

केन्द्रीय प्रदूषण नियंत्रण बोर्ड

परियोजना कार्यालय

04, धौलपुर हाउस, एम0जी0 रोड, आगरा-282001

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Incharge, CPCB, PO-Agra invites sealed tenders from reputed firms/agencies for the following work:

Name of work	:	Comprehensive Annual Maintenance Contract (CAMC) for office computers & printers
E.M.D. Amount	:	Rs. 1000/- (Rs. One Thousand only) (DD should in Favour of "Central Pollution Control Board" payable at Agra only)
Last date of receipt of tender	:	21.09.2017, 5.00pm
Date of tender opening	:	22.09.2017, 3.00pm (at CPCB, RD-Lucknow)

The intending tender should fulfill the following terms & conditions:

- The firm should have the requisite past experience of doing similar kind of work i.e. AMC in reputed organisations and should furnish necessary documentary proof of executing the work satisfactorily from two government departments for at least two years.
- The intending firm shall have its office in Agra.
- The firm should have valid income tax registration certificate, GST registration certificate etc.

The tender document can be downloaded free of cost from CPCB website www.cpcb.nic.in under tender division.

Objective:

The objective of the project is to have systematic comprehensive maintenance contact for computers and printers installed and working at Central Pollution Control Board, 1st floor, 4-Dholpur House, M.G.Road, Agra - 282001.

Scope of Work:

To take annual comprehensive maintenance contact of computers and printers at Central Pollution Control Board, 1st floor, 4-Dholpur House, M.G.Road, Agra-282001 for one year period starting from date of award of contact. Contact can be extended on the mutual agreement.

Location:

The computers and printers are located at Central Pollution Control Board, 1st floor, 4-Dholpur House, M.G.Road, Agra-282001.

CAMC Service would cover the following:

1. Preventive maintenance with scheduled visits,
2. Reloading of operating system (OS) and softwares (including antivirus) as and when required. The software shall be provided by the user.
3. Installation of drivers, as and when require for all machines.
4. The new spares of CPUs and Monitorers like mother board, mouse, keyboard, RAM, attached cables, CD readers/writers etc. should be of the same makes that are being replaced unless such spares are not available in market. (for example faulty intel mother board should be replaced with new intel mother board). In case of non-availability or higher version without additional cost with the permission of Incharge, PO-Agra CPCB will be accepted. Printer's cartridge will not be cover in CAMC, rest all parts will be covered.
5. Ensure smooth functioning of computers and printers.
6. The firm would maintain proper record of visit attended in CPCB either in the form of a register or service report format and get the same counter signed from the user. The firm has to submit the same along with bills on six monthly basis.
7. CAMC shall also cover damages due to rat bytes or burn out of parts also.
8. The firm should maintain the appropriate inventory of items compatible with machines/systems installed in the office, so that work may get least hampered during breakdown.
9. CAMC cost shall be inclusive of data recovery from HDD in cases like accidental format, deleted files, virus problem, damaged boot sector, missing FAT or partition cases & all applicable taxes etc.

Terms and Conditions:

1. The tender is aimed at providing services to those systems which are not covered under any warranty. Apart from this, the networking related problems (including hardware) would also be covered under the tender.
2. Call should be attended on the same day. Maximum downtime of 01 day is envisaged.
3. The firm has to provide service engineer visit once in a week for maintenance work, and as and when required for emergency during office hours. Preventive maintenance will be objective.
4. The firm would maintain identification cards to the machines (in duplicate) covered under CAMC indicating their seal nos. and last date of maintenance.
5. Quotation shall be accepted only from genuine parties having IT and ST clearance. Preference would be given to parties having large client list preferably of Government offices with satisfactory credential. Satisfactory services certificates for minimum two year from two government departments must attach.
6. Quotation shall clearly specify firm's applicable taxes, terms and conditions, if any.
7. Firm shall ensure the confidentiality of data stored at each computer and in no circumstance the data shall be taken/ stored outside the office. Any violation shall attract legal persuasion from CPCB against the firm.
8. Rate shall be quoted item wise, clearly giving all required details. Insufficient information may lead to rejection of offer.
9. All transport charges shall be borne by the firm.
10. For any clarification, firm shall visit to our office between 10AM to 6PM on working days and also can collect the details specification of the computers and printers. The Central Pollution Control Board reserves the right to cancel the tender or change in tender opening date.
11. Tender should valid for 90 days. EMD amount will be return to firms after award of tender without interest. 10% of CAMC amount will require to deposit by sussessfull firm as performance guarranty before award of AMC agreement, which will return after one year without interest
12. TDS will be deducted, if applicable, as per Government rules.
13. Any dispute will be a subject under jurisdiction of chairman, CPCB and his decision will be binding to parties.
14. Typographical mistakes are subjected to corrections.

Yours faithfully,


(In-charge)

**Price Bid for Computers and Printers for Comprehensive Annual
Maintenance Contact at CPCB, PO-Agra**

Sr.No.	Description	Nos.	Unit Rate (yearly)	Total cost (Rs)
1	Desktop Computers (Pentium-IV)	07		
2	HP Laserjet Printers (Model: 1010)	01		
3	HP Laserjet Printers (Model: 1020)	01		
4	HP Laserjet Printers (Model: M1319fMFP)	01		
Total				

(Seal & Signature)