

तार सनबोसेक दिल्ली 92

Gram: CENBOSEC, Delhi-92

Email: cbosedli@nda.vsnl.net.in

Website: www.cbse.nic.in



CENTRAL BOARD OF SECONDARY EDUCATION

(An Autonomous Organization under the Union Ministry of Human Resource Development, Govt. of India)

Shiksha Sadan, 17, Rouse Avenue, Institutional Area, New Delhi-110002

No. CBSE/ACAD/SUPDT(IT)

Dated: 07.12.2015

Subject:-Tender for comprehensive Annual Maintenance Contract for Audio visual and Video Conferencing set up for Training Centers - reg

1. The Central Board of Secondary Education, Shiksha Sadan, 17 Rouse Avenue, New Delhi intends to invite a limited tender in two bids(Technical & Financial) in prescribed tender form for Annual Maintenance Contract for the entire set up of 'Audio Video Equipments' in Training Center located at Gurgaon, Kakinara, Panchkula, Rae Bareilly, Delhi, Kolkata .
2. Details of the tender given below:

S. No.	Particulars	
2.1	Tender No.	CBSE/ACAD/SUPDT(IT)/129
2.2	Description of work/Scope of work.	As per Annexure - II
2.3	Type Of Tender	Limited
2.4	Last date and time of submission of bid.	28.12.15
2.5	Date, Time and venue of opening of tender.	29.12.15, 3:30PM
2.6	Bid Validity.	180 days
2.7	EMD.	50,000.00
2.8	Performance Security.	100,000.00
2.9	Validity Of Performance	90 days beyond the contract period

2.10	Contract Duration.	1 year extendable to 3 years on year to year basis subject to performance and on same terms and conditions.
------	--------------------	---

3. Scope of work and term and condition of the contract including format of bids etc. are enclosed to this tender as per following details-

- a) Eligibility criteria and term & conditions at Annexure I.
- b) Scope of work at Annexure II
- c) Format of technical bid at Annexure III.
- d) Format Of Financial Bids at Annexure IV.

4. The Bidders are also permitted to question the bidding conditions/bidding process/rejection of their bid.

5. The entire document including its annexure, except financial bid in Annexure III will be part of the technical bid along with the EMD and all other requisites documents called for tender. The technical bid (including entire tender documents and its annexure except financial bid) is required to be signed on each and every page of the form otherwise the bid may be primarily treated as technically disqualified. Bidders shall go through the entire tender documents carefully before submitting their tenders.

6. a) The technical bid (Annexure III) along with other documents as mentioned in para 5 and financial bid(Annexure IV) should be put in two separate envelopes super scribed as "Technical Bid and Financial Bid" respectively and sealed separately. Both these envelopes should be put in a bigger envelope super scribed as "**Annual Maintenance Contract for Audio visual and Video Conferencing set up for Training Centers**" and sealed and addressed to the Joint Secretary & Incharge(A&T) CBSE, Shiksha, 17 Rouse Avenue, New Delhi.

b) The sealed quotation duly super scribed "Annual Maintenance Contract for Audio visual and Video Conferencing set up for Training Centres" addressed to the undersigned may be deposited or received through speed post/ registered post/ ordinary post/ courier latest by 28th December, 2015 on 5:30 PM. The bids shall be open on next date i.e 29th December, 2015 at 3:30 PM in the tender box put near reception not later than 3:00 PM on date. The tender received after stipulated time and date shall not be entertained and shall be summarily rejected.

c). The conditional quotations shall not be accepted.

d). The CBSE reserves all rights to accept or reject any or all tenders fully or partially without assigning any reasons whatsoever.

e). The tender document is uploaded on website of CBSE.

Sd/-
Joint Secretary & Incharge (A&T)

Eligibility Criteria and Term & Conditions.

i. Eligibility Criteria

A) The prospective firm should be in the business of providing design, supply, and installation of Audio-Video (AV) and Video Conferencing systems and post commissioning support services for AV systems for at least last three years. The firm must have successfully implemented at least three Audio/Video Conferencing systems consisting of following components at 3 or more location in India to any Government/PSU/Autonomous body of Government.

- Tele- Conferencing/Video conferencing equipment
- Projectors
- Screens/Flat Panel Displays
- Complete audio/video control equipments including amplifiers, mixers, mikes, speakers etc.

B) The firm must have at least one on-going AMC Services contract (24.09.2015) for Audio-Video conferencing system with the government department/Autonomous body etc.

C) The firm should be OEM's authorized after sale service provider specifically for the equipment mention in the scope of work.

D) The firm must be an ISO(International Organization for Standardization) certified company.

E) The firm should not have been blacklisted by any Government department/ministry/any Autonomous body. An undertaking to this effect is to be submitted along with the Technical Bid.

F) Support documents for Points in A) B) and C) must be the part of technical bid.

ii. Terms And Conditions

A) The rates quoted for the AMC services shall be inclusive of all types of taxes, duties as applicable and transportation charges, insurances etc.

B) Even if no call is made by CBSE, the firm is required to undertake preventive maintenance by checking all the 'Audio Video Equipments' at least once in every two months and confirm that the equipments are in the best of working conditions.

C) This constitutes an annual maintenance contract and includes repair & maintenance of all parts of the Audio Video Equipment. CBSE shall not be liable to make payment over and above the maintenance cost in any case "except only the cost of new spares / part".

D) If any spare/part cannot be repaired, then contractual firm shall submit the proforma Invoice (for the cost of new spare) to CBSE for the approval of cost. In that case, only cost of the spare part will be paid after the approval, successful repair, installation and commissioning of repaired equipment at CBSE.

E) The contractual firm shall attend all complaints / faults of the system, whenever complaint received from CBSE staff or in writing or over telephone and shall be bound for

repairs of the equipments within Two working days (48 working hours) from the time of intimation of the defect / complaint.

F) In the eventuality of the AMC contractor not being in a position to rectify the fault within Two Working Days (48 hours) for any equipment, standby equipment of acceptable similar configuration shall be provided to CBSE by the firm. On failure to provide standby equipment, a penalty of 1% per day per equipment of the total contract value (AMC amount) will be levied. Delay beyond 07 days in rectifying the reported problem, will entitle this office to exercise the option of getting the work done from another agency and deduct such expenses from the AMC charges, in addition to penalty from the AMC contractor. Delay beyond 15 days may lead to cancellation of contract by this office.

G) For critical events like international conference etc, it is the firm responsibility to ensure the complete functionality of the set up for the event. The firm should depute, once informed, the expertise to inspect the setup thoroughly and ensure the functionality of the set up in totality. Any malfunctions, if observed, should be fixed one day prior to the event.

H) Firm shall have to render the services satisfactorily **the genuine parts/spares in the system**. In case the agency does not render satisfactory services or **replace with the sub-standard parts/spares**, CBSE is at the liberty to terminate the contract at any time during the period of contract after giving prior notice of 15 days. This may also lead to legal action including forfeiture of performance security.

I) At the end of period / termination of AMC, the contractor shall demonstrate satisfactory testing and operation of all the Audio Video Equipment's.

J) Before quoting the rates, tenderer should inspect and ascertain the details & working condition of above mentioned 'Audio Video Equipment's' in the Training Room and AV Room on working days at his own cost after taking requisite permission from I.T department of CBSE, Academic Unit.

K) Only Sales tax /Service Tax / Value Added Tax (VAT) registered firms are eligible to fill this tender. Interested firms shall quote their Sales tax/Service Tax/VAT/TIN Number with documentary proof along-with latest Tax Clearance Certificate or copies of latest return filed / challans indicating deposition of tax with the concerned department.

Bid / Quoted rates shall be valid for a period of 180 days from the date of opening of Technical Bid.

L) The payment of AMC Charges shall be made on completion of each quarter subject to rendering the satisfactory services and on the production of 'Satisfactory Service Report' from the I.T department of CBSE.

M) No advanced payment shall be given to any firm on any grounds what so ever.

N) Earnest Money deposit (EMD) of ₹.50000.00 by Demand Draft favouring Secretary, CBSE payable at Delhi must be attached with the offer. In case the offer is accepted, and the vendor does not honour his obligations, the EMD shall be forfeited. **The EMD furnished by the bidders other than the one selected shall be refunded within one month.** However firm registered with the central purchase organisation, National Small Industries Corporation (NSIC) or the concerned ministry or department not required to deposit earnest money deposit.

O) The tenderer shall indicate their rates in clear visible figures and words and shall not alter/overwrite/make cutting in the rates. If alteration/overwriting /cutting in rates are noticed, such tenders shall not be taken into consideration.

The term of AMC is 1 year extendable up to 3 years or satisfactory performance at the same rate terms and conditions. However in case of extension of contract firm shall submit undertaking that he has not provided the service/is not providing the services at a price lower than that observed in the present bid in respect of any other Ministry/ Department of the Government of India and if it is found at any stage that the similar services was provided by the bidder to any other Ministry/ Department at a lower price, then that may price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the bidder to the CBSE.

Termination:

The AMC can be terminated by giving 1 month notice period without assigning any reason by the board.

Arbitration:

In case of any dispute arising under this contract the same shall be referred to the sole arbitration of Chairman, CBSE or any person nominated by him on his behalf.

Tenderer(s) shall submit the following details/documents with tender:

- a. Valid registration Number of the firm for the VAT / Service Tax purpose.
- b. Audited financial statement & Income Tax Return for the last three financial Year.
- c. Document related to total years of experience in providing supply of Audio Video Equipment's. (PO copies of last three years)
- d. Form 16 A (copies) issued by the Government Organizations / reputed organization deducting TDS on AMC services provided by the firm.
- e. List of Government, reputed private organization which renewed the AMC with the firm, with copies of orders
- f. Signed copy of tender document along with scope, terms & conditions.
- g. Valid authorization certificates from the OEMs in the favour of tenderer for the equipment's mentioned at 'Annexure – B'

P) Conditional tenders shall not be accepted and shall be rejected straightway.

Q) Successful Bidder will have to deposit performance security of Rs. 1,00,000/- in the form of demand draft favouring in the name of ' Secretary, CBSE'

S) Performance security shall be returned only after the expiring of the contract period successfully and to the satisfaction of the competent authority. CBSE has the right to forfeit the performance security money, in case of non-cooperation disobedience of the

instruction, non-attending of complaints within time or date to any damages of equipment on the part of the bidder/employee to the bidder etc.

T a) The technical bid (Annexure III) and financial bid(Annexure IV) should be put in two separate envelopes super scribed as "Technical Bid and Financial Bid" respectively and sealed separately. Both these envelopes should be put in a bigger envelope super scribed as "**Annual Maintenance Contract for Audio visual and Video Conferencing set up for Training Centers**" and sealed and addressed to the Joint Secretary & Incharge(A&T) CBSE, Shiksha, 17 Rouse Avenue, New Delhi.

b) The sealed quotation duly super scribed "Annual Maintenance Contract for Audio visual and Video Conferencing set up for Training Centres" addressed to the undersigned may be deposited or received through speed post/ registered post/ ordinary post/ courier latest by 28th December, 2015 on 5:30 PM. The bids shall be open on next date i.e 29th December, 2015 at 3:30 PM in the tender box put near reception not later than 3:00 PM on date. The quotation mentioned after stipulated time and date shall not be entertained. will be uploaded on the same date at 3:30 PM.

Scope of work

1. The Annual Maintenance work will comprise maintenance of all 'Audio-Visual/ Video Conferencing Equipments' installed at Training Centre. List of audio/video studio equipments.-

Sr.No.	Particulars
1	UV820 USB3.0 HD VC wide angle Full HD Ceiling mountable camera
2	Kramer VP-436N/220V Sr. No. 1013021970018 (Video switcher)
3	Kramer Video Splitter VM-4HXL
4	HARMAN AKG WMS 470 HT Table top mic)
5	Stands for WMS 470 HT
6	HARMAN BSS BLU
7	HARMAN BSS BLU (Processor) With Hybrid Card (optional item)
8	BOSE FreeSpace IZA 190-HZ Integrated Zone (Amplifier)
9	BOSE FreeSpace DS 40SE Loudspeaker
10	HARMAN AKG WMS 470 PT (Wireless mic)
11	HARMAN SoundCraft EPM 8
12	SONY 48" LED TV KLV-48R482B
13	Interactive White Smart Board 480
14	Sony VPL SW 536 (Ultra Short throw projector)
15	Sony VPL EX 272
16	Suvira Motorized Screen 120" glass beaded
17	Rack 19" 24U with Glass Door . 4 fans Wheels, 6 Power strips
18	Suvira Mounting KIT/Ceiling Kit)
19	Ultra Short Throw Projector Wall mount Kit
20	Kramer HDMI cable (20 mtrx9) = 1, (5mtrx1) = 1 (Mtrs)
21	Kramer Speaker Cable BS-2S (Mtrs)
22	Kramer VGA Cable (Mtrs)
23	USB 3.0 cable (Mtrs)
24	Kramer Audio /Microphone Cable (Mtrs)
25	NEUTRIK XLR Connectors (Male 4, Female 16) = 20
26	NEUTRIK 3.5 mm (STERIO Connectors = 3 , Phono = 2) = 5
27	NEUTRIK VGA Connectors
28	Installation Charges (One Location)
29	AMC for One Year (One Location)
30	KRAMER VP-436N/220V (Video Switcher)
31	HARMAN BSS BLU (PROCESSOR)
32	BOSE Free Space IZA 190- HZ Integrated Zone (Amplifier)

Quantity may vary at every place.

2. Scope of Annual Maintenance Contract services shall consist of Preventive Maintenance (atleast once in two months) & unlimited Corrective (repair) Maintenance calls of 'Audio Video Equipments'. AMC services shall include all required manpower, labour, tools etc. for the repair & maintenance activities. The rates quoted for the AMC services shall be inclusive of all types of taxes, duties as applicable and transportation charges, insurances etc.

Authorised signatory

Technical Bid

S.No.	Description	Detail to be given by bidder
1.	Name Of the firm/CO/Agency	
2.	Name of the representative of firm and telephone no.	
3.	Email Id	
4.	Firm Detail (Company, proprietorship, partnership etc) with PAN No	
5.	Service tax registration no.	
6.	VAT registration no.	
7.	Whether ISO certified	
8.	Detail of experience	
9.	OEM authorised	
10.	EMD Detail*	

All the bidders shall submit Earnest Money Deposit(EMD) except those who are registered with central purchase organisation, National Small Industries Corporation(NSIC) or the concerned ministry or department.

It is confirmed that we have fully understood the scope of work and are other requirement for the operational contract for system installed at Raibareilly. We hereby agree to the general as well as special term & condition of the contract as detailed in the tender document we undertake that documents enclosed herewith are genuine and no material(facts have been concealed or suppressed. We are not debarred by any government organisation. We also understand the contract is liable to be cancelled if found to be obtained through fraudulent measure or by concealment of information/facts.

(Signature of the authorised person)

Name-

Business Address

Seal

Financial Bid

Sr. No.	Name Of the work	All inclusive rate per annum(Both in figure & words)
1.	Consolidated amount for operational contract for Audio..... installed at Center.	

Signature Of Authorised Signatory

Name Of the bidder

Complete Address

Seal

Contract No.