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**CENTRAL BOARD OF SECONDARY EDUCATION  
REGIONAL OFFICE, DELHI**

An Autonomous Organisation Under the Union Ministry of Human Resource Development  
(Govt. of India)  
PS, 1-2, Institutional Area, I.P.Extn. Patparganj, Delhi-110092

Dated: 14/09/2012

To

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Sub: **AMC of Computers - reg.**

Sir,

The Regional Office, Delhi 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 Regional Office, Delhi 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 rates, along with EMD of Rs.2,000/- (in the form of A/c payee Demand Draft, favoring "Regional Officer, CBSE, Delhi") as per Annexure-III may please be enclosed with the prescribed format and duly sealed in Envelop super scribing "Quotation for Maintenance of Computers-2012 for regional Office, Delhi" be put in the Tender Box kept in Ground Floor of Regional Office, CBSE, Patparganj Building, Delhi near Security Guard at 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 (no relaxable) 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, Regional Office, Patparganj, Delhi on or before **3rd Oct, 2012 upto 2.30 P.M.** The tenders will be opened on the same day at 3.00 P.M. in the presence of the tenderers who may like to be present.

**Yours faithfully,**

sd/-  
**(DEVI SINGH NINANIA)**  
**Asstt. Secy (Admn.)**

**Encl: as above**

## **Maintenance of Computer related hardware**

The details of the equipment in CBSE, Regional Office, Delhi are given in Annexure-IV. The firm shall provide unscheduled, corrective remedial maintenance service from 9.30 AM to 5.30 AM from Monday to Saturday to keep the machines in good working order by keeping a permanent technology qualified personnel full time in the Regional Office. 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.

### **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 17.30 hrs. (Monday to Saturday)
- b) The computer personnel should have at least 2 years of experience in trouble shooting all computer related hardware and software problems, installation of hardware and software including printers, UPS and scanners.
- c) The vendor should also have trained manpower to troubleshoot hardware/software related problem of Server / UPS/ Line Printers / Laser Printers / Scanners etc.
- d) The computer personnel should be able to layout new LAN wires when required.
- e) LAN troubleshooting skills are also required.
- f) Quote the separate rates for Comprehensive maintenance include replacement of unserviceable parts.
- g) 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.
- h) 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 / replacements of equipment and stand-by computer or printer failing which a penalty of 2-5% shall be imposed on the quarterly payment to the firm.
- i) The firm agrees to maintain the equipments specified in this Agreement in accordance with terms and condition mentioned above.
- j) In case of unsatisfactory services, the Regional Office, Delhi shall terminate the contract at any time during the prescribed period of maintenance without assigning any reason.
- k) The agencies, if they desire, may inspect the machines before quoting the rates.
- l) The rates should be quoted without Taxes and Taxes should be quoted extra.
- m) Turn over for AMC/work/sale of computers and its peripherals by the company for last two years shall be at least Rs.1,00,000/- per year.
- n) The firm/company having ISO certificate or Equivalent will be preferred.
- o) 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.

- p) The firm/company having experience as Authorized Service Providers for HP/ HCL/ LENOVA/ WIPRO Compaq/Acer / Dell / Mac Apple for 2010-2012 or any other equivalent make will be preferred.
- q) The firm/company shall have to clean all the PCs installed in the Regional Office, Patparganj Building, Delhi quarterly through blower.
- r) 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.
- s) The Regional Office, Delhi CBSE reserves the right to accept or reject any or all the tender without assigning any reason.
- t) 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 completion of one month and 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 Regional Office, Delhi 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.
- u) The Jurisdiction in legal matter will be Delhi / New Delhi.
- v) A performance guarantee deposit of Rupees Fifty thousand has to be deposited with the Board's on receipt of work orders. Deduction on unsatisfactory performance, losses 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 deposits.

**Technical Bid**

Annexure-II

**CENTRAL BOARD OF SECONDARY EDUCATION  
PS 1-2, Institutional Area, I.P. Extension, Patparganj, Delhi.**

(To be sealed separately along with DD of Rs.2,000/- 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 : 2010-2011  
2011-2012
- 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) Reference 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:** \_\_\_\_\_

**Financial Bid**

1. Our Annual charges for comprehensive maintenance of approximate 21 computers & its peripherals, Printers, UPSs, Laptops and internet connectivity of CBSE, Regional Office, Patparganj, Delhi Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) and the Terms & Conditions of Tender are also acceptable to us.
2. Also quote per unit rates per month for maintenance of computer Rs. \_\_\_\_\_ / Printer Rs. \_\_\_\_\_ / UPS Rs. \_\_\_\_\_.
3. Quote Separate rates for deployment of qualified Computer service personnel on full time basis Rs. \_\_\_\_\_ for six days (Monday to Saturday).

**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 2010-2011

Turn over: \_\_\_\_\_ During 2011-2012