



केन्द्रीय प्रदूषण नियंत्रण बोर्ड
CENTRAL POLLUTION CONTROL BOARD
पर्यावरण, वन एवं जलवायु परिवर्तन मंत्रालय, भारत सरकार
MINISTRY OF ENVIRONMENT, FOREST & CLIMATE CHANGE, GOVT. OF INDIA

Admin/22/AMC/ZOB/2015-16

Dated: 8th January, 2016

To

Sub: Sealed Quotation for Comprehensive Annual Maintenance Contract of Computers, Laptops, Printers and Scanners

Central Pollution Control Board, South Zonal Office, Bengaluru invites sealed quotations from reputed firms for the following work: -

1. **Name of Work** :- Comprehensive Annual Maintenance Contract of Computers, Laptops, Printers and Scanners at Central Pollution Control Board, Nisarga Bhavan, 7th D cross, Thimmaiah Road, Shivanagar, Bengaluru - 560 079

Last date of receipt of quotation :- 1/02/2016 up to 4:00 p.m.

2. **The intending firm should fulfil the following requirements: -**

- (i) The intending firm to have its office at Bengaluru preferably in the vicinity of this office
(ii) The intending firm should submit latest satisfactory completion certificate for AMC/CMC work from reputed organizations
(iii) The intending firm should have valid Income Tax registration certificate, PAN & Sale Tax registration certificate as well as clearance certificates.

Before quoting the price, the status of computers, laptops, printers and Scanners existing in Central Pollution Control Board, Zonal Office (South), Nisarga Bhavan, Thimmaiah Road, 7th D Cross, Shivanagar, Bengaluru - 560 079 may be verified in person on production of authority letter of the firm from 11.00 a.m. to 4.00 p.m. between 11-01-2016 to 29-01-2016 on all working days (Monday to Friday). The contact person for showing and explaining the items is Smt. Mahima T, Scientist-C.

S. Suresh
8112016
(S Suresh)
Zonal Officer

दक्षिण आंचलिक कार्यालय : निसर्ग भवन, ए-ब्लॉक, प्रथम एवं द्वितीय तल, तिम्मय्या रोड, 7-डी मैन, शिवनगर, बेंगलूरु - ५६० ०७९.

Zonal Office (South) : " Nisarga Bhawan ", A-Block, 1st & 2nd Floors, Thimmaiah Road, 7th D - Main, Shivanagar, Bengaluru - 560 079.

दूरभाष / Telephone : 080-23233739, 23233827, 23233996, 23233600, 23232559, 23226002, 23222539, Fax : 080-23234059

ई-मेल / E-mail : cpcbszo@yahoo.com, zobangalore.cpcb@nic.in

प्रधान कार्यालय : परिवेश भवन, पूर्वी अर्जुन नगर, दिल्ली- ११० ०३२.

Head Office : Parivesh Bhawan, East Arjun Nagar, Delhi - 110 032.

दूरभाष / Telephone : 011-43102030, Fax : 22305793, 22307078, 22307079, 22301932, 22304948

ई-मेल / E-mail : cpcb@nic.in वेबसाइट / Website : www.cpcb.nic.in



CENTRAL POLLUTION CONTROL BOARD

Zonal Office (South)

Nisarga Bhavan, 7th D Cross, Thimmaiah Road,
Shivanagar, Bengaluru - 560 079

**COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT
FOR COMPUTERS, PRINTERS AND SCANNERS
INSTALLED AT CPCB, ZONAL OFFICE, BENGALURU**

TERMS OF REFERENCE

The Central Pollution Control Board is a statutory Organization under Ministry of Environment Forest and Climate Change. CPCB is entrusted with various functions for prevention & control of water and air pollution, 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 electronic gadgets remains in working condition. In order to its effective implementation, Board has decided to award Comprehensive Annual Maintenance of Computers, Laptops, Printers and Scanners etc. to carry out the above said work.

1. Objective:

The objective of the project is to have a systematic comprehensive maintenance contract at Central Pollution Control Board, Bengaluru, for maintenance of Computers, Laptops, Printers and Scanners, so as to ensure minimum down time of system.

2. Scope of Work:

To have Comprehensive Annual Maintenance Contract of Computers, Laptops, Printers & scanners and to assist in resolving network related issues in Central Pollution Control Board, 1st and 2nd floor, Nisarga Bhavan.

2.1 List of gadgets proposed under CAMC:

S.N	Item Description	Quantity in Nos.
A. Desktop PC's		
1	Intel Core i-7 64 Bit	1
2	Intel Core i5 32 Bit	11
3	Intel Core (2)	11
4	Intel Dual Core	1
5	Intel Pentium IV	2
Total no. Desktop computers		26
A1. Desktop computers for only software support		
6	Intel Core i-7 64 Bit	6
7	Intel Core i5 32 Bit	6
Total no. Desktop computers		12
A2. Laptops		
8	Laptops (Intel Core 2 Duo Centrino 2.0 GHZ (Lenovo, acer & hp make)	3
9	Intel Celeron M 1.5 GHZ	1
Total no. laptops		4
B. Printers		
10	Canon LBP 3460	11
11	Canon LBP 7200	1
12	HP Laserjet 1010	4
13	HP Laserjet 1020	1
14	HP Laserjet 1020 Plus	1
15	HP Laserjet P1007	2
16	HP Laserjet 1150	1
Total no. printers		21
C. Scanners		
17	Canon Scanner DRC-125	1
18	HP Scanjet 5590	1
Total no. of Scanners		2
D. Networking		
Troubleshooting of network related issues		

2.2 Maintenance Services would cover the following

- a. Reloading of OS and Software's (like MS Office & Anti-virus etc.) as and when required. However Anti-Virus is installed through separate vendor. Software shall be provided by the user.
- b. Drivers required for all gadgets 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 price with the permission of office.
- f. Troubleshoot Networking issues
- g. Preparation of status reports of computers on half yearly basis indicating the hardware improvements needed for the system and validity of various software installed with a view of preventive maintenance.
- h. Assist in works being taken up in office like Wi-fi networking, implementing/modifying existing LAN setup, networking troubleshoots and other related works as desired by the office.

2.3 Call Record Maintenance

- a. The firm shall attend the breakdown maintenance calls within Eight working hours.
- b. As far as possible the repairs should be carried out on site. But, however, in case the equipment is taken to the workshop, the firm would provide a standby for the same so that the normal working of the office is not hampered.
- c. The firm shall maintain proper records for the calls attended in CPCB either in the form of register or service report format and get the same counter signed from the user/ Co-ordinator. The firm has to submit the same along with bills on quarterly basis.

3. Specific Conditions:

- a. CAMC shall cover maintenance of Computers, Laptops, Printers & Scanners as a whole except Printer Ribbons, Printer Cartridges & Toners.
- b. The CAMC price is inclusive of price of spare parts required for maintenance of all Computers, Laptops, Printers and Scanners etc. 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 with office.
- c. The firm should maintain the inventory of items of either existing in CPCB or equivalent or better make & model.
- d. CAMC price 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.

- e. CAMC excludes data recovery from HDD in these three special cases
 - i. physical damages due to Track Failure
 - ii. Head crash
 - iii. Fire Damages only. These cases have to be brought to the notice of nodal officer for ascertaining the exact cause of damage.

4. General

- a. At any point of time contract may be terminated without assigning any reason thereof.
- b. All the terms & conditions mentioned in CAMC should be complied.
- c. Deviation, if any, from terms and conditions will not be entertained.
- d. The firm shall be responsible for any damage in servicing/overhauling of gadgets and the firm has to repair the machine at its own price.
- e. 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 price. The gadget shall be complete functional in all respects whether such details are mentioned or not.
- f. Any damage to the gadgets due to natural calamities such as earthquake, fires etc. may not be covered under CAMC.
- g. If the information provided by the firm is found to be false at any point of time, CPCB reserves the right to reject such quotation at any stage or to cancel the contract, if awarded.
- h. After completion of CAMC period or after termination of contract, the firm (presently holding CAMC) is responsible to handover all the gadgets in working condition, which were under CAMC with the firm, unless it was communicated/mutually agreed earlier. Otherwise CPCB reserves the right to get faulty gadgets repaired by any other firm at the price of CAMC firm.
- i. The CAMC amount for Laptop and Desktop Computers as quoted by a firm will be taken as a percentage to calculate the CAMC for any new systems added by taking the DGS&D Rate Contract (For example, i-5 Desktop Computer purchased at ₹ 40,000.00 under DGS&D Rate Contract and CAMC is awarded at ₹ 1,200.00 per annum. The CAMC price is 3% of the price of Desktop Computers. A new i-7 system added in the list for CAMC will be awarded at 3% of price of system purchased under DGS&D Rate Contract. If the price is ₹ 45,000.00 for new system, CAMC price will be ₹ 1,350.00 per annum).
- j. CPCB may increase or decrease number of gadgets in CAMC at any point of time.
- k. The CPCB does not bind itself to accept the lowest or any quotation, and reserves the right to accept or reject any or all the quotations, either in whole or in part without assigning any reason for doing so.

1. In case of any dispute the decision of Chairman Central Board shall be final and binding on both parties.

5. Qualifying Parameters

- a. The firm should be in existence for over 5 years in the trade with the maintenance & business during the last 3 years.
- b. The firm should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN card, Service Tax No etc.
- c. The firm should have undertaken maintenance contracts during last three years with Government Department/PSUs/Semi Govt. in Bengaluru. A certificate or evidence to this effect is to be provided from the concerned Govt./PSUs/Semi Govt.

6. Type of Contract

The work awarded by this specification shall be treated as an indivisible works Contract.

7. Submission of Quotation

- a. 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 shall be clearly written on the top of the respective sealed covers. Both the bids, along with the letter for submitting quotation, shall be put in a sealed cover and the name of the work "Comprehensive Annual Maintenance Contract of Computers, Laptops, printers, scanners etc. at Central Pollution Control Board, Bengaluru" shall be clearly written on top of the sealed cover.
- b. The technical bid shall be complete in following manner:
 - i. Complete quotation document as collected from CPCB, Zonal Office, Bengaluru or downloaded from CPCB website should be duly signed on each page for acceptance of all terms and conditions.
 - ii. List of Engineers employed in firm.
 - iii. Preventive maintenance schedule.
 - iv. Technical proposal should include brief profile of the firm; 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 CAMC.
- c. The firm should also quote data recovery price separately from a crashed Hard Disk as and when situation arises
- d. Any other relevant information to CAMC

- e. Sealed Quotations should be addressed to:

The Zonal Officer

Central Pollution Control Board

Nisarga Bhavan, 1st & 2nd floors, 7th D Cross

Thimmaiah Road, Shivanagar, Bengaluru-560079

8. Break Up of Prices

- a. 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.
- b. The firm shall indicate the break-up of the lump sum price for items as given in the enclosed price bid sheet.
- c. The total number of gadgets may increase or decrease subject to actual requirement at the time of issuing work order. **The price may be quoted after physical verification of the no. and status of computers, Laptops, Printers & Scanners and network.** There are few gadgets which are under warranty. In future, as and when the warranty of these gadgets is over, systems will come under CAMC as per approved price for which intimation by office will be communicated to the firm. The number of gadgets found in working condition (shall be inspected jointly by firm and CPCB, officials) on the date of taking over by the firm which shall be covered under AMC and exact CAMC price calculation shall be based on those real numbers.
- d. The systems which are covered under warranty, require software support only and the price may be quoted accordingly for AMC (without hardware support).
- e. The CAMC 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 subjected to the permission of continuation of the contract in subsequent years (after one year) in writing from the CPCB authority, for which the firm has to request for continuation of contract in advance. The continuation of the contract every year is subjected to satisfactory performance and permission from CPCB authority for the contract continuation.
- f. Except consumables mentioned here everything else has to be covered in CAMC in any conditions/situation.
- g. Necessary arrangement to prevent the system damages from technical point of view (High voltage fluctuations) has to be ensured by the firm.

9. Taxes and Duties

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

10 Validity

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

11 Mode of Payments

Payment will be made on quarterly basis through account payee cheque after raising the demand by submission of bill, on obtaining satisfactory performance certificate from the users/ Co-ordinator.

12. Penalty

Failure to rectify a down system (COMPUTERS, 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 ₹ 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.

13. Arbitration Clause

- a. The Agreement and their interpretation shall be submitted to the sole arbitration to be appointed in the following manner:
“The Chairman, Central Board shall appoint an official possessing the knowledge in the field of network engineering as the sole arbitrator to adjudicate and decide upon the dispute referred to him”.
- b. Subject as aforesaid, the provision of the Arbitration & Conciliation Act or any other statutory modification or re-enactment thereof and the rules made there under and for the time being force shall apply to the arbitration proceedings under the clause.
- c. It is a term of contract that party invoking the arbitration shall specify the dispute or disputes to be referred to the arbitrator under this clause together with the amount or amounts claimed in respect of each such dispute.
- d. If any part invoke the arbitration proceedings shall bear the expense to be paid as fee/remuneration to the Arbitrator.
- e. It is also term of contract that if any of the part do not make any demand for arbitration in respect of any claim (s) in writing within 30 days of receiving the information from the Board that final bill is ready for payment, the claim of the contracting party(s) will be deemed to have been waived and absolutely barred and the Central Pollution Control Board will be discharged of all liabilities under the contract in respect of these claims.
- f. The decision of the arbitrator shall be final and binding upon the parties.

Price Bid for Computers, Printers and Scanners

S.N	Item Description	Quantity in Nos.	CAMC Rate in INR
A. Desktop PC's			
1	Intel Core i-7 64 Bit	1	
2	Intel Core i5 32 Bit	11	
3	Intel Core (2)	11	
4	Intel Dual Core	1	
5	Intel Pentium IV	2	
Total no. Desktop computers		26	
Annual rate for AMC of Computer for One year			
A1. Desktop computers for only software support (these systems are covered under warranty)			
6	Intel Core i-7 64 Bit	6	
7	Intel Core i5 32 Bit	6	
Total no. Desktop computers		12	
Annual rate for AMC of Computer for One year			
A2. Laptops			
8	Laptops (Intel Core 2 Duo Centrino 2.0 GHZ)	3	
9	Intel Celeron M 1.5 GHZ	1	
Total no. laptops		4	
Annual rate for AMC of laptops for One year			
B. Printers			
10	Canon LBP 3460	11	
11	Canon LBP 7200	1	
12	HP Laserjet 1010	4	
13	HP Laserjet 1020	1	
14	HP Laserjet 1020 Plus	1	
15	HP Laserjet P1007	2	
16	HP Laserjet 1150	1	
Total no. printers		21	
Annual rate for AMC of Printers for One year			
C. Scanners			
17	Canon Scanner DRC-125	1	
18	HP Scanjet 5590	1	
Total no. of Scanners		2	

Annual rate for AMC of Scanners for One year	
CAMC rate for Computers, printers and Scanners	
Grand Total Price for CAMC (Inclusive of Taxes, Levies etc)	
Amount in Words	

Description	Rate in INR
Data recovery price from a crashed Hard Disk as and when situation arises	
Networking related issues (optional)	

Signature of the Quotee

Seal of the firm

Date: