

COST OF TENDER : Rs. 1000/- By Hand
Rs. 1100/- By Post

DOEACC SOCIETY, CHANDIGARH CENTRE
An Autonomous Body of Department of Information Technology,
Ministry of Communications & Information Technology, Govt. of India,
SCO 114-116, SECTOR 17-B, CHANDIGARH - 160017.

Tender No. PUR-19/2010

LAST DATE OF SUBMISSION : 15th September, 2010

Tender documents containing terms and conditions and specifications for supply of Computer Stationery

Tender Documents are not transferable and cost of bidding document is not refundable under any circumstances. In case the tender document is downloaded from the Web-site, the tenderer shall have to deposit the cost of tender of Rs.1000/- separately in the form of demand draft in favour of the Director, DOEACC Society, Chandigarh Centre payable at Chandigarh.

Tenders are invited on behalf of DOEACC Society, Chandigarh Centre, from the agencies interested for **on-site** annual maintenance contract of various Hardware, Networking Items installed at **DOEACC Society, Chandigarh Centre and its Sub Centres in Ludhiana in Punjab, Rohtak, Jind, Kurukshetra, Yamuna Nagar and Jhajjar in Haryana.**

Rates quoted should be inclusive of all charges except service tax which shall be payable, as per actuals.

I. DESCRIPTION OF HARDWARE AND NETWORKING EQUIPMENT WITH APPROX. QUANTITY

Location Wise detailed description of Hardware and Networking Equipment is as given below:-

A. DOEACC Society, Chandigarh Centre.

SNo	Equipment Type	Equipment Make	Approximate Quantity
1	PC -Core2Duo With TFT	HCL	40
2	PC -Dual Core	HCL	33
3	PC -Dual Core With TFT	HCL	54
4	PC -Dual Core With TFT	IBM	20
5	PC -I	DGT	2
6	PC -I	SMN	10
7	PC -II	HCL	6

8	PC -II	OSCAR	4
9	PC -II	WBL	1
10	PC -III	DATAMINI	2
11	PC -III	HCL	23
12	PC -III	OST	3
13	PC -IV	Acer	17
14	PC -IV	Assembled	6
15	PC -IV	HCL	3
16	PC -IV	QTM	8
17	PC -IV	Sahara	37
18	Printer	HP Deskjet 3550	1
19	Printer	HP Laserjet - 1005	6
20	Printer	HP Laserjet - 1007	8
21	Printer	HP Laserjet - 1020	2
22	Printer	HP Laserjet - 1022	10
23	Printer	HP Laserjet - 1505	3
24	Printer	HP Laserjet - P3005	1
25	Printer	HP Laserjet 5M	1
26	Printer	HP Laserjet LJ 5200N	1
27	Printer	HP Photosmart D7368	1
28	Printer	HP PSC 1410	4
29	SCANNER	Scanner 3770	1
30	SCANNER	Scanner 5370C	1
31	SERVER	CMQ	2
32	SERVER	HCL	5
33	SERVER	HP	1
34	SERVER	IBM	1
35	SWITCH	12 Port	1
36	SWITCH	16 Port	4
37	SWITCH	24 Port	9
38	SWITCH	8 Port	7
39	HUB	12 Port	2
40	HUB	24 Port	2

B. Centre Facilitation Centre, Sector 9, Chandigarh.

SNo	Equipment Type	Equipment Make	Approximate Quantity
1	PC -IV	PCS	4
2	Printer	24 pin DMP Epson	2
3	SERVER	PCS	1

C. DOEACC Society, Chandigarh Centre (Sub Center Office, Jhajjar)

SNo	Equipment Type	Equipment Make	Approximate Quantity
1	ONLINE UPS	APC 3KVA	1
2	PC -Dual Core	HCL	1
3	PC -II	HCL	2
4	PC -IV	Sahara	2
5	SWITCH	8 Port	1

D. DOEACC Society, Chandigarh Centre (Sub Center Office, Jind)

SNo	Equipment Type	Equipment Make	Approximate Quantity
1	ONLINE UPS	APC 3KVA	1
2	PC -Dual Core with TFT	HCL	1
3	PC -IV	QTM	1
4	SERVER	HCL	1
5	SWITCH	8 Port	1

E. DOEACC Society, Chandigarh Centre (Sub Center Office, Kurukshetra)

SNo	Equipment Type	Equipment Make	Approximate Quantity
1	ONLINE UPS	APC 3KVA	1
2	PC -Dual Core	HCL	1
3	PC -I	SMN	2
4	PC -II	HCL	2
5	PC -III	HCL	1
6	PC -IV	Sahara	1
6	SERVER	HCL	1
7	SWITCH	8 Port	1

F. DOEACC Society, Chandigarh Centre (Sub Center Office, Ludhiana)

SNo	Equipment Type	Equipment Make	Approximate Quantity
1	HUB	16 Port	1
2	PC -Core2Duo With TFT	HCL	1
3	PC -Dual Core	HCL	4
4	PC -II	WBL	2
5	PC -III	DATAMINI	2
6	Printer	HP Laserjet - 1022	1
7	Printer	HP PSC 1410	1
8	SERVER	DATAMINI	1
9	SWITCH	8 Port	1

G. DOEACC Society, Chandigarh Centre (Sub Center Office, Rohtak)

SNo	Equipment Type	Equipment Make	Approximate Quantity
1	PC -Dual Core	HCL	1
2	PC -I	SMN	2
3	PC -II	HCL	1
4	PC -III	HCL	1
5	PC -IV	HCL	1
6	SERVER	HCL	1
7	SWITCH	8 Port	1

H. DOEACC Society, Chandigarh Centre (Sub Center Office, Yamana Nagar)

SNo	Equipment Type	Equipment Make	Approximate Quantity
1	ONLINE UPS	APC 3KVA	1
2	PC -I	DEL	1
3	PC -I	SMN	2
4	PC -II	HCL	2
5	PC -II	OSCAR	1
6	PC -IV	Acer	1
7	PC -IV	Sahara	1
8	Printer	24 pin DMP Epson	1
9	SERVER	HCL	1
10	SWITCH	8 Port	1

NOTE : Annual Maintenance contract (AMC) can be awarded together or separately to one or more tenderers. However, preference will be given to the vendors maintaining all items and at all locations.

II. SUBMISSION OF TENDER

The tenderer will be required to send two separate envelopes, first envelope will contain deposit of earnest money, terms and conditions and list of major clients, turn over etc. The second envelope will contain the rates for Annual Maintenance Contract. The envelopes should be sealed and superscribed in bold letters :

- A. “TECHNICAL BID FOR ANNUAL MAINTENANCE CONTRACT OF HARDWARE AND NETWORKING ITEMS”.**
- B. “FINANCIAL BID FOR ANNUAL MAINTENANCE CONTRACT OF HARDWARE AND NETWORKING ITEMS”.**

FINANCIAL BID of the technically short-listed tenderers shall be opened by the Purchase Committee for which separate date will be fixed.

Annexure I attached to this Tender Document should be filled in and attached to the **Technical Bid**.

Annexure II attached to this Tender Document should be filled in original and attached to the **Financial Bid**.

III. VALIDITY OF TENDER

The tenders should be valid for 90 days from the last date of submission of the tender.

IV. EARNEST MONEY

Tenderer shall submit Earnest Money Deposit of Rs.10,000/- for Annual Maintenance Contract of Hardware Infrastructure at Chandigarh and Rs 1000/- for each of the Sub Centres at Ludhiana in Punjab, Rohtak, Jind, Kurukshetra, Yamuna Nagar and Jhajjar in Haryana, in the form of demand draft in favour of Director, DOEACC Society, Chandigarh Centre which will be returned to all except the tenderer(s) selected for awarding AMC contract immediately after the order is placed. This amount of the selected tenderer(s) will be retained as security deposit upto the period of maintenance contract and will be released after expiry/termination of the contract. In case the tenderer(s) fails to provide maintenance of the hardware items according to the terms of the order, the amount of EMD will be forfeited.

NO TENDER WITHOUT EARNEST MONEY DEPOSIT WILL BE ENTERTAINED.

V. DURATION OF THE CONTRACT

The period of contract will be initially for one year from the date of commencement of the contract which can be extended beyond the stipulated period on mutually agreed terms and conditions.

VI. PENALTY

The response time for attending the faults will be within two hours after these are reported to selected tenderer(s) at Chandigarh and within six hours at Ludhiana, Rohtak, Yamana Nagar, Jind, Jhajjar, Kurukshetra. The tenderer(s) will rectify the fault within eight hours at Chandigarh and within twelve hours at Ludhiana, Rohtak, Yamana Nagar, Jind, Jhajjar, Kurukshetra. In case the tenderer(s) fail to meet this requirement, penalty at the rate of Rs. 500/- per calendar day or part thereof will be imposed for the first week after which the Director DOEACC Society, Chandigarh Centre will have the right to arrange repair/replacements at your risk and cost of tenderer(s).

VII. TERMINATION OF THE CONTRACT

The contract can be terminated by DOEACC Society, Chandigarh Centre by giving an advance notice of one month.

VIII. TERMS OF PAYMENT etc.

Rates quoted should be inclusive of all charges except service tax which shall be payable, as per actuals. The annual maintenance charges will be payable in quarterly installments. The tenderer will raise a bill for service charges for payment which shall be paid within four weeks from the date the bill is submitted alongwith satisfactory report regarding maintenance services rendered during the previous quarter duly signed by authorised officer's of this Centre is enclosed with the bill. Payment for the first quarter shall be made at the end of the quarter. Payment will be made by "A/c Payee cheque" only. Payment can be arranged by bank draft if the supplier agrees to bear the bank charges.

IX. ARBITRATION

All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the sole arbitrator to be appointed by the Director, DOEACC Society, Chandigarh Centre. The award of the sole arbitrator shall be final and binding on both the parties under provisions of the Arbitration and Conciliation Act 1996 and Rules framed thereunder. Such arbitration shall be held at Chandigarh.

In all matters and disputes arising hereunder, the appropriate courts at Chandigarh alone to the exclusion of all other courts, shall have jurisdiction to entertain and try them.

X. The tenderers having adequate technical know-how, experience, manpower and facilities for maintenance of Computers and peripherals at Chandigarh/respective stations should submit tenders. They should have been maintaining inventory of essential spares. The tenderer should provide the client list alongwith their addresses and turnover for the last three financial years alongwith proof thereof.

XI. DOEACC Society, Chandigarh Centre shall provide the machines/equipment in good running condition on the date of commencement of the contract and the contractor shall be required to keep the machines/equipment in proper running condition during the period of contract.

XII. The Tenderer shall provide maintenance service from Monday to Saturday between 8.00 a.m. to 8.00 p.m. and at any time in case of break down .

The service consists of preventive and corrective maintenance and includes carrying out of necessary repairs, fittings and replacement of parts.

- XIII.** Tenderer(s) for AMC should also give preventive maintenance schedule for the computer/equipment along with their offer. This schedule will have to be adhered to by the vendor strictly.
- XIV.** The tenderer(s) must specifically provide location wise complete address, name of contact persons from where support for maintenance would be offered.
- XV.** If at any time, during the contract period, the tenderer(s) stop maintaining the said equipments, maintenance of the systems will be arranged at the risk and cost of the tenderer(s).
- XVI.** Short-listed tenderers will be responsible for comprehensive maintenance covering repair and replacement of all parts of the systems for maintaining the systems. Tenderer will keep necessary spare parts at Chandigarh/respective stations. In case of default, DOEACC Society, Chandigarh Centre will have the right to arrange maintenance at the tenderer's risk and cost from any other source.
- XVII.** Tenderer will maintain the Computers, On-Line UPS's and peripherals for efficient running at all times. Service will be provided as and when desired by DOEACC Society, Chandigarh Centre.
- XVIII.** The tenderer is supposed to depute a Resident Engineer in DOEACC Society, Chandigarh Centre, from Monday to Saturday between 8.00 a.m. to 8.00 p.m. and at any time in case of break down .
- XIX.** No travelling charges or any incidental expenses in whatsoever manner it might be, shall be borne by the Centre. No equipment or part thereof shall be moved out of the premises of this Centre/ Sub Centre's without written permission of the authorised officer of the Centre / Sub Centres. All charges for movement of such equipment/part from this Centre to the desired location and back to this Centre shall be borne by the tenderer.
- XX.** Non-compliance of the above terms and conditions will be treated as non-responsive and tender will be liable to be rejected.
- XXI.** Director, DOEACC Society, Chandigarh Centre, reserves the right to revise or alter the requirements before acceptance of any tender and call for revised tenders.
- XXII.** Incomplete tenders may be rejected by the Director, DOEACC Society, Chandigarh Centre.
- XXIII.** The Director, DOEACC Society, Chandigarh Centre, reserves the right to modify any of the terms and conditions of the contract without assigning any reason.
- XXIV.** The Director, DOEACC Society, Chandigarh Centre, reserves the right to reject any tender without assigning any reasons.
- XXV.** Tender duly complete in all respects and accompanied with earnest money of **Rs.10,000/-** in the shape of bank draft in favour of the Director, DOEACC Society, Chandigarh Centre, should reach this office by **3.00 p.m. on 15th September, 2010**. Technical Bids will be opened at **3.30 p.m.** on the same day in the presence of representatives of the

tenderers, if any available at the time of opening of the technical bids and financial bids will be opened after evaluating the technical bids for which date will be fixed separately. Any further details required by the tenderers can be obtained after prior appointment with Mr. Tarsem Sharma, Principal Systems Analyst (Tel. 0172-2700619).

XXVI. TECHNICAL BID

Tenderer is required to sign each page of this tender document. EMD and all other documents considered necessary for technical evaluation should be attached with the Technical Bid.

Copy of the tender document including Annexure I duly signed and stamped, must be attached with the technical bid in lieu of acceptance of the terms and conditions.

Dated: _____

Signatures _____

(Name with full postal address)
Tel No. Off:

TECHNICAL BID

1. NAME OF THE TENDERER : _____
2. EARNEST MONEY DEPOSIT : _____
Name of Bank and Branch : _____
Bank Draft No and date : _____
Amount of bank draft : _____
3. MAJOR CLIENTS : a. _____
AND CERTIFICATES FROM b. _____
THE CUSTOMERS CONFIRMING c. _____
SATISFACTORY PERFORMANCE d. _____
d. _____
e. _____
f. _____
4. ANNUAL TURNOVER (IN LACS)
2007 - 2008 : _____
2008 - 2009 : _____
2009 - 2010 : _____
5. PARTICULAR OF TIN/VAT/SALE TAX NO: _____
6. ANY OTHER IMPORTANT INFORMATION: _____

Authorised Signatory
And seal of the Agency

Complete Address :

Phone No. :

FINANCIAL BID**A. DOEACC Society, Chandigarh Centre.**

SNo	Equipment Type	Equipment Make	Approximate Quantity	Rate Per Unit (Rs.)
1	PC -386	DCM	2	
2	PC -Core2Duo With TFT	HCL	40	
3	PC -Dual Core	HCL	33	
4	PC -Dual Core With TFT	HCL	54	
5	PC -Dual Core With TFT	IBM	20	
6	PC -I	DGT	2	
7	PC -I	SMN	10	
8	PC -II	HCL	6	
9	PC -II	OSCAR	4	
10	PC -II	WBL	1	
11	PC -III	DATAMINI	2	
12	PC -III	HCL	23	
13	PC -III	OST	3	
14	PC -IV	Acer	17	
15	PC -IV	Assembled	6	
16	PC -IV	HCL	3	
17	PC -IV	QTM	8	
18	PC -IV	Sahara	37	
19	Printer	HP Deskjet 3550	1	
20	Printer	HP Laserjet - 1005	6	
21	Printer	HP Laserjet - 1007	8	
22	Printer	HP Laserjet - 1020	2	
23	Printer	HP Laserjet - 1022	10	
24	Printer	HP Laserjet - 1505	3	
25	Printer	HP Laserjet -P3005	1	
26	Printer	HP Laserjet 5M	1	
27	Printer	HP Laserjet 5200N	1	

28	Printer	HP Photosmart D7368	1	
29	Printer	HP PSC 1410	4	
30	SCANNER	Scanner 3770	1	
31	SCANNER	Scanner 5370C	1	
32	SERVER	CMQ	2	
33	SERVER	HCL	5	
34	SERVER	HP	1	
35	SERVER	IBM	1	
36	SWITCH	12 Port	1	
37	SWITCH	16 Port	4	
38	SWITCH	24 Port	9	
39	SWITCH	8 Port	7	
40	HUB	12 Port	2	
41	HUB	24 Port	2	

B. Centre Facilitation Centre, Sector 9, Chandigarh.

SNo	Equipment Type	Equipment Make	Approximate Quantity	Rate Per Unit (Rs.)
1	PC -IV	AAA	4	
2	Printer	24 pin DMP Epson	2	
3	SERVER	AAA	1	

C. DOEACC Society, Chandigarh Centre (Sub Center Office, Jhajjar)

SNo	Equipment Type	Equipment Make	Approximate Quantity	Rate Per Unit (Rs.)
1	ONLINE UPS	APC 3KVA	1	
2	PC -Dual Core	HCL	1	
3	PC -II	HCL	2	
4	PC -IV	Sahara	2	
5	SWITCH	8 Port	1	

D. DOEACC Society, Chandigarh Centre (Sub Center Office, Jind)

SNo	Equipment Type	Equipment Make	Approximate Quantity	Rate Per Unit (Rs.)
1	ONLINE UPS	APC 3KVA	1	
2	PC -Dual Core With TFT	HCL	1	
3	PC -IV	QTM	1	
4	SERVER	HCL	1	
5	SWITCH	8 Port	1	

E. DOEACC Society, Chandigarh Centre (Sub Center Office, Kurukshetra)

SNo	Equipment Type	Equipment Make	Approximate Quantity	Rate Per Unit (Rs.)
1	ONLINE UPS	APC 3KVA	1	
2	PC -Dual Core	HCL	1	
3	PC -I	SMN	2	
4	PC -II	HCL	2	
5	PC -III	HCL	1	
6	PC -IV	Sahara	1	
6	SERVER	HCL	1	
7	SWITCH	8 Port	1	

F. DOEACC Society, Chandigarh Centre (Sub Center Office, Ludhiana)

SNo	Equipment Type	Equipment Make	Approximate Quantity	Rate Per Unit (Rs.)
1	PC -Core2Duo With TFT	HCL	1	
2	PC -Dual Core	HCL	4	
3	PC -II	WBL	2	
4	PC -III	DATAMINI	2	
5	Printer	HP Laserjet - 1022	1	
6	Printer	HP PSC 1410	1	
7	SERVER	DATAMINI	1	
8	SWITCH	8 Port	1	
9	HUB	16 Port	1	

G. DOEACC Society, Chandigarh Centre (Sub Center Office, Rohtak)

SNo	Equipment Type	Equipment Make	Approximate Quantity	Rate Per Unit (Rs.)
1	PC -Dual Core	HCL	1	
2	PC -I	SMN	2	
3	PC -II	HCL	1	
4	PC -III	HCL	1	
5	PC -IV	HCL	1	
6	SERVER	HCL	1	
7	SWITCH	8 Port	1	

H. DOEACC Society, Chandigarh Centre (Sub Center Office, Yamana Nagar)

SNo	Equipment Type	Equipment Make	Approximate Quantity	Rate Per Unit (Rs.)
1	ONLINE UPS	APC 3KVA	1	
2	PC -I	DEL	1	
3	PC -I	SMN	2	
4	PC -II	HCL	2	
5	PC -II	OSCAR	1	
6	PC -IV	Acer	1	
7	PC -IV	Sahara	1	
8	Printer	24 pin DMP Epson	1	
9	SERVER	HCL	1	
10	SWITCH	8 Port	1	

Authorised Signatory
And seal of the Agency

Complete Address :

Phone No.: