

Sub.: Quotations for the Annual Comprehensive Maintenance Contract of Computers, Printers & Scanners.

Sir,

Sealed quotations are hereby invited from the reputed firms/agencies for Annual Comprehensive Maintenance Contract of Computers, Printers & Scanners in Central Pollution Control Board, 1st & 2nd floor, Nisarga Bhawan, 7th D cross, Shivanagar, Bangalore-560010. The intending quotationer should fulfil the following requirements:

- (i) The firm should submit satisfactory completion certificate for AMC/CMC work from reputed organizations, where the firm has executed the AMC/CMC work satisfactorily during previous years.
- (ii) The firm should have valid income tax registration certificate & sale tax registration certificate as well as other statutory clearance certificates.
- (iii) The quotation shall be submitted in two separate sealed covers, duly completed in all respects viz, one for "Technical bid" and the second for "price bid". The name of the work and the words "Technical Bid" and "price bid" only, as the case may be clearly written on the top of the respective sealed covers. All the two bids, along with the letter for submitting quotation, shall be put in a sealed cover and the name of the work "Annual Comprehensive Maintenance Contract of Computers, Printers & Scanners at Central Pollution Control Board, Bangalore" shall be clearly written on top of the sealed cover.
- (iv) The duly filled in quotation shall reach this office on or before 10/09/13 at 15:00 hours by post. The quotation shall be opened on 10/9/2013 at 16.00 hours.
- (v) The quotation received without separate sealed envelopes for technical and Price bid shall not be entertained.
- (vi) The validity of quotation shall normally be 90 days from the date of opening.

The copy of other Terms of Reference for Annual Maintenance Contract, List of Computers, Printers & scanners which are to be under Annual Maintenance Contract and the format for price bid is enclosed for ready reference.

The quotation details and other terms and conditions can be obtained in person on production of authority letter of the firm in Duplicate or by post from the office from 11.00 a.m. to 4.00 p.m. between 19/08/2013 to 9/9/2013 on all working days.

The quotation document can also be downloaded from CPCB website www.cpcb.nic.in

Yours faithfully,

(S Suresh)
Zonal Officer

Encl.: As above

ANNUAL MAINTENANCE CONTRACT OF COMPUTERS, LAPTOPS, PRINTERS AND SCANNERS OF CENTRAL POLLUTION CONTROL BOARD, BANGALORE

TERMS OF REFERENCE

1. BACKGROUND

The Central Pollution Control Board (CPCB), a statutory organization was constituted in 1974 under the Water (Prevention & Control of Pollution) Act, 1974. Subsequently, CPCB was entrusted with the powers and functions under the Air (Pollution and Control of Pollution) Act, 1981. It also provides technical services to the Ministry of Environment & Forests for implementation of the provisions of the Environment (Protection) Act, 1986. Besides many functions for prevention & control of air and water pollution, CPCB is required to collect, compile and publish technical and statistical data relating to water and air pollution and the measures devised for their effective prevention, control abatement and disseminate information in respect of matters relating to water and air pollution and their prevention and control.

In pursuance of its objective and to carry out the functions, it is essential that all the relevant gadgets remain in working condition. In order to its effective implementation, Board decided to award Comprehensive Maintenance of computers, laptops, printers and scanners to carry out the above said work.

2. SCOPE OF WORK

- i. Systematic comprehensive maintenance contract at Central Pollution Control Board, Nisarga Bhawan, Shivanagar, Thimmaiah Road, Bangalore-560010, for maintenance of computers, Laptops, Printers & Scanners so as to ensure minimum down time of system.
- ii. To take Comprehensive Maintenance Contract of computers, laptops, printers and scanners of Central Pollution Control Board, Bangalore.

3.0 List of Machines to be covered under AMC:

A. COMPUTERS/LAPTOPS

Sl.No	Item Description	No. of Items
1.	Computers P-IV	13
2.	Computers (Core-i5 2400 @ 3.10GHz)	7
3.	Computers (Core 2 Duo)	13
4.	Dual core 2.40 GHz	1
5.	Core i3 3.2 GHz	1
6.	Celeron 434MHz	1
7.	Laptops (Intel Core 2 Duo (Centrino) 2.0	3

	GHZ)	
8.	Laptop (Intel Celeron M 1.5 GHz)	1
Total Numbers		40

B. PRINTERS/SCANNERS

Sl.No	Item Description	No. of Items
1.	HP Laserjet 6 P	1
2.	HP Laserjet P 1007	3
3.	HP Deskjet 640 C	2
4.	HP Laserjet 1010	5
5.	HP Laserjet 1020	1
6.	HP Laserjet 1150	1
7.	Canon LBP 3460	11
8.	HP Colour Laserjet 3550	1
9.	HP Deskjet 2000	1
10.	HP Deskjet 3840	1
11.	HP Scanjet 5590	1
12.	Umax Astra 3400	1
Total numbers		29

3.1 Maintenance Services would cover the following:

- a) Reloading of OS and Software (like MS Office & Anti-Virus etc.) as and when required. However Anti-Virus has already been installed through separate vendor. Software shall be provided by the user.
- b) Drivers required for all machines as far as possible.
- c) Preparation of preventive maintenance schedule and its implementation at a frequency of at least four times in a year, other than breakdown maintenance calls.
- d) Management of memory usage of computer.
- e) Replacement of parts, which shall become obsolete with a better alternative or higher version without additional cost with the permission of Zonal officer.

3.2 Call Logging System: The firm would have proper call logging system to keep timely repairs/rectification the contract on time basis attending within half day from the time complaint is lodged.

4.0 SPECIFIC CONDITIONS

- i. AMC shall also cover damages due to following:
 1. High Voltage Fluctuations
 2. Rat bytes
 3. Burn out of parts
- ii. AMC shall cover maintenance of Computers, Laptops, Printers & Scanners as a whole except Printer ribbons, Printer cartridges & toners for Laser jet & Desk jet.

- iii. The AMC cost is inclusive of cost of spare parts required for maintenance of all Computers, laptops, Printers & Scanners as listed above. The spare parts should be of the same make as far as possible. The spare parts should be original and genuinity of these spares has to be ascertained before installation to office.
- iv. The firm should give an inventory of all existing machines at CPCB, Bangalore once the contract is signed.
- v. The firm should maintain the inventory of items which existing in CPCB, Bangalore or equivalent or better make or model.
- vi. AMC cost is inclusive of Data Recovery from HDD in cases like Accidental format, deleted files, FDISK, Virus problem, Damaged Boot Sector, Missing FAT or partition cases.
- vii. AMC excludes data recovery from HDD in these three special cases
 - (i) physical damages due to Track failure
 - (ii) head crash and
 - (iii) Fire Damages only.
 These cases have to be brought to the notice of nodal officer of the office for ascertaining the exact cause of damage.
- vii Obsolete parts have to be replaced with parts available in the market of either same or higher specifications.

4.1 GENERAL

- i. In case of dispute the decision of chairman Central Board shall be final and binding on both parties.
- ii. At any point of time contract may be terminated without assigning any reason thereof.
- iii. The compliance to all the terms and conditions should be done.
- iv. Deviation, if any from terms and conditions will not be entertained.
- v. The firm shall be responsible for any damage in servicing/overhauling of machines, if so the firm has to repair the machine at its own cost.
- vi. The supplier shall not assign or sublet any portion of the work except with written consent of CPCB, failing which CPCB may terminate the contract, whereupon the performance guarantee/security deposit shall forfeited and at absolute disposal of CPCB.
- viii. All tools, accessories, hardware, terminal, connector, multimeter etc. desired for the testing and repairing at site have to be maintained by the firm on its own cost. The equipment shall be complete in all respects whether such details are mentioned or not.
- ix. If the information provided by the firm is found to be wrong at any point of time, CPCB reserves the right to reject such quotation at any stage or to cancel the contract, if awarded, and forfeit the earnest money.
- x. Any damage to the machines due to natural calamities such as earthquake, fires etc., may not be covered under AMC.
- xi. CPCB reserve the right to up-grade any of its machines from any vendor. The payment of Comprehensive Maintenance Contract of the machines shall be as per specification like P-III or P-IV machine. If the specifications shift towards higher then payment for higher specification machine shall be paid (It should be informed in advance by the firm). Any other device within machine, if upgraded shall come under

Comprehensive Maintenance Contract, as and when its warranty is over, in lieu of other device. For example if CD ROM is replaced with a new CD R/W then new CD R/W shall come under Comprehensive Maintenance Contract as and when its warranty period is over in lieu of Comprehensive Maintenance Contract of old CD ROM. If there is any specific device, which cannot be covered under normal replacement then, it should be informed in advance by the firm.

- xii. After completion of AMC period or after termination of contract, the firm (presently holding AMC) is responsible to handover all the machines in working condition, which were under AMC with the firm, unless it was communicated/mutually agreed earlier. Otherwise CPCB reserves the right to get faulty machines repaired by any other firm at the cost of AMC firm. The payment shall have to be paid by the firm (holding AMC before handover) for which CPCB shall adjust from the Performance Guarantee and from the running bills of AMC and if the amount is insufficient then the firm (holding AMC before handover) shall be liable to pay the whole due amount.

5.0 MODE OF SUBMISSION OF QUOTATION

The quotation shall be submitted in two separate sealed covers, duly completed in all respects viz, one for “Technical bid” and the second for “price bid”. The name of the work and the words “Technical Bid” and “price bid” only, as the case may be clearly written on the top of the respective sealed covers. All the two bids, along with the letter for submitting quotation, shall be put in a sealed cover and the name of the work “Annual Comprehensive Maintenance Contract of Computers, Printers & Scanners at Central Pollution Control Board, Bangalore” shall be clearly written on top of the sealed cover.

The technical bid shall be complete in following:

- a. Complete quotation document as collected from CPCB or downloaded from CPCB website should be duly signed (each page) for acceptance of all terms & conditions.
- b. Deviation, if any, from terms and conditions should be clearly mentioned.
- c. List of engineers employed in company along with their experience.
- d. Preventive maintenance schedule.
- e. The quotationer shall also submit a list along with his quotation, in respect of items mentioning names of Manufacturers of items and their item-wise cost as on date which he proposes to use in the work if his quotation is accepted.
- f. Technical proposal should include brief profile of the company; year of establishment; organizational structure; list of relevant works carried out in last three years along-with names of clients; Description of methodology and work plan for performing the AMC work;
- g. The quotationer should also quote data recovery cost separately from a crashed Hard Disk as and when situation arises.
- h. Any other relevant information
- i. The price bid sheet as detailed with breakup prices (including all duties/taxes etc) shall be submitted in a separate sealed cover. The provided format should not be changed in any respect.

- j. Sealed quotation should be addressed to:
The Zonal Officer
Central Pollution Control Board
1st & 2nd floor, Nisarga Bhawan
7th D cross, Thimmaiah road
Shivanagar, Bangalore-560010
- k. The quotation shall be submitted in sealed envelopes on or before 10/9/2013 to this office. No quotation will be received after 15.00 hrs. on above mentioned date under any circumstances whatsoever. The quotations will be opened on 10/9/2013 at 16.00 hrs.
- l. Any quotation, with any of the documents not signed will be rejected.
- m. The quotation submitted on behalf of a firm shall be signed by all the partners of the firm or by a partner who has the necessary authority on behalf of the firm to enter into proposed contract otherwise the quotation is liable to be rejected.
- n. The quotation must be filled in English and all the entries must be made by hand and written in ink or may be typed. If any of the document is missing, or unsigned the quotation will be considered invalid.
- o. All erasures and alterations made while filling the quotation must be attested by initials of the quotationer. Overwriting of figures is not permitted; failure to comply with either of these conditions will render the quotation void. No advice of any change in rate or conditions after opening of the quotation will be entertained.
- p. The CPCB does not bind itself to accept the lowest or any quotation, and reserves to itself the right to accept or reject any or all the quotations, either in whole or in part without assigning any reason for doing so.

6.0 PRICES

6.1 BREAK UP OF PRICES

- The quotationer shall indicate the break up of the lump sum price for items as given in the enclosed price bid sheet.
- The total number of machines may increase or decrease subject to actual requirement at the time of issuing work order. There are few machines which are under warranty. In future, as and when the warranty of these machines is over, systems will come under AMC as per approved rates for which intimation by Zonal officer will be communicated to the firm. The number of machines found in working condition (shall be inspected jointly by firm and CPCB, officials) on the date of taking over by the firm shall be covered under AMC and exact AMC cost calculation shall be based on those real numbers.
- The systems which are covered under warranty require software support only and the rates may be quoted accordingly for AMC (without hardware support).
- The AMC contract is for one year starting from the date of issue of the letter of award. The award letter will be for a period of one year only.
- The CPCB reserve the right to issue a letter of award for one year depending upon the decision taken by the Management.

- Unit price basis quotation for one year AMC should be submitted mentioning clearly individual items AMC cost separately in figures and in words. Total amount should also be clearly mentioned, summing up all break ups. There should be no typographical error in the final quote. The rates quoted should be inclusive of all taxes. The quoted cost must be without any precondition of minimum number of machines or any other condition put by the quotationer.
- Necessary arrangement to prevent the system damages from technical point of view (High Voltage fluctuations) has to be ensured by the firm.
- Any damage to the machines due to Natural calamities Earthquake, Fires etc., may not be covered under AMC cost calculation.

8.0 TAXES AND DUTIES

Central/State sales tax/works contract tax/excise duty etc should be included in the rates quoted. Statutory deduction of tax if applicable at source will be made while releasing payment through running/final bills.

9.0 VALIDITY

Quotation shall be valid for acceptance for a period of 90 days from the last date of receiving them.

10.0 MODE OF PAYMENTS

Payment will be made on quarterly basis by cheque after raising the demand by submission of bill, on obtaining satisfactory performance certificate from the users.

11.0 PENALTY

- a. Failure to rectify a down system (Computers, Laptops, Printer & Scanner) for more than two working days (after logging the complaint) for any reason like non availability of spares, non availability of Maintenance Engineer will be taken seriously and shall attract penalty of Rs. 100/- per item per day from the date of failure of the system. This amount shall be deducted from the running payment without any notice to the firm.
- b. CPCB may increase or decrease number of machines in AMC at any point of time.

**PRICE BID FOR COMPUTERS, PRINTERS & SCANNERS AT CPCB,
BANGALORE**

Computers/Laptops (Under Comprehensive Maintenance)

Sl.No	Item Description	Quantity	Rate (Yearly)	Total Cost
1.	Computers P-IV	13		
2.	Computers (Core-i5 <u>2400 @ 3.10GHz</u>)	7		
3.	Computers (Core 2 Duo)	13		
4.	Dual core 2.40 GHz	1		
5.	Core i3 3.2 GHz	1		
6.	Celeron 434MHz	1		
7.	Laptops (Intel Core 2 Duo (Centrino) 2.0 GHZ)	3		
8.	Laptop (Intel Celeron M 1.5 GHz)	1		
Annual Rate for AMC of Computer for one year		40		

Printers/Scanners (Under Comprehensive Maintenance)

Sl.No	Item Description	Quantity	Rate (Yearly)	Total Cost
1.	HP Laserjet 6 P	1		
2.	HP Laserjet P 1007	3		
3.	HP Deskjet 640 C	2		
4.	HP Laserjet 1010	5		
5.	HP Laserjet 1020	1		
6.	HP Laserjet 1150	1		
7.	Canon LBP 3460	11		
8.	HP Colour Laserjet 3550	1		
9.	HP Deskjet 2000	1		
10.	HP Deskjet 3840	1		
11.	HP Scanjet 5590	1		
12.	Umax Astra 3400	1		
Annual Rate for AMC of Printers/Scanners for one year		29		

Annual AMC Rate for Computers, Laptops, Printers & Scanners should be mentioned in words also.

Date:

Signature of the quotationer