



**INSTITUTE FOR DEFENCE
STUDIES & ANALYSES**
रक्षा अध्ययन एवं विश्लेषण संस्थान

**No 1 Development Enclave, Rao Tula Ram Marg
Delhi Cantt., New Delhi - 110010**

Tender No. IDSA/IT/AMC/2013

**Tender Document for providing
Comprehensive Annual Maintenance Contract (CAMC) of IT Services**

1	Name of work	Comprehensive Annual Maintenance Contract (CAMC) of IT Services at IDSA
2.	Earnest Money	Rs 20,000-
3.	Validity period	180 days
4.	Security Deposit	25 % of contract value
5.	Period of Contract	One year
6.	Last date of Submission of Tender	25.10.2013
7.	Mode of Sending	a. In sealed cover by Registered post A.D/Speed post/Hand Delivery/Courier b. Tender sent by ordinary post will be rejected out rightly.
8.	Description essential to be made on sealed cover (containing Technical and Financial Bids).	Tender for IT Services
9.	Submitting Tender	The envelope shall be addressed at the following:- Assistant Director (Admin) Institute for Defence Studies and Analysis No 1, Development Enclave Rao Tura Ram Marg New Delhi-110010

**Wg. Cdr (Retd.) Hemlata Lohani
Assistant Director (Admin)**



INSTITUTE FOR DEFENCE
STUDIES & ANALYSES
रक्षा अध्ययन एवं विश्लेषण संस्थान

**No 1 Development Enclave, Rao Tula Ram Marg
Delhi Cantt., New Delhi – 110010**

Tender No. IDSA/IT/AMC/2013

**Tender Document for providing
Comprehensive Annual Maintenance Contract (CAMC) of IT Services**

LAST DATE OF SUBMISSION: 25 October, 2013 UP TO 1600 HRS

**Subject: Comprehensive Annual Maintenance Contract (CAMC) of IT
Services at IDSA**

Dear Sir(s),

1. Sealed quotations are invited from qualified IT service providers for providing Comprehensive Annual Maintenance Contract (CAMC) for computers (hardware and software) and other IT related services for the institute. Interested service providers may submit technical and financial bids separately in envelopes superscribed, “Technical bids-IT Services” and “Financial bids-IT Services” respectively. The financial bids will be opened after scrutinizing of technical bids by the tender Committee. Financial bids will be opened in presence of technical qualified bidders.
2. The **Technical bids should contain the following documents:**
 - 2.1. The company should have a previous maintenance contract for at least two years with Government Departments/ Public Undertaking/ Autonomous Body/ Corporate / Private in Delhi the total annual value of which should not be less than Rs.02 Lakhs. Details of work done in the last three financial years along with the name and address of the clients and work award contract should be provided.

- 2.2. Customer's satisfaction letter from at least two customers.
- 2.3. Number of employees with their professional qualification working in the company
- 2.4. Number of years the company has been in existence
- 2.5. Any other document that could indicate the technical capability of the service providers
- 2.6. Balance Sheet of the service provider for the last three financial years duly certified by the Chartered Accountant.
- 2.7. The income tax returns of the last three years certified by the service provider's Chartered Accountant.

3. The financial bids should contain the following:

- 3.1. The amount that the service provider quotes **(in the enclosed Performa)** for providing the services described in the **"Scope of work"** categorised as **Annexure-I**.

4 The bids are to be submitted in sealed envelopes to:-

Assistant Director (Admin)
Institute for Defence Studies and Analysis
No 1, Development Enclave
Rao Tura Ram Marg
New Delhi-110010

5. Earnest Money Deposit

5.1 The bidders are required to deposit **along with their technical bid** a sum of Rs 20000/- (Rupees ten thousand only) in the form of bank draft from Nationalized bank in favour **of IDSA, New Delhi** towards earnest money. In case of unsuccessful bidders, the same will be returned to them (within four working days).

6. Nature of Work

6.1 As in the scope of work categorized as Annexure 1

7. Mode of payment

Payment shall be made on Quarterly Basis on production of bills in duplicate duly verified by System Administrator.

8. Security Deposit (Refundable)

Upon the acceptance of bid, the bidder shall be required to enter into an appropriate agreement with IDSA incorporating the endorsed terms and conditions given at **Annexure III**, inter alia, in accordance with law. All

expenses and statutory/regulatory levies in this regards shall be borne by the bidder. An amount equalent to 25% of contract value will be deposited by the successful bidder as a Security Deposit in the form of Bank Guarantee/Bank Draft (Interest free).

9. Indemnity

9.1 The company shall indemnify, and keep indemnified, IDSA fully against all claims, proceedings, actions, damages, legal costs, expenses and any other liabilities whatsoever arising out of the AMC. The decision of the Director General, IDSA in this regard shall be final and binding.

9.2 Director General, IDSA reserves the right to cancel any tender in full or in part without citing any reason.

10. Interested vendors may conduct survey and for further information, if desired may contact the System Administrator (Phone 011-26717983 Ext 7223).

11. Upon acceptance of bid, no sub-letting/transfer would be allowed by the operator except with the prior written permission of Director General, IDSA

12. Standard force-majeure conditions would be apply.

Wg. Cdr. Hemlata Lohani
Assistant Director (Admin)

Annexure-I
Scope of Work

Information and communication Technology (ICT) Support and Maintenance

1. Work Details

CAMC (hardware & software): The scope of work covers comprehensive maintenance of Personal Computers, Servers, Printers, Scanners, UPS, softwares, etc. according to the list at **Annexure- II**.

2. Duration and Timings

- 2.1. The agreement shall come into effect from the day so specified in the work order and shall expire automatically after 12 (Twelve) months of the said date, unless otherwise terminated in accordance with these conditions.
- 2.2. It is however open to IDSA to extend the tenure of this agreement beyond the existing term of twelve months on such terms and conditions as may be mutually decided between the parties.

3. Deployment of staff

One technician with sufficient knowledge of hardware and software would have to be deployed on all working days from 0900h to 1730h. If the technician is unable to solve any glitches in the system then the company should be able to deploy qualified personals within a period of two hours of the notice of such inability.

4. Spare Parts

- 4.1. Maintenance that includes the replacement of malfunctioning spares/ parts for proper functioning of all systems and sub-systems listed in Annexure-II by the Company. If any part gives repeated problems, i.e., 2 repairs in a minimum period of two-month time, then the Company must replace it immediately with a new original part.
- 4.2 Maintenance includes replacement of each and every malfunctioning part of Computer, printers, UPS and related items listed at Annexure-II like Hard Disk, CD/DVD Reader/Writer, Mother Board, Keyboard, Mouse, Printer Heads, Fuser assembly, roller drums, data cables, scanning unit, batteries, switch, power supply etc. and all the plastic parts except **consumables** are under this AMC by the Company.

- 4.3 All parts to be replaced by the Company must be of the same make. In case it is not possible, the same must be of better or equivalent quality.
- 5 The company must be specialized in LAN troubleshooting.
- 6 The scope of software maintenance covers:
- a) Maintenance of all software already installed in the personal computers and peripheral and the software to be installed at later stage.
 - b) Providing basic training on the use of PC to the user, if required.
- 7 The rates quoted should also cover the maintenance of operating system, software installation, installation of patches, preemptive actions against virus spread, configuration of internet, troubleshooting network issue and configuration of applications (client/server).

8 Log Book:

A daily Log book shall be maintained by the company representative located at the Institute in conformity with the Performa provided by the Institute. This would mainly constitute of the complaints attended by the company representative and the actions taken. It will also constitute a record of consumption of various consumables.

9 Termination

The agreement between both the parties may be terminated at the option of either party by serving one month's prior notice in writing without assigning any reason thereof.

10 Indemnity

The company shall indemnify, and keep indemnified, IDSA fully against all claims, proceedings, actions, damages, legal costs, expenses and any other liabilities whatsoever arising out of the AMC. The decision of the Director General, IDSA in this regard shall be final and binding.

Annexure-II

P-4 Computers

S. No.	Computer/Model	Quantity	Make	Year of purchase
1.	P-4/2.4 Ghz/D 330	12	hp Compaq	March 2003
2.	P-4/2.4 Ghz/D 330	03	hp Compaq	April 2003
3.	P-4/2.8Ghz/D 330	8	hp Compaq	March 2004
4.	P-4/2.8Ghz/D 330	20	hp Compaq	April 2004
5.	P-4/3.0 Ghz/ 6120	05	hp Compaq	August 2005
6.	P-4/2.8 Ghz/ DX-2280	05	hp Compaq	November 2006
7.	P-4/2.8 Ghz/ DX-2280	01	hp Compaq	March 2007
8.	P-4/2.8 Ghz/ DX-2280	54	hp Compaq	April 2007
9.	Hp Pavilian media centre	01	Hp	January 2008
	Total	109		

Laptops

Sr No.	Model	Qty	Make	Year of Purchase
1	R-60	05	Lenovo	03-01-2007
2	VGN-CR36G	02	Sony	06-05-2008
3	VPCYA 17GG	02	Sonyvio	30-06-2011

Scanners

S. No.	Scanner / Model	Quantity	Make	Year of purchase
1.	Scanjet - 7450	03	hp	March 2002

Printers

1. **HP Deskjet Model** (with Adaptor):

b) 845 - 01 Nos.

2. **HP Laserjet Model:**

a) 1015 - 20 Nos.

b) 1200 -01 Nos.

c) 1300 -02 Nos.

d) 2300 - 01 Nos.

e) 2200 - 06 Nos.

g) 2015 -02 Nos.

g) P- 1007 - 30 Nos

h) 2700n - 02 Nos

I) 1020 - 25 Nos

J) 1010 - 01

f) 4200 - 01 Nos.

3. HP Designjet T790 eprinter

5. UPS (with New Exide batteries):

a) (500/600VA): - 124 Nos.

b) (1 /1.2KVA): - 09 Nos.

Software

Following software's are used in the institute:

a) Microsoft Windows 7/xp/vista b) Microsoft Office

c) Adobe Acrobat, Page Maker etc. d) Tally

g) Library Software

DOCUMENTS TO BE SUBMITTED FOR EVALUATING TECHNICAL BID

1. The following documents & information should be attached with Tender Documents :

- 1.1 Certified copy of work executed of similar nature by the firm in support of experience in a tabular form.
 - 1.2 Details of works in hand.
 - 1.3 Customer's satisfaction letter from at least two customers (total annual value more than 2 lakhs).
 - 1.4 Certified copy of Audited balance sheet of last three years.
 - 1.5 Income tax return for last three years.
 - 1.6 Registration No with Sales tax/Service tax Dept along with latest copies of the challans.Pan No of Partners/Firm.
 - 1.7 PF and ESI registration along with latest copies of the challans
 - 1.8 Details Number of employees with their professional qualification working in the company
2. Sealed envelop duly subscribed the name of work in with an account payee demand draft of a scheduled bank as earnest money in favour of IDSA, New Delhi payable at Delhi.

**PREQUALIFICATION OF CONTRACTOR
BASIC INFORMATION**

1.	a) Name of the applicant / organisation b) Address of the Registered Office c) Address of office at Delhi (with Phone Nos Fax Nos & Email ID & Contact Person)	
2.	Year of establishment	
3.	Type of the organisation (Whether sole proprietorship, Partnership, Private Ltd. Or Ltd. Co. etc.) (Enclosed certified copies of documents as evidence)	
4.	Name & qualification of the Proprietor / Partners / Directors of the Organisation/Firm a) b) c) Enclose certified copies of document as evidence	
5.	Details of registration – Whether partnership firm, Company, etc. Name of Registering Authority, Date and Registration number. Enclose certified copies of document as evidence	
6.	Whether registered with Government / Semi-Government / Institute Authorities of any other Public Organisation and if so, in which class and since when? (Enclose certified copies of document as evidence)	
7.	Address of Delhi office through which the proposed work of the Institute will be handled and the Name & Designation of officer in charge.	
8.	Yearly turnover of the organisation during last 5 years (year wise) and furnish audited	

	balance sheet and Profit & Loss A/c (Audited) for the last -3- years.	
9.	Name & Address of PF office (where registration carried out, also mention Registration Number and a copy of enclose last challan of PF)	
10.	Enclose copy of latest income tax clearance certificate.	
11.	PAN No/VAT No/SERVICE TAX No.	
12.	Details of registration for ESI. (Enclose latest ESI challan)	
13.	Detailed description and value of works done (Proforma 1) and works on hand (Proforma 2)	
14.	Whether any Civil Suit / litigation arisen in contracts executed / being executed during the last 10 years. If yes, please furnish the name of the project, employer, Nature of work, Contract value, work order and brief details of litigation. Give name of court, place, status of pending litigation.	Attach a separate sheet if required.
15.	Information relating to whether any litigation is pending before any Arbitrator for adjudication of any litigation or else any litigation was disposed off during the last ten years by an arbitrator. If so, the details of such litigation are required to be submitted.	
16.	Have you ever been put on a holiday list or banned by any Public sector units? If so give details	

I/We confirm that to the best of our knowledge the information is authentic and accept that any deliberate concealment will amount to disqualification at any stage.

Sign. & Seal of the applicant

DATE:

PLACE:

PROFORMA – 1

**LIST OF WORKS EXECUTED BY THE ORGANISATION DURING THE
LAST 5 YEARS**

Sl. No.	Name of work with address	Name & full postal address of the owner. Specify	Contract Amount (Rs.)	Enclose clients certificate for satisfactory completion.
1	2	3	4	5

Notes:

1. Information has to be filled up specifically in this format. Please do not write remarks "As indicated in Brochure".
2. Date shall be reckoned from the date of advertisement of the notice in news papers.
3. For certificates, the issuing authority shall not be less than an Executive In Charge.

PROFORMA – 2

B) LIST OF IMPORTANT WORKS IN HAND

Sl. No.	Name of work with address	Name & full postal address of the owner. Specify whether Govt. undertaking along with name, address and contact nos. of 2- persons (Engineers or top officials of the organization)	Contract Amount (Rs.) with copy of Work Order
1	2	3	4

Notes:

1. Information has to be filled up specifically in this format. Please do not write remarks “As indicated in Brochure”.

Performa for Financial Bid

S.No.	Description	Contract Value	Taxes	Total Contract value (Inclusive of All Taxes)
1.	Comprehensive Annual Maintenance of Computer Hardware & Software) As per Scope of Work provide at Annexure I & II.			

AMC Total Rs (including all taxes) in words:

.....

Date:

Signature with
Stamp & Name

Terms and Conditions are as follows:-

1. The contract shall cover both preventive as well as corrective maintenance of all IT equipments for all the working days (and holidays as and when required as specified in this contract conditions). The maintenance (both preventive as well as corrective) shall cover services for rectification of fault, if any, and replacement/ repair of specified components.
2. During the currency of the contract, there could be additions or deletions. For any such alteration, intimation shall be given to the contractor and if any new addition is not maintained through warranty clause but through AMC, charges for maintenance shall be payable to the contractor on quarterly basis for service rendered at the rates agreed upon. Similarly, the deletion shall also be intimated to the contractor and charges shall be deducted for the purpose of payment to contractor.
3. The software maintenance shall include loading, reformatting to software like WINDOWS (95, 98, 2000, 2003, 2007, 2010, VISTA XP), Talley, MS Office suite, Language Software, internet explorer, Outlook Express, Anti Virus Software, any other type of O/S presently installed, data retrieval, device driver software, system/network configuration and installation of software purchased of software purchased by the Ministry of the aforementioned category from time to time. No extra charges for any spare part. Software required will be paid by this office.
4. Removal of virus and patch management shall be a mandatory part of the contract. Contractor will position a competent qualified software engineer who shall be required to update anti-virus scanning software/monitor on a regular interval as required but at least once in a month on preventive maintenance basis and even more frequently, if required on case to case basis.
5. The contractor shall have to depute one well qualified engineer having a minimum experience of three years with recognized degree in the field of software and hardware maintenance on full time basis for the service of the system with suitable communication system (like cell phone) so that he may be contacted at any time in case of requirement. The service engineer will sign the attendance register at 0900 Hrs. on all working days and be available up to 17.30 Hrs. in the evening.

6. The services of the engineers of the contractor may be required on non-working days or beyond office hours on working days on some occasions to meet emergency situation. The contractor shall ensure that on such occasions also the personnel are deputed.
7. The hardware and software problems reported by the users will be notified to the contractor's engineers and will be attended to by them based on priority indicated by the Institute. For all complaints given, service engineer will have them recorded on the main log book on the first available occasion and attend to them at the earliest and acknowledgement of the user in his counter log book.
8. The requirement of keeping one service engineer will be mandatory. The deputed/resident engineers should not be changed frequently so as to avoid disruption in services.
9. If average down time of all the system taken together increase beyond 10 % over a period of 3 months (calculated quarterly), IDSA reserves the right to cancel the contract forthwith without assigning any reasons and blacklisting the firm.
10. The equipment will have to be repaired inhouse. The hard disk can not be taken out of the premises without System Administrator's permission. In case of replacement of hard disk, the removed disk shall be destroyed physically in the presence of responsible officials of IDSA. The company would be solely responsible for any damage to the equipment caused by its employees during maintenance/repairs.
11. The contractor would carry out preventive maintenance of each machine once in every 3 months. Failure to do so shall attract penalty as deemed fit.
12. The items that are defective and need to be replaced would be first checked by the Institute's IT Cell before those are declared as defective. The defective equipments/items will be replaced by the equipments/spares of the same specification/make and in case these are not available, the equipment with higher specification will have to be installed.
13. The contractor shall keep sufficient quantity of genuine and certified spare parts which include Intel P-IV CPU, MBD, Seagate HDD of 80-360 GB capacity, HP LJ Printer, 7AH

batteries, TFT monitors, DVD Writer, Windows KBD, Mouse, 2 set of necessary s/w (CD) and other required spares available centrally for ready use.

14. The contractor and his engineer shall be responsible for data recovery and data security in case of system failure and crashing of hard drive/disk of any computer system under the maintenance contract.
15. The engineers will not change the setting of any computer without seeking the prior permission and information of IT Cell, IDSA.
16. The contractor will have to follow all the security instructions applicable from time to time. If the engineers are found guilty of any violation of security norms, they will be liable to be prosecuted under the law.
17. The contract is comprehensive and covers free replacement of all the defective parts except consumables like printer heads, ribbons, cartridges and plastic components. If any part gives repeated problems, i.e., 2 repairs in a minimum period of two-month time, then the Company must replace it immediately with a new original part.
18. The contractor shall not further subcontract this Comprehensive Annual Maintenance Contract (CAMC) under any circumstance to a third party/ sub-contractor for the maintenance.

Dispute Resolution

19. Parties shall endeavour to amicably resolve disputes, if any, with regard to the interpretation, execution and/or implementation of this agreement.
20. Thereafter, all such disputes shall be determined exclusively by the Director General, IDSA whose decision shall be final and binding upon the parties.
21. Disputes, if any, with regard to the decision of the Director General, in this regard, shall be referred to Arbitration by a sole Arbitrator to be appointed by IDSA and all proceedings in this regard shall be subject to the sole and exclusive jurisdiction of Courts of competent jurisdiction at New Delhi.

22. The Arbitration Proceedings shall be conducted in accordance with the Arbitration and Conciliation Act, 1996 and the proceedings of the Arbitration shall be in English. The venue shall be at the IDSA or at such other location as the Arbitrator may deem fit.
23. Standard force-majeure conditions would apply.

Payment terms & conditions:

24. The payment of AMC shall be made quarterly at the end of every quarter after obtaining satisfactory performance certificate from the users.
25. Penalty clause will operate for complains which are not attended within the stipulated time as indicated in Annexure-IV the contractor will have to provide standby equipment if he expects the repairs to take more than the specified period. In such case penal clause will not operate provided the original equipment is returned within a period of 7 working days from the date of its breakdown. Penalty for the delay/damage/loss shall be charged and the same shall be deducted from the gross amount of the bill.
26. **Security Deposit:** The firm shall furnish a bank guarantee or Bank Draft from a nationalized bank for a sum equivalent to 25% of AMC value in favour of IDSA, New Delhi valid till the end of the contract period towards security (Refundable Interest free). Incase the contractor fails to comply any specified terms and conditions of the agreement, the security shall be forfeited
27. Duration of the agreement: This CAMC shall be valid for a period of one year starting from the forenoon of first day till last day (afternoon) of the contract. The CAMC shall, however, be extendable for two years or more depending on the quality of services and commercial terms offered and on mutually acceptable terms and conditions. The contract may be terminated by either party by giving one month's notice in writing to other party during the currency of the contract.