

E-mail : cbseedi@nda.vsnl.net.in
Website : www.cbse.gov.in
www.cbse.nic.in

Phones (Off.) 011-22509256-59
Fax : 011-22515826



केन्द्रीय माध्यमिक शिक्षा बोर्ड

(मानव संसाधन विकास मंत्रालय, भारत सरकार के अधीन एक स्वायत्त संगठन)
“शिक्षा केन्द्र” 2, समुदाय केन्द्र, प्रीत विहार, दिल्ली – 110301

Central Board of Secondary Education

(An Autonomous Organization under the Union Ministry of Human Resource Development(Govt. of India)
“SHIKSHA KENDRA” 2, COMMUNITY CENTRE, PREET VIHAR, DELHI – 110 301

No.CBSE/Admn.II/AMC of Comp./2012/

Dated : 31.10.2012
Speed Post

Sub : AMC of Computers & Peripherals – reg.

Sir,

The CBSE is interested in comprehensive AMC for its computer hardware including computer systems of various make, printers (Line Matrix, Laser and Dot Matrix) and UPS (On Line & Off Line) etc. from reputed agencies, having at least three 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 technical details and experience in the field of Maintenance of Computers as per Annexure–II along with EMD of Rs.10,000-(in the form of Demand Draft, Fixed Deposit Receipt) favouring “Secretary, CBSE, Delhi” and rates as per Annexure–III may please be furnished, duly sealed separately in two different envelopes superscribing “**Technical Details**” and “**Rates for Maintenance of Computers and Accessories–2012**” respectively and both these envelopes be sealed in one envelope superscribing “**Quotation for Maintenance of Computers–2012**”.

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 counter, CBSE, 2, Community Centre, Preet Vihar, Delhi-110301 on or before up to 2.30 PM. The tenders “**Technical Details**” 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,

(CHAMAN LAL SHARMA)
DEPUTY SECRETARY (ADMN. II&III)

Encl. As above.

Maintenance of computer related Hardware

The Details of Financial Bid CBSE, Delhi are given in Annexure – III

The firm shall provide unscheduled, on-call corrective remedial maintenance service from 9.00 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.

Terms and Conditions

1. Quote the separate rates for deployment of full time qualified Computer personnel for corrective and remedial maintenance service from 9.00 hrs. to 18.00 hrs.(Monday to Saturday).
2. Scheduled preventive maintenance once in every month.
3. Unscheduled, on-call corrective and remedial maintenance service from 09.00 hrs. to 18.00 hrs.(Monday to Saturday) excluding public holiday.
4. Comprehensive maintenance includes replacement of unserviceable parts. Replaced parts will either be new parts or equivalent in performance to old parts.
5. 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, keyboards, printer's mechanical parts including print heads till they are repairable excluding nothing except stationery, ribbons and cartridge-tapes.
6. Standard force majeure conditions shall apply.
7. Complaints shall be attended on the same day. Replacement and 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 arrange the part, 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.
8. The firm agrees to maintain the equipments specified in this Agreement in accordance with terms and conditions mentioned above.
9. In case of unsatisfactory services, the Secretary, CBSE shall terminate the contract at any time during the prescribed period of maintenance without assigning any reason.
10. All equipments are in working condition and the agencies, if they desire, may inspect the machines before quoting the rates.
11. The rates should be quoted inclusive of Taxes.
12. Turn over for AMC of Computers & Peripherals and its peripherals for last three years shall be at least Rs.5,00,000/- per year

(Contd. on.....page-2)

13. The firm/company should have ISO certificate.
14. Only those firm/company may apply who have at least 03 years experience in AMC of Computers & Peripherals and its peripherals in Government Department. The Work Orders of those Deptt., should be attached where the firm/company, is holding AMC of Computers & Peripherals and is peripherals.
15. Latest Service Certificate from the user Deptt. with their telephone Nos., are to be enclosed with the tender.
16. The firm/company shall have to depute 01 Engineers on regular basis, having at least 02 years experience. Resumes of the Engineers, are to be enclosed with the tender. .It should be clearly understood that CBSE can call the Engineers on holidays also.
- 17.The firm/company should be latest ASP(Service Provider) for HP/HCL/LENOVO/IBM for 2010-11,2011-12
- 18.The firm/company shall have to provide one standby PC available at each of our office.
- 19.The firm/company shall have to clean all the PCs installed at each of our office quarterly through blower.
20. The computer personnel should be able to layout new LAN wires when required. LAN troubleshooting skills are also required.
21. 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 the stand-by computer, the firm Engineers have to ensure proper movement of Data without loss.
22. The Secretary, CBSE reserves the right to accept or reject any or all the tender without assigning any reason.
23. The contract will be for one year but may be extended up to 3 years on sole discretion of the Board.
24. The jurisdiction in legal matter will be Delhi/New Delhi. An agreement on Non-Judicial Stamp Paper, is to be signed with an option of cancellation of the entire AMC at any time during the prescribed period of maintenance and no payment shall be considered by the office for the period of unsatisfactory service/bill. In addition to it EMD shall also be forfeited.
25. The Computers and Peripherals may be include/exclude in AMC list and same informed to the agency for the record purpose.

Technical Bid

**CENTRAL BOARD OF SECONDARY EDUCATION
SHIKSHA KENDRA, 2, COMMUNITY CENTRE,
PREET VIHAR, DELHI-110301**

(To be sealed separately along with the DD for Earnest money)

1. ABOUT THE FIRM :

- (a) Name & Profile of the firm
- (b) Activities of the organisation
- (c) Man power profile of the firm
- (d) Turn over of AMC of Computers & Peripherals 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) References from customer bases where AMC for Unix/Windows NT/2000/98 are being maintained.
- (h) References from customer bases where 100 or more PCs are on AMC with the firm.

Authorised Singnatory
(with full name, designation and stamp)

Mobile No.: _____

Phone No.: _____

Financial Bid

1. Our Annual charges for comprehensive maintenance of all the computer & its peripherals, Printers, UPSs, Laptops and internet connectivity of CBSE, 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

Turnover:- _____ During 2010-2011

Turnover:- _____ During 2011-2012

Annexure-IV

DETAILS TECHNICAL SPECIFICATION OF THE COMPUTER/PRINTERS/UPS

A:- COMPUTERS

COMPUTERS	FIGURE
COMPAQ	17
HCL	5
DEL	7
IBM	6
SAMSUNG	1
HP	34
TOTAL	70

B:- PRINTERS

PRINTERS	SUM	CUMULATIVE TOTAL
CANON	CANON=3, CANON LJ=2, CANON MF 4350=1	6
DELL MF PRINTER	1	1
DOT MATRIX	1	1
HP	HP LJ 1505=2, HPLJ 1018=2, HP 1008=1, HP 1018=1 , HP 1020=2,HP 1320=1, HP 2015DN =2, HP 3005DN=1, HP 4250=1, HPLJ 1000=1, HPLJ 1005=1, HPLJ1007=1, HP LJ 1008=2, HP 1018=2, HP LJ 1020=3, HP LJ 1020N=1, HP LJ 1108=2, HP LJ 1150 =1, HP LJ 11650=1, HP LJ =1320=1, HPLJ 1320D=1, HP LJ 1320N =1, HP LJ 2015=1, HP OJ COLOR=1, HP LJ 2055=1	34
TOTAL		42

C:- UPS

UPS	It includes the 1 kva 650v/600, 550va, 800va, 600va, 550va, 3kva etc and more than 70% are 650v/600
TOTAL	59(Including one online UPS)

Authorised Singnatory
(with full name, designation and stamp)

Mobile
No.: _____

Phone
No.: _____

