

CENTRAL ELECTRICITY REGULATORY COMMISSION

Ground Floor, Chanderlok Building,
36, Janpath, New Delhi - 110 001

No. ADMIN-1/7(15)/2016/Gen Adm

Dated, the 02nd Aug, 2019

Sub: Invitation of bids for Comprehensive Annual Maintenance Contract of IT Infrastructure, IT Equipment, Network, Bandwidth and Rendering Facility Management Services

Important dates

Last date of submission of bid	23 rd Aug, 2019 upto 1500 hrs
Tender opening date	23 rd Aug, 2019 at 1600 hrs

Central Electricity Regulatory Commission (CERC) invites sealed quotations on Two-Bid system for Comprehensive Annual Maintenance Contract of IT Infrastructure, IT equipment, network, bandwidth and rendering Facility Management Services for a period of one year, preferably from authorised service provider of reputed companies like HP, INTEL, IBM etc. Certificate to this effect shall be submitted alongwith the bids.

1. Eligibility Criteria of the bidder:

1.1 The bidder desirous of participating in the tender should have fully operational registered/ Branch office located in Delhi NCR.

1.2 The bidder must have a valid PAN/ TAN Number, G.S.T., EPF, ESI Registration Number and other statutory clearances. Copies of the above documents should be enclosed alongwith the bids.

1.3. The bidder shall have minimum 05 years of experience in maintenance of networking, network equipment, managing system integration, managing bandwidth, maintenance of computers, servers, SAN, scanners, Laptops/ipads and associated peripherals, UPS, providing support similar to the existing IT hardware and Software and rendering Facility Management Services. The bidder should also have satisfactorily executed similar AMC for minimum 05 organizations. The bidder shall enclose copies of supporting documents. Experience of work in Central/State Governments organizations shall be preferred.

1.4. The hardware supply contracts and support during warranty period shall not be considered for eligibility.

1.5. The bidders must have a minimum annual financial turnover of Rs. 50 lakhs (each year) during last three years. Documentary evidence to this effect duly attested by CA should be submitted alongwith the bids.

1.6 The bidder shall submit an affidavit in support of the claim that the firm has not been blacklisted during the last five years by any organisation/ Government Department.

1.7 The bidder must submit documentary evidence in support that he/she fulfils the eligibility criteria as mentioned above.

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1.8 CERC reserves the right to verify the documents submitted by the bidders. In case of submission of forged documents/misleading information by the bidder, CERC reserves the right to forfeit the EMD of the bidder and also blacklist the bidder.

1.9 In case, while evaluating the bids, if unsatisfactory performance of the bidder is reported by present or previous clients of the bidder, or by any other reliable source to the Bids Evaluation Committee, CERC reserves the right to disqualify the Bidder.

Scope and Description of work.

2. Activities covered in the scope of this assignment are as follows:-

2.1. The bidder shall be responsible for comprehensive maintenance of networking, network equipment, managing system integration, managing bandwidth, maintenance of computers, servers, SAN, scanners, Laptops/ipads and associated peripherals, UPS, providing support similar to the existing IT hardware and Software without any exception. The details of IT peripherals available in CERC is given in **Annexure-III**. Items in the list may change from time to time. Item wise break up of cost shall be considered for necessary price adjustment.

2.2. The scope of work includes maintenance of software installed in the computers and peripherals including the maintenance and configuration of Networks and servers of the CERC.

2.3. The bidder will prepare logbooks for each of the machines to be taken under the AMC and preventive maintenance with virus scanning and virus removal and special cleaning of the monitor, printer keyboard, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A preventive Maintenance Report from the vendor would be submitted to Administrative Division every month.

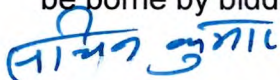
2.4 The bidder shall be responsible to maintain the Antivirus software and keep all the desktops, laptops, network etc. of CERC free from virus.

2.5. The bidder shall be responsible for maintaining and configuring the Servers, Networks and also take regular backups of the data, preferably every 15 days.

2.6. The bidder shall provide call log software which enables to collect the complaints from all work stations and maintains the log of all complaints received and resolved along with time stamp. The software should support the generation of certain basic reports like list of complaints during the month, pending un-resolved complaints including the statistics on different types of complaints etc.

2.7. The bidder shall maintain location-wise and user-wise inventory of all the IT assets of CERC.

2.8. Expenses related to data recovery in case of crashed hard disk drives, shall be borne by bidder.



2.9. The necessary support for maintaining VIRUS free computer environment in the Department and help in upgrading the software/Virus Detection mechanism should be provided by the bidder.

2.10. The bidder shall proactively carry out the maintenance activities. Every fortnight the site engineers shall be required to check the individual machines, delete temporary files and remove any spam applications, browser tools. The record of maintenance shall be maintained for every machine in the software along with user feedback.

2.11. Maintenance & Service of Servers, Desktops, Laptops etc, on a comprehensive basis including replacement of all spare part etc.

2.12. Maintenance & service of UPS on comprehensive basis including replacement of all spare part like Logic card, transformer, switches etc.

2.13. Installation of antivirus in all desktops and laptops of users and updation (as and when required) and Antivirus license will be provided by this office.

2.14. Maintenance & repair of all printers including replacement of Teflon, Logic card etc.

2.15. The bidder shall provide three Site Engineers to render the Facility Management services to CERC.

3. **Deployment of manpower:-** The successful bidder has to depute three Site engineers at CERC to render the Facility Management Services between 9:30 AM to 6:00 PM on all working days. Out of three engineers, one site engineer shall have expertise in server and network administration. These engineers are also liable to work on all holiday and Saturday/Sunday, if services are required and no additional payment will be made in this regard. They are also required to handle ipad, Laptops, Plasma, projector, routers for official meetings/works. The actual number of Site Engineers, however, may increase/decrease depending upon the requirement of CERC from time to time. The payment for additional Site Engineer(s) shall also be as per the rate quoted in financial bid as per **Annexure-II**. The minimum educational qualifications, experience of the candidate and other terms and conditions are as under:-

3.1 **Qualification and experience:-** The Site Engineer deployed under this contract should have minimum Graduate Degree/Diploma/BCA in Computer/ Electronics/ Telecommunication Engineering with relevant certification course having three years experience in computer hardware/ IT facility management /software maintenance/network management, hardware installation, maintenance, virus management, trouble shooting, coordination with OEM suppliers for maintenance etc. Engineers must have experience of three years after completing technical course in related field.

3.2 The successful bidder shall provide resume/ bio-data of competent Site Engineers to CERC. CERC shall conduct interview and reserves the right of selection on the basis of performance in interview.

3.3 Once Site Engineers are selected and deployed at CERC, the bidder shall not change the Site Engineers without prior written permission of CERC. However, if necessary, bidder shall inform CERC in advance alongwith submission of resume/

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bio-data of new candidates for interview and selection by CERC before removal of the concerned site engineer so that services at CERC do not suffer. The successful bidder will not be allowed to change Site Engineer without prior approval of CERC on two occasions in a quarter, failing which an amount of 10% of AMC contract value will be deducted from the quarterly payment of AMC.

3.4 Following is brief descriptions of activities to be carried out which is over and above the activities specified in other clauses of this document:-

- (i) Manage routine network activities and ensure continuous availability to the access of internet.
- (ii) Manage routers switches firewall leased lines and LAN cabling I/O box and patch panel connectivity.
- (iii) Manage Wi-Fi routers. Upgrade Wi-Fi routers as per the need and approval from respective authority.
- (iv) Manage Video Conference including booking and conduct in line with NIC Net. Provide single window to all officers for interaction with NIC for network usage.
- (v) Manage Installation, support and upgradation of approved antivirus as per the guidelines.
- (vi) Any other work assigned by Administrative and IT Division.

3.5. **Duty hours**:- Official working hours would be 9.30 A.M to 6.00 P.M. However, the deployment of the site engineer should be done, in consultation with the DC (MIS) in such a manner that at least one of the site engineers must be available between 9:00 AM to 07:00 PM. The Site Engineers may be, if required, called on Saturdays, Sundays and other gazetted holidays for which no extra payment shall be made. The site engineers may also be asked to stay beyond the normal working hours of CERC in case of exigency of work.

3.6 The Site Engineers under this contract shall maintain proper office decorum.

3.7 CERC may require the service provider to replace any Site Engineer, employed by the bidder on the ground of misconduct/ unsatisfactory performance or incompetence.

3.8 The bidder shall provide suitable substitute in case the services of the Site Engineer are not available due to absence for a period of more than two days.

3.9 The service provider shall perform necessary verifications of antecedents of the Site Engineer to be deployed in CERC from Police Department at its own cost and copy of the police clearance certificate (PCC) shall be made available to CERC before their deployment.

3.10 **Non disclosure**: The successful bidder shall be responsible to ensure that the Site Engineers shall not divulge or disclose to any person, any details of CERC, operational process, technical know-how, security arrangements, and administrative/organizational matters as the work involved is of confidential/secret

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nature. They shall not disclose/ share any secret official information or documents to any unauthorized persons/ third parties.

3.11. The Site Engineer shall be responsible for preventive maintenance of virus detection and appropriate corrective action in all IT peripherals covered under this contract.

4. **General Terms and conditions of Maintenance of IT equipment:-**

4.1. The bidder shall keep at least two latest configuration Desktop computers in CERC so that the same may be used for immediate replacement in case of breakdown of any computers.

4.2. It shall be the responsibility of the bidder to rectify/ maintain all the Laptops, computers and peripherals satisfactorily throughout the contract period and to hand over all the systems in proper working condition to the CERC on expiry of the contract. In case of any damage, except physical breakage, the bidder is liable to rectify the same even though the contract has expired.

4.3. The bidder shall maintain the equipment as per manufacturer's guidelines and shall use standard and genuine components for replacement.

5. **Cleaning:-** The bidder shall also be responsible for deployment of necessary staff for cleaning of all hardware's using suitable cleaning material and equipment as and when required or atleast once in 60 days. A register shall be maintained indicating the date of cleaning of each equipment.

6. **Attending fault:-**Any reported fault would be taken up by the Site Engineers in the following manner:-

6.1. Either the complaint shall be logged by the end user or by the Site Engineer in the complaint management software.

6.2. Site Engineer shall promptly attend to all the complaints. All efforts shall be undertaken to close the complaint within one hour.

6.3. Any complaint requiring the replacement of parts covered in comprehensive AMC should be closed within eight hours or other-wise a standby equipment should be provided. In case the parts that require change are not available, the same should be replaced with a higher level of part which is compatible with the system.

6.4. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the bidder would provide a stand-by for the same. Also stand-by inventory of monitor, CPU, HDD, RAM, Mouse, Keyboard, UPS and other peripherals should be kept in the Department.

6.5 The bidder will also provide maintenance and repair services on holidays in case of emergency. In case of non-availability of Drivers of the machine (Branded one -HP, HCL, IBM, Dell, Acer, etc.) in the CERC, they will arrange from their own sources.

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6.6. If any PC system/Printer/UPS and other accessories is not repaired within 24 hours, the bidder will provide a standby PC system/Printer/UPS and other accessories.

6.7 In case of any network/server breakdown/ failure (complete/ partial / part) the bidder shall be required to restore the network/server within 4 hours.

6.8. The bidder shall be responsible for taking backup data and programme available on PCs before attending the fault and shall also be responsible for reloading the same. The backup data are to be returned to the users, with acknowledgement.

6.9. All timelines shall be monitored with the reports generated by Call logging software. Bidder shall submit quarterly reports along with the bill for release of payments.

7. Repair and replacement:-

7.1. The replacement of all components shall be free of charge with the only exception of printer cartridges and toners.

7.2. The replacement of components shall be as per manufacturer's instructions.

7.3. In case, the equipment is covered by warranty, the Site Engineer shall appropriately co-ordinate with the concerned agency to rectify the complaint. All such entries should also be included in call log software.

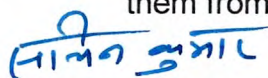
7.4. Register of replacement of spare parts is to be maintained by the Site Engineer.

7.5 In case, any component/ equipment is found to be beyond repair, the bidder shall submit a report specifying the reasons for the same before declaring the product obsolete or beyond economical repair.

7.6. If the equipment is required to be transported to service workshop for rectification of repairs, the same shall be undertaken at the risk and cost of the bidder (including transportation charges).

8. The bidder shall be responsible for compliance with the provision of the all applicable Labour laws including but not limited to the following:-

- (i) Contract Labour (Regulation & Abolition) Act, 1970.
- (ii) Minimum Wages Act as notified by the Ministry of Labour and Employment, Government of India.
- (iii) Workmen's Compensation Act.
- (iv) EPF Act.
- (v) ESI Act.
- (vi) Any other rules, regulations and / or statutes as may be applicable to them from time to time.



8.1 The rates quoted for Site Engineers should not be less than the minimum wages as prescribed by the Ministry of Labour and Employment, Government of India from time to time. The bidder is free to quote higher than the minimum wages to enable them to execute the work as per the terms and conditions of agreement/NIT, if they so desire. The indicative minimum wages as effective w.e.f. 01 Apr 2019 and statutory dues applicable as on date are as given below:

Minimum wages for skilled manpower	Minimum wages per month	No. of site engineers	No. of Months	Annual amount of wages (in Rs.)
Basic + VDA = (Rs.637/-+Rs.73)	Rs.710/- x 26 = Rs.18,460/-	03	12	Rs.6,64,560/-
PF @ 12.5% + Rs. 75 per person per month	Rs.2,383/-	03	12	Rs.85,788/-
ESI @ 4.75%	Rs.877/-	03	12	Rs.31,572/-
TOTAL				Rs.7,81,920/-

8.2 Any change in minimum wages as and when notified by the Ministry of Labour and Employment, Government of India become automatically applicable to site engineers during the currency of contract. If the minimum wages notified exceeds the rates quoted by the successful bidder, the increase over and above the quoted rates will be allowed by CERC.

9. The deployment of Site Engineer under this contract will be purely on contract basis. There will be no employee-employer relationship between the Site Engineer and CERC. The person so deployed shall have no claim for regular appointment in CERC due to his/her services under this contract. The Site Engineer shall not be entitled to any other remuneration or reimbursement or perquisites or facilities or other allowances what so ever.

10. **TOOLS and EQUIPMENTS:-** The bidder shall arrange at its own expense all necessary tools, equipment and parts which are required for proper execution of the contract. All the Site Engineers shall be equipped with personal appropriate handy tool kits including LAN tester, Screw Driver etc.

11. **Earnest Money Deposit:-**

11.1. The bidder shall submit (along with the technical bid) an Earnest Money Deposit of Rs. 50,000/- (Rupees Fifty Thousand only) in the form of a demand draft/Bankers Cheque drawn in favour of Central Electricity Regulatory Commission, New Delhi. Such DD/Bankers cheque shall remain valid for a period of minimum three months.

11.2. If the bidder claims exemption from payment of EMD, necessary documentary proof needs to be submitted along with bid.

11.3. In case of failure to provide EMD in the form of DD/Bankers cheque or failing to provide the necessary documentary proof for exemption from EMD, the bid will not be considered valid.

11.4. EMD of unsuccessful bidder shall be returned to them at the earliest.

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12. **SECURITY DEPOSIT:-**

12.1. The successful bidder shall be required to deposit a security deposit equal to 5 % of the total value of the contract in the form of Demand Draft / Bankers Cheque drawn in favour of Central Electricity Regulatory Commission payable at New Delhi within one month from the date of award of contract. The EMD shall be returned to the successful bidder on submission of security deposit.

12.2. The security deposit will be refunded after satisfactory completion of the contract.

12.3. No interest shall accrue on the said security deposit.

13. **TENURE OF CONTRACT:-**

13.1. The tenure of the contract shall be one year. However, the competent authority of CERC, may in its discretion, allow extension of the contract at the same rates and terms & conditions, up to two spells of one year each, subject to satisfactory performance of the bidder.

13.2. The competent authority however reserves the right to terminate the contract at any time before completion of the contract, in case the services of the bidder are found unsatisfactory or in violation of the terms of the contract.

13.3. CERC also reserves the right to cancel the contract without assigning any reasons what so ever.

14. **SATISFACTORY SERVICES:-**The decisions of Assistant Secretary (P&A), CERC, shall be final and binding on the bidder / agency for the purpose of determining the standard of satisfactory services.

15. **PROHIBITION OF SUB CONTRACT:-**The bidder shall not appoint any subcontractor for this work under any circumstances.

16. **RESOLUTION OF DISPUTE:-**In case of disputes, the decision of Secretary, CERC shall be final.

17. **Deficiency in quality:-** In case of failure on the part of bidder to remove the defect/ provide maintenance within prescribed time as mentioned above, the CERC shall have the discretion to get it rectified from other sources at the risk and cost of the bidder.

17.1 **Penalty:-** The complaints shall be attended as per the schedule mentioned in above relevant paras. For non-compliance/non-attendance of the complaints, penalty will be imposed as per the following details:-

Sl. No.	Description	Penalty Amount (per complaint/per item/per day)
i	Non compliance/ non attendance of the complaints after one working day	200/-
ii	Non maintenance of Log books	200/- each log book
iii	Non submission of monthly preventive maintenance report to IT Division, CERC	200/-
iv	Not maintaining regular backup of the data every 15 days.	2000/-
v	If, standby PC system/Printer/UPS and other accessories	200/- per equipment

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	are not provided against faulty one within 24 hrs.	
vi	Failure to restore the network/server within 4 hrs.	2000/-
vii	Failure to provide Engineer for six working days in a quarter	10% of AMC value of the quarter
viii	Change of Engineer without prior approval of CERC on two occasions in a quarter	10% of AMC value of the quarter

18. Payment of Bill:-

18.1. The contractor has to raise the bill on quarterly basis (i.e. on completion of every 3 months from the effective date of contract) along with the call log reports generated by the software and list of parts replaced.

18.2. **Deduction of Income Tax at Source:-** Since it is a "Works Job Order", Income Tax shall be deducted at source from all the accepted payments to be made, in accordance with the provision of Income Tax Act, 1961 as amended from time to time.

18.3. The payment shall be released through RTGS after adjusting TDS and penalty (if any). For enabling RTGS payment, the Contractor shall submit the details of bank account along with the bill.

19. **Force-majeure:-** All the terms and conditions of the contract shall apply except under force majeure conditions, such as riots, strikes, closure etc or for any such reasons which could not before seen.

20. **Information to Contractors:-** The interested bidders may inspect the site during office hours on working days for assessment of exact quantum of work before quoting their tenders. Assistant Secretary (P&A), CERC may be contacted for such visit.

21. **SUBMISSION OF TENDER:-** The tender must be submitted in the prescribed pro-forma provided in **Annexure- I, Annexure- II and Annexure- III** along with other documents as prescribed in this NIT. Tenders not in the prescribed pro-forma are liable to be rejected.

22. **TECHNICAL BID:-** The Technical bid, in the pro-forma prescribed at **Annexure-I** may be kept in a sealed cover and super scribed as "Technical Bid". The technical bid will be used for ascertaining the eligibility of the bidder. EMD should be kept separately.

23. **FINANCIAL BID:-** The Financial bid may be furnished in separate cover in the prescribed pro-forma given in **Annexure –II** and shall be kept in a sealed cover super scribed as "Financial Bid".

24. Three separate sealed covers containing the Technical Bid and the Financial Bid and EMD may be kept in another sealed cover and addressed to the Assistant Secretary, CERC. The cover should be super scribed as "**Tenders for Comprehensive Annual Maintenance Contract of IT Peripherals**".

25. EVALUATION OF BIDS:-

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25.1 Technical Bid evaluation: After bid opening, Technical bids submitted by those Bidders who have furnished the EMD shall be evaluated by a Committee constituted by CERC. The bids to be determined as substantially responsive shall be evaluated by the Committee for technical compliance.

25.2 The bidder must submit all necessary authentic data with necessary supporting certificates of the various items of technical evaluation criteria as per this Tender Document, failing which the tender bid is liable to be rejected. The evaluation will be done by a Committee on the basis of the following criteria:-

- Experience in the relevant field (30 points){20 points for first five years & 10 points for every additional year subject to a maximum of 30 points}
- Clients profile (30 Points) {2 points & 1 point each for every Government and Private client respectively served during the last 5 years subject to a maximum of 30 points}
- Standard of Performance (40 points) {2 points for each satisfactory or above service certificate subject to a maximum of 40 points}
- Bidders scoring minimum 50 points in Technical Evaluation shall be declared qualified. However, in case none of the bidder score 50 points, the Committee shall decide the minimum points (below 50 points) for qualifying the Technical evaluation.

25.3 Financial Bid Evaluation: Bidders qualified after Technical evaluation shall be notified of financial bid opening date and time. Representative of qualified bidders desirous of attending the financial bid opening may join the same at scheduled date and time at CERC. Only financial bids of those bidders shall be opened whose bids are found technically suitable and are accepted by the Competent Authority in CERC.

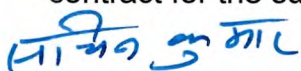
25.4 The bidder, whose overall quoted rate (Total Cost of the contract) as per Financial Bid (Annexure-II), is the lowest, would be selected as the successful bidder. In addition to above, in case there is tie in the rates, the bidder whose score is higher in Technical evaluation would be selected as the successful bidder.

25.5 The decision of CERC shall be final and no representation shall be entertained in this case.

26. **Last Date to receive bid:-**Quotations strictly as per the above specifications and terms and conditions may kindly be sent to the undersigned in sealed cover on or before Friday, the **23rd Aug, 2019 up to 15.00 hrs**. Any clarification in this regard may kindly be addressed to the undersigned. After submission of bid, additional information, unless sought by Commission shall not be entertained.

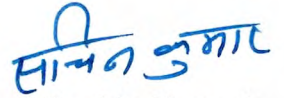
27. **OPENING OF TENDER:-** The Technical Bids shall be opened at 4.00 P.M. **23rd Aug, 2019 in Conference Room, Fourth Floor, CERC**. All bidders are invited to attend the bid opening. The Financial Bids of those bidders whose technical bid is found valid shall only be opened on a date to be notified later. The result of successful bidder shall be placed on the website.

28. **Issue of LOI:-** The successful bidder(s) shall be issued LOI. After the successful bidder(s) gives his acceptance of LOI, he will be requested to enter into a contract for the subject work.



29. This NIT is being issued with no financial commitment and The Secretary, CERC reserves the right to change or vary any part thereof at any stage. The Secretary, CERC also reserves the right to withdraw the NIT, should it become necessary at any stage.

30. The Secretary, CERC reserves the right to accept or reject any or all the quotations without assigning any reasons what so ever.



(Sachin Kumar)
Assistant Secretary (P&A)
Tel: 23753921

(To be submitted in separate envelop)

CENTRAL ELECTRICITY REGULATORY COMMISSION

Chanderlok Building, Ground Floor,
36, Janpath, New Delhi – 110 001

Technical Bid

Tender reference No:- ADMIN- 1/7(15)/2016/Gen Adm/CERC dated 02nd Aug, 2019

1. Name of the Bidder _____

2. Address (Registered/Branch in Delhi NCR) : _____

3. Telephone No: _____ Fax No. _____
4. Date of Registration of the Bidder: _____
5. PAN / TAN No.: _____
6. GST No. _____
7. Labour Licence No. (if any): _____
8. EPF Registration _____
9. ESI Registration _____
10. Earnest Money Deposit of Rs.50,000/-
 - (i) DD/Banker's cheque No. _____
 - (ii) Issuing Bank and Branch _____
11. Authorised Contact person of the bidder: _____



12. List of clients (Additional sheet may be used if the space provided at below is insufficient) for last five years and more (enclose copies of experience certificate/ copy of contract):-

Sl. No.	Name of the Client/ Organization	Category of the client (Govt./PSU/Pvt.)	Duration of service			Name, Designation of concerned person with Mob No. of the client	Performance certificate issued by client Whether attached (Y/N)
			From	To	Total Duration of the work		

13. Annual Financial Turnover during last 3 years (Enclose documentary evidence duly attested by a chartered accountant)

Year	Turnover (in Rupees)	Turnover from maintenance of IT infrastructure, equipment, Network, Bandwidth etc.
2015-16		
2016-17		
2017-18		

14. **Undertaking:** We _____ (Name of the bidder) hereby undertake that we accept the terms and conditions laid down in CERC's NIT.

Dated: _____ (Signature of the authorized signatory of the Bidder)

Full Name
Designation:
Mobile No.
Company Seal

List of Enclosures:

- DD/Banker's cheque for EMD
- Attested copy of TAN/PAN No., GST, EPF, ESI Registration.
- Attested copy of Registration No. of bidder
- Experience certificate from client organizations.
- Other prescribed documents.

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(To be submitted in separate envelop)

CENTRAL ELECTRICITY REGULATORY COMMISSIONChanderlok Building, Ground Floor,
36, Janpath, New Delhi – 110 001**Financial Bid****Tender reference No:-**ADMIN- 1/7(15)/2016/Gen Adm/CERC dtd 02nd Aug, 2019

1. Name of the Firm _____

2. Address (Registered/Branch in Delhi NCR) : _____

Sl. No.	Description	Amount in Rs.	Remarks (if any)
(a)	Comprehensive Annual Maintenance Contract for maintenance of networking, network equipment, managing system integration, managing bandwidth, maintenance of computers, servers, SAN, scanners, Laptops/ipads and associated peripherals, UPS, providing support similar to the existing IT hardware and Software and rendering Facility Management Services (Item wise breakup of charges must also be submitted separately as per Annexure-III)		
(b)	Annual charges of providing Site Engineers (Refer clause 8, 8.1 & 8.2 of NIT)		
(c)	Annual administrative charges, if any		
(d)	Total annual charges		

3. Change in minimum wages during the submission of bid period by the Ministry of Labour and Employment, Govt. of India, shall be allowed as per clause 8.2).

4. The rates quoted should be exclusive of taxes. The L-1 bidder will be decided on the total annual charges excluding the taxes.

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5. The breakup of applicable taxes as on the date should be specified in a separate sheet.
6. Statutory changes, if any, in the minimum wages applicable taxes like GST would be admissible for payment.

Dated: _____

(Signature of the authorized signatory of the Firm)

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Full Name _____

Designation _____

Mobile No. _____

Company Seal _____

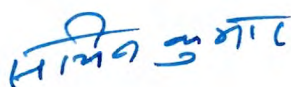
(To be submitted in separate envelop)

ITEM WISE BREAK OF CHARGES EXCLUDING TAX

Sl. No.	Description	Total	Unit charges of AMC (per annum) for the items covered under warranty			Unit charges of AMC (per annum) for the items not covered under warranty			Grand Total Rs.
			No. of Unit	AMC Charges	Total	No. of Unit	AMC Charges	Total	
			(a)	(b)	c= a x b	(d)	(e)	f= d x e	
(i)	Desktop	211	158			53			
(ii)	Laptop	39	21			18			
(iii)	UPS	97	02			95			
(iv)	Printer (Make: HP)	70	03			67			
(v)	Scanner (Make: HP 9120)	05	02			03			
(vi)	Switch (Make: Cisco)	15	00			15			
(vii)	Server (Make: IBM)	06	00			06			
(viii)	Ipads (Make: Apple)	09	00			09			
(ix)	SAN (Make: Dell EMC 15 TB)	01	00			01			

Dated:

(Signature of the authorized signatory of the Bidder)



Full Name
Designation:
Mobile No.
Company Seal