



**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/2018

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

1	Name of work	Comprehensive Annual Maintenance Contract (CAMC) of IT Services at IDSA
2.	Earnest Money	Rs 20,000/- in the form of bank draft.
3.	Validity period	180 days
4.	Security Deposit	10 % of total contract value
5.	Period of Contract	One year
6.	Last date of Submission of Tender	February 27, 2018
7.	Mode of Sending	a. In sealed cover by Speed post/Hand Delivery in the tender box at reception. 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 :- Assistant Director (Admin) Institute for Defence Studies and Analyses No 1, Development Enclave Rao Tura Ram Marg New Delhi-110010

**Col AK Chugh (Retd)
Assistant Director**



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

Tender No. IDSA/IT/AMC/2018

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

LAST DATE OF SUBMISSION: February 27, 2018 UP TO 1600 HRS

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

Dear Sir(s),

1. Sealed quotations (two bid system) 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 super scribed, “Technical bids-IT Services” and “Financial bids-IT Services” respectively inside an envelope super scribed “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 three 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 Lacs (Rs Three lacs only). 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 financial years.
 - 2.7. Registration with GST and 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 **February 27, 2018, 4:00 pm:-**

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

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

The bidders are required to enclose **along with their technical bid** a sum of Rs 20000/- (Rupees Twenty thousand only) in the form of bank draft from Nationalized bank in favour **of IDSA, payable at New Delhi** towards earnest money. In case of unsuccessful bidders, the draft will be returned after one week of issue of work order to the successful bidder. In case the lowest bidder

does not accept the offer, the earnest money will be forfeited and offer is considered from other bidders.

6. Nature of Work

As given in the scope of work categorized as Annexure I

7. Mode of payment

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

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 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 Network Executive (Phone 011-26717983 Ext 7317).

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.

Col A K Chugh
Assistant Director

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 Computers and peripheral devices, Laptops, software support, Servers etc. as per 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 extended on such terms and conditions as may be mutually decided between the parties.

3. Deployment of staff

3.1. The contractor shall have to depute one engineer having a minimum experience of two years in the field of computer and its peripherals maintenance, software support, network and possess at least recognized diploma/degree in Comp Sc. /Electronics/IT / Bachelor's degree in Science or related discipline.

3.2. The deputed engineer will be available on all working days from 0900h to 1730h. He should be well conversant with the latest trends in trouble shooting of computers and peripherals and network monitoring tools. If he is unable to solve any problem in the system then the company should be able to deploy other qualified personnel within a period of two hours.

4. Hardware Maintenance

4.1. Maintenance includes proper functioning of all systems/subsystems including replacement of parts for them as listed at Annexure – II without any additional cost.

4.2 All parts /components used for repair/ replacement by the Company will be of the same / equivalent or higher make and functional capability as originally available in the systems.

4.3 The Company will provide new Exide batteries for UPSs during the contract period at the price quoted in the financial bid.

5 The scope of **software maintenance** covers:

a) Maintenance of all software already installed in the desktop computers / laptops and the software installed thereafter.

b) Providing basic training on the use of PC to the user, if required.

6 The company must be specialized in networking if required.

7 The rates quoted should also cover the maintenance of software support services including software/ operating system installation, software patch installation / virus cleaning, pre-emptive actions against virus spread, troubleshooting of network issues and configuration of applications (client/server).

Further details on Scope of Work are included in the “Terms and Conditions” given at Annexure III.

Annexure- II

List of Computers and Peripherals under AMC

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.	P-4/CtD 2.13 Ghz/ MTM-6075-C42	37	Lenovo	2008
3.	Hp Pavilian media centre	01	Hp	2008
	Total	81		

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
2.	Scanjet - 5590	01	Hp	2016

Printers

S. No.	Model	Quantity	S. No.	Model	Quantity
1.	Hp LJ P-1007	52	2.	Hp LJ - 2300 N	02
3.	Hp LJ - 1020	25	4.	Hp LJ - 1300 N	02
5.	Hp LJ - 2015	08	6.	Hp LJ - MFP126 NW	01
7.	Hp LJ - 1606 Dn	02	8.	Hp LJ - 4200	01
9.	Hp CLJ - M452 DN	01	10.	Hp LJ - 2200 DTN	02
11.	Hp CLJ - 1025	01	12.	Hp CLJ - 1525n	01
13.	Hp Officejet Pro 6830E AIO	01	14.	HP Designjet T790 eprinter	01
15.	Hp LJ - 1015	15	16.	Hp LJ - 1010	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 (On holidays as and when required as specified in these contract conditions). The maintenance (both preventive as well as corrective) shall cover services for rectification of faults, 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 will be given to the contractor and if any new addition is not maintained through a 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 of software/OS presently installed, reformatting of computer, data retrieval, device driver software, system/network configuration and installation of software purchased by the Institute of the aforementioned category from time to time. No extra charges for any spare parts 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 engineer who shall be required to update / monitor anti-virus software on a regular intervals 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 having recognized diploma/degree in the related field. 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 needs. 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, the 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 will be required 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 engineer should not be changed frequently so as to avoid disruption in services. Penalty will be charged for days absent.
9. If average down time of all the systems taken together increases 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 Incharge'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 the same 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/ Dell brand mouse and keyboard only.
14. The contractor shall keep sufficient quantity of genuine and certified spare parts available centrally for ready use which include CPU, RAM, MBD, HDD, Printer Drum, Monitor, DVD Writer, UPS, KBD, Mouse and other required spares of currently installed make, type and capacity.
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 of the 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**

S. No.	Name of organisation with address and name and contact nos. of 2-persons (Engineers or top officials of the org.)	Work details	Annual 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.
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 PRESENT AMC WORKS

S. No.	Name of organisation with address and name and contact nos. of 2-persons (Engineers or top officials of the org.)	Work Details	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.
2. **Only AMC work of computer and software maintenance should be listed.**

PROFORMA – I (continued)
PREQUALIFICATION OF CONTRACTOR
BASIC INFORMATION

1.	<p>a) Name of the organisation b) Address of the Registered Office (with Phone Nos Fax Nos & Email ID & Contact Person)</p>	
2.	Year of establishment	
3.	<p>Type of the organisation (Whether sole proprietorship, Partnership, Private Ltd. Or Ltd. Co. etc.)</p> <p>(Enclosed certified copies of documents as evidence)</p>	
4.	<p>Name & qualification of the Proprietor / Partners / Directors of the Organisation/Firm</p> <p>a) b) c) Enclose certified copies of document as evidence</p>	
5.	<p>Details of registration – Whether partnership firm, Company, etc. Name of Registering Authority, Date and Registration number.</p> <p>Enclose certified copies of document as evidence</p>	
6.	<p>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</p>	
7.	<p>Address of Delhi office through which the proposed work of the Institute will be handled and the Name & Designation of officer in charge.</p>	

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/GST 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, and 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 of 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 financial years.		
8.	GST No 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 in the form of bank draft to IDSA payable at New Delhi.		

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	Rate	Total in Rs. (excluding GST)
1.	P-4/i5-i3/3.2 Ghz 8100 Elite	43		
2.	P-4/CtD 2.13 Ghz/ MT-M-6075-C42	37		
3.	Hp Pavilian media centre	01		
Sub Total Cost (A) in Rs.				

B. Laptops

S. No.	Model	Quantity	Rate	Total in Rs. (excluding GST)
1.	L420	05		
2.	L412	01		
3.	VPCYA 17GG	02		
4.	VGN-CR36G	02		
Sub Total Cost (B) in Rs.				

C. Scanners

S. No.	Model	Quantity	Rate	Total in Rs. (excluding GST)
1.	Scanjet – 3670	01		
2.	Scanjet – 5590	01		
Sub Total Cost (C) in Rs.				

D. Printers

S. No.	Model	Quantity	Rate	Total in Rs. (excluding GST)
1.	Hp LJ P-1007	52		
2.	Hp LJ – 2300 N	02		
3.	Hp LJ - 1020	25		
4.	Hp LJ – 1300 N	02		
5.	Hp LJ – 2015	08		
6.	HP LJ – MFO 126 NW	01		
7.	Hp LJ – 1606 Dn	02		
8.	Hp LJ – 4200	01		
9.	Hp CLJ – M452 DN	01		
10.	Hp LJ – 2200 DTN	02		
11.	Hp CLJ – 1025	01		
12.	Hp CLJ – 1525n	01		
13.	Hp Officejet Pro 6830EAIO	01		

14.	HP Designjet T790 eprinter	01		
15.	Hp LJ - 1015	15		
16.	Hp LJ – 1010	01		
Sub Total Cost (D) in Rs.				

E. UPSs

S. No.	Model	Quantity	Rate	Total in Rs. (excluding GST)
1.	Luminance/APC, etc. (500/600VA	131		
2.	Luminance/etc.(1 /1.2KVA):	09		
Sub Total Cost (E) in Rs.				

Total AMC Cost (A+B+C+D+E) in Rs. (Excluding GST) in figures

.....

Total AMC Cost Rs (excluding GST) in words:

.....

.....

Cost of one new 7Ah Exide Battery: _____ i.e.
Rate contract for one year with buyback of exhausted battery (excluding GST)

Note :-

1. In case amount quoted in figures and words differ higher of the two will be considered
2. The engineer deputed at the Institute shall be paid as per the minimum wages act of NCT Delhi including EPF/ESI etc.

Date:

Signature with Stamp & Name

Name of Company/Firm

Address of the Company/Firm

Contact No.