

ELECTION COMMISSION OF INDIA

Nirvachan Sadan, Ashoka Road, New Delhi-110001

No.485/Comp/112006

Dated 01.01.09

NOTICE INVITING TENDER

Sealed bids are invited from reputed Firms/Companies for the Annual Maintenance Contract for Computers/Computer accessories including IT Networks and Communication equipments etc. installed in Election Commission of India, Ashoka Road, New Delhi and at the residences of entitled Officers/other offices within the municipal limit of the city of Delhi/New Delhi.

Blank tender Form cost nil.

EMD - Rs.25,000/-

Security deposit – Rs.25,000/-

Date and time for verification of physical condition of all the items in Commission 02-0202009 from 11 a.m. to 4.00 p.m.

Last date/time of submission 03-02.09, 3.00 p.m

SCOPE OF WORK

Maintenance of hardware and software for all the equipments as shown in **Annexure-II** and also maintenance of softwares of all equipments installed in the Commission which are within the warranty period or in stage of phasing out.

(A) TECHNICAL

1. The firm should be in existence for over 3 years with the maintenance business service business turn over within Delhi at least Rupees Two crores for each of the last 3 years. This should not include sale of care packs.
2. The firm must have previous experience in maintaining hardware and network systems in Govt.organization/PSUs. Performance certificates from the existing clients (organizations) must be attached.
3. The firm must have expertise in preventive on site maintenance and repair of servers, clients, standalone computers, Laser/Inkjet printers network components, scanners peripherals and other hardware parts and accessories.
4. The firm also must have expertise and experience in LAN trouble shooting besides expertise in leased line, VPN and maintaining internet infrastructure and system.
5. The firm must have repair lab in Delhi and it should also have tie-ups/be partner of HP, Sun, IBM, Cisco etc.
6. The firm must be registered with the Registrar of companies and with the Delhi Sales Tax Department for Works Contract Tax.
7. Income Tax clearance certificate for the last three years must be attached.
8. If the firm meets the above technical requirements, it may apply in the proforma placed at **Annexure-I** in sealed cover.

(B) FINANCIAL

1. The rate must be quoted on comprehensive basis for the Network components, Servers, Desktops, Laptops, printers and UPS etc. in the proforma at **Annexure-II** in a separate sealed cover.
2. The other terms conditions for awarding the AMC shall be as below :-
 - i. The vendor will provide two resident engineers on all the days from 9.00 a.m. to 6.30 p.m. on the working days of ECI with full back end support. The engineers would be equipped with Mobile phones to ensure their availability and configure RAS, Firewall, Routers, Switches, Servers etc. and do the complete job of system administrator. During election periods, level of service will need to be upgraded and the services may be required for extended periods/holidays also.
 - ii. The contract will be valid for a period of one year and the period of AMC will be informed after finalization of the contract. The rates quoted will remain enforce for the full period of the contract. No demand for revision of rates on any account shall be entertained during the contract period. It will be opened to the Election Commission of India to extend the term of the agreement of the same terms and conditions for a further period one year, if necessary.
 - iii. The firm will prepare separate log books for each of the machines installed in the Commission, Preventive maintenance with virus detection and special cleaning of the machine from inside will be carried out on quarterly basis. A Preventive Maintenance Report from the use would be submitted to Computer Section failing which an appropriate penalty would be imposed. Payment will be made at the end of each quarter.
 - iv. Any reported fault would be taken up by the service engineers within one hour. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop for more than two working days, the firm would provide a stand-by for the same. If, however, the firm fails to repair or provide a standby PC/accessory within 2 days, than a penalty of Rs.200/- (Rupees Two Hundred only) per day will be charged or part thereof for delay beyond the two days till such time the PC/accessories are repaired.
 - v. The necessary support for maintaining virus free computer environment in the Commission and help in upgrading the software's/Virus Detection mechanism would be provided by the firm.
 - vi. It may also be noted that in case of contractor backing out in midstream without any explicit consent of this department, he will be liable to recovery at higher rates, vis-a-vis those contracted with it, which may have to be incurred by this dept. for maintenance of machines for the balance period of contract through alternative means.
 - vii. The above act of backing out would automatically debar the firm from any further dealing with the Commission & the security deposit amount would also be forfeited.

- viii. No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each quarter would be made.
3. The earnest money of Rs.25,000/- (Rupees Twenty Five Thousand only) through a demand draft on any scheduled Bank in Delhi/New Delhi drawn in favour of **“Pay and Accounts Officer, Election Commission of India, Ashoka Road, New Delhi”** must accompany the “Technical Bidding” Quotation letter, **Quotation received a without earnest money will not be considered.** Earnest money received from the tenderers will be returned without interest immediately after the process of selecting the awardee is over. The other requisite documents mentioned shall be accompanied with the quotation letters. The prize bid/financial quotation will be considered only after fulfillment of technical bid as stated above.
4. The successful tender/firm will be required to furnish Bank Guarantee as security deposit in the name of PAO, Election Commission of India for an amount of Rs.25,000/- which will be released to the contractor on completion of the contract.
5. Interested firms should submit the documents satisfying the technical bid requirements in a sealed cover superscribed with “Quotation for AMC of computer, printers and peripherals(Technical bidding)”. The other sealed envelop containing the quoted rates and documents relating to acceptance of all the terms and conditions, etc. may be submitted superscribed with “Quotation for AMC of computers, printer and peripherals (Financial bidding)”. Thereafter both the envelops may be placed in a third sealed cover superscribed with “Quotation for AMC of Computers/printers and peripherals (Technical & Financial bidding)” addressed and sent to Computer Section, Election Commission of India, Nirvachan Sadan, Ashoka Road, New Delhi by 3.00 p.m. on the date 03.02.09 All envelops must clearly mention the name of company also so that bids don't get misplaced or mixed up. The technical quotations will first be opened on the same date at 4.00 p.m. in the room of Secretary (Information System) immediately after scrutiny of technical bidding specifications, the financial quotation will be opened of those firms who fit into the conditions prescribed. If interested, the firm representative may be present at the time of opening of ‘technical’ and ‘financial’ bid quotation letters on the above mentioned date and time.
6. Quotation received after due date and time as well as those received without separate sealed covers will not be accepted. The Commission reserves the right to reduce or increase the number of items offered for maintenance contract. The Commission also reserves the right to reject any quotation without assigning any reason.

Yours faithfully,

UNDER SECRETARY

ANNEXURE-II

The approximate number of server/computers and the other Supporting peripherals/accessories proposed to be covered Under the Comprehensive Annual Maintenance Contract

S.No	Description	Rate/Unit Per month (in Rs.)	Rate/unit per Annum (in Rs)	Qty.	Total
A	SERVER				
1	Compaq Proliant ML, 350 G2			2	
2	Compaq Proliant ML, 330			1	
3	Sun fire V880 server with Ultrium 1/9 Backup Autoloader device -external			1	
4	Server Proliant 1600			1	
5	IBM Server X-series			3	
6	IBM Server MT-8648-IHS			6	
7	Intelli_Station Mpro			8	
B	DESKTOP PC				
9	Compaq PIII DP EN			30	
10	Compaq EVO P-IV PC			14	
11	IBM Think Centre			61	
12	Laptop Compaq EVO NX 9010			7	
13	Compaq Presario Laptop V2317 AP			1	
C	NETWORKING ITEMS				
14	CISCO PIX 515E Firewall			1	
15	Router Cisco 2522			4	
16	Switch Cisco 2950			2	
17	Switch-Cisco 2924			2	
18	2916 Catalyst 16 Port 10/100 Mbps Switch			2	

E	PERIPHERALS including Printer, Scanner etc.				
19	Laserjet 4250			1	

20	Laserjet 2100 M			1	
21	Laserjet 2200			2	
22	Scanjet Scanner			1	
23	HP Laserjet 3050			1	
24	Laserjet Printer 6 L Gold			3	
25	HP Laserjet 6L Printer			8	
26	HP 6L Pro Printer			3	
27	HP Laserjet Printer 2015 d			6	
28	Web HQ 1600			1	
29	HP Laserjet Printer 5P			1	
30	HP Laserjet Printer 6MP			5	
31	HP 1010 Laser Printer			36	
32	HP 7130 Printer			1	
33	HP Officejet 6110 Printer			8	
34	LQ-1150 Printer			2	
35	HP Laserjet 1022			10	
G	GRAND TOTAL OF ALL 31 ITEMS ABOVE (in Rs.)				

**List of Resident Engineers including standby and back end support Staff
with qualification background**

S. No.	Name of the Employee	Qualification		Experience (No. of years)	Date of joining the Firm	Document attached
		Educational	Professional			
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						

AUTHORIZED SIGNATURE _____

NAME OF THE SIGNATORY _____

NAME & ADDRESS OF THE TENDERER _____

OFFICIAL SEAL _____

DATE _____

5. Details of Resident Engineers :-

S.No.	Name	Technical Qualifications	Area of specialization	No.of years of experience in computer maintenance	Date of joining the Firm	Mobile No.

6. Indicate whether the firm has expertise in maintaining computers and peripherals of different brands and vintage. If so, provide supporting documents.
7. Whether the firm has experience in LAN trouble shooting? If so, provide supporting documents.
8. Whether the firm has experience in servers maintenance? If so, provide support documents.
9. Whether the firm has a repair Lab in Delhi? Provide supporting documents.

Signature & full address of Tenderer