



## International Institute for Population Sciences

(An autonomous Organisation of Ministry of Health & Family Welfare, Govt. of India)

Govandi Station Road, Deonar, Mumbai 400 088.

Tel : 91-022-25563254/5/6& 022-42372400

Fax : 91-022-25563257

website : [www.iipsindia.org](http://www.iipsindia.org)

Tender Notification No.IIPS/ADMN./AMC.COMP./ 01 /2017

Sealed tenders are invited on behalf of the Director, International Institute for Population Sciences, Mumbai for carrying out the following work at IIPS:

Sr. No.	Description
1	Providing Annual Maintenance Contract (AMC) for Computers, Laptops, Servers, Printers, Scanners, LCD Projectors, LAN & Wi-Fi Systems, and other IT services for IIPS, Mumbai.

EMD Amount : Rs.50,000/- (Refundable)

Tender Cost : Rs.1000/- (Non-Refundable)

Details of the technical specifications, terms and conditions may be obtained from Accounts Section of the Institute by paying cash/demand draft in favour of "Director, IIPS" for the tender document cost. The documents can also be downloaded from our website and while submission of tender documents a separate demand draft should be enclosed towards the tender document fee (Rs.1000/- non-refundable). The offers/bids will be received up to 2.00 p.m. on \_\_\_\_\_ and the technical offer will be opened on the same day at 3.00 p.m or any other day as per the decision of the committee. The Institute reserves the rights to accept or reject any or all the tenders without assigning any reason thereof.

Registrar, IIPS



## INTERNATIONAL INSTITUTE FOR POPULATION SCIENCES

(Deemed University)

An Autonomous Organization of Ministry of Health & Family Welfare, Govt. of India,  
Govandi Station Road, Deonar, Mumbai # 400088.

Tel: 022-42372400/42372441, 022-25563254 - Fax: 022-25563257

Website: www.iipsindia.org E-mail: registrar@iips.net

### NOTICE

**INVITING TENDER FOR Providing Annual Maintenance Contract (AMC) for Computers, Laptops, Servers, Printers, Scanners, LCD Projectors, LAN & Wi-Fi Systems, and other IT services for IIPS, Mumbai.**

**TENDER NO. IIPS/ADMN./AMC.COMP./01/2017**

- Name of the work : **Providing Annual Maintenance Contract (AMC) for Computers, Laptops, Servers, Printers, Scanners, LCD Projectors, LAN & Wi-Fi Systems, and other IT services for IIPS, Mumbai.**
- Earnest Money Deposit : **Rs. 50,000/-** in the form of D.D. payable at **Mumbai** in the name of **Director, IIPS**
- Date & Time of Closing of Tender : **28-Apr-2017 at 2.00 p.m.**
- Date & Time for Opening of Tender (Technical Bid) : **28-Apr-2017 at 3.00 p.m.**
- Address for submission of tender : International Institute for Population Sciences  
Govandi Station Road, Deonar,  
Mumbai-400 088
- Place of opening of the Tender : International Institute for Population Sciences  
Govandi Station Road, Deonar,  
Mumbai-400 088



## INTERNATIONAL INSTITUTE FOR POPULATION SCIENCES

(Deemed University)

An Autonomous Organization of Ministry of Health & Family Welfare, Govt. of India,  
Govandi Station Road, Deonar, Mumbai # 400088.

Tel: 022-42372400/42372441, 022-25563254 - Fax: 022-25563257

Website: www.iipsindia.org

### TECHNICAL BID

(Please go through the terms and conditions before filling up this Pro forma)

### **TENDER NO.IPS/ADMN./AMC.COMP./01/2017**

1. Name, Address and Telephone, Fax, email :  
of the Organization.
2. Date of commencement of Business :  
(Please furnish proof in support of your statement).
3. Status of the organization (i.e. whether :  
Proprietorship, Partnership, Private Limited /  
Public Limited Company, Registered under  
Societies Registration Act, etc.)
4. Registration Number of the :  
Organization. (Please attach Certificate of  
Registration / Incorporation).
5. ISO certification :
6. Name of the C.E.O. / Proprietor :
7. Name, designation and address, :  
including phone/mobile number, email of  
the contact Person.
8. Annual Turnover (last 3 yrs.) : 2013-14 2014-15 2015-16  
(Attach Photostat copies of certified Income Rs.  
Expenditure Statement / I.T. Returns / C.A.'s  
Certificate Audit report etc. Should be attached).
9. Sales Tax / VAT No., if any (Must, if :  
ST / VAT is charged)
10. Service Tax No., if any (Must, if ST is :  
charged).
11. P.A.N. Number of the Organization / :  
Owner (in case of proprietorship  
organization where no P.A.N. has been issued  
in the name of the organization) (MUST).

12. Details of three fully satisfied (maintaining more than 250 computers, certificate to be attached) prominent organizations served/ being served with similar services.

<i>Name &amp; Address</i>	<i>Name &amp; Phone No. of the Contact Person</i>	<i>Annual Cost of Contract</i>	<i>Since when the services are being provided</i>	<i>Number of PCs covered by AMC stand alone – in LAN</i>

13. Details of Demand Draft

DD Amount: \_\_\_\_\_  
 DD Number: \_\_\_\_\_  
 Valid upto: \_\_\_\_\_  
 Issuing Bank's: \_\_\_\_\_  
 Name & Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

- 14(A) Details of Service Centre in Mumbai/Navi Mumbai

- a) Address of Service Centre(s) with contact person(s) name (with email address & phone number(s) :
- b) Total number of Engineers available :
- c) Total number of degree holders Engineers with CCNA/ MCSE:
- d) Total number of Diploma holders :
- e) Total number of Diploma holders with CCNA/ MCSE :
- f) Total number of Printer experts available :
- g) Total number of Monitor experts available :

14 (B) Details of experiences in AMC with **Government/Semi Government**

(If the space provided is not sufficient additional sheets can be used).

- a) Name & Address of the :  
user with contact person(s) name (with  
email address & telephone  
number
  
- b) Total number of :  
degree holders Engineers available  
at the user site
  
- c) Total number of Diploma :  
holders available at the  
user site.
  
- d) Period of Contract :
  
- e) Details of the total :  
number of assets  
maintained at the user  
location
  - i) Computers :
  - ii) Laptops :
  - iii) DeskJet Printers :
  - iv) LaserJet Printers :
  - v) Dot Matrix Printers :
  - vi) Colourjet Printers :
  - vii) Scanners :
  - viii) Projectors :

15. Details of documents enclosed (**Say YES OR NO**)

- a) Proof of registration of the :  
agency
- b) Earnest Money Deposit. :
- c) List of works carried out :  
with Government during  
the last 5 years.
- d) Details of service centre/ :  
workshop in Mumbai/  
Navi Mumbai
- e) Details of Technical Staff :

16. Do you have any kind of :  
partnership / dealership of PC and  
PC peripheral manufacturers (*kindly  
furnish complete details i.e. name of  
manufacturer, product, nature of  
partnership / dealership etc.*) HP, Acer, IBM, Dell, HCL, Lenovo etc.

17. Whether you have any point of :  
disagreement with the terms and  
conditions stipulated in the Tender  
Document. If yes, please specify  
and also indicate suggested solution  
(if space is not sufficient, please attach separate sheet.)

**DECLARATION:**

- a) It is certified that the information furnished above is correct.
- b) We have gone through the terms and conditions stipulated in the Tender Document and co-agency to abide by the same. Disagreement and solution proposed has been listed in a separate sheet and being attached with this Bid. A copy of the Tender Document with its each page signed, in token of acceptance of the Terms and Conditions, is enclosed.
- c) We understand that the decision of the IIPS to accept / reject “the points of disagreements and proposed solution provided by us” would be final and binding.
- d) The signatory to this bid is authorized to sign such bids on behalf of the organization.
- e) It is certified that our agency Annual Maintenance Contract has not been terminated/blacklisted by any other organizations.

**Name and Signature of  
Company Representative  
With seal of the company.**

Place:  
Date

**INTERNATIONAL INSTITUTE FOR POPULATION SCIENCES  
(Deemed University)**

An Autonomous Organization of Ministry of Health & Family Welfare, Govt. of India,  
Govandi Station Road, Deonar, Mumbai # 400088.

Tel: 022-42372400/25563254 Fax: 022-25563257

Website: [www.iipsindia.org](http://www.iipsindia.org)

e-mail: Registrar@iips.net

**PRICE BID PART- I**

Tender No. \_\_\_\_\_

Name of the Tenderer :

Address of the Tenderer :

Ph# Fax# email

Registration No. of the Agency & authority  
with whom registered such as Co.'s Registrar

Sr. No	Equipment (**Nos.)	Approx. Units for AMC (as per annex.II)	AMC amount per unit (annual rates)	Remarks
1	<b>Desktop PCs:</b> HP Compaq elite 8300, HP-8000-200, HP406 G1 MT Business PC, HP Z210, PC- Processor I-7 I-5,I-3, Operating system: Microsoft Windows XP,7, 8.1,10 Clock speed up to 3.4 GHz, Hard Disk up to 1TB, RAM:16GB, 19" Monitor (TFT/LCD/LED), LAN 100/1000 (As an amount to cover servicing/repairing/ replacing of OEM make of its hard disk, motherboard, processor, memory, SMPS, all Add-on-Cards, FDD, CD Rom, CD-Writer, DVD ROM/DVD Writer, keyboard, mouse, monitors including all types of cables).	275		Regular Proactive Maintenance/ servicing and cleaning-dusting in each quarter or as and when required by expert.
2	<b>Laptops: hp probook 440 G1;</b> i7 4th Generation Processor,16 GB Ram,1TB HDD Drive, DVD RW, LED Backlite (As an amount to cover servicing/repairing/ replacing of its hard disk, mother board, processor, memory, power supply, LCD, Webcam, Bluetooth, Speaker, Display Cable, Fingerprint Sensor, CPU Fan, WiFi card, Kay pad, Mouse Pad/Touchpad, HDD, CD ROM/CD Writer/DVD Combo/DVD writer and all types of cables and adapters.)	75		-do-
3	<b>Laser Jet Printers:</b> (HP LASERJET P 3015, 2015 DN, 1320N, M1005 mfp, p1606dn, O1008, CP3525DN, 2420dn, P3005 and 2420-DN, 2300DN ) (as an amount to cover servicing/repairing/replacing all spares & parts except toner/Print head/Cartridges)	66		-do-
4	HP, Color LaserJet Printers (do)	7		-do-
5	Scanners (do)	9		-do-
6	Multi-Functional Device (Printer/Scanner/Fax/Copier) (do)	11		-do-

7	Servers & SAN Storage (Total) a.) IBM Blade Center HS23, chassis with four Blade Servers on Chassis- [QTY.1 No.] (Purchased in Jun-2014) b.) HP PROLIANT DL580 G7 - [QTY.1 No.] c.) HP PROLIANT ML150 - [QTY.2 No.] (Purchased in Jun-2011) d.) NetAPP unified Storage with 10TB capacity ( FAS2240)- [QTY.1 No.]. (Purchased in Apr-2014). <b>Note: AMC charge should be included with back to back support from Principle OEM. Please referee Annexure- I Point#1.3 (TERMS AND CONDITIONS OF CONTRACT) for scope of work related to servers.</b>	5		
8	Projectors (Sony Model-VPL-CH 375 purchased in March 2016), Hitachi CP-X 3511, Toshiba, Lumen (all spares & parts except projector lamp)	12		-do-
9.	Networking: All Passive cabling including fixing of cable, I/O Box and other required materials/ accessories. Rate should be mention for per running meter basis A. CAT-6 cabling including required materials B. Optic fibre cable OM 2 - 4 fibres	(Rate in running meter)		

**Total amount in words Rupees** \_\_\_\_\_

**Note:** *Almost all the above equipments are purchased through RC & are 1-6 Years old.*  
**\*\* Numbers may increase or decrease by 25%. List of equipments enclosed as an Annexure- II.**

**Name and Signature of  
Company Representative  
With seal of the company.**

Place:  
Date



**PRICE BID PART – II**

<b>Sr. No</b>	<b>* HUMAN RESOURCE</b> (Appointment will be decided after interview by IIPS officials)	<b>Consolidated salary per person-per Month (Fix) in Rs.</b>	<b>Remarks</b>
1	Network and system engineer at site in campus.  <i>1-3 persons required as per need.</i>		Person should be technically qualified i.e. BE/MSc/MCA/ B.Tech/ 3-Yrs Govt. Diploma in computer science /PG Diploma from Govt. approved institute. with CCNA/CCNP/MCSE and antivirus Certification. Person should have minimum 3-4 years work experience in computer networking and maintenance of overall system/network related problem solving and having complete idea about Firewall security policy and maintenance of computer/server/laptops printers antivirus protection and internet security software.

**Name and Signature of  
Company Representative  
With seal of the company.**

Place:  
Date

### PRICE BID PART-III

Rates for spare parts mentioned in table below are required to repair equipments mentioned in **Annexure-II**.

Rates must be quoted in terms per unit/as per Standard.

Sr.No.	Name of Items	Price in Rs.
1.	<b>Laser printer :</b> 1. Fuser assembly: 2. Teflon & toners: 3. Pressure roller:	
2.	<b>Colour :</b> 1. Laser Jet: 2. ETB Kit : 3. Fuser assembly: 4. Drum drive assembly gel: 5. Paper pick drive assembly: 6. Ink tonners/cartridge:	
3.	<b>Desk :</b> 1 Jet 2 Encoder disk/sprit 3 Carriage lock 4 Print head 5 Print head service stating 6 Ink cartridges 7 Carriage belt.	
4.	Projector LAMP	
5.	UPS Battery	
6.	Laptop Keyboard	
7.	Laptop Battery	
8.	Laptop Display	
9.	<b>Diskettes:</b> 1. Pen drive: 16 GB. 32 GB. 2. Hard disc 320 GB. 500 GB. 3. Portable External HDD: 500 GB. 1 TB.	
10.	Any electric fittings like plug points, power cords etc.	
11.	Power Adaptors of Laptop/Printer/Media Converter	

12.	Rates for providing new connection cables & labour inclusive Rs./meter	
13.	<b>Networking Equipments:</b> Gigabit Media Converter : Unmanaged 24 port Switch (Gigabit): Wi-Fi Access Point/ Router Dual Band:	
14.	<b>Peripherals:</b> (Specify Make with items) Mouse: Keyboard: Speakers: U.P.S. Battery: PCI Adapter :	
15.	<b>Cabling Systems:</b> Patch Panel: Switch Rack(9 U): CAT-6 Cable bundle(D-link/Legrand): CAT-6Patch Cards (D-link/Legrand): Fibre Optic Patch Cards(OS 1, OM 2): RJ45 Sockets: Connectors: I/O Box:	
16.	<b>*Any Other Items.</b>	

*\*you may mention names of any other spare parts with their rates if required.*

**Name and Signature of  
Company Representative  
With seal of the company.**

Place:  
Date

## **GENERAL INFORMATION AND GUIDELINES**

IIPS has approximately 275 Nos. of PCs, 75 Nos. of Laptops, 5 Nos. of Servers, 84 Nos. of Printers, 12 Nos. of Projectors and 9 Nos. of Scanners. Some of the general terms and conditions are as mentioned in **Annexure I**. Some of the makes and models of Computers, Laptops, Printers and Scanners are illustrated in **Annexure II** (as an example). The Engineers shall attend to the various maintenance calls intimated to them at a centrally located place by the users.

The Invitation of Tender for bid proposals is in two parts Technical Bid and Price Bid. Tender documents can be obtained from the Accounts Section against submission of Tender document fee of Rs.1000/- in the form of cash or Bankers cheque or D.D. drawn in favour of "Director IIPS, payable at Mumbai. Also the same can be downloaded from our website [www.iipsindia.org](http://www.iipsindia.org). Tender document downloaded from our website should be attached with an additional D.D. of Rs.1000/- drawn in favour of "Director IIPS" payable in Mumbai, towards the tender document fees at the time of submission of tender. Tender documents downloaded from website and not attached with the requisite fee as above will not be considered and shall be summarily rejected.

## Annexure- I

### TERMS AND CONDITIONS OF CONTRACT

#### Purpose of Agreement:

The AMC will be for **comprehensive maintenance services** of Computers/Laptops/ Printers/Servers/Projectors/LAN (Wifi & Ethernet) systems and other related peripherals, details of which are shown separately. The scope of service shall cover at your cost the maintenance, repairs including spare parts and provision of replacement parts. The preventive maintenance of all the PCs, Peripherals, printers and LAN system will be done as mentioned to ensure the systems to be online all the time.

M/s. \_\_\_\_\_

\_\_\_\_\_ (hereinafter referred to as **Contractor**) shall provide onsite, comprehensive maintenance of all computer equipment on terms and conditions hereinafter mentioned.

#### **1. Terms and conditions:**

- 1.1. This Annual Maintenance Contract (AMC) shall be on-site, comprehensive, preventive maintenance of computers/Laptops/Printers/Servers/LAN/Projectors and other related peripherals, installed software and shall cover preventive as well as breakdown maintenance for all types of Computer equipments, kinds of which is listed in Annexure II, for the entire period of the contract including all labour charges.
- 1.2. AMC shall cover repairs/replacement of hard disk, motherboard, processor, memory, SMPS, all Add-on-Cards, all types of secondary storage keyboard, mouse, all cables and monitors (including picture tubes) 15"/17"/19"/24" TFT/CRT/LCD monitors for PCs, Networking switches, Wi-Fi access points and all mechanical, electronic, electromechanical parts and all types of cables & adapters of projectors, scanners, printers etc. Contractor should maintain all LAN support/ Network management services, IT Services, Wi-Fi etc. as mentioned in the tender.
- 1.3. Comprehensive Maintenance of Servers & SAN Storage:
  - 1.3.1. This comprehensive maintenance contract shall include, proactive, preventive, breakdown maintenance, Software and firmware update of all servers installed in the ICT unit viz. IBM Blade Center HS23 (chassis with four Blade Servers), HP PROLIANT DL580, HP PROLIANT ML150, NetAPP(FAS2240) unified Storage etc. The maintenance service shall include repairs and replacement of all parts/sub-assemblies of servers & SAN Storage.
  - 1.3.2. The contractor shall carryout comprehensive preventive maintenance in each quarter of the year with the prior appointment. The contractor's Service Engineer shall check the system by running diagnostics software to ensure that all the units are working satisfactorily. The contractor will also do the internal and external cleaning of the system during this preventive maintenance. Preferably, the contractor will plan a preventive maintenance schedule in consultation with ICT Unit head of IIPS.
  - 1.3.3. In the condition of replacement / standby of all the equipments mentioned it must be replaced by genuine parts supplied by Original Equipment Manufacturer (OEM) only.

- 1.4. Real time monitoring of security posture of firewall, servers and network nodes. Creation/deletion domain users on server and on firewall for internet access.
- 1.5. AMC shall also cover reloading and maintenance of operating system including software's of latest version of antivirus and Office software. The scope of work also includes maintenance of general purpose software procured by IIPS and installed in the computers and peripherals. Configuration of Email clients such as outlook, Antivirus, Printer driver etc., end-user network and IP configuration.
- 1.6. All the computers, laptops, printers and other equipments shall be thoroughly inspected by the agency within 7 days of the award of the contract and estimates for pre-maintenance/repairs, if any, submitted within 7 days of the award of the contract. This Institute shall not bear any cost on repairs of equipments after the contract has been awarded.
- 1.7. The successful bidder will have to engage at least 1-3 experienced Resident Engineers as per requirement and subjected to interview and approval by IIPS. The resident engineers will be deputed to the Institute on every working day (**working hours: 9:00 a.m. to 6.00 p.m.**) including Saturday and if required by this IIPS even on Holiday/beyond working hours. He will report to ICT Unit on every day morning and will be available there throughout the working hours. A register will be maintained with the General Section for recording the complaints. The engineer will maintain a daily record of complaints received/attended/not attended. If any engineer is required to take leave, a suitable replacement would have to be provided by agency.
- 1.8. IT infrastructure would mean both hardware and software. It also means maintenance of both LAN and end user level support. Hardware includes Desktops, Laptops, Printers, Scanners, Servers, Switches, Routers, Wi-Fi router / radio, internet connectivity. Software includes trouble shooting of both desktop and server level Operating System, monitoring and first level support for firewall and anti-virus updates, and first level support for third party applications like MS Office, Adobe, SAS, STATA, SPSS and any others mainly at the server level.
- 1.9. The engineers deployed shall be responsible for basic end point configuration and troubleshooting of networks and preventive maintenance with virus detection and corrective maintenance of the computers under AMC, maintenance of software and also coordination and follow-up with OEMs for troubleshooting of equipments under warranty. Quarterly report on this shall be produced to the System Manager / Director, IIPS, failing which appropriate penalty, by way of fine would be imposed.
- 1.10. The contractor shall arrange to get the character and antecedents of the Resident Engineers verified from Police authorities before their deployment and their full particulars should be furnished to the IIPS for the purpose of gate passes.
- 1.11. The Resident Service Engineer provided by the agency shall not be changed frequently. However, if found incompetent by the Institute then the Resident Engineer shall be changed by the agency immediately.
- 1.12. Additional Engineer may be deputed at Institute in addition to Resident Engineers whenever there is more workload/complaints/emergency to rectify the equipment within stipulated time
- 1.13. Company should have obtained all permissions as per requirement of government rules like labour commissioner, sales tax, income tax, professional tax etc.
- 1.14. The Bidder/agency shall also be responsible for deployment of necessary staff for cleaning of all hardwares using suitable cleaning material and equipment. Each equipment has to be cleaned once in three months regularly. A proper record shall be maintained showing cleaning of each equipment details.

- 1.15. Payment for any inclusion/deletion of computer and laptops during the AMC period will be calculated on pro-rata basis. No advance payment in any case would be made.
- 1.16. It shall be the responsibility of the agency to make all the computers and laptop work satisfactorily throughout the contract period and to hand over the systems in working conditions to the Institute after expiry of the contract. In case any damage is found, the agency is liable to rectify it even after the contract.
- 1.17. The agency shall be responsible for taking backup data and programme available on PCs/ Laptop/Server before attending the fault and shall be also responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement. All the existing configurations to the corresponding computer have to be restored back by the Contractor. Even in case of hard disk failure or virus infection, the Contractor should make all attempts to recover the data wherever possible.
- 1.18. The agency shall maintain the equipments and shall use genuine/original components for replacement wherever needed. Until and unless written order of the System Manager are conveyed, the original specification/characteristics/features shall not be changed or modified under any circumstances.
- 1.19. The agency shall have the required drivers (CDs / DVDs) for maintaining the PCs and peripherals for configuring them.
- 1.20. In case the contracting agency is not able to accept the contract after it is awarded or if they are not able to do any work/undertaken contract after accepting the contract, such agency will be liable to pay the damage to the Institute including the cost, which the Institute will have to incur for getting such work done.
- 1.21. The above act of backing out would automatically debar the contractor from any further dealing with this Institute and the security money would also be forfeited. Action for blacklisting the contractor for Government contract will also be intimated.
- 1.22. If the equipment is required to be transported to the service workshop for repairs, the same shall be undertaken at the risk and cost of the agency. The gate passes for security purposes shall be obtained by the contractor from the concerned user. Security regulation have to be followed for movement of items from one place to another. IIPS will not issue any Octroi/Tax exemption certificate.
- 1.23. The replacement of components shall be as per manufactures instructions and as per the decision of System Manager of the Unit.
- 1.24. Maintenance agency should do new cable connections if required, with no labour cost, material required will be supplied by IIPS.
- 1.25. Bidders will be evaluated based on their infrastructure, experience, skilled persons, inventory of spares etc. IIPS personnel may visit Bidder's premises to carry out evaluation.
- 1.26. A logbook shall be maintained in which the Resident Engineers shall record all the complaints related to computers and networks and submit a weekly/monthly report with all the complaints along with root cause analysis (RCA). All the complaints received shall be attended by them in following manner:-

The problems will be classified into 3 Severity Levels:

### **Severity Level –1**

Calls that can have severe impact on organization / business affecting large number of users i.e. any network server e.g. File server, Web server, Internet Connectivity, Thin Client Server, and computers placed in Class rooms/Committee rooms/Conference hall/Auditorium etc.), LAN equipment (e.g. Routers, switches, hubs, Servers, etc.) and Internet connectivity.

Calls should be prioritized on the basis of hierarchy of the management level and should be attended immediately and try to resolve within a day either through: repair; providing standby; replacement or reconfiguration of faulty equipment.

### **Severity Level –2**

The end user system is unusable affecting individual users. e.g. printing problems, problems using application tools, internet security and virus problems, client network connectivity problems, etc. Calls to be attended within one day and resolved within 2 days if software /configuration problem or depending on AMC vendor if hardware problems.

### **Severity Level –3**

New Software/ Hardware installations & upgrades change in configuration of the desktop etc. Calls shall be attended and resolved within a week.

- 1.26.1. Repair and servicing of equipments can be carried out at site after attending the complaint by replacement method and the same shall be done within 7 days of the receipt of the complaints. The replacement of components shall be free of charge,
- 1.26.2. The replacement also involves all items of equipments: - including major parts such as monitors, HDD, SMPS, CPU, motherboards etc but excluding, consumables such as computer stationery, ribbon, ink/toner cartridges etc.
- 1.26.3. IIPS reserves the right to terminate the contract by giving prior notice of one month. In the event of cancellation of contract, the payment for services actually carried out will be made on pro- rata basis.
- 1.26.4. The schedule of preventive maintenance shall be as follows:-
  - Preventive Maintenance (PM) must be done in every three months for PC's; Printer to make sure equipment does not break down unexpectedly. It is most essential thing and every participating firm's must make some provision for doing PM.
  - Cleaning of all equipment using dry vacuum air, brush, and soft muslin clothes. Running the test programme to ensure quality print/ date reliability.
  - Checking of power supply source for proper grounding and safety of equipment. Ensuring the covers, screws, switches etc are firmly fastened in respect of each equipment.
  - Scanning of all types of virus and elimination and vaccination of the same.
  - Shifting of equipment within the building as and when required.

## **2. Exclusion**

- 2.1. Computers and peripherals, which are already under warranty of suppliers, are excluded in the Annual Maintenance Contract.



- 2.2. The consumable such as Printer heads of Inkjets, toner cartridges of LaserJet's, magnetic tapes, CDs, Breakage of plastic parts, including fuser assembly, pressure roller, ETB Kit, forfeiter card (PCB assembly) of laser printers, laptop batteries, projector lamp etc. are also excluded.
- 2.3. Systems not working due to the physical damage will not be covered under AMC.

### **3. Period of Contract**

- 3.1 The AMC will be awarded for a period of one year, starting from the date of execution of agreement. The contract may be renewed for a further period of one year, at the discretion of IIPS and based on performance of the agency during the preceding year.
- 3.2 IIPS reserves the right to terminate the contract by giving notice of one month without any financial obligation on both sides. In the event of cancellation of contract, the payment for services actually carried out will be made on pro-rata basis for the period during which service was provided.
- 3.3 IIPS reserves the option to renew the AMC (on same Terms and Conditions) for a further period of one year.

### **4. Payment Terms**

The payment to the contractor shall be made on quarterly basis at the end of each quarter against invoice with PAN number, raised by the contractor and based on the performance with successful Preventive Maintenance and satisfactory feedback from the users. TDS, as applicable, will be deducted before making the payment. The item-wise maintenance charges quoted by the agency shall be on yearly basis inclusive of all taxes and levies as applicable. Any penalty liable as per terms and condition shall be deducted from the amount. No escalation of prices shall be permitted during the contract period.

### **5. Evaluation of Bidders/ Prequalification Criteria (PO)/Eligibility Criteria**

#### **A. Mandatory**

#### **TECHNICAL TERMS AND CONDITIONS:**

- i. The agency should be ISO certified for AMC of computers and laptops.
- ii. The agency must be limited or private limited.
- iii. The agency must be authorized service provider of at least two reputed manufacturers of PCs & Laptops like HP, Acer, IBM, Dell, HCL, Lenovo, valid certificate to be attached.
- iv. The agency should be in the business of maintenance of computers and laptops at least for the last 5 year (upto 2016) – ( Requisite documents to support this claim will have to be produced in original for verification).
- v. The agency should have experience in AMC of not less than 200 computers systems in each year during the last three preceding years (Party should submit Satisfactory Service Certificates from these existing customers).
- vi. The agency should have registered in Provident Fund/ESI Departments of Central/State Govt. Agency should submit copies of PF deposited voucher of Last three years (min. ten employees per month).
- vii. Bidder should have 5 years experience in AMC with Government/ PSUs etc. where there are 200 or more PCs in operation in Mumbai/ Navi Mumbai area. The Contractor should furnish the name/address/Tel. No./contact person of such an agency where they are currently executing AMC.
- viii. The agency must be having annual turnover of minimum Rs. 50 lakhs or more in Maintenance Service only, during each of the year 2013-14, 2014-15 and 2015-16. Copy of the balance sheet duly certified by CA to be enclosed.

- ix. The Company should be in sound financial condition and should be in profit. Vendor should have a dedicated division for Facilities Management.
- x. The agency should be registered in India, as per the company act 1956 and have all recognition and certificate as required by statutory body like sales tax, income tax, professional tax etc.
- xi. The bidder shall have more than 20 staff in Mumbai/Navi Mumbai and the agency must have sufficient numbers of qualified and experienced engineers on the rolls of the agency. Supportive documents must be attached. List of Hardware and Network engineers on the rolls of the agency with qualification and experience should be given.
- xii. Company should have its own testing and repairing centre in Mumbai/ Navi Mumbai and should have the capability to service all products. The address of the workshop with telephone numbers and Fax Nos. should be given. The vendor should be able to set up their Testing and repairing Centre within the premises.
- xiii. Income-tax clearance certificate>Returns for the last 03 years must be attached.
- xiv. The agency shall provide undertaking on Non-Judicial Stamp Paper that –
  - a.) It has not be barred or blacklisted by any of the Central/State PSU/Departments/Organizations/Central or State Government;
  - b.) It will ensure fair trade practice;
  - c.) The agency should specify if any relative of proprietor/partners of the agency employed with IIPS, Mumbai.

Note :- (a.) Submit the documentary proof against each of the above points of Technical Terms and Conditions chronically. (Mandatory)

(b.) Don't attach any unnecessary documents.

## **B. Desirable**

- i. Listed vendor of DGS&D/DPS/NSIC/NICSI.
- ii. Green initiative and carbon credentials with proper **e-waste disposal policy**.
- iii. Customer Support Centre.

## **6. EMD**

- 6.1 An amount of Rs. 50,000/- will be deposited by the bidder along with the bid as EMD in the form of crossed Demand Draft drawn in favour of **“Director IIPS, Mumbai”**
- 6.2 EMD should be kept in separate envelope.
- 6.3 Bank guarantee towards the EMD is not acceptable.
- 6.4 The bid without EMD shall summarily be rejected.

## **7. Forfeiture of EMD**

- 7.1 If any bidder withdraws his bid within the validity period or makes any modifications in the terms and conditions of the tender which are not acceptable to IIPS, then IIPS shall, without prejudice to any other right or remedy, be at liberty to forfeit earnest money.
- 7.2 Advance stamped Receipt for Refund of EMD' duly signed (on revenue stamp) should be submitted along with the bid for speedy refund of EMD to unsuccessful bidders. Please furnish the complete postal address and phone number to facilitate refund of EMD.

## **8. Security Deposit.**

The bidder whose bid is accepted (hereinafter called the `Contractor`) shall deposit an amount of Rs. 1,00,000/- (Rupees One lakh only) in the form of Demand Draft drawn in favour "Director IIPS, Mumbai" as security deposit after finalising the contract, which will be returned at the end of contract period or at the time of termination of contract without any interest but after deducting any penalty, if any, imposed on him.

## 9. Guidelines to quote the Bids

*The invitation to tender calls for Bid proposals is in two parts viz. Technical Bid and Price Bid.*

### 9.1 Technical Bids

Technical bid shall consist of EMD for the required amount as per the tender documents and technical details. Technical details should be submitted in duplicate. Leaflets/information brochures (if any) showing the technical and general details of the equipment offered shall also be enclosed with the technical bid. Deviations, if any, from tender specifications, clause-wise and commercial terms and conditions should be clearly mentioned in the sheet as specified. The tender form and all annexures and attachments thereto shall be submitted with this bid with each page being consecutively numbered and duly signed by the bidder along with the seal of the Contractor. The Technical Bid to be filled only in the supplied format, along with relevant documents/annexure shall be submitted in a separate sealed cover.

### 9.2 Price Bid

The Price Bid (Part- I Part II & Part III) to be filled only in the supplied format and shall be in a separate sealed cover and the guidelines to quote in the Price Bid are as given below. **Please note that AMC will be awarded either on the basis of Part – I + Part-II or Part-I +Part-II + Part-III of the price bid separately i.e. either of them will be considered for all the vendors and this decision will be taken by the IIPS committee after receiving the tender.**

9.3 Bidder is requested to quote their rates towards Comprehensive AMC charges for

- i) PC/Laptop (as an amount to cover servicing/repairing/replacing of its hard disk, processor, memory, SMPS, all Add-On-Cards, all types of secondary storage drives, keyboard, mouse, monitors including picture tubes, all types of cables and adaptors.
- ii) MFD/Printer (as an amount to cover servicing/repairing/replacing all its mechanical, electronic, electrical, electromechanical parts and all types of cables & adapters except consumable ).
- iii) Scanner (as an amount to cover servicing/repairing/replacing all its mechanical, electronic, electrical, electromechanical parts and all types of cables & adapters).
- iii) Projector (as an amount to cover servicing/repairing/replacing all its mechanical, electronic, electrical, electromechanical parts and all types of cables & adapters).

9.4 All charges and expenses in respect of moving the equipment or any part to the service centre or charges for dismantling, reinstallation, testing and commissioning should be included in the quoted amount.

9.5 Quoted rates should be written both in figure and words and should be in whole rupees and followed by the word `only` written closely following the amount and no in the next line.

9.6 All corrections should be authenticated/signed.

9.7 Signature and rubber stamp of the bidder should be there in the bottom of every page of the bid.

9.8 Bids with blank quoted value will be rejected.

**10. Penalty:**

10.1. The downtime shall be calculated each month which considers the number of working days for resolution of the call beyond the first day of the complaint for software and 5 days for hardware or as per service levels defined. Please note one full day is given to solve the problem before downtime starts. The penalty would be calculated as follows:

- Let A=AMC Rate per machine per day (Take 365 Working days in a year)
- Let D=Total Number of Downtime days of all machines

**Penalty in (Rs.) would be calculated as = 3 x A x D**

10.2. On the last day of the contract period or on termination of the contract, the full system shall be in perfect working condition failing which the full cost of repairs, if any incurred, will be recovered from the security deposit/last bill.

10.3. Penalty equivalent to one day pay for each day of absence will be reduced from the AMC charges/ salary in case of absence of engineers from the work location.

10.4. A penalty of 10% of AMC charges will be charged in case preventive maintenance is not undertaken for that equipment.

11. As mentioned in the Tender Notice **Sealed Tenders should be deposited in the Box at the 3<sup>rd</sup> floor Library Building near despatch section in the Institute premises at Govandi**, up to 02.00 p.m. on or before 28.04.2017 and the sealed covers for EMD & Technical Bid will be opened on the same day at 3.00 P.M. and only those agencies, which fulfil the Technical Terms and Conditions, will be eligible for participating in the "Financial Bid" Tender not complying with above conditions are liable to rejections with any further reference. The tendered work if awarded is not transferable. Representatives of tenderers agencies can witness the quotation at the time of opening bid.

**12. Envelop 1] DD of EMD & Tender document fee, Envelop 2] Technical Bid and Envelop 3] Price Bid should be placed in separate sealed covers (i.e. in three separate covers, failing which the Tender will be invalid) and submitted in one overall sealed cover in fourth envelop. Respective envelopes should be super scribed as 1] DD details 2] technical bid & 3] Price Bid as applicable, also main envelop super-scribed as tender number details, address of the institute and the bidder details etc., with stamp, name of work, due date of opening.**

**13. Spares on Stand By**

Contractor shall keep adequate spares like motherboard, processor, RAM, Lan Card, CD Drive, CD Writer, mouse, Keyboard, Power Cord, USB Cable, Monitor, Printers, Scanners, Laptop Batteries, hard Disk etc. at IIPS and shall replenish the stock with new ones as and when utilized, so as to keep it constant. The spares will remain the property of the Contractor. The makes of spares shall generally be as per original make of machines or as approved by IIPS. The status of stock of the spares will be inspected by authorized officials of IIPS without prior intimation. Details of spares to be kept under stock in IIPS premises are as per requirement and will be decided by committee of IIPS.

**14. Confidentiality:**

Under this contract generally no party (Contractor) should disclose any thing to any third party. In particular, any information identified as Proprietary in nature by the disclosing party shall be kept strictly confidential by the receiving party and shall not be disclosed to any third party without the prior written consent of the original disclosing party. This clause shall apply to the sub-Contractor, Contractors, advisers, or the employees engaged by the party with equal force.

**15. Liabilities:**

Any sales tax and other taxes, levies and duties payable shall be borne by the contractor.

**16. Power of Discretion**

IIPS reserves the right to reject any or all the bids and cancel the tender without assigning any reason.

**17. Dispute/Termination of the Contract**

In case of any dispute arising out of this contract, the decision of the Director and Sr. Professor, International Institute for Population Sciences, Mumbai shall be final and binding on both the parties.

17.1. IIPS reserves the right to terminate the contract at any time without assigning any reason to the agency.

17.2. In case of unsatisfactory performance or due to consistent reduction in computer up time, the contract is liable to be cancelled by giving a notice of ten days to the agency in writing.

17.3. The performance will be monitored during the first three months and if the performance is not found satisfactory, contract may be terminated.

**THE ABOVE TERMS AND CONDITIONS SHALL PREVAIL NOT WITHSTANDING ANY VARIATIONS UNLESS THE CONTRACTOR AND THE IIPS HAVE SPECIALLY AGREED UPON THE VARIATIONS.**

**Signature of the  
Contractor**

**Signature of the  
Director and Sr. Professor**

**Witness**

**Witness**

**LIST OF EQUIPMENTS**

<b>Sr. No</b>	<b>Equipment</b>	<b>Approx. Units for AMC (As per annex. II)</b>	<b>Description/Model Nos./Make etc.</b> (List of inventory attached)	<b>Remarks</b>
<b>1</b>	COMPUTERS (HP)	<b>275</b>	<b>Desktop PCs:</b> HP Compaq elite 8300,HP-8000-200, HP406 G1 MT Business PC, PC- Processor I-7 I-5,I-3, Operating system: Microsoft Windows XP,7, 8.1,10 Clock speed up to 3.4 GHz, Hard Disk up to 1TB, RAM :16GB, 19” Monitor (TFT/LCD/LED), LAN 100/1000 (As an amount to cover servicing/repairing/ replacing of OEM make of its hard disk, motherboard, processor, memory, SMPS, all Add-On-Cards, FDD, CD Rom, CD-Writer, DVD ROM/DVD Writer, keyboard, mouse, monitors including all types of cables).	Regular at least monthly and as and when required checkups, servicing, maintenance by expert teams should be done
<b>2</b>	LAPTOPS	<b>75</b>	<b>Laptop : hp probook 440 G1;</b> i7 4th Generation Processor,16 GB Ram,1TB HDD Drive,DVD RW, LED Backlite (As an amount to cover servicing/repairing/ replacing of its hard disk, mother board, processor, memory, power supply, LCD, Webcam, Bluetooth, Speaker, Display Cable, Fingerprint Sensor, CPU Fan, WiFi card, Kay pad, Mouse Pad/Touchpad , , HDD, CD ROM/CD Writer/DVD Combo/DVD writer and all types of cables and adapters.) All laptops are purchased between the year 2008-09, and 2013-15.	-do-
<b>3</b>	LASER JET PRINTER	<b>66</b>	<b>Laser Jet Printer</b> (HP LASERJET P 3015, 2015 DN, 1320N, M1005 mfp, p1606dn, O1008, CP3525DN, 2420dn, P3005 and 2420-DN, 2300DN ) (as an amount to cover servicing/repairing/replacing all all spares & parts except toner/ Print head/ Cartridges)	-do-
<b>4</b>	HP, COLOR LASER JETPRINTER	<b>7</b>	CP3525DN, CLJ CP2025, 1606DN	-do-
<b>5</b>	SCANNER	<b>9</b>	<b>SJ7450C, HP 3670, 7450CC, SJ8390, 5590, SJ8270, Scanner Bar code 9465A</b>	-do-
<b>6</b>	Multi Functional Device (Printer/ Scanner/Fax/ Copier) (do)	<b>11</b>	<b>M1216nfh mfp, hp office jet pro 8600</b>	-do-
<b>7</b>	Server	<b>5</b>	Servers & SAN Storage (Total) a.) IBM Blade Center HS23, chassis with four Blade Servers on Chassis- [QTY.1 No.] (Purchased in Jun-2014) b.) HP PROLIANT DL580 G7 - [QTY.1 No.] c.) HP PROLIANT ML150 - [QTY.2 No.] (Purchased in Jun-2011) d.) NetAPP unified Storage with 10TB capacity ( FAS2240)- [QTY.1 No.]. (Purchased in Apr-2014).	-do-
<b>8</b>	Projectors	<b>12</b>	Projectors (Sony Model-VPL-CH 375 purchased March, 2016), Hitachi CP-X 3511,Toshiba, Lumen	

## ACCEPTANCE CERTIFICATE

I ..... , (Designation) .....  
of (Name of the Company) .....

Hereby accept the above mentioned Terms & Conditions along with Appendices for the AMC  
of Personal Computers, Laptops, Projectors, Printers and LAN Systems etc. at IIPS.

**Name and Signature of  
Company Representative  
With seal of the company.**

Place:

Date: