

INVITATION OF BIDS

FOR

Comprehensive Maintenance Contract (CMC)

FOR

DESKTOPS, PRINTERS, UPSs

&

LAN

FOR

HSCC (INDIA) LIMITED

AT

E-6A SECTOR-1,

NOIDA

THROUGH

E-TENDERING ONLY

TENDER DOCUMENT

Tender No.: HSCC/IT/08/77 dated 18.09.2008

Date: 18.09.2008

INVITATION OF BIDS THROUGH E-TENDERING

To,

(Prospective Bidder).....

.....
.....

Our Ref.: HSCC/IT/08/77 dated 18.09.2008

SUBJECT: Invitation of Bids for Comprehensive Maintenance Contract (CMC) for Desktops, Printers, UPSs and LAN for HSCC(I) Ltd. at E(6)-A, Sector-1, Noida.

Sir

1. Enclosed please find Bid Document for CMC of the subject items.
2. Evaluation of bid shall be based on total CMC amount quoted. Bidder must quote CMC rate for all the items.
3. The date for the Bid receipt and opening & all the Amendments/Corrigendum's will be as displayed on the HSCC's E-Tender Portal which is <http://www.tenderwizard.com/HSCC>.

Executive Director (Proc & PG-I)

Encl: As above

CONTENTS OF BID DOCUMENT

Item	Topic
Annexure – I	Item details
Annexure – II	Terms & Conditions

Annexure - I

<u>Sr. no.</u>	<u>Item Details</u>	<u>Quantity</u>
1.	Compaq PIV Deskpro Desktops 1.5 GHz, 20/40/80 GB HDD 128/256 MB RAM CD ROM Drive, Keyboard, Mouse, 15"/17" colour monitor	14 Nos.
2.	Compaq PIV D32M Desktops 2.4 GHz, 20/40 GB HDD 256 MB RAM CD ROM Drive, Keyboard, Mouse, 15"/17" colour monitor	4 Nos.
3.	Compaq D220 PIV Desktops 2.4 GHz, 20/40 GB HDD 256 MB RAM CD ROM Drive, Keyboard, Mouse, 15"/17" colour monitor (Presently under AMC from M/s. H P India Pvt. Ltd. up to 14/05/2009)	4 nos.
4.	Zenith PIV Desktops 1.9 GHz with Intel Motherboard 40 GB HDD, 128 MB RAM, 52x CDROM, 1.44 FDD, Keyboard, Two button scroll mouse, 15" Colour Monitor.	4 nos
5.	HP/Compaq Monitors with Keyboard and Mouse only	8 nos.
6.	HP LaserJet 1000 Printers	6 nos.
7.	HP OfficeJet 4255 All-in-one Printers	2 nos.
8.	HP OfficeJet 4355 All-in-one Printers	4 nos.
9.	APC make 2 KVA online UPSs (Model – SURT 2000) (to be maintained without batteries)	2 nos.
10.	APC make 500/650 VA UPSs with Battery (single battery based) (to be maintained with battery)	40 nos.

Sr. no. **LAN Setup**

11. (a) Local Area Network at HSCC's office at Noida

- Ground Floor, First floor up to Fifth floor.

Approx. 100 users.

D-Link make unmanaged 32 Port Network Switches – 7 nos.

D-Link make unmanaged 8 Port Network Switch – 2 no.

Linksys wireless Router - 4 nos.

(b) Local Area Network at HSCC's office at Kribhco, Noida

- only one floor.

Approx. 30 users.

D-Link make unmanaged 24 Port Network Switches – 1 no.

Linksys wireless Router - 1 nos.

Note: Bidder can see the above items and existing setup of LAN at HSCC's offices at Noida.

Annexure – II

Terms & Conditions:

1. Price : Prices shall be firm inclusive of all statutory taxes, duties & levies etc.
2. Maintenance sites : 1. HSCC(I) Ltd., E-6A, Sector-1, Noida - 201301. UP.
2. HSCC's office at Kribhco, Sector-1, Noida
3. Payment Terms : Payment shall be made on quarterly basis i.e. after completion of each 3 months of contract period.
4. TDS : Tax shall be deducted at source as applicable.
5. Response time : 4 Hours from the reporting of the failure.
6. Down time for Desktop, Printer, UPS & LAN : One Business day excluding the day of reporting.
7. Stand by Desktop/Printer/UPS: You will provide a standby Desktop/Printer/UPS in case of failure, which is not rectified within 1 business days.

One set of working latest PIV Desktop with Monitor, Keyboard, Mouse, UPS and Printer shall be provided at HSCC's office as stand by during the CMC period.

In addition to the above, two sets of working Keyboard and Mouse shall also be available as stand by during the CMC.
8. Liquidated damage : (1) @ 1% per day of delay in the repair of the item/LAN (beyond 1 business days if standby is not provided), subject to the maximum of CMC value of the equipment.

(2) @0.25% of CMC value shall be deducted per absent day of your engineer during AMC.

- 9. Preventive Maintenance :** You will provide quarterly preventive maintenance for all the Desktops, Printers, UPS and LAN under CMC. Desktops and Printers cleaning would be a covered in the Preventive maintenance.
- 10. Performance Bank Guarantee:** The successful bidder shall submit bank guarantee (as per HSCC's format) of 10% of the total CMC contract value from any Nationalized / Scheduled bank within 10 days from the date of award of work for a period of one year.
- 11. Others:**
- I. This is Comprehensive Maintenance Contract and cover all parts of Desktops, Printers, UPSs and LAN except any consumable item (Cartridge/Toner) of printer and battery of 2KVA APC online UPSs.**
 - II. Any parts shall be replaced by original Compaq/HP/APC/D-Link parts only.**
 - III. Your engineer (having good knowledge and experience in computer maintenance) shall visit at HSCC's office at Noida on a minimum of three business days (mutually agreed days/alternative days and stay at least half day) in a week irrespective of any maintenance call.**
 - IV. HSCC have the right to delete any item from the CMC before/during the contract period.**
 - V. Initially this CMC is for the period of one year. After completion of first year, this CMC will be renewed for the second year on basis of the satisfactory performance of the first year and requirement of the HSCC.**
 - VI. Give contact Phone number, Mobile number, address etc of the person to be contacted for any emergency repair etc.**
- 12. Bidder must quote CMC for all tendered items and failing which the bid shall be rejected.**