



**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/2017**

**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	10 % of contract value
5.	Period of Contract	One year
6.	Last date of Submission of Tender	December 23, 2016
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 to the following:- Assistant Director (Admin) Institute for Defence Studies and Analysis No 1, Development Enclave Rao Tura Ram Marg New Delhi-110010

**Pushkar Pathak  
System Administrator**



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**Tender No. IDSA/IT/AMC/2017**

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

**LAST DATE OF SUBMISSION: December 23, 2016 UP TO 1600 HRS**

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**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 inside an envelope superscribed “Tender – IT Services”. The financial bids of technically qualified bidders will be opened in presence of their representatives.
2. The **Technical bids should contain the following documents:**
  - 2.1. The company should have experience of provide annual maintenance of similar nature for at least two years with Government Departments/ Public Undertaking/ Autonomous Body/ Corporate / Private in Delhi / NCR. The total annual contract value of the AMC should not be less than Rs.03 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. Any other document that could indicate the technical capability of the service providers
  - 2.5. Balance Sheet of the service provider for the last three financial years duly certified by the Chartered Accountant.
  - 2.6. The income tax returns of the last three years.
  - 2.7. Registration No with Sales tax/Service tax Dept along with latest copies of the challans. Pan No of Partners/Firm.
  - 2.8. PF and ESI registration along with latest copies of the challans
  - 2.9. The firm should not have been blacklisted / debarred in any manner from any Govt. Department. A declaration on a stamp paper of Rs. 10/- should be attached with the technical bid.

The above said details and documents should be provided as per **Performa I**.

### **3. The financial bids should contain the following:**

- 3.1. The amount that the service provider quotes in **Performa II** format for providing the services described in the "**Scope of work**" categorised as **Annexure-I**.
4. The bids are to be submitted in sealed envelopes at the following address on or before **December 23, 2016, 4:00 pm:-**  
Assistant Director (Admin)  
Institute for Defence Studies and Analysis  
No 1, Development Enclave  
Rao Tura Ram Marg  
New Delhi-110010
- The tender box will be opened in presence of the participants at 4:30 pm on the same day. The date of opening of financial bids will however be communicated later on, well in advance, to the technically qualified bidders only, for making their presence on the day.

### **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 given 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 regard shall be borne by the bidder. An amount equivalent to 10% 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 apply.

**Pushkar Pathak**  
**System Administrator**

**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, peripherals, UPSs, Laptops, software, 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**

The contractor shall have to depute one well qualified engineer having a minimum experience of two years in the field of computer maintenance and recognized diploma/degree in the field of software and hardware maintenance 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. Hardware Maintenance**

- 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 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.

- 4.3 The Company will provide new Exide batteries for UPSs during the contract period at the price quoted in the tender.
- 5 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.
- 6 The company must be specialized in **Networking**.
- 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).

More details on Scope of Work are including in “Terms and Conditions” given as Annexure III.

## Annexure- II

### List of Computers and Peripherals under AMC: 2017-18

#### Desktops

S. No.	Computer/Model	Quantity	Make	Year of purchase
1.	P-4/i5-i3/3.2 Ghz 8100 Elite	43	Hp-Compaq	2011
2.	Hp Pavilian media centre	01	Hp	2008
3.	P-4/CtD 2.13 Ghz/ MT-M-6075-C42	37	Lenovo	2006- 2007
	<b>Total</b>	<b>81</b>		

#### Laptops

Sr No.	Model	Qty	Make	Year of Purchase
1.	L420	05	Lenovo	2011
2.	L412	01	Lenovo	2011
3.	VPCYA 17GG	02	Sony vio	2011
4.	VGN-CR36G	02	Sony	2008

#### Scanners

S. No.	Scanner / Model	Quantity	Make	Year of purchase
1.	Scanjet – 3670	01	Hp	2013

#### Printers

S. No.	Model	Quantity	S. No.	Model	Quantity
1.	Hp LJ - 1015	20	2.	Hp LJ – 2300 N	02
3.	Hp LJ - 1020	25	4.	Hp LJ – 1300 N	02
5.	Hp LJ P-1007	45	6.	Hp LJ – 2200 DTN	04
7.	Hp LJ – 1010	01	8.	Hp LJ – 4200	01
9.	Hp LJ – 1606 Dn	02	10.	Hp LJ – 2015	08
11.	Hp CLJ – 1025	01	12.	Hp CLJ – 1525n	01
13.	HP Designjet T790 eprinter	01			

#### UPSs

- a) (500/600VA): - 131 Nos.
- b) (1 / 1.2KVA): - 09 Nos.

### **Annexure-III**

#### **Terms and Conditions are as follows:-**

1. The contract shall cover both preventive as well as corrective maintenance of all IT equipment's 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/OS presently installed, data retrieval, device driver software, system/network configuration and installation of software purchased of software purchased by the Institute of the aforementioned category from time to time. No extra charges for any spare part and 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 two years in the field of computer maintenance and recognized diploma/degree in the field of software and hardware maintenance. 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. Delay in repairing of parts/complaints shall attract penalty as deemed fit.
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. Penalty will be charged for absent days.
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 component/parts cannot 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 System Support Cell before those are declared as defective. The defective equipment's/items will be replaced by the equipment's/spares of the same specification/make and in case these are not available, the equipment with higher specification will have to be installed.
13. Non repairable defective mouse and keyboard must be replaced with new HP/Lenovo/Logitech brand mouse and keyboard only.
14. The contractor shall keep sufficient quantity of genuine and certified spare parts which include Intel P-IV CPU, RAM, MBD, Seagate HDD of 80-360 GB capacity, HP LJ Printer Drum, New 7AH batteries, TFT monitors, DVD Writer, UPS, KBD, Mouse and other required spares available centrally for ready use.
15. 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.
16. The engineers will not change the setting of any computer without seeking the prior permission and information of System Support Cell, IDSA.
17. 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.
18. The contract is comprehensive and covers free replacement of all the defective parts except printer cartridges. 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. The contractor is also responsible to replace defective batteries of UPS with new Exide 7 AH batteries at the cost quoted in tender during the contract period.
19. 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**

20. Parties shall endeavour to amicably resolve disputes, if any, with regard to the interpretation, execution and/or implementation of this agreement.
21. Thereafter, all such disputes shall be determined exclusively by the Director General, IDSA whose decision shall be final and binding upon the parties.
22. 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.
23. 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.
24. Standard force-majeure conditions would apply.

## **Indemnity**

25. 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.

## **Payment terms & conditions:**

26. The payment of AMC shall be made quarterly at the end of every quarter after obtaining satisfactory performance certificate from the users.
27. Penalty clause will operate for complains which are not attended within the stipulated time. The contractor will have to provide standby equipment if he expects the repairs to take more than two days. In such case penalty 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.
28. **Security Deposit:** The firm shall furnish a bank guarantee or Bank Draft from a nationalized bank for a sum equivalent to 10% of AMC value in favour of IDSA, New Delhi valid till the end of the contract period towards security (Refundable Interest free). In case the contractor fails to comply any specified terms and conditions of the agreement, the security shall be forfeited
29. **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 years 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.

**PROFORMA - 1**

**LIST OF AMC WORKS EXECUTED BY THE ORGANISATION DURING THE  
LAST 3 YEARS**

<b>S. No.</b>	<b>Name of organisation with address and name and contact nos. of 2-persons (Engineers or top officials of the org.)</b>	<b>Work details</b>	<b>Contract Amount (Rs.)</b>	<b>Enclose clients certificate for satisfactory completion.</b>
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. **Only AMC work of computer and software maintenance with annual contract value more than 03 lakhs should be listed.**
3. For certificates, the issuing authority shall not be less than an Executive In Charge.

**PROFORMA – I (continued)**

**B) LIST OF IMPORTANT AMC WORKS IN HAND**

<b>S. No.</b>	<b>Name of organisation with address and name and contact nos. of 2-persons (Engineers or top officials of the org.)</b>	<b>Work Details</b>	<b>Contract Amount (Rs.) with copy of Work Order</b>
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”.
2. **Only AMC work of computer and software maintenance should be listed.**

**PROFORMA – I (continued)**  
**PREQUALIFICATION OF CONTRACTOR**  
**BASIC INFORMATION**

1.	a) Name of the organisation b) Address of the Registered Office (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 )	
11.	PAN No/VAT No/SERVICE TAX No.	
12.	Details of registration for ESI. (Enclose latest ESI challan)	
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 Bidder**

**DATE:**

**PLACE:**

## Performa I (Continued)

### CHECK LIST FOR TECHNICAL BID

S.No.	Particulars	Submitted (Yes/No)	At page
1.	Previous work details in tabular format given in the Tender document		
2.	Details of work in hand in tabular format given in the Tender document		
3.	Customer's satisfaction letter from at least two customers.		
4.	Basic information in tabular format given in the Tender document		
5.	Number of employees with their professional qualification working in the company		
6.	Balance Sheet of the service provider for the last three financial years		
7.	The income tax returns of the last three years.		
8.	Registration No with Sales tax/Service tax Dept along with latest copies of the challans. Pan No of Partners/Firm.		
9.	PF and ESI registration along with latest copies of the challans		
10.	A declaration on a stamp paper of Rs. 10/- certifying that the firm is not been blacklisted / debarred in any manner from any Govt. Department.		
11.	Earnest Money		

**SIGNATURE:**

**DATE:**

**The above details must be submitted by the covering letter duly signed by the bidder in envelope superscripted, "Technical bid-IT Services".**

**PROFORMA – 2**  
**Performa for Financial Bid**

**A. Desktops**

S. No.	Computer/Model	Quantity	Unit cost	Total (excluding taxes)
1.	P-4/i5-i3/3.2 Ghz 8100 Elite	43		
2.	Hp Pavilian media centre	01		
3.	P-4/CtD 2.13 Ghz/ MT-M-6075-C42	37		
<b>Total Comprehensive cost (A)</b>				

**B. Laptops**

S. No.	Model	Quantity	Unit cost	Total (excluding taxes)
1.	L420	05		
2.	L412	01		
3.	VPCYA 17GG	02		
4.	VGN-CR36G	02		
<b>Total Comprehensive cost (B)</b>				

**C. Scanners**

S. No.	Model	Quantity	Unit cost	Total (excluding taxes)
1.	Scanjet – 3670	01		
<b>Total Comprehensive cost (C)</b>				

**D. Printers**

S. No.	Model	Quantity	Unit cost	Total (excluding taxes)
1.	Hp LJ P-1007	45		
2.	Hp LJ - 1020	25		
3.	Hp LJ - 1015	20		
4.	Hp LJ - 2015	08		
5.	Hp LJ - 2200 DTN	04		
6.	Hp LJ - 2300 N	02		
7.	Hp LJ - 1606 Dn	02		
8.	Hp LJ - 1300 N	02		
9.	Hp LJ - 1010	01		
10.	Hp LJ - 4200	01		
11.	Hp CLJ - 1025	01		
12.	Hp CLJ - 1525n	01		
13.	HP Designjet T790 eprinter	01		
<b>Total Comprehensive cost (D)</b>				



**E. UPSs**

<b>S. No.</b>	<b>Model</b>	<b>Quantity</b>	<b>Unit cost</b>	<b>Total</b> (excluding taxes)
1.	Luminance/APC, etc. (500/600VA	<b>131</b>		
2.	Luminance/etc.(1 /1.2KVA):	<b>09</b>		
<b>Total Comprehensive cost (E)</b>				

**Total AMC Cost**

<b>Particular</b>	<b>Cost</b>	<b>Taxes</b>	<b>Total</b>
A. Desktops			
B. Laptops			
C. Scanners			
D. Printers			
E. UPSs			
<b>Total</b>			

Total AMC Cost Rs (including all taxes) in words:

.....  
 .....

Cost of one new 7Ah Exide Battery: \_\_\_\_\_  
 i.e. Rate contract for one year (including all taxes)

Date:

Signature with Stamp & Name

Name of Company/Firm .....

Address of the Company/Firm .....

Contact No. ....