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**CENTRAL BOARD OF SECONDARY EDUCATION
REGIONAL OFFICE, DELHI**

An Autonomous Organisation Under the Union Ministry of Human Resource Development (Govt. of India)
PS, 1-2, Institutional Area, I.P.Extn. Patparganj, Delhi-110092

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

Dated: 02/01/2012

Sub: AMC of Computers- reg.

Sir,

The CBSE is interested in comprehensive AMC for its computer hardware including computer systems of various make, printers (Line Matrix, Laser and Dot Matrix) and UPS (On Line & Off Line) etc. from reputed agencies, having at least three years experience of computer maintenance in large Govt. organizations. If your organization is interested in providing trouble free AMC services to the CBSE for a period of one year (likely to be extended up to 3 years on the basis of satisfactory performance of services), you may kindly send your rates for the same. The companies/agencies that are located in East Delhi will be preferred.

The rates alongwith EMD of Rs. 10,000/- (in the form of A/c payee Demand Draft, favouring "Secretary, CBSE, Delhi") as per Annexure-IV may please be quoted in the prescribed format and duly sealed in Envelop superscribing "**Quotation for Maintenance of Computers-2011**" be put in the Tender Box kept in Ground Floor of CBSE Building near reception.

The quotation should be completed in all respects and be clearly mentioned that all the terms and conditions as per Annexure-I are acceptable. The quotation(s) received without earnest money or in an incomplete manner in any respect will suo motto be rejected. The tender should be placed in the Tender Box kept at ground floor near security guard, CBSE, Regional Office at P.S-1-2, Institutional Area, I.P Extension, Patparganj, Delhi-110092 on or before 24/02/2012 upto 2:30 P.M. The tenders will be opened on the same day at 3:00 PM in the presence of the tenderers who may like to be present.

Yours faithfully,

**(ASHOK DHAWAN
Asstt. Secy.(Admn.)**

Encl: as above

Maintenance of computer related Hardware

The details of the equipment in CBSE, Delhi are given in Annexure-III

The firm shall provide unscheduled, on-call corrective remedial maintenance service from 9.30 AM to 5.30 PM from Monday to Saturday to keep the machines in good working order. The service consists of preventive and corrective maintenance and includes carrying out of the necessary repairs and fittings of replacement parts.

Terms and conditions

- a) A full time Computer Engineer for corrective and remedial maintenance service from 09.30 hrs. to 17.30 hrs. (Monday to Saturday) excluding public holiday. CBSE may be provided.
- b) Comprehensive maintenance includes replacement of unserviceable parts. Replaced parts will either be new parts or equivalent in performance to old parts.
- c) This contract is comprehensive in nature and will cover replacement of all defective parts/equipments such as motherboards, hard disks, picture tubes, DVD drives/writers, keyboards, printer's mechanical parts including print heads till they are repairable excluding stationery, ribbons, floppies and cartridge-tapes.
- d) Complaints shall be attended to on the same day. Replacement and/or repair of the hardware equipment shall be carried out within 24 hours of registering the complaints. It is the whole & sole responsibility of the firm to arrange the part, repairs/replacement of equipment & stand-by computer or printer failing which a penalty of 2-5 % shall be imposed on the quarterly payment to the firm.
- e) The firm agrees to maintain the equipments specified in this Agreement in accordance with terms and conditions mentioned above.
- f) In case of unsatisfactory services, the Regional Officer CBSE shall terminate the contract at any time during the prescribed period of maintenance without assigning any reason.
- g) The agencies, if they desire, may inspect the machines before quoting the rates.
- h) The rates should be quoted without Taxes and Taxes should be quoted extra.
- i) Turn over for AMC of computers and its peripherals for last three years shall be at least Rs. 10,00,000/- per year.
- j) The firm/company having ISO certificate or Equivalent will be preferred.
- k) Only those firm/company may apply who have at least 03 years experience in AMC of computers and its peripherals in Government Department PSU/Ltd. Companies. The Work Orders of those Deptt., should be attached where the firm/company, is holding AMC of computers and its peripherals.

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

- l)** The firm/company should be latest ASP (Authorized Service Provider) for HP/HCL/LENOVO for 2008, 2009-10.
- m)** The firm/company shall have to clean all the PCs installed in Regional Office, Delhi quarterly through blower.
- n)** The firm/company shall have to recover the Data, if missed from any of the computers. The firm/company shall have to take serious concern while backup & restoration of data while providing a new computer or a stand-by computer. Also while taking back the stand-by computer, the firm Engineers have to ensure proper movement of Data without loss.
- o)** The Regional Officer, CBSE reserves the right to accept or reject any or all the tender without assigning any reason.
- p)** The contract will be for one year but may be extended up to 3 years on sole discretion of the Board and work satisfaction.

The payment of maintenance charges will be payable by the Board after executing of agreement on a non-Judicial stamp paper of Rs. 100/- and signed by both the parties. In case the firm /company does not provide satisfactory services, the Regional Officer can terminate the AMC at any time and no payment shall be payable for the period of unsatisfactory service and the firm will have to refund the amount of AMC to the Board. Besides the amount of EMD will also be forfeited by the Board.
- q)** The Jurisdiction in legal matter will be Delhi/New Delhi.

Technical Bid

Annexure-II

**CENTRAL BOARD OF SECONDARY EDUCATION
SHIKSHA KENDRA, 2, COMMUNITY CENTRE,
PREET VIHAR, DELHI-110 310**

(To be sealed separately along with DD of Rs. 10,000/- for Earnest money)

1. ABOUT THE FIRM :

- a) Name & Profile of the firm
- b) Activities of the organization
- c) Man power profile of the firm
- d) Turn over of AMC of computers for the period : 2009-2010
2010-2011
2011-2012
- e) Customer base with details of equipment maintained at each existing location along with services rendered in each.
- f) Norms for deployment of resident service engineers at each of the existing customer locations
- g) References from customer bases where AMC for Unix/Windows NT/2000/98 are being maintained.
- h) References from customer bases where 100 or more PCs are on AMC with the firm.

**Authorised Signatory
(with full name, designation and stamp)**

Mobile No. : _____

Phone No. : _____

Address: _____

Financial Bid

Our Annual charges for comprehensive maintenance of all the computer, Printer & Laptops of CBSE Regional Office, Delhi as per list enclosed are Rs. _____ (Rupees _____) and the Terms & Conditions of Tender are also acceptable to us.

**Authorised Signatory
(with full name, designation and stamp)**

Mobile No. : _____

Phone No. : _____

Address: _____

Experience: _____ **Years (Enclose List of Deptt in which worked / working)**

Turn over: _____ **During 2008**

Turn over: _____ **During 2009**

Turn over: _____ **During 2010**