expenditure invites sealed rates quotations for the Annual Maintenance Contract for Computers/Lap Tops/Printers/Scanners, Projector and other related peripherals installed at CPAO in New Delhi. The general scope of work includes:

The maintenance of hardware and software, and is also applicable to Linux/Unix systems. The software maintenance includes loading/reformatting of software/discs with software like Windows 2000, XP, UNIX, Linux, Microsoft Office software, Internet Explorer, Netscape, Outlook Express, Data retrieval and installation/removal of any other software purchased by this office 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 packages mentioned above.

OTHER REQUIREMENTS :

- (a) Upkeep and maintenance of the hardware installed.
- (b) To provide and maintain the required drivers (CDs & Floppies) for maintaining the equipment's.
- (c) Repair to be carried out at the location of the equipment.
- (d) Stand-by arrangement to be made in case the equipment is to be taken to workshop for repairs.
- (e) Any other maintenance work to be undertaken related to the Computers/peripherals.
- (f) A Service Engineer should be stationed 'on-site' on all working days.

The list of computers, printers, servers, other related peripherals software and any other related items is attached as Appendix 'A'. However new equipments purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for these new equipments.

The interested parties may send their sealed quotations super scribed with 'Quotation for AMC Computer and Peripherals etc. and addressed to Pay & Accounts Officer, Central Pension Accounting Office, Trikoot-II, Bhikaji Cama Place, New Delhi by 3.00 P.M. on 14.7.2009. The quotations will be opened on the same day at 3.30 PM.

Late submission of quotations will not be accepted. Quotation by "Telex/Telegram/Fax/e-mail" will not be accepted. Quotations may be submitted by Registered Post, by Hand in Person or by Courier. The Quotations can also be deposited in the 'TENDER BOX' place at the Reception Counter, Ground Floor. Quotation received after due date and time will not be accepted. The undersigned reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.

Yours faithfully,

(H. Atheli)
Dy. Controller of Accounts

Copy to:

- 1. As per list attached.
- 2. Sr. TD, NIC -with the request to put on the WEBSITE of this office (i.e. www.cpaonnic.in).

The Technical and financial terms and conditions of AMC shall be as follows:

(A) TECHNICAL

(i) The firm should be in existence for over 4 years in the trade with the maintenance business (service business turn over) of more than Rs.15 lakhs per annum during the last 2 years ending 31st March, 2009.

(ii) The firm must have expertise in on-site maintenance and repair of servers, clients, stand alone computers, Laser/inkjet printers network components, scanners peripherals and other hardware parts and accessories.

(iii) The firm also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily minimum two Annual Maintenance of more than seventy or hundred computers connected in LAN under Novell/Window NT environment.

(iv) The firm must be registered with Service Tax and Work Contract Tax (VAT) deptt.

(B) FINANCIAL

1. The rate may be quoted on comprehensive basis for the computers, laptops, scanners, printers, service engineer etc. in a separate sealed cover.

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

(i) The contract will be valid for a period of two years 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. No demand for revision of rate on any account shall be entertained during the contract period.

(ii) 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 on quarterly basis. A Preventive Maintenance Report from the user would be submitted to CPAO failing which an appropriate, penalty would be imposed. The quarterly payment will strictly be made on the basis of satisfactory report from the user.

(iii) The service engineers would take up any reported fault within 24 hours. As far as possible, the repairs 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.

(iv) If any PC/accessory is not repaired within forty eight hours, the firm will provide a stand by PC/accessory. If, however, the firm fails to carry out repairs/ provide a stand-by PC/accessory within 2 days, to the satisfaction of the user, a penalty of Rs.100/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the two working days till such time the PC/accessories are repaired.

(v) The successful bidder shall provide necessary support for maintaining VIRUS free computer environment in the Department and help in upgrading the Software's/Virus Detection mechanism. Anti-virus and software shall be provided by the Deptt.

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

(vii) The above act of backing out would automatically debar the firm from any further dealing with this Ministry.

(viii) No advance payment in any case would be made. However, quarterly payment on pro rata basis on satisfactory rendering of service would be made which will be released to contractor on completion of the contract.

The rates quoted should be net and no discount, free services/offers quoted will be considered.

This tender is not transferable. CPAO reserves the right to accept or reject any or all tenders without assigning any reasons.

Computers, Printers and UPS to be placed under AMC during 2009-10

S.No.	Reference of Official	PC	Printer	UPS	Scan
1	CC (P)	1	1	1	
2	PS (CC)	2	2	2	1
3	CA	1	1 (Co.last.)	1	
4	PA to CA	1	2	1	
5	DCA	1	1	1	
6	PA to DCA	1	1	1	
7	Sr.A.O.(Admn.)	1	1	1	
8	Pre.Check	4	1+ 1 (dot.)	4	
9	Accounts & Bud.	2	1	2	
10	Admn.	4	2+1 (dot.)	2	
11	Compute Ceill+ Progr.NIC	9	4	5	1
12	Data Base	8	3+1 (dot.)	4	
13	DATA Bank	2	1	1	
14	A-2	3	1+2 (dot.)	2	
15	Sr. A.O. (R B D)	1	1	1	
16	R B D Comp.	3	1+1 (dot.)	2	
17	Reception	2	1		
18	A-3	1	1 (dot.)	1	
19	A-1	2	1+1 (dot.)	2	
20	R & D	1	1+1 (dot.)		
	Total	50	36	34	2