

# **Tender for Annual Maintenance Contract (AMC) of Computer hardware & Peripherals**



**Central Cottage Industries Corporation of India Ltd.**

**(A Govt. of India Undertaking)**

**Jawahar Vyapar Bhawan**

**Janpath**

**New Delhi – 110 001**

## **1. BRIEF ABOUT CCIC**

***Central Cottage Industries Corporation of India Limited (CCIC) is Government of India Undertaking under Ministry of Textiles. CCIC operates retail showrooms in the name and style of Central Cottage Industries Emporium in New Delhi, Mumbai, Kolkata, Bengaluru, and Chennai. CCIC also has showrooms on franchise basis in Patna, Bodh Gaya and Rajgir. The first overseas showroom on franchisee basis was opened in Copenhagen, Denmark in April, 2009.***

CCIC retails high quality handicrafts and handlooms products from all over the country. The handlooms includes, Sarees, shawls, ready-to-wear for men, women, children, accessories, Home furnishing such as table Linen and Bed Spreads, material for dresses and other made ups. Handicrafts products include brassware, marble ware, art objects, lamps, furniture and wooden ware, carpets, pottery and terracotta items.

CCIC showrooms are visited by VVIPs, art lovers, delegates, dignitaries, NRIs and foreign tourists. Many Heads of states and Spouses have visited Central Cottage Industries Emporium during the last few years. A visit to CCIC invariably finds a place in the itinerary of a foreign tourist as this provides an opportunity to witness the rich heritage, tradition and culture of India.

CCIC sources its merchandise directly from artisans, weavers, potters, sculptors and craftpersons. It has a large base of artisans and craftsmen from all over the country. Many of the suppliers are National Awardees, State Awardees and Shilpgurus. This provides a marketing platform for craftpersons of India to market their production for their sustained development. By virtue of its long experience in handicrafts business spanning over 58 years, CCIC has a brand name and goodwill for quality.

## 2. BID SCHEDULE & VENUE

<b>S. No.</b>	<b>Activity</b>	<b>Scheduled Date &amp; Time</b>
1.	Date of commencement of Bid Document	21.10.2011
2.	Last Date to obtain Bid Document	Can be downloaded from CCIC website from 21.10.2011 onwards
3.	Submission of Technical & Financial Bid	<b>Bids should be dropped in tender box for the same purpose, by 11.11.2011 upto 3:00 PM</b>
4.	Location of Tender Box	Reception of Central Cottage Industries Emporium, Jawahar Vyapar Bhawan, Janpath, New Delhi 110001
5.	Venue of Opening of Technical Bid	Board Room, Central Cottage Industries Emporium, Jawahar Vyapar Bhawan, Janpath, New Delhi 110001
6.	Date & time of Opening of technical Bid	At 3:30 PM on 11.11.2011

**Central Cottage Industries Corporation Of India Limited**  
**Jawahar Vyapar Bhawan**  
**New Delhi- 110 001**  
**Tel : 23730347, 27306425, 23326790, 23321909**  
**Email : [ccic@cottageemporium.in](mailto:ccic@cottageemporium.in) Website :[www.thecottage.in](http://www.thecottage.in)**

Sealed quotations (bids) are invited for Annual Maintenance Contract of the computer systems, peripherals & accessories from the Authorized service partners peripherals at Jawahar Vyapar Bhawan – Janpath, Weaver’s Service Center – Bharat Nagar & Sector - 2, Noida offices.

(The computer systems and other items mentioned in the bill of quantities are under AMC by CCIC’s existing vendor)

**A. General Terms and Conditions**

1. The bidder (herein after referred as vendor) should have its own offices at, New Delhi for the systems service support.
2. Vendor should be authorized dealer / distributor / Original equipment manufacturer / service provider of leading national / international brand of computers e.g. IBM, Lenovo, HP, HCL, Panasonic, Epson etc. For this purpose vendor should produce Certificates from the above mentioned hardware companies.
3. The vendor’s average annual financial turnover from maintenance during the last 3 years should be at least Rs. 25 Lakhs.
4. The sealed quotations shall be in conformity with the specifications given in [Financial Bid Form 1](#) for computer systems.
5. The duly filled in application form along with Earnest Money Deposit (EMD) of **Rs. 25,000 (Rupees Twenty five Thousand only)** by way of Demand Draft / Bank Guarantee drawn in favor of CCIC payable at Delhi should be submitted in separate sealed covers as listed below
  1. Envelope One (Earnest Money, Technical Bid)
  2. Envelope Two (Financial Bid)

on or before **11.11.2011 by 3.00 PM.**

6. Quotations received after the due date and/or not submitted in the prescribed formats or in the prescribed manner, incomplete in any respect or not accompanied by prescribed documents are liable to be rejected
7. The Earnest Money Deposit / Bank Guarantee of unsuccessful vendor will be returned after the acceptance of the successful vendor, at the expense of the vendors within a reasonable time. The said Earnest Money held by the Board till it is returned to the vendor will not earn any interest therefore. Earnest Money Deposit / Bank Guarantee of the successful vendor will be returned

(without any interest therefore) only after the successful completion of the project.

8. Vendor will be responsible to ensure that the quotations reaches the above address on or before the due date and time.
9. CCIC reserves the right to split orders and/ or accept or reject any quotation as also to alter any or all of the terms and conditions without assigning any reason therefore.
10. All the prices quoted by the vendor shall be in Indian Rupees, firm and not be subject to any price escalation. However, CCIC reserves the right to direct the vendors to re-submit commercial bids if there is any downward revision in prices of Computer Systems and other accessories by the OEMs.
11. The prices quoted should be inclusive of all Central/ State Government taxes.
12. All the prices quoted for AMC of computer systems & other accessories, terms and conditions proposed by the vendor shall be valid for a minimum period of 3 months from the date of closing of the bids.
13. The Annual Maintenance Contract shall cover comprehensive maintenance of the computer systems and other accessories (equipments) as mentioned on the Bill of quantities (hereinafter referred to as 'Scheduled Equipment')
14. All parts of Computer systems, DeskJet Printers, Dot Matrix Printers (Printer cables, Printer Knobs, Printer heads, Paper Guide, Power cords, cables, Power adapter, I/O lets, Network equipment's, drums, Paper tray(s) etc.,) excluding ribbons and toner cartridges shall be covered under the Annual Maintenance Contract.
15. CCIC reserves the right to re-negotiate the prices in the event of change in the market prices of the machines, other systems accessories.
16. Decision of CCIC in respect of evaluation of bids and/ or award of contract will be final.
17. CCIC reserves the right to discontinue the Annual Maintenance contract for maintenance of scheduled equipments at one-month notice.
18. In case of scheduled equipment being shifted to any other locations maintenance shall continue to be applicable. The scheduled equipment may be relocated outside Delhi at other regional offices or locally at new premises or residences.
19. In case within the contract period, for any reasons, the systems under maintenance are disposed off by CCIC, the contract amount for that particular system shall be repaid by the vendor, or deducted from the amount payable by CCIC, on a pro rata basis. The vendor shall reimburse such amount to CCIC, if any, by bank draft.

20. In case of any up-grade of the system during the proposed maintenance period the maintenance shall also cover the upgraded system for the said contract period.
21. CCIC may replace the scheduled equipment under maintenance and also may purchase new hardware/network components. The payment for the remaining system will be made on pro rata basis.
22. The vendor shall not have any objection regarding the third party hardware installation by CCIC, during the contract period.
23. The vendor shall arrange monthly visit of the Area Manager to CCIC and also quarterly visit by the Regional Manager.
- 24. The resident engineers shall not be assigned any new or additional work by the company without the explicit concurrence of this office.**
25. The resident engineers once provided shall not be removed or replaced by another engineer or disturbed from attending to the calls in this office by the company without the explicit concurrence of this office.
26. Where the resident engineers become not available by such reasons as resignation etc immediate replacements have to be provided within 24 hours.

#### **B. Scope of the work**

As part of the Annual Maintenance Contract, The vendor shall arrange to depute two (2) fulltime resident engineers (as per the agreement) for CCIC on full day basis. The deputed resident engineers should be capable of doing the following systems related activities.

1. Installation of operating systems (Windows 7, Windows Vista, Windows XP, Windows 2000, Microsoft ISA Server), antivirus packages and other application tools as desired by CCIC at client systems
2. Online support to users in systems, application and printer configuration.
3. Maintain the systems inventory details in proper manner and Resolving anti-virus issues at client site.
4. Update of the software/drivers required for the networking components during the contract period.
5. Taking backup of systems and other related activities under windows as and when required.
6. The systems support should include the trouble shooting for Operating Systems, creating and deleting of network ID, network rights management, configuration management etc. The vendor shall carry out a monthly preventive maintenance in all the computer systems, printers and other peripherals included in AMC.

7. As part of the maintenance contract the scheduled equipment shall be numbered separately and call report should be submitted on daily basis by the engineer.
8. The preventive maintenance should be completed during the first week of every quarter.

**C. Terms of Payment**

1. Payment will be made on quarterly basis i.e. at the end of every quarter.
2. The payment would be made against the invoice (in triplicate) mentioning the details of equipment that come in the maintenance.
3. The payment would be made after deducting necessary taxes applicable, if any.

**D. Uptime Guarantee**

- a) The vendor shall guarantee a minimum uptime of 98% during the maintenance period. The vendor shall always maintain a detailed 'breakdown and repair' records of scheduled equipment.
- b) **In case of major break down or occurrence of any major obstacle in functioning of the scheduled equipment, the vendor shall ensure that the same is repaired within 24 hours. In case of failure to repair the same within stipulated time the vendor shall provide an equivalent stand-by equipment, without any additional charges.**
- c) The parts for stand by or replacement shall be 100% compatible and shall support all Computer Systems. This shall include the ability to execute all the software in both text and graphic modes.

**E. Confidentiality**

1. The vendor shall not divulge to any person including other divisions, subsidiaries or groups of the vendor or to any other person, any information obtained by it in the course of its execution of its work and all the information gathered by the vendor shall be treated as professional communications and confidential. Any violation of this clause shall lead to cancellation of the contract and invoking of the Bank Guarantee, if any, without notice to the vendor and he shall be liable for further damages.
2. The vendor shall not encourage or partake in any form of software piracy during the contract period.
3. The vendor shall take all possible precautions to prevent the introduction of any proliferation of any forms of network hacking at CCIC.
4. The vendor shall not take CCIC as reference to their prospectus or clientele for any purpose

## **F. Termination**

1. CCIC reserves the right to terminate the contract by giving due notice in case of breach of any of the material obligations under the contract, if committed by the vendor, during the contract period.
2. The contract may also be terminated in case of any unsatisfactory service performance during the contract period with due notice.

## **7. Liability**

1. The vendor shall be liable for any loss or damage to the scheduled equipment caused due to negligence of the vendor during the contract period. The vendor shall make good the loss or damage to the scheduled equipment caused due to negligence.

## **8. Jurisdiction**

1. The jurisdiction for the purpose of settlement of any dispute or differences whatsoever in respect of or relating to or arising out of or in any way touching this contract or the terms and conditions thereof or the contraction / interpretation thereof shall be that of the appropriate Court in Delhi. The jurisdiction of any other Court other than Delhi is specifically excluded.

## Technical Bid Form - 1

### VENDOR ORGANISATION AND EXPERIENCE

To

AGM(Finance, MIS & EDP),  
Central Cottage Industries Corporation of India Ltd.  
Jawahar Vyapar Bhavan, Janpath,  
New Delhi - 110001

**Description of the works : Annual Maintenance contract for Computers and peripherals for the year 2011-12**

I/We offer to execute the works described above and remedy any defects therein, and carry out the routine maintenance in conformity with the Conditions of Contract, specifications for:

Sr.No	Question	Response
1.	Company Name	
2.	Address	
3.	Telephone Number	
4.	Fax Number	
5.	Type of Business	
6.	Managing Director Name Telephone no. E-Mail	
7.	Sales Representative Name Telephone No. E-Mail	
8.	Service Tax Registration No.	
9.	TIN No. (Mandatory)	
10.	PAN (Mandatory)	
11.	Provident fund Regn. No. (Mandatory)	
12.	Any other name(s) Proponent is, or has been doing business under	
13.	Is vendor a subsidiary of a parent company?	
14.	Year of incorporation	
15.	Experience in business of Computer Hardware & accessories and networking 15.1 No of years experience 15.2 Last 3 years turnover from AMC	
16.	Closest field office to CCIC	

17.	Does your company has a website? Indicate the URL.	
18.	Does your company has an existing relationship with CCIC? Describe the nature and extent of this relationship.	
19.	Name of Important clients / firms	Attach list
20.	Experience of Key Personnel 19.1 Qualifications 19.2 relevant Experience	Attach list
21.	Financial strength of the consultant 20.1 Turnover figure for last three years. 20.2 Net profit figure for last three years.	
22.	Authorized service provider for	
23.	Service providing certificate attached (Y/N)	Attach Certificate
24.	EMD of Rs.25000.00 attached (Y/N)	
25.	If 'Yes' to Above Draft No. & Name of Bank	

We undertake to commence the works on receiving the Notice to Proceed the work in accordance with the contract documents.

This Bid and your written acceptance of it shall constitute a binding Contract between us. We understand that you are not bound to accept the lowest or any Bid you receive.

We, hereby confirm that this Bid compiles with the Bid validity and Earnest money required by the bidding documents and specified in the Bidding Data.

Signature of Authorized Signatory: \_\_\_\_\_

Name and Title Of Authorized Signatory: \_\_\_\_\_

Name of Firm/Company: \_\_\_\_\_

Authorized Address of Communication: \_\_\_\_\_

Telephone No. (Office) : \_\_\_\_\_

Mobile No.: \_\_\_\_\_

Fax : \_\_\_\_\_

**Technical Bid Form - 2**

**Professional Staff**

<b>Sr. No</b>	<b>Name of the Engineer to be deputed at CCIC</b>	<b>Area of Expertise</b>

## Financial Bid Form -1

The Bidder shall fill in and submit this Bid form with the Bid.

To \_\_\_\_\_(Date)  
AGM (Finance, EDP & MIS)  
Central Cottage Ind. Corporation of India Ltd.  
Jawahar Vyapar Bhavan, Janpath,  
New Delhi - 110001

Description of the works : Annual Maintenance Contract for Computers and Peripherals for the year 2011-12

1. I/We offer to execute the works described above and remedy any defects therein, and carry out the routine maintenance in conformity with the Conditions of Contract, specifications for.

a) Item wise rate of the Bid Price :

Company name				
Item No. in the tender notice	Description of item (with brief specification and reference to book of specification)	Quantity	Items, parts which not covered in AMC, if any	Rate PER YEAR
1	HCL P3 800Mhz, 128MB RAM/ 512MB & 20GB HDD	10		
2	IBM P4 1.4Ghz, 128 MB RAM & 40GB HDD	22		
3	Panasonic KXP 1150 dot matrix printer	2		
4	HP DESKJET PRINTER - 840 C	4		
5	HP DESKJET PRINTER - 845 C	1		
6	Dlink Switch 24 Port	1		
7	Dlink 24 Port HUB	2		
8	Surecum 8 Port Switch	1		
9	Dlink Switch 16 Port	2		
10	Dlink 8 Port Switch	7		
11	HP Scanner 3500 C	1		
12	Cisco Catalyst Switch 2960	2		
13	IBM X 220 PIII Server	3		
14	HP OFFICE JET 4255	3		

15	HP Business Inkjet 1200D	3		
16	Epson LQ 300+ dot matrix printer	22		
17	IBM Think Centre PIV 3Ghz, 512MB / 2GB RAM, 80GB HDD	6		
18	IBM Think Center PIV 3Ghz, 512MB / 2GB RAM, 80GB HDD, DVD Writer	2		
19	HCL Touch Screen with PIV computer	1		
20	LINKSYS 8 Port Giga Switch	1		
21	HP Colour LaserJet 1515n	6		
22	HP Deskjet 920C	1		
23	HP Deskjet 4350	1		
24	HP Deskjet 3820	1		
25	HP PIV 3.0Ghz, 512MB RAM & 80GB HDD	6		

2. We undertake to commence the works on receiving the Notice to Proceed with work in accordance with the contract documents.

3. This Bid and your written acceptance of it shall constitute a binding Contract between us. We understand that you are not bound to accept the lowest or any Bid you receive.

We hereby confirm that this Bid complies with the Bid validity and Earnest money required by the bidding documents and specified in the Bidding Data.

Authorized Signature:

Name and Title Of Signatory

Name of Bidder:

Authorized Address of Communication:

Telephone No. Office:

Mobile  
No:

Facsimile No.(Fax)

**Financial Bid Form – 2**

**SUMMARY OF TOTAL COST OF AMC WITH TWO ONSITE ENGINEER**

SL NO	PARTICULARS	AMOUNT IN RS	AMOUNT IN WORDS
<b>1.</b>	Remuneration		
<b>2.</b>	Miscellaneous Expenses		
<b>3.</b>	Service Tax/ Any other Tax		
<b>4.</b>	<b>Total</b>		

Authorized Signature:

Name and Title Of Signatory

Name of Bidder:

Authorized Address of Communication:

Telephone No. Office:

Mobile No

Facsimile No.(Fax)