

तार सनबोसेक दिल्ली.92
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केन्द्रीय माध्यमिक शिक्षा बोर्ड

(मानव संसाधन विकास मंत्रालय, भारत सरकार, के अधीन एक स्वायत्त संगठन)
शिक्षा सदन, 17, इन्स्टिटयूशनल क्षेत्र, राउज एवेन्यु, दिल्ली-110002.

CENTRAL BOARD OF SECONDARY EDUCATION

(An Autonomous Organization under the Union Ministry of Human Resource Development, Govt. of India)
"Shiksha Sadan", 17, Institutional Area, Rouse Avenue, Delhi-110002.

Dated: 26/05/2014

Sub: AMC of Computers- reg.

Sir,

The CBSE is interested in comprehensive AMC for its computer hardware including computer systems of various make, Laptops, printers and UPSs (On Line & Off Line) Installation of softwares, Internet connectivity etc. from reputed agencies, having at least two years experience of computer maintenance in large Govt. organizations. If your organization is interested in providing trouble free AMC services to the CBSE for a period of one year (likely to be extended up to 3 years on the basis of satisfactory performance of services), you may kindly send your rates for the same. The companies/agencies that are located in East/Central Delhi will be preferred.

The rates along with EMD or BG of Rs. 3,000/- (in the form of A/c payee Demand Draft, favoring "Secretary, CBSE, Delhi") as per Annexure-III may please be quoted in the prescribed format and duly sealed in Envelop super scribing "Quotation for Maintenance of Computers-2014" be put in the Tender Box kept in Ground Floor of CBSE, Rouse Avenue Building near reception.

The quotation should be completed in all respects and be clearly mentioned that all the terms and conditions as per Annexure-I are acceptable. The quotation(s) received without earnest money or in an incomplete manner in any respect will suo motto be rejected. The tender should be placed in the Tender Box kept at ground floor near security guard, CBSE, Academics, 'Shiksha Sadan', 17, Institutional Area, Rouse Avenue, Delhi-110002 on or before 18th June, 2014 up to 2:30 P.M. The tenders will be opened on the same day at 3:00 PM in the presence of the tenderers who may like to be present.

Yours faithfully,

(NAVIN MAINI)
Research Officer (Technology)

Encl: as above

Maintenance of computer related Hardware

The details of the equipment in CBSE, Delhi are given in Annexure-IV. The firm shall provide unscheduled, on-call corrective remedial maintenance service from 9.30 AM to 6.00 PM from Monday to Saturday to keep the machines in good working order. The service consists of preventive and corrective maintenance and includes carrying out of the necessary repairs and fittings of replacement parts and to ensure net connectivity in the computer system. If required, Engineer will present in holidays including Sunday.

Terms and conditions

- a) Quote the separate rates for deployment of full time qualified Computer personnel for corrective and remedial maintenance service from 09.30 hrs. to 18.00 hrs. (Monday to Saturday)
- b) The computer personnel should have at least 2 years of experience in a similar capacity.
- c) The computer personnel should be able to layout new LAN wires when required.
- d) LAN troubleshooting skills are also required.
- e) Quote the separate rates for Comprehensive maintenance include replacement of unserviceable parts.
- f) This contract is comprehensive in nature and will cover replacement of all defective parts/equipments such as motherboards, hard disks, picture tubes, DVD drives/writers, and keyboards, printer's mechanical parts including print heads till they are repairable excluding stationery, ribbons, floppies and cartridge-tapes.
- g) Complaints shall be attended on the same day. Replacement and/or repair of the hardware equipment shall be carried out within 24 hours of registering the complaints. It is the whole & sole responsibility of the firm to repairs/replacement of equipment & stand-by computer or printer failing which a penalty of 2-5 % shall be imposed on the quarterly payment to the firm.
- h) The firm agrees to maintain the equipment's specified in this Agreement in accordance with terms and conditions mentioned above.
- i) In case of unsatisfactory services, the Director (Training) CBSE shall terminate the contract at any time during the prescribed period of maintenance without assigning any reason.
- j) The agencies, if they desire, may inspect the machines before quoting the rates.
- k) The rates should be quoted without Taxes and Taxes should be quoted extra.
- l) Turn over for AMC/work/sale of computers and its peripherals for last two years shall be at least Rs. 5,00,000/- per year.
- m) The firm/company having ISO certificate or Equivalent will be preferred.
- n) Only that firm/company may apply who have at least 02 years experience in AMC of computers and its peripherals in Government Department PSU/Ltd. Companies. The Work Orders of those Deptt. should be attached where the firm/company, is holding AMC of computers and is peripherals.

(Contd. on next page)

- o) The firm/company should have experience as Authorized Service Provide for HP/HCL / LENOVO/ Compaq/ Acer/Dell/Mac Apple.
- p) The firm/company shall have to clean all the PCs installed in the Academic Building, Delhi quarterly through blower.
- q) The firm/company shall have to recover the Data, if missed from any of the computers. The firm/company shall have to take serious concern while backup & restoration of data while providing a new computer or a stand-by computer. Also while taking back up on the stand-by computer, the firm Engineers have to ensure proper movement of Data without loss.
- r) The Director (Training), CBSE reserves the right to accept or reject any or all the tender without assigning any reason.**
- s) The contract will be for one year but may be extended up to 3 years on sole discretion of the Board and work satisfaction. The payment of maintenance charges will be payable by the Board after executing of agreement on a non-Judicial stamp paper of Rs. 100/- and signed by both the parties. In case the firm /company does not provide satisfactory services, the Director (Training), can terminate the AMC at any time and no payment shall be payable for the period of unsatisfactory service and the firm will have to refund the amount of AMC to the Board. Besides the amount of EMD/ performance guarantee will also be forfeited by the Board.
- t) The Jurisdiction in legal matter will be Delhi/New Delhi.
- u) A performance guarantee deposit of Rupees twenty thousand has to be deposited with the Board's on receipt of work orders. Deduction on unsatisfactory performance, loses will be made from this deposit which will stand forfeited in case of withdrawal of contract by the firm. Fresh performance guarantee deposit will be payable in exhaustion of original deposit.

Technical Bid

Annexure-II

CENTRAL BOARD OF SECONDARY EDUCATION
Shiksha Sadan', 17, Institutional Area, Rouse Avenue, Delhi-110002

(To be sealed separately along with DD of Rs. 3,000/- for Earnest money)

1. ABOUT THE FIRM :

- a) Name & Profile of the firm
- b) Activities of the organization
- c) Man power profile of the firm
- d) Turn over of AMC of computers for the period : 2012-2013
2013-2014
- e) Customer base with details of equipment maintained at each existing location along with services rendered in each.
- f) Norms for deployment of resident service engineers at each of the existing customer locations
- g) References from customer basis where AMC for Unix/Windows NT/2000/98 are being maintained.
- h) References from customer basis where 25 or more PCs are on AMC with the firm.

Authorised Signatory
(with full name, designation and stamp)

Mobile No. : _____

Phone No. : _____

Address: _____

- 1 Our Annual charges for comprehensive maintenance of all the computer & its peripherals, Printers, UPSs, Laptops and internet connectivity of CBSE, Academic Building, Rouse Avenue, Delhi as per list enclosed are Rs. _____ (Rupees _____) and the Terms & Conditions of Tender are also acceptable to us.

2. Quote Separate rates for deployment of qualified Computer service personnel on full time basis _____.

Authorised Signatory
(with full name, designation and stamp)

Mobile No. : _____

Phone No. : _____

Address: _____

Experience: _____ Years (Enclose List of Deptt in which worked / working)

Turn over: _____ During 2012-2013

Turn over: _____ During 2013-2014

Annexure-IV

S.No.	PC NAME	PRINTER	UPS
1	Hp Compaq	Hp Laserjet-1020	Microtek
2	Compaq Presario	Hp Printer 1320dn	Microtek
3	Compaq Presario	Canon LBP3300	APC
4	Lenova	Hp Laserjet P-1007	Microtek
5	Hp Pavillion	Canon MF4320d	Microtek
6	Hp	Hp Laserjet P2015d	Microtek
7	Dell Optiplex 390	Hp Laserjet P2055dn	Microtek
8	Laptop Compaq	Canon MF4570dn	APC
9	Hp Pro	Printer 1606dn	Microtek
10	Compaq Presario	Canon LBP 3300	Microtek
11	Hp Pro	Hp Printer 1320	Luminous
12	Hp Compaq	Hp Laserjet 1606dn	Microtek
13	Mac Apple	Canon MF4370dn	Luminous
14	Hp	Hp Laserjet -P2015d	Intex
15	Dell Optiplex 370	Canon MF4370dn	Microtek
16	Hp Compaq	Hp 1007	Microtek
17	Hp 3090 MT	Canon LBP 3300	APC
18	Hp	Hp Laserjet-P1505	Microtek
19	Hp	Hp Laserjet	Microtek
20	Hp Pavillion	Canon LBP3300	
21	Hp	Canon MF4570d	
22	Hp Pro	Canon MF4350d	
25	Dell Optiplex 780	Hp Laserjet-P1007	
26	Hp Pro	Hp Laserjet 1606dn	
27	Hp Pro	Hp Laserjet -P1007	
28	Hp Pavillion	Canon LBP3300	
29	Compaq	Laserjet 1000 series	
30	Hp Pavillion	Hp Officejet 4500 Desktop, Canon LBP 3300	
31	Hp Pro	Canon LBP3300	
32	Hp		
33	Compaq Presario		
34	Hp Pro		
35	Hp		

