

FOR AUTHORISED USE ONLY



## TENDER DOCUMENT

### FOR

### Comprehensive Annual Maintenance Contract of Desktop Computers, Laptop, with operating systems and necessary software, Printers and Local Area Network, Network Devices and UPS installed in the Commissioner office, Sub offices & Police Stations.

- (a) Last date for submission of tender : 18.07.2014 at 12.00Hrs.
- (b) The Pre-bid meeting : 15.07.2014 at 11.00Hrs.
- (c) Date of opening for Technical-bid : 18.07.2014 at 14.00Hrs.
- (d) The technically qualified bidders will be informed to be present at the time of Price-bid opening.

**Tender fee:** Rs.2300/-

**JUNE-2014**



**Commissioner of Police, Thane City**  
(Under Ministry of Home)  
**Khartan Road, Nr. Kalwa Bridge,**  
**Thane – 400 601 (Maharashtra)**  
**Tel: 022-5343053, Fax: 022-25346660**  
Website: [www.thanepolice.org](http://www.thanepolice.org)

## Commissioner of Police, Thane City

(Under Ministry of Home)

**Khartan Road, Nr. Kalwa Bridge,**

**Thane – 400 601 (Maharashtra)**

**Tel: 022-25340420, Fax: 022-25346660**

### NOTICE INVITING TENDER

The Addl. Commissioner of Police, Admin., Thane City invites sealed tenders for the following work under Two Bid Systems. Srl. No	Tender No.	Name of Work/Services	EMD (Rs.)	Cost of Tender Document (Rs.)
1. (a)	D.1/ 2014 /AMC-Computers /2014	Comprehensive Annual Maintenance Contract of 452 Nos. Desktop Computers, Laptop, Printers and Local Area Network, Network Devices and UPS installed in the Commissioner office & Police Stations.	46,000/- (Rupees Forty Six Thousand Only)	2300/-

The details of the tender may be seen at Thane Police website [www.thanepolice.org](http://www.thanepolice.org)

The tender document can be had from the correspondence branch of commr. office between 10:00 A.M. to 4:00 P. M. on all working days from 23.06.2014 to 14.07.2014. by paying non refundable tender cost in the shape of cash. The tender document can also be downloaded from the office website. However requisite tender fee must be accompanied while submitting such downloaded tender. Last date for submission of tenders is 18.07.2014 up to 12:00 hours. Technical Bids will be opened on the same day at **14:00 hours** in the presence of bidders or their authorized representatives who wish to be present at the time of opening. The Addl. Commissioner of Police, Admin. reserves the right to accept or reject any or all tenders without assigning any reason thereof. **Late tenders will not be accepted.**

**(Dhynashware Phadtare )**

Addittional Commissioner of Police, Admin.,  
Thane City

**Commissioner of Police, Thane City**  
(Under Ministry of Home)  
**Khartan Road, Nr. Kalwa Bridge,**  
**Thane – 400 601 (Maharashtra)**  
**Tel: 022-25340420, Fax: 022-25346660**

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Tender for Comprehensive Annual Maintenance Contract of 452 Nos. Desktop Computers, Laptop, 250 Printers and Local Area Network, Network Devices and UPS installed in the Commissioner office & Police Stations.

Commissioner of Police, Thane City (office) is an autonomous Institute under the administrative control of Ministry of Home, State Govt. of Maharashtra. Office Has 34 Police stations in Thane District & various branches in office Bldg., Sub Offices Campus.

**1. BRIEF DISCRIPTION OF WORK:**

The office at its police stations & branches, has desktop computers, laptop, printers, scanner, local area network and network devices etc. With a view to give Annual Maintenance Contract for Computer Hardware and necessary software support, Networking devices, it intends to empanel a suitable Company / firm. The scope of this tender covers the entire campus of the office Jurisdiction. **The** bidder has to maintain the Computer Hardware, as well as take care about all necessary software and applications running proper which is mandatory. Local Area Network and Network devices installed in the office & Police Stations. Sealed Tenders are invited from experienced Companies / Firms in the prescribed format for Annual Maintenance Contract of above mentioned service installed in the various locations/ area of the police station, branches of the office as mentioned **ANNEXURE – I** of tender document.

The bidders are required to visit this office (Comm. Of Police, Thane city) to see the actual installations for themselves to assess the quantum of work involved before submitting the tender. Once the tender is submitted, it will be presumed that the bidder has seen and understood the complete maintenance work / LAN system installed in the Office & Police Stn..

**2. FOR PRE-QUALIFICATIONS:-**

2.1 Pre-qualification will be based on meeting the following minimum criteria regarding the Applicant's experience, company should carry minimum 1 to 2 certification for quality assurance or client satisfactory reports should be enclosed, personnel and financial position, as demonstrated by the Applicant's responses in the forms attached to the Letter of Application.

2.2 The Applicant to meet the following minimum criteria for pre-qualification:

- (a) Average annual financial turnover for related works during the last years, ending March-31, 2014 should be at least Rs. 15 lakh per annum or above (Fill enclosed **APPENDIX-A**).
- (b) Experience of having successfully completed similar type of works during last 03 (three) years ending last day of month previous to the one in which applications are invited i.e. March 31, 2014. With satisfactory certification for concern authority.

c) Definition of “Similar Works” i.e. The Company / Firm should have rendered their services for maintenance of similar works i.e. Comprehensive Annual Maintenance Contract of Desktop Computers, Laptop, printers, UPS and other equipments etc. or Non-Comprehensive Annual Maintenance Contract of Desktop Computers, Laptop, printers, UPS and other equipments etc in a premise, during last three years for any government organization, semi-government, Organizations satisfactorily. Necessary relevant document in this regard to be enclosed (Fill enclosed **APPENDIX-B**).

2.3 Attested copy of PAN/TIN No., Service Tax No., and Income Tax Clearance Certificate to be furnished /enclosed / professional Tax no

Firm’s Registration Certificate and Authorization letter about system integration from reputed brand for Computer Hardware from HP, IBM, HCL or Dell and for LAN system from CISCO, 3Com, D-link or any other reputed brand to be furnished / enclosed (Fill in **APPENDIX-C**).

2.4 Personnel Capabilities: The Applicant must have suitably qualified personnel to execute the contract (Fill in **APPENDIX-D**).

**3. EARNEST MONEY DEPOSIT (EMD) : -**

The tenderers are required to deposit Demand Draft of **Rs. 46,000/-** (Rs. Forty Six Thousand only) in favor of the “**P.A. to Commissioner of Police, Thane City**, payable at **Thane** as Earnest Money Deposit (EMD) along with original tender documents for this work. EMD will be returned to the unsuccessful tenderer after award of the contract. No interest shall be payable by this office on EMD. For the successful tenderer, EMD will be returned on acceptance of work order and deposit of performance security.

**4. SALE OF TENDER:**

Non-transferable tender document containing terms, conditions and technical specification etc. can be obtained from the Correspondence Branch of this office on all working days at schedule date and time on a written request on the letter head of the firm and on payment of prescribed tender fee through cash. Before buying the tender documents, tenderer may see the document particularly pre-qualification criteria in their own interest.

The Tender document can be downloaded from the office website [www.thanepolice.org.in](http://www.thanepolice.org.in) and Tender Fee can be deposited along with the technical bid.

**Tender/Bid received without tender fee is liable to be rejected.**

**5. The tender is to be submitted in two separate sealed envelopes as under:**

**5.1. TECHNICAL- BID (Envelope No -1)**

a) The tender document in original including the unfilled PRICE-BID Performa (**ANNEXURE-VI**) duly signed and stamped as a token of acceptance, along with deviation sheet with deviation if any, from particular tender conditions in a separate sheet (**ANNEXURE -V**). The following additional documents shall also be enclosed and sealed, superscript with name of the tender i. e.

b) The Registration Certificate, Authorization letter about system integration etc to be furnished along with copies of experience certificates of carrying out similar nature of work with their satisfactory certificate as per pre-qualification criteria particularly Comprehensive Annual Maintenance Contract of Desktop

Computers, Laptop, Printers, UPS other equipments etc, and Non-Comprehensive Annual Maintenance Contract of Desktop Computers, Laptop, Printers, UPS other equipments etc, rendered in government organization/ semi government organization etc satisfactorily during last 3 (Three) years. They may also enclose copy of work orders to meet the experience criteria. Otherwise Tender/Bid received without tender fee is liable to be rejected.

- c) The attested copies of the balance sheet/ audited statement of accounts or any other relevant document to prove the minimum average annual turnover required as per pre-qualification criteria in preceding last three financial years in Computer Hardware and Network maintenance services.
- d) Earnest Money Deposit

## 5.2 PRICE-BID (Envelope No. 2)

The Price-Bid as per Performa given in the tender documents as **ANNEXURE-VI** shall be photo copied and then price filled up and submitted in Envelope No -2, duly sealed superscript with name of tender. Any conditions given in the Price Bid may cause rejection of Bid.

## 6 PRE-BID MEETING AND CLARIFICATION OF BIDS:

- 6.1 A Pre-Bid meeting will be organized by the Addl. Commr. Of Police, Admin., Thane City before the last date for submission of bids at Commr. Office, Thane city. **Bidders may seek any clarifications from the Office on written request regarding the tender document.**
- 6.2 During evaluation of bids office may, at its discretion ask the bidder (s) for clarification of their bid. The request for clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

## 7. SUBMISSION OF BIDS:

The Envelop No. 1 & 2 shall be sealed separately and placed in a third Envelope which also shall be sealed and duly super scribed with the name of the tender. Bids with all complete relevant documents must be addressed to **The Additional Commr. Of Police, Admin., Thane city** not later then **12:00 Hrs** on scheduled date.

## 8. OPENING OF BIDS:

- (i) Bid shall be opened in the office of Addl. Commissioner of Police, Admin., Thane City, Thane, at the prescribed time in the presence of tenderer or their representatives who may wish to be present on due date and time as mentioned in the tender document.
- (ii) The technical bid (Envelop No. 1) shall be opened first. The Price Bid (Envelop No. 2) will be opened only of those tenderer whose technical bid is found to be in order and for which they shall be intimated separately about date and time by E-mail/fax/ telephone.
- (iii) The bidder who has not submitted the documents as per tender conditions, major deviations, proper EMD and experience certificate etc. their tender may be treated as non responsive and their Price Bid (Envelop No. 2) shall not be opened.
- (iv) The successful Company / firm will be intimated and contract agreement will be entered into initially for a period of one year. The preparation of the contract agreement with proper stamp paper etc. would be done by the bidder in consultation with this office.

- (v) The Company / firms are required to submit their most competitive price offer clearly in the format (**ANNEXURE –VI**) found not fill clearly as per the format Tender/Bid received without tender fee is liable to be rejected.
- (vi) The Company / firm is also required to submit the work details and any additional services which they can give us more than only maintenance contract as a part of maintenance like centralized backup option or any additional software support which can make systems healthy. Please specify in (**ANNEXURE –VII**)

9. **AWARD OF CONTRACT:**

Office will award the contract to the successful bidder whose quotation has been determined to be substantially responsive and determined not only the lowest evaluated tender/quotation, provided further that the bidder is determined to be qualified to perform the contract satisfactorily.

10. **Period of Contract** – Initially two year, and can be extended on existing rates and terms for another three years on satisfactory performance basis.

11. **Foreclosure of contract** due to abandonment or reduction in scope of work - If at any time after acceptance of the tender, the **Addl. Commissioner of Police, Admin., Thane City** shall decide to abandon or reduce the scope of the works of any reason whatsoever and hence not require the whole or any part of the works to be carried out, the office shall give notice in writing to that effect to the Company / firm and the Company / firm shall act accordingly in the matter. The Company / firm shall have no claim to any payment of compensation or otherwise whatsoever, on account of any profit or advantage which he might have derived from the execution of the works in full but which he did not derive in consequence of the foreclosure of the whole or part of the works

12. **Subletting** - The contract shall not be assigned or sublet without the written approval of the office.

13. **Right to accept any tender and to reject any or all tenders:**

- (a) The office reserves the right to accept or reject any quotation, and or to annul the bidding process and or reject all quotations at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for this office's action.
- (b) The office reserves the right to split the award of work i.e., maintenance of Computer hardware and its peripherals etc to one Company / firm and LAN system and Network devices to the other Company / firm, on the basis of cost and technical suitability in the interest of the this office.

14. **NOTIFICATION OF AWARD:**

- 14.1 Prior to the expiration of the validity, this office will notify the successful firm in writing by speed post/ registered letter or by fax, that his quotation has been accepted.

14.2 The notification of award will constitute the formation of the contract.

14.3 Upon furnishing of Performance Security by the successful bidder's, the Office will promptly notify each unsuccessful bidder/s and will release their EMD.

**15. SIGNING OF CONTRACT:**

At the same time Office notifies the successful bidder that his quotation has been accepted and Office will send a work order to the bidder describing the works to be carried out and the same shall be returned duly acknowledged affirmatively by the bidder, as a token of acceptance and a contract agreement will be signed between both the parties.

**16. PERFORMANCE SECURITY:**

16.1 Within 21 days of receipt of work order from the Office, the successful firm shall furnish the Performance Security equivalent to 10% of the contract value in the form of Bank Guarantee (from any Nationalized/Schedule Bank) valid for 60 days beyond expiry of the contract/extended contract period, in the format as per **APPENDIX- E** or in the form of Demand Draft/Pay Order in favour of "P.A. to Commissioner of Police, Thaney City" payable at "**Thane**".

16.2 Failure of the Company / firm to comply with the requirement of contract shall constitute sufficient grounds for the annulment of the awards and forfeiture of the performance security, in which event this office may get done the work at the risk cost of the Company / firm.

**17. PAYMENT:**

17.1 Company / firm will submit Monthly Pre Receipt (affixing the Revenue Stamp) bills dully supported with necessary service reports rendered during the period along with the proof of deposit of ESI, PF and Service Tax (if applicable). The Office will make payment to the Company / firm within 60 days after receipt of the bills after deduction of applicable taxes/TDS etc

17.2. If the service reports do not shows proper compliance of works to be done by the Company / firm as per schedule; Office will make suitable deduction from the Company / firm's bills. If the Company / firm fails to maintain the maintenance of services as per contract, in such event this office will deduct actual cost incurred on this work plus 10% extra for departmental service charges.

17.3 The Company / firm shall be responsible for proper maintenance of decorum, punctuality, discipline and work out put. The personnel so deployed should be in a proper neat & clean well-dressed uniform.

17.4 Levy/Taxes payable by Company / firm - Sales Tax/ VAT or any other tax on materials in respect of this contract shall be payable by the Company / firm and this office shall not entertain any claim whatsoever in this respect.

**All tendered rates shall be inclusive of all taxes and levies payable except Service Tax under respective statutes.** However, pursuant to the Constitution (46<sup>th</sup> Amendment Act, 1982, if any further tax or levy is imposed by Statute,



after the last stipulated date for the receipt of tender including extensions, if any, and the Company / firm thereupon necessarily and properly pays such taxes/levies, the Company / firm shall be reimbursed the amount so paid.

18. **Compensation for Damages:** Computation of compensation for damage shall be based on working days. The time when computer system is not used to any reason except the fault in Computer System shall be treated as uptime. If any of the accessories attached with the Computer System is down the complete computer system shall be treated as down.

18.1 Compensation for stand alone Computer System (s):

**18.1.1 Individual Computer Systems:** vender is liable to attend the compliant within 4 (working) hours. As well as vender should submit compliance within next 2 working hours to the nodal officer if any spare is required or stand by system is needed to provide. If get fail in this case of individual computer systems, This office will overlook 5% downtime. But in case 95% uptime is not maintained in any month for any individual computer system, then compensation at the rate of Rs. 500/- per day per computer system will be payable by company / firm to this office. The same will be debited from the running bill of the company / firm at the time of payment.

**18.1.2 Penalty Clause:** In the case of clause no. 18.1.1, if firm not shows proper compliance of work or system remains breakdown for more than 72 hours, in addition to compensation, this office has the liberty to get the system repaired it own and actual cost incurred plus 10% Departmental Service charges will be recovered from the amount due to Company / firm.

## 19. APPLICABLE LAW:

19.1 The contract shall be interpreted in accordance with the Laws of the Union of India. Company / firms shall be solely responsible for compliance of all labour laws, payment of fair salaries and allowances to his personnel that might become applicable under any new act, law or order of Government of State / Centre. This office shall have no liability whatsoever in any manner. The Company / firm have to show the proof of payment of fair salaries to his workers as and when asked for the same by this Office.

19.2 Minimum wages act to be complied with - The Company / firm shall comply with all the provisions of the Ministry Wages Act, 1948, and Contract Labour (Regulation and Abolition) Act, 1970, amended from time and rules framed hereunder and other labour laws affecting contract labour that may be brought into force from time to time. **All tendered rates shall be inclusive of all taxes and levies payable except Service Tax under respective statutes.** However, pursuant to the Constitution (46<sup>th</sup> Amendment Act, 1982, if any further tax or levy is imposed by Statute, after the last stipulated date for the receipt of tender including extensions, if any, and the Company / firm thereupon necessarily and properly pays such taxes/levies, the Company / firm shall be reimbursed the amount so paid.

## 20. TERMINATION OF CONTRACT

20.1 This Office may terminate the Contract in whole or part:



- a) If the company / firm fails to deliver any or all of the Services within the period(s) specified in the Contract Agreement or
- b) If the company / firm fails to perform any other obligation(s) under the Contract.

In such a case, the Performance Security submitted by the company / firm may be forfeited.

## **21. RESOLUTION OF DISPUTE:**

- 21.1 All disputes arising out of this contract shall be referred to the sole arbitration of a person selected by the Company / firm out of the panel of three persons nominated by the Addl. Commr. Of Police, Admin, Thane and his decision /award shall be final and binding on both parties. The Arbitration shall be governed under the Indian Arbitration Act 1996 or any statutory modifications or re-enactment thereof and rules made there under and for the time being in force shall apply to the arbitration proceeding under this contract.

## **22. FORCE MAJEURE:**

- 22.1 Notwithstanding the provisions stated above, the service provider shall not be liable for forfeiture of its performance security, penalty or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of force majeure.
- 22.2 For purposes of this clause, “Force Majeure” means an event beyond the control of the supplier and not involving the Company / firm/service provider’s fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the service provider either in its sovereign or contractual capacity, wars or revolutions fires, floods, epidemics, quarantine restrictions and freight embargoes.
- 22.3 If a Force Majeure situation arises, the Company / firm shall promptly notify the Institute in writing of such conditions and the cause thereof. Unless otherwise directed by the employer in writing, the service provider shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event.

## **TECHNICAL BID QUALIFICATION**

**Comprehensive Annual Maintenance Contract of Desktop Computers, Laptop, with operating systems and necessary software, Printers and Local Area Network, Network Devices and UPS installed in the Commissioner Office, Sub Offices & Police Stations.**

**The bidder to be eligible for technical qualification must satisfy the following conditions/ qualifications. Any bid not fulfilling any of the essential requirements would be classified as “Technically Not Qualified” and rejected. Financial bids of such bidders will not be opened.**

- 1 . Application letter ( Yes/No )
2. Name of the Tenderer Firm/Agency/Company: ( Yes/No )
3. Address of the Tenderer Firm/Agency/Company: ( Yes/No )
4. Contact Details of the Tendering Firm/Agency: ( Yes/No )
5. Name of Proprietor/Partners/Directors of the firm/agency: ( Yes/No )
6. Tenderer’s bank, its address and his current account number: ( Yes/No )
7. Registration and incorporation particulars of firm: ( Yes/No )  
(Pl. attach copies of the relevant documents/certificates)
8. Original copy of authorization from manufacturer against this Tender valid throughout the contract period, in case the firm is not a manufacturer of the item. ( Yes/No )
9. CST/VAT/Excise Duty/TIN, etc. registration details ( Yes/No )  
(Pl. attach copies of the relevant documents/certificates)
10. Permanent Income Tax Number (PAN)/Income Tax Circle/TIN ( Yes/No )  
(Pl. attach certified copies of last three years Income Tax Returns)
11. Copies of IT Returns filed for the last three financial year. ( Yes/No )
12. Annual turnover for the last three years. ( Yes/No )  
(Audited balance sheets and Profit & Loss A/c Statement should be attached)
13. Proof of last three years’ experience in supplying branded Toner Cartridges/ink cartridges to Govt. Departments. ( Yes/No )

14. Details of Award / Certificates of merit etc. received from any organization  
(Please attach copy of the certificates) ( Yes/No)

15. Declaration regarding blacklisting or otherwise by the Govt.  
departments ( Yes/No)

16. Details of Earnest Money Deposit (EMD): ( Yes/No )

17. Details of small scale industry registration  
Along with concern NOC ( Yes/No )

18. Details of ISO Certification true attested copy ( Yes/No )

**Any other information:**

I/we certify that the information furnished above is true and correct. The terms and conditions are acceptable to us.

**NOTE:** Only those firms who fulfill the aforesaid conditions as mentioned at Sl.No. (1) to (17) shall be eligible for consideration in the next stage. Point (18) is available more preferable for the the same

**Dated..... Name & Address of  
Firm.....**

.....

**Authorised Signature & Seal of the Firm**

## LETTER OF APPLICATION

[NOTE: On the letter head paper of the Applicant including full postal address, telephone no., fax no., and E-mail address]

To,

The Additional Commissioner of Police,  
(Admin.), Thane City,  
Kharkar Ali, Nr. Police School,  
Thane – 400 601

Sirs,

1. Being duly authorized to represent and act on behalf of .....

..... (hereinafter referred to as "the Applicant"). and having reviewed and fully understood all the Pre-qualification information provided, the undersigned hereby apply for the following scope of work:

**Non Comprehensive Annual Maintenance Contract of Desktop Computers, Laptop, With their operating systems and necessary software, Printers and Local Area Network, Network Devices and UPS installed in the Commissioner office & Police Stations.**

2. Attached to this letter are copies or original documents defining:

(a) The Applicant's legal status:

(b) The principle place of business; and

(c) The place of incorporation (for applicants who are corporations) or the place of registration and the nationality of the owners (for applicants who are partnerships or individually-owned firms).

3. Your office and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents and information submitted in connection with this application, and to seek clarification from our bankers and clients regarding any financial and technical aspects. This Letter of Application will also serve as authorization to any individual or authorized representative or any institution referred to in the supporting information, to provide such information deemed necessary and requested by yourselves to verify statements, and information provided in this application, or with regard to the resources, experience, and competence of the Applicant.

4. Your office and its authorized representatives may contact the following persons for further information.

General, Personnel, Technical and Financial Enquiries	
Contact 1	Telephone 1
Contact 2	Telephone 2

5. This application is made in the full understanding that:
- (a) Bids by pre-qualified applicants will be subject to verification of all information submitted for Pre-qualification at the time of bidding:
  - (b) Your office reserves the right to:  
Amend the scope and value of the contract/bid. In such event, bids will only be called from pre-qualified bidders who meet the revised requirements and reject or accept any application, cancel the Pre-qualification process, and reject all application without assigning any reason thereof; and
  - (c) Your office shall not be liable for any such action and shall be under no obligation to inform the Applicant.
6. Appended to this application, we give details of the participation of each party including capital contribution and profit/loss agreements, to the joint venture or association. We also specify the financial commitment in terms of the percentage of the value of the contract, and the responsibilities for execution of the contract.
7. The undersigned declare that statements made and the information provided in the duly completed application are complete, true, and correct in every detail.

<b>Signed</b>
<b>Name</b>
<b>For and on behalf of</b>

Application Form No. 1

**GENERAL INFORMATION:**

All individual firms applying for tender are requested to complete the information in this form. Information to be provided for all owners or applicants who are partnerships or individually-owned firms.

1.	Name of firm:
2.	Head office address:
3.	Registered office address:
4.	Telephone:   Contact: with STD (O)..... (Fax)..... (b) Mobile No..... (R)..... (d) Website.....
5.	Fax :   E-mail:
6.	Place of incorporation/   Year of incorporation / registration Registration No. Vat No: CST No:
7.)	Bank Account no: Bank name:

**STRUCTURE AND ORGANIZATION**

1. The applicant is
  - (a) An individual
  - (b) A proprietary firm
  - (c) A firm in partnership \_\_\_\_\_
  - (d) A Limited Company or Corporation.
  
2. Attach the Organization Chart showing the structure of the organization, including the names of the Directors and position of officers. \_\_\_\_\_
  
3. Have you ever left the work awarded to you incomplete: (If so, give name of project and reasons for not completing the work.) \_\_\_\_\_

Please fill the following details for LTD or corporations or PVT OR Partnership firms

SR No	Name of partners / directors	Company authorized capital details	Company working capital	Companies Directors share holding details	Any other funding sources	Any sister concern firm associated if please provide details

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**NOTE:** Please attach supporting documents for the above information.



**APPENDIX-B**  
**DETAILS OF COMPLETED WORKS OF SIMILAR NATURE AND**  
**COMPLEXITY (During last three year ending March 31, 2014);**

S.No.	Name of the contract	Name of the client	Brief Description of the contract	Date of Start	Date of completion as per contract	Date of actual completion	Value	Satisfactory / performance letter Yes / no

**NOTE:** Please attach supporting documents for the above information.

**APPENDIX-C**  
Vender's Registration Details under state and GOV Departments

Name of the Authority/Department with whom registered	Registration under state / central GOV	Date of Registration	Validity period

**NOTE:** Please attach supporting documents for the above information.

**APPENDIX-D**  
**PERSONNEL CAPABILITIES**

S.No.	Name & Address of the Employee	Technical Qualifications	Post Held	Date of Employment

**NOTE:** Please attach supporting documents for the above information.

**ANNEXURE-I**

**List of Desktop Computers, Laptops, Printers, Scanner & other peripherals and LAN and Network devices etc. require under the Annual Maintenance Contract**

**Successful Bidder Should take review and Submit report of total Machines within 7 days from Tender allotment**

**All Following spare parts including in the Comprehensive AMC of computers, printer,  
UPS, Server, Laptop and Networking.  
ANNEXURE-II**

<b>1</b>	<b>Mother Board</b>
a	GA-G41mt-SP2Pt Gigabyte Unite Chipset
b	G41 M Combo mother board Intel chipset
c	H-61M-ds2 Gigabyte Intel Chipset
d	H-56 Intel Original
E	H-58 Gigabyte Intel Chipset
F	H-58 Intel Original
G	Intel at on Board + processor
<b>2</b>	<b>Random access memory</b>
a	1Gb with 400 mhz Daynet make
b	2Gb Any make with 400 Mhz Daynet make
<b>2A</b>	<b>DDR RAM II</b>
a	1GB 633 Mhz Daynet
b	1GB 633 Mhz Transent
<b>2B</b>	<b>DDR RAM II</b>
a	1GB with 800 Mhz Daynet make
b	2GB with 800 Mhz Daynet make
<b>2C</b>	<b>DDR RAM III</b>
a	2GB with 1333 Mhz Daynet make
b	4GB with 1333 Mhz Daynet make
<b>3</b>	<b>Hard Disk Drive IDE Connector</b>
a	160 GB Seagate make
b	500 GB Seagate make
<b>3A</b>	<b>Hard Disk Drive S.A.T.A Connector</b>
a	500 GB Wasram Degital
b	1TB =1000 GB Westren degital
c	500 GB Seagate make
d	1 TB =1000GB Seagate make
<b>4</b>	<b>Switch Mode Power supply</b>
a	ATX P4 SMSPS with 400 Waits
b	ATX P4 SMSPS With 600 Waits
<b>5</b>	<b>Processor</b>
a	Intel 3.2 Ghz Dual Core E-6700 processor
b	Intel 2.93 Ghz Core 2 Duo E-6750 model
c	Intel 2.60 Ghz Next generation Dual Core G-620 processor
d	I 3 processor 3.2 Ghz 2120 model No
e	3.1, 1.5 processor model no 2600
<b>6A</b>	<b>Monitor (L.E.D.) Base</b>
a	L.G. 18.5"
b	A.O.C 18.5"
c	Samsung 18.5"
<b>7</b>	<b>Media Reader</b>
<b>7a</b>	<b>D.V.D. R/W With blue ray technology</b>
a	L.G IDE connector
b	Samsung Blue ray Sata

c	Sony Blue ray Sata
<b>8</b>	<b>Printer Spares</b>
a	blade
b	U.P.C. Drum
c	Taflon coating Road
d	Dot-matrix Printer Ribin With Cartridge
e	Black cartridge any model for desk jet printer
g	refilling of black cartridge any model for DeskJet printer
h	Refilling of color cartridge any model for desk jet printer
i	Doctor Blade
j	Printer Counter Chip Charges
<b>9</b>	<b>Key board &amp; Mouse</b>
a	Logitech Key board Mouse Mk 100 Combo pack
b	Microsoft Keyboard mouse combo pack 500 series
c	I ball key board Mouse Combo Pack
d	Microsoft make optical mouse usb 10
<b>9</b>	<b>Power Coard</b>
a	15 Amp power coard
b	Normal Power coard
c	15 Amp power coard with flse set
<b>10</b>	<b>Cables</b>
a	IDE cables
b	IDE cable with non are conductor
c	Floppy Disk Cable
d	Sata cable
e	Sata power cable
<b>11</b>	<b>Networking related</b>
a	D-link 10/100 MBPS Lan card
b	Realte 10/100 MBPS Lan card
<b>12</b>	<b>Network Cable</b>
a	Lan cable cat 5 Dlink
b	Lan cable cat 6 Dlink make
<b>13</b>	<b>Switch</b>
a	8 port switch Dlink
b	16 port Switch Dlink
<b>14</b>	<b>Licensed Programs</b>
a	Kasper key antivirus program with internet security 3 user means can install one copy to 3 computers
b	Macffee antivirus with internet security
c	net protector internet security
<b>15</b>	<b>External Drives</b>
a	Pen Drive 8 GB
b	Pen Drive 16 GB
c	DVD
d	EXTERNAL PORTABLE HD 1 TB
<b>16</b>	<b>All other spare part required for Desktop laptop,printer &amp; network,Hard Disk</b>

## ANNEXURE-III

### SCOPE OF WORK

Scope of work shall be as defined hereunder:-

- 1.) Annual maintenance contract (AMC) include preventive and corrective maintenance  
Vender is responsible to maintain 452 computer systems and they should perform their routine work smooth with their other connectivity like LAN, Internet, and necessary software. UPS and related equipment installed at office & Police Stations.
- 2.) Maximum response time is 4 working hours vender is responsible to submit compliance within next 2 working hours to nodal officer if any spare part is required or stand by systems is required vender should provide the same without any additional costs
- 3.) No additional charges will be provide in respect or T&P or VAT
- 4.) Checking and servicing of desktop and printers shall be done ones in month
- 5.) In case any equipment creates a problem or fails to do normal work vender should give first preference to repair the same & found non-repairable, so vender is responsible to submit demand letter to concern authority as well as copy to nodal officer, as well as users application requirement found high, so it will be upgrade with subject to deciding authority in writing..
- 6.) Vender is also responsible to take care of system performance if system is not performing well and need to be up-gradation vender is responsible to give proper solution in consultation with nodal officer.
- 7.) Skilled manpower will be arranged for repairs of Desk Computers and related all equipment.
- 8.) Vender should provide Stand by system or printer to reduce brake down period
- 9.) If the compliant is not attended within 4 hours (working) maximum 8 (working) hours the organization can claim 2% of a quarter bill as a penalty.
- 10.) If vender replace any part subject to nodal officers oral or telephonic discussion in case of emergency vender is responsible to carry the warranty for the said material
- 11.) Two skill residence engineer should be provided for full time as per our office Hours to sort out regular errors compliant for quick service.
- 12.) All the items attached with LAN system like UTP cable, Fiber cable, Central Switches, LAN Switches, Input / output devices (I/O), UPS and all other items attached with the LAN will be under annual maintenance contract (Non-comprehensive) as per the agreement between the Company/firm and the Office.
- 13.) The Office will give company/firm full access to the equipment to enable Or to provide maintenance services and shall make them available to company's/firm's service



representatives/ appropriate staff who are familiar with the problems and will provide working space and facilities.

- 14.) Response time to attend the complaint will be 4 to 8 (working) hours.
- 15.) In case of any complaint forwarded by Nodal Officer/trained employee, company / firm shall attend to the fault within 4 hours and rectify the problem within 8 hours. The complaint will be received by residence system engineer of company / firm on telephone also and a complaint number will be allotted which should be mentioned on the call reports at the time of attending the complaint.
- 16.) Each problem in Computer hardware & its peripherals and LAN system should be rectified totally. Same problem in a system should not occur again and again. If same problem occurs more than two times and it is not rectified then it will be presumed that it could not be diagnosed by the company/firm or the defective part connected with this problem is not replaced. In this case penalty 5 % can be claim by the office on quarterly bill.
- 17.) No system / part will be taken to workshop by the company/firm unless it is very essential. Only defective parts may be taken to workshop by the company/firm with prior intimation to Nodal Officer. In case Company / firm have to take any part to the workshop for its repair, he has to provide standby part in advance so that the work may be continued.
- 18.) If company/firm provides standby system for any part which is out of order, it will be the responsibility of the company/firm that before expiring the contract agreement it should repair/replace the defective system and only then he could take its standby system back otherwise the Office may deduct/recover from the security and payable amount equal to the cost of the system.
- 19.) No system/ LAN points should be remained down on the basis that the part equivalent to defective part is not available. The company/firm has to install the latest parts in the system so that the work may be continued.
- 20.) All services regarding computer hardware and network will be provided by the company/firm at our place & Police stations.
- 21.) It will be the responsibility of the company/firm to keep all the Computer hardware and LAN system listed under scope of work in working condition. If the company/firm fails to do so or could not provide satisfactory services for the network & peripherals, the services for those networks may be discontinued by the Office by giving a notice to the company/firm & full amount for the maintenance of those networks may be recovered by the Office from the Company / Firm.
- 22.) The contract will be for the period from the date of signing the agreement/date of award letter to next one year for providing all services on site including installing, software, spares and replacement of defective parts. The contractor must have a service base in Thane, Kalyan with required. The contractor should always be in a position to replace defective parts of all brands of PCs, Servers, Printers, Printer-cum-fax machine, Scanner, External CD Writer and LAN switches without any delay. This should be specifically confirmed in the offer

- 23.) The Contractor shall get the maintenance of the system, including the cleaning thereof, done by his maintenance staff solely at his own risk. The department shall not, in any way, be liable to make any payment, incur any expenditure or face any law suit in any court of law for any injury or death suffered by the Contractor's maintenance staff during the course of maintenance under the AMC.
- 24.) The contractor firm must have expertise in corrective and preventive onsite maintenance and repair of server, computers, laptops, printers, Laser printers, DeskJet /dot matrix printers and peripherals and other hardware parts and accessories.
- 25.) The Contractor shall be required to hand over all the equipments in working condition at the time of termination of the Contract, other-wise the equipment, found faulty, shall be rectified from any external agencies and whole replacement/repair cost will be borne by the Contractor only.
- 27.) The maintenance has to be done at the highest workmanship suitable for Office & Police station facility with almost no down time.

**A WORK TO BE DONE ON ROUTINE BASIS:**

- a) Cleaning of the I/O Boxes, patch cord to keep the whole system in proper condition.
- b) Physical inspection of the switches / jack panels installed at Racks etc to see for any malfunction, heat generation etc.
- c) Log-book to be maintained separately and mentioned the work performed by the firm and any other work required by the equipment for proper functioning.

**B. WORK TO BE DONE MONTHLY:**

- a) Cleaning of the interiors of the Computer hardware and LAN racks where switch installed by vacuum/air blower /wiping them clean.
- b) **Preventive maintenance:** In respect of computer systems installed with any equipment require critical care therefore preventive maintenance of these systems should be done at least ones in a month and for other individual computers quarterly.
- c) The preventive maintenance would include monthly servicing of the Computer hardware and LAN System with UPS irrespective of whether the system has suffered a breakdown or not and it would include checking of all the peripherals installed with PC for proper operation, servicing and cleaning of machines (with blower) and printers and cleaning of CD drives and checking of head alignment. A Preventive Maintenance Report signed by the user would be submitted to the nodal officer in the prescribed format by the contractor failing which monthly payment will not be released to the contractor.
- d) Check the battery fluid gravity by hydrometer, battery water level and checks all controls.

## ANNEXURE-IV

### GENERAL TERMS & CONDITIONS OF THE CONTRACT

1. The maintenance work is for Non Comprehensive Annual Maintenance Contract of Desktop Computers, Laptop, Printers, Local Area Network, Network Devices, UPS and other peripherals installed in the Office, Various Branches & Police stations. The bidders are required to visit and examine the whole system and satisfy themselves before submitting their quotations.
2. The Office reserves the irrevocable authority to accept or reject any tender in part or whole without assigning any reasons.
3. The rates shall be inclusive of Service Tax. Even if, there is any variation of these during the contract period, the rate shall remain unchanged and no additional payment can be made in this regard.
4. At least Two qualified residence system engineer shall be made available on regular basis OR with unlimited breakdown visits (i.e., 9.00 AM to 6.30 PM) for carrying out the preventive maintenance works and sort out day to day problem.
6. Care should be taken so that the system does not lead to major breakdown and in case the system goes into fault, it should be rectified within the 8 hours of complaint registered.
7. All spare parts/consumable shall be of same make and type as installed as far as possible. If the same are not provided as per demand report by Nodal Officer, permission for alternative make must be taken from the Nodal Officer of the Office
8. **Payment:** No advance payment will be made under any circumstances. However, on successful completion of work for each month, payment will be released within **90 days** after receipt of the bills.
9. Rates should be quoted in figure as well as in words in the Performa enclosed herewith (**ANNEXURE-VI**).
10. No addition /alteration / deletion in the tender are allowed.
11. Rates quoted shall be valid for a period of 120 days from the date of opening of the Price-Bid.
12. The authorized signatory of the firm should sign all pages of the tender document as a token of their acceptance. Any deviation or departure, if desired by the bidder, is to be clearly mentioned giving item No and page No and reason for deviation/departure in **Annexure-V** attached for this purpose and they can add more sheets in the same format as per their requirement.
13. Late tenders / unsigned quotations may be rejected.
14. For a local firm, the tender could be delivered in the **Office's TENDER-BOX** on or before the due date and time. If sent by post or courier, any delay in submission to the Institute, may debar the tenderer from opening or consideration.
15. Saturdays / Sundays should be utilized primarily for the maintenance purposes, where shutdown is required, in consultation with the nodal officer of the Office.
16. The Company / firm shall provide tools and equipment required for the maintenance purposes.
17. The Company / firm will be responsible for the safety of his staff during the performance of their duty at the Office, Police Station site and Office will remain indemnified for any claims.
18. In case, any staff is not found up to the mark and not able to work properly, he will have to be changed as per the instruction of the Office.

19. The Office will have the liberty to discontinue the contract at any time by giving one month's notice without assigning any reasons. The Company / firm will hand over the whole premise in good condition after expiry of the contract.
20. In case of any problem with the Computer hardware or LAN System, the Company / firm's representative shall keep informed to nodal officer of the Office.
21. In case of contractor backing out during the contract period without any explicit consent of the Office, he will be liable to forfeiture of security deposit.
22. The Company / firm shall keep the Computer hardware and LAN system well maintained, neat and clean and adhere to the maintenance schedules of various items like LAN switches etc. On placement of work order, they will prepare the maintenance schedule and discuss the same with nodal officer of the Office for its implementation. This may be revised from time to time as per the requirement.
23. TDS as per the tax rules shall be deducted by the Office from the running bills.
24. The company / firm shall not sublet the annual maintenance contract to any other company / firm.
25. Company / firm shall be solely responsible for payment of salaries to his personnel that might become applicable under any new government order. This Office shall have no liability whatsoever in any manner.
26. Company / firm shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff and will bring back the system to its original condition.
27. The firm's system engineer is required to follow the Office security norms strictly. They may be required to give photographs and other details, if required.
28. Attendance of the staff shall be maintained by the Company / firm and if the Office wishes to see the same, the Company / firm shall make it available for inspection.
29. It must be ensured by the Company / firm that no damage/loss shall be caused to the properties of Office by their act.
30. All the works carried out by the Company / firm whether for preventive or breakdown maintenance are to be properly recorded everyday on an approved format and shall be kept ready for any inspection. These shall be got signed by the nodal officer of the Office at least weekly.
31. Tender application without complete documents / information shall not be considered.

# PRICE BID

## Comprehensive Annual Maintenance Contract of Desktop Computers, Laptop, with operating systems and necessary software, Printers and Local Area Network, Network Devices and UPS installed in the Commissioner office & Police Stations

### PRICE-BID- Part-II

(This part should be photo copied and then fill-up the prices quoted on the photocopy only and shall be duly signed and stamped by the authorized signatory and enclosed in sealed envelope No.2). This ANNEXURE in original without price shall be enclosed in Technical-Bid (Envelope No.1) as token of acceptance of this Performa.

No.	Description of Work	Column-1
E.	Annual Maintenance Contract work of Comprehensive Annual Maintenance Contract of Desktop Computers, Laptop, Printers and Local Area Network, Network Devices and UPS installed in the Commissioner office & Police Stations. along with necessary and mandatory software support	Charges for comprehensive maintenance i.e. the maintenance of operating systems, software installation and configuration of internet/e-mail on computers and replace defective parts of all brands of PCs, Servers, Printers, Printer-cum-fax machine, Scanner, External CD Writer and LAN switches (in Rs.) With manpower
1.	Charges including all taxes and levies except Service Tax	
2.	TOTAL	
4.	% Overhead over the bill value to be charged by the bidder in case he needs to procure spare/consumable from the market on specific instructions of NIB. The bill value will not exceed the MRP of the item brought and supporting documents for MRP will need to be submitted for claiming reimbursement of the bill.(Please note that all charges like procurement cost, cartages, insurance etc will be deemed to be covered under the % overheads to be charged by the Company / firm).	.....% over the bill value

Total Charges: (Rs in figures).....per month.

(Rs in words).....per month.

The total amount (Rs in figures).....per year.

The total amount (Rs in words).....per year.

*Signature of the Tendered and seal*  
(Name & Designation of the authorized signatory)

**Note: Please read the instructions given on page.**

**NOTE:** Please read the instructions carefully before submitting the tender:

1. The quoted prices/rates are valid for One Year from the due date of opening of the tender.
2. The contract period will be initially one year period unless prematurely closed. The contract can be extended for a further period of 2 years based on satisfactory performance of the Company / firm.
3. ***The Office reserves the right to split the award of work i.e., maintenance of Computer hardware and its peripherals etc to one Company / firm and LAN system and Network devices to the other Company / firm, on the basis of cost and technical suitability in the interest of the Institute (as per Clause 13 (b) of Right to accept of any tender and to reject any or all tender).***
4. It may here be noted that the discretion to award the works as in Column 1, (i.e., comprehensive maintenance contract) will VEST ENTIRELY AT THE DISCRETION OF Office and the Bidder will have no say whatsoever in the matter. However, the Institute have the right to switch over to any option i.e., Comprehensive maintenance contract on the quoted rates accepted by giving 30 days notice time.
5. In case of Comprehensive Maintenance contract all routine working consumables like Cleaning cloth, Blower & Line Tester / tools etc. will be deemed to be covered under the charges as quoted under column – 1 and will be supplied by the Company / firm.

***Signature of the Tenderer and seal***

(Name & Designation of the authorized signatory)



## Additional services which can be required while Annual maintenance Contract

Sr No	Services which you provide	Additional services and their charges per day of per gab
1	Can vender provide stand by material (like computer CPU, Monitor or printer) if required to avoid brake down period	
2	Can vender provide any backup option for important data online or offline like cloud systems if what are the charge extra	
3	Vender should clean systems (physical ) cleaning in every quarter	
4	Vender should take care about data and data management by doing Disk Defragmenter every quarter	
5	Vender going to proving antivirus to protect data if yes please provide details	

## **TECHNICAL BID QUALIFICATION**

### **Annual Maintenance Contract for Printer toner refilling & all in one printer machine toner refilling installed in the Thane Police Commissioner Office & Variuos Police Stations.**

**The bidder to be eligible for technical qualification must satisfy the following conditions/ qualifications. Any bid not fulfilling any of the essential requirements would be classified as “Technically Not Qualified” and rejected. Financial bids of such bidders will not be opened.**

- 1 . Application letter ( Yes/No )
2. Name of the Tenderer Firm/Agency/Company: ( Yes/No )
3. Address of the Tenderer Firm/Agency/Company: ( Yes/No )
4. Contact Details of the Tendering Firm/Agency: ( Yes/No )
5. Name of Proprietor/Partners/Directors of the firm/agency: ( Yes/No )
6. Tenderer’s bank, its address and his current account number: ( Yes/No )
7. Registration and incorporation particulars of firm: ( Yes/No )  
(Pl. attach copies of the relevant documents/certificates)
8. Original copy of authorization from manufacturer against this Tender valid throughout the contract period, in case the firm is not a manufacturer of the item. ( Yes/No )
9. CST/VAT/Excise Duty/TIN, etc. registration details ( Yes/No )  
(Pl. attach copies of the relevant documents/certificates)
10. Permanent Income Tax Number (PAN)/Income Tax Circle/TIN ( Yes/No )  
(Pl. attach certified copies of last three years Income Tax Returns)
11. Copies of IT Returns filed for the last three financial year. ( Yes/No )
12. Annual turnover for the last three years. ( Yes/No )  
(Audited balance sheets and Profit & Loss A/c Statement should be attached)
13. Proof of last three years’ experience in supplying branded Toner Cartridges/ink cartridges to Govt. Departments. ( Yes/No )

14. Details of Award / Certificates of merit etc. received from any organization  
(Please attach copy of the certificates) ( Yes/No)

15. Declaration regarding blacklisting or otherwise by the Govt.  
departments ( Yes/No)

16. Details of Earnest Money Deposit (EMD): ( Yes/No )

17. Detils of small scale industry registration  
Along with concern NOC ( Yes/No )

18. Details of ISO Certification true attested copy ( Yes/No )

**Any other information:**

I/we certify that the information furnished above is true and correct. The terms and conditions are acceptable to us.

**NOTE:** Only those firms who fulfill the aforesaid conditions as mentioned at Sl.No. (1) to (17) shall be eligible for consideration in the next stage. Point (18) is available more preferable for the the same

**Dated..... Name & Address of**

**Firm.....**

.....

**Authorised Signature & Seal of the Firm**