



NO.CBSE/ADMN.II/HQ/AMC/Computer & Peripherals/2017

TENDER DOCUMENT

ANNUAL MAINTENANCE CONTRACT FOR COMPUTERS AND ITS PERIPHERALS

(Bid No. : NO.CBSE/ADMN.II/HQ/AMC/Computer & Peripherals/2017)

INVITATION OF BIDS FOR

ANNUAL MAINTENANCE CONTRACT FOR COMPUTERS AND PERIPHERALS

Sealed Bids are invited from experienced professionally qualified firms for providing and facilitating for Computers & Peripherals services in the Board on Annual Basis as per the requirements indicated in the Tender document, which will be available on our web site www.cbse.nic.in

Name of work	Bid Security/ Earnest Money Deposit (EMD)	Cost of Tender document	Period
Providing Annual Maintenance Contract For Computers and Other Peripherals	Rs. 30,000/- in the form of Account Payee Demand Draft drawn on any Nationalised Banks in favour of "Secretary, CBSE" payable at Delhi.	Rs. 500/-	1 year

Tender documents are available in our website www.cbse.nic.in, which can be downloaded from **17-08-2017 to 06-09-2017 up to 2.30pm**. Filled tenders with **name of work & name of tenderer clearly mentioned on the envelope and to be deposited in Tender Box available at Reception Counter in CBSE, Shiksha Kendra, 2, Community Centre, Preet Vihar Delhi-92 latest by 06-09-2017 up to 2.30 pm**. The tender (Technical Bid) will be opened on **06-09-2017 at 03.30 PM** in presence of tenderers present, if any. Tender cost of Rs. 500/- (non-refundable) and EMD should be submitted with the tender in the form of Demand draft from any Nationalized Bank in favour of "**Secretary, CBSE**" failing which the tender will not be considered. The tenderer should submit proof of Registration, work experience, last three years financial standing, TDS certificate, PAN with the tender. Board reserves the right to reject any or all the Tenders received without assigning any reason(s) thereof.

Joint Secretary (A&L)



**ANNUAL MAINTENANCE CONTRACT FOR COMPUTERS AND
PERIPHERALS**

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Note:

1. This tender Document contains 20 pages and bidders are requested to sign on all the pages.
2. This tender document can also be downloaded from the website – www.cbse.nic.in.
3. The technical bid & the financial bid should be sealed by the bidder in separate covers duly superscribed **as Envelope-B – Technical Bid & Envelope-C – Financial Bid** & both these sealed covers are to be put in a bigger cover which should also be sealed and bear the name & address of the tenderer and super scribed with “Tender for Annual Maintenance Contract of Computers & its Peripherals”.
4. The tender should be addressed to The Joint Secretary (A&L), CBSE, and deposited **in** the Tender Box available at Reception Counter, CBSE (HQ), Preet Vihar, Dehi-110092 on or before **02.30 PM on 06-09-2017**.



INSTRUCTIONS TO BIDDERS

A. GENERAL

1. The Central Board of Secondary Education (hereinafter called 'CBSE') requires to enter into annual maintenance contract for computers and other peripherals (hereinafter called the 'Agency' or the 'Contractor') for providing maintenance services for the Computers & other peripherals at CBSE Office.
2. The duration of this Contract shall be for a period of one year with effect from the commencement of the contract which may be extended for further period of three year (year to year basis) depending upon the performance of the Agency and other related factors and at the full discretion of Competent Authority of the CBSE.
3. The successful bidder shall be expected to provide the services during the specified contract period on Annual Contract Basis (including the extended period, if applicable) as described in this document.
4. The bidder shall be expected to have capabilities, technical knowledge and qualification of providing annual maintenance contract for computers & other peripherals to the Board as per its requirements.
5. One Bid per Bidder : Each bidder shall submit only one bid for Annual Maintenance Contract Services. A bidder who submits or participates in more than one Bid will cause all the proposals with the Bidder's participation to be disqualified.
6. Cost of Bidding: The bidder shall bear all costs associated with the preparation and submission of his Bid.
7. The Bidder shall prepare document comprising the bid as described in the relevant clauses in this tender document.
8. The original Bid shall be signed and sealed by a person or persons duly authorized to sign on behalf of the Bidder. **Every page of the bid shall be signed by the Contractor or his authorized representative.**
9. The Bid shall contain no alterations or additions.



10. **SUBMISSION OF BIDS:** Bid should be submitted in three Envelopes as mentioned below:-

- **Envelope – A (Duly Sealed) :** Should contain:-
 - i. Bid Security in the form of DD for Rs. 30,000/- (Rupees Thirty Thousand Only) in favour of the “Secretary, CBSE” payable at Delhi drawn in any nationalised Bank/**Banker’s Cheque/Bank Guarantee of any Commercial bank.**
 - ii. This Envelope should be marked as ‘Envelope A – EMD & Cost of Document’.
 - iii. Name and address of the bidder should be clearly written on this envelope.
- **Envelop-B (Duly Sealed):** Should contain
 - i. **Technical Bid** (other than the Financial Bid) will be submitted under formal forwarding letter addressed to the **Joint Secretary (A&L), CBSE.**
 - ii. This Envelope should be marked as ‘**Envelope B – Technical Bid**’. Name and address of the bidder should be clearly written on this envelope.
- **Envelope-C (Duly sealed):** Should contain:-
 - i. Financial Bid in the prescribed format.
 - ii. This Envelope should be marked as ‘**Envelope C – Financial Bid**’. Name and address of the bidder should be clearly written on this envelope. If the envelopes are not sealed and marked as above, the Board will assume no responsibility for the misplacement or wrong/premature opening of the bid.

All the above three envelopes should be put in a larger envelope, signed and sealed properly. This envelope should be addressed to :

**The Joint Secretary (A&L)
Central Board of Secondary Education,
Shiksha Kendra, 2, Community Centre,
Preet Vihar, Delhi-110092**

This envelope must bear the following Identifications:

- i. **Bid For Annual Maintenance Contract for Computers & Peripherals**
- ii. **Bid Reference NO.CBSE/ADMN.II/HQ/AMC/Computer & Peripherals/2017**
- iii. **Name & Address of the Bidder**

“शिक्षा केन्द्र”, 2, सामुदायिक केन्द्र, प्रीत विहार, दिल्ली – 110092
“Shiksha Kendra”, 2, Community Centre, Preet Vihar, Delhi - 110 092
फोन / Telephone : +91-11-22509256, 22509257 वेबसाइट/Website: www.cbse.nic.in



11. **Bids** must be received by the Board at the address specified above not later than the last date of submission. Any Bid received by the Employer after the deadline will be rejected/not accepted.

12. The bid will undergo a four stage processing; viz.

- (1) Checking the Essential Requirements;
- (2) Accepting the Bid documents;
- (3) Examination the Technical Part;
- (4) Examining the Financial Part.

13. Submission of the Tender Documents

(a) The following documents must be submitted along with the Bid. If any of the documents mentioned below is missing, the bid may be rejected.

SI	Description	Tick mark
1	EMD and proof of cost of Bid Document.	
2	Firms and Shops Regulation Act (or an application to give time to furnish this licence within 15 days of grant of award).	
3	Currently valid registration with Service Tax Authorities for Service Tax/ GST .	
4	Copies of Audited Statements of Accounts indicating the annual return over for the last 3 years and Copies of I.T. Return filed in last 3 years	
5	Statements showing the contract assignment undertaken during the last three years along with copies of work orders and completion certificate from the employer	
6	Copies of work orders of 3 Maintenance Service contracts which are currently running.	
7	List of qualified Service Engineers on the Company's pay roll available in Delhi No. of Engineers the party proposed to deploy at CBSE.	
8	Spare parts inventory available.	
9	Complete set of tender document duly signed by the Contractor or his Authorized signatory	



ELIGIBILITY CRITERIA

- (i) The Bidder should have an exclusive office and working set up at **Delhi** including Landline telephone/Mobile and mail facility for the prompt functioning.
- (ii) The Bidder must have a minimum experience of three years in executing such Annual Maintenance Contract for Computers and Peripherals services.
- (iii) The total turnover in executing the annual maintenance services for computers & peripherals of the bidder should be at least Rs.3,00,000/- (Rupees Three Lakhs) in each financial years i.e. 2014-15, 2015-16, 2016-17 cumulatively.**
- (iv) Agency must furnish a service tax registration (attach copy) & copy of Income Tax return filed.
- (v) Statements showing the contract assignment undertaken during the last three years along with copies of work orders and completion certificates from employer.
- (vi) List of qualified Service Engineers on the Company's pay roll available in Delhi. No. of Engineers with qualification, the party proposed to deploy at CBSE.
- (vii) Spare parts inventory for AMC available along with Approx. value.
- (viii) Conditional bid documents shall be disqualified.



Terms & Conditions

1. **Site visit:** The Bidder, at the Bidder's own responsibility and cost is encouraged to visit and examine the Site of Services and obtain all information that may be necessary for preparing the Bid and entering into a contract for execution of the Services.
2. The agency must provide two Service Engineer (along with their name, contact no., qualification, and other necessary documents of their identity) in the Office of CBSE for attended the all complaints of the different branches.
3. The price quoted by the bidder should be fully of whole the each item including of all the part of the machine/items in the format of financial bid & no other modification in the quoted rates will be acceptable after opening of the financial bid.
4. The rate quoted shall be in Rupees for each item and should be inclusive of all taxes/duties, spares, cost of other material, labour charges, installation of equipments.
5. **Bid Security (Earnest Money Deposit – EMD)**
 - 5.1 Bids shall remain valid up to a period of 90 days beyond the last date of submission of bid.
 - 5.2 The Bidder shall furnish, as part of his Bid, a Bid Security of Rs.30,000 (Rupees Thirty Thousand only) for this particular work. No interest shall be payable by the Board on this account. This bid security shall be in favour of "Secretary, CBSE" and shall be in the form of Demand Draft payable at Delhi from any of the nationalised banks.
 - 5.3 The Bid security submitted shall be valid for 90 days beyond the validity of the bid.
 - 5.4 The Bid Security of unsuccessful bidders will be returned after the contract awarded to the successful firm.
 - 5.5 The Bid Security of the successful bidder will be discharged after he has signed the Agreement and furnished the required Performance Security Guarantee.
 - 5.6 The Bid Security may be forfeited, if
 - a. the Bidder withdraws the Bid after Bid opening during the period of Bid Validity;
 - b. the successful Bidder fails within the specified time limit to
 - i. sign the Agreement or
 - ii. furnish the required Performance Security guarantee.



6. On the due date and appointed time as specified above, the Employer will first open **Envelopes –A** of all bids received (except those received late) in presence of the Bidders or their representatives who choose to attend. **If any Bid does not contain cost of Bid Document and Bid security in the manner prescribed in this Tender document, then that Bid will be rejected and the Bidder informed accordingly.**
7. **Envelopes–B** of all other bids received (except those received late) in presence of the Bidders or their representatives who choose to attend, will be opened.
8. If all Bidders have submitted unconditional Bids together with requisite Bid security, then all Bidders will be so informed then and there. **If any Bid contains any deviation from the Bids documents and /or if the same does not contain Bid security in the manner prescribed in the Bid documents, then that Bid will be rejected and the Bidder informed accordingly.**
9. All Financial bids (**Envelope - C**) shall be opened after technical evaluation, at a later date about which all concerned bidders shall be notified in advance. Upon evaluation of technical bid as per the criterion described, the Envelope- C (financial bids) of only such Bidders shall be fit to be opened whose bid are found responsive.
10. All valid Financial Bids (**Envelope – C**) shall be opened on the notified date and time after declaring the result of Envelope B- Technical Bid. The Bidder's name, the quoted Bid price and such other details as the Employer may consider appropriate, will be announced by the Employer at the opening.
11. To assist in the examination and comparison of Bids, the Employer may, at his discretion, ask any Bidder for clarification of his Bid (including percentage quoted by him in the tender document). The request for clarification and the response shall be in writing or by cable or e-mail, **but no change in the price or substance of the Bid shall be sought**, offered, or permitted except as required to conform the correction of arithmetic errors discovered by the Employer in the evaluation of the Bids in accordance with the relevant clauses in this Tender Document.
12. No Bidder shall contact the Employer on any matter relating to his bid from the time of the bid opening to the time the contract is awarded. If the Bidder wishes to bring additional information to the notice of the Employer, he should do so in writing.



13. Any effort by the Bidder to influence the Employer's bid evaluation, bid comparison or contract award decisions, may result in the rejection of his bid.
14. The Employer will evaluate and compare only the responsive and eligible Bids as per the criteria stipulated.
15. The contract will be awarded only to the party whose bid is technically qualified and financially accepted.
16. The Bidder whose Bid has been accepted will be notified of the award by the Employer prior to expiration of the Bid validity period by registered letter. This letter will state the sum that the Employer will pay the Contractor in consideration of the execution, completion and maintenance of the Services provided by the Contractor as prescribed in the Contract (hereinafter and in the Contract called the "Contract Price").
17. The notification of award will constitute the formation of the Contract subject to the furnishing of a performance security in accordance with the provisions in this document.
18. An agreement in the form given in this document will be signed between the CBSE and the successful bidder incorporating all correspondence between the Employer and the successful Bidder. This tender document will be a part of the agreement and all terms and conditions/Instructions mentioned herein will be part of the terms and conditions in the agreement.
19. Upon the furnishing by the successful Bidder of the Performance Security guarantee, the Employer will promptly notify the other Bidders that their Bids have been unsuccessful and release their Bid security.
20. The Performance Security shall be 10% of the total contract value and shall be in the form of D.D. or Bank Guarantee and shall remain valid for a period of 60 days beyond the date of completion of all contractual obligations including warranty obligations. The EMD shall be refunded on receipt of Performance Security of successful bidder. EMD of unsuccessful bidders shall be refunded after notification of the work order.
21. Failure of the successful Bidder to comply with the requirements of any clause of this document shall constitute sufficient grounds for cancellation of the award of work and forfeiture of the Earnest Money Deposit or the Performance Security Guarantee, as the case may be.



22. In case of a tie (a case of more than one tenderers quoting the same prices in the financial bids) of offers, the party having more experience of service provider in Govt./ autonomous organizations and the details submitted as per essential requirements clause will be preferred.
23. Experience certificate of satisfactory completion of services provided by the Govt./ Semi Govt. /Undertakings, Autonomous Institutions for last three years with similar nature and quantity of work will only be considered for cases of tie stated above.
24. **Rights of the Board:**
 - 24.1 Board reserves the right to accept/reject any or all the bids without assigning any reason whatsoever.
 - 24.2 Board reserves the right to award the tender to more than one Bidder.
 - 24.3 Board reserves the right to relax/ withdraw any of the terms and conditions mentioned in the Tender Document so as to overcome any problem encountered during the selection of the bidders and also during the course of the execution of the contract.
 - 24.4 If a firm after award of the contract violates any of the terms & conditions, it shall be liable to be blacklisted and its EMD/Bank Guarantee shall be forfeited.
25. The owner of the firm / a senior representative authorized by them must visit the Board every week to inspect the services of appointed Engineer.
26. Preventive Maintenance activity shall include cleaning of the equipment, updating of patches/service packs etc. The vendor shall provide for at least one **preventive maintenance schedule per quarter** during the maintenance period.
27. The language of the Contract is English and the law governing the Contract is Indian Contract Act and other statutory regulations coming under the purview of constitution of India.
28. The Contractor shall execute the Services in accordance with the scope of work and the schedule/equipment annexed to the tender document.
29. Any dispute between the parties to the agreement shall be finalized by mutual negotiation.



30. In case, amicable solutions/settlements could not be arrived at the end of such negotiations, any of the parties can appeal to the Competent Authority of the Board and his decision shall be final and binding on both the parties.
31. The duration of this Contract shall be for a period of one year with effect from the commencement of the contract. However, it may be extended for further period of one year but not exceeding a period of 3 year based on performance of the Agency as decided by the Board. The successful bidder shall be expected to provide the services during the specified contract period on Annual Contract Basis as described in the contract document.
32. The Contractor shall submit to the Employer or his nominee quarterly Bill of the services completed.
33. The Employer shall not make any advance payment on any account to the contractor in any circumstances under this contract.

34. SCOPE OF SERVICE

- 34.1 The Agency shall be entirely responsible for providing efficient and reliable maintenance services. The agency shall perform the services as per the terms and conditions contained in this tender document and shall deploy only trained and qualified professional in the form and manner described in this tender document.
- 34.2 The Agency shall be entirely responsible to ensure that only persons authorized by the Board are allowed to operate/repair/maintain the equipment at the premises and that no such equipment, machinery or any part thereof any property is removed out of the premises except with written permission of the employer.
- 34.3 The party should maintain detailed call slips etc. to document repair works undertaken and get them signed by the official- AMC in charge of Board. The vendor shall record each incident of equipment malfunction, date/ time of commencement of downtime and successful completion of the repair/maintenance work, nature of repair work performed on the equipment together with a description of the malfunction and the cause thereof. Details of preventive maintenance activity shall also be recorded.



- 34.4 The vendor shall provide comprehensive maintenance services which shall cover both preventive as well as corrective maintenance for all assets covered under AMC.
- 34.5 The quantities specified are only indicative and for the purpose of estimate only. The quantity can vary (delete/reduce/decrease) in respect of any item.
- 34.6 In case of any spares that need to be replaced in any equipment under AMC, if not repairable, the original and genuine spares should be used and configure the equipment and the details should be entered in the records.

35. PENALTY:

- 35.1 In case of break-down of other equipments, the party should attend the complaints within 8 working hours and rectify the defects and put the equipments in working condition and if more time is required, the party should provide substitute for the defective equipment within 24 working hours, and the substitute equipment should work to the satisfaction of the end user. The faulty equipment should be repaired and returned within 72 hours (03 days) otherwise.
- (i) The penalty will be imposed decided by the Competent Authority of the Board.
- (ii) If the party fails to provide substitute arrangement/return the original repaired equipment in working condition after 3 days, the penalty will be imposed decided by the Competent Authority of the Board till the time substitute arrangement/ original repaired equipment is returned in working condition. This will be limited to maximum of 20 days. Beyond the limit of 20 days period, the action of the contractor will be treated as breach of contractual terms and conditions.
- 35.2 The contractor will use genuine/original spare parts, If the employer found substandard services from the part of contractor it will be considered as breach of the terms and conditions under the agreement and will lead to imposing penalty as deemed fit by the employer including the termination of contract if necessary.
- 35.3 In the event of theft of any material/ property of the Board by the employee of the contractor, if found, the present market cost of the material/ property along with actual replacement cost (fitment/ installation costs, if applicable) recovered from the Contractor and the same will be deducted from the payment of next quarterly bill/security deposit.



- 35.4 The **CBSE** has the full right to reduce/exempt the quantum of penalty **depending** upon the circumstances/the reasons/ as per the request of the contractor, if deemed fit.
36. This Tender document and all terms and conditions mentioned herein will form a part of the agreement of the contract for Maintenance services of Computers and its Peripherals.
37. Quote the separate rates for deployment of full time qualified Computer personnel for corrective and remedial maintenance service from 09.30 hrs. To 18.00 hrs (Monday to Sunday). Saturday and Sunday **for critical work**.
38. The Computer personnel should have at least 2 years experience in a similar capacity.
39. The Computer personnel should be able to layout new LAN wires when required.
40. LAN troubleshooting skills are also required.
41. Quote separate rates for Comprehensive maintenance including replacement for unserviceable parts.
42. This contract is comprehensive in nature and will cover replacement of all defective parts/equipments such as motherboards, hard disks, picture tubes, DVD drive/writers, and keyboards, printers mechanical parts including print heads till they are repairable excluding stationery, ribbons, floppies and cartridge tapes.
43. The firm/company shall have to clean all the PCs installed in the CBSE, HQ & Academic Building, Delhi in each quarter with blower.
44. The firm/company shall have to recover the data if missed from any of the computers.
45. 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 up on the stand-by computer, the firm engineer have to ensure proper movement of Data without loss.
46. **Bidders should take into account any corrigendum published on the tender documents before submitting the bids. All such corrigendum will be published on the Board's website www.cbse.nic.in**



Note:

- i The Contract is the contract between the CBSE's nominee and the Contractor to execute, complete and maintain the Services.
- ii The Contractor / Agency is a person or corporate body, whose Bid to carry out the Services has been accepted by the CBSE.
- iii The Contractor's Bid is the completed Bidding document submitted by the Contractor to the CBSE.
- iv The Contract Price is the price stated in the letter of acceptance and thereafter as adjusted in accordance with the provisions of the Contract.
- v The CBSE is the party, who will employ the Contractor to carry out the Services.
- vi CBSE's Nominee – Is the officer nominated by the Competent Authority of the Board for executing the contract.
- vii The Initial Contract Price is the Contract Price listed in the CBSE's Letter of Acceptance.
- viii The Qualified Service Engineer are those employed / proposed to be employed by the Contractor at the Site, who have participated and are in possession of a valid Competency Certificate.
- ix Security Deposit means performance security guarantee and vice-versa.



SCHEDULE OF REQUIREMENTS

1. Schedule of Requirements:

1.1 The details of equipments for which maintenance required are given below.

Sl. No.	Company Name of Items	Total Computer	Total Printer	Total UPS
1.	Lenovo	96+2=98		
2.	Dell	60+26=86		
3.	HP	64+76=140		
4.	Apple	01		
5.	HPL	03		
6.	HCL	04		
7.	HP		119+48=167	
8.	Canon		13+28=41	
9.	Brother		45	
10.	Xerox		08	
11.	Microteck			193+70=263
12.	Luminous			12
13.	Index			04
14.	Paradyne			09+11=20
15.	Truck Power			01
16.	Compaq	02		
17.	APG			13
Total		228+106=334	185+76=261	219+94=313
Total Items for AMC Work		908		

- The number of equipments may increase.



TECHNICAL BID

**(FORMAT OF COVERING LETTER TO BE SUBMITTED ON LETTER HEAD OF THE BIDDER
along with Technical Bid)**

Description of Work: PROVIDING MAINTENANCE OF COMPUTERS AND PERIPHERALS IN THE BOARD

Bid Reference No. : NO.CBSE/ADMN.II/HQ/AMC/Computer & Peripherals/2017

To
The Joint Secretary (A&L),
Central Board of Secondary Education
Shiksha Kendra, 2, Community Centre,
Preet Vihar,
Delhi – 110 092

Sir

Having examined the terms and conditions of Contract and specification of work in the Tender document for Annual Maintenance of Computers & Peripherals duly signed and submitted herewith, the receipt of which is hereby duly acknowledged, we, the undersigned offer to execute the Services described in the Tender document, in conformity with all terms, conditions and specifications as per bid document for the sum of the Contract Price mentioned in the Financial Bid.

The Bid document and all other correspondence with regard to it shall constitute a binding contract between us. We understand that you are not bound to accept the lowest or any bid you receive.

We are not a blacklisted or debarred agency by any Govt. of India or any Autonomous Institutions at the time of signing this bid. Should the contrary be found at a later date, we know that our bid is liable to be rejected or punished under this document.

We undertake, if our Bid is accepted, to deliver and execute the work in accordance with the Schedule of Requirements. We also undertake that the bid documents do not contain any amendment, modification or change of any type whatsoever in the bid documents

If our Bid is accepted, we will furnish the Performance Security - a sum equivalent to 10% of the Contract Price, in the form of interest free amount as prescribed by the CBSE.

We agree to abide by this Bid for a Period of bid validity of 90 days from the date fixed for Bid opening. It shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal Contract is prepared and executed, this Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We undertake that, in competing for (and, if the award is made to us), in executing the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We hereby confirm that this bid complies with the Bid validity and Bid Security required by the Tender Document.

We are attaching herewith a self-attested copy of our currently valid PAN card.

Yours faithfully (Authorized Signatory)

Name & Title of Signatory-----

Name of Bidder-----

Address-----

Seal and Signature of Contractor



TECHNICAL BID FORMAT

(Bid Reference No. : NO.CBSE/ADMN.II/HQ/AMC/Computer & Peripherals/2017)

The information to be filled in by the Bidder in the following pages will be used for purposes of Evaluating the Technical Part of the Bid

1. Organisational Information

- 1.1 Name of the Organisation :
- 1.2 Certificate of Firms and Shops Regulation Act:
- 1.3 Service Tax Registration details. :
- 1.4 Constitution or legal status of Bidder :

(Attach copy)

Place of registration _____

Principal place of business _____

(Power of attorney of signatory of Bid (Attach copy)

2. Details of Work performed as prime contractor (in the same name) on Services of a similar nature over the last three years.

Project Name	Name of Employer	Description of work	Contract No.	Value in Rs. Lac	Date of issue of work order	Stipulated period of completion	Actual date of completion	Remarks

3. Qualifications and experience of AMC of Computers & Peripherals personnel proposed for administration and execution of the Contract. Attach biographical data.

Position	Name	Qualification	Years of experience (general)	Years of experience in the proposed position

4. Financial reports for the last three years: Audited balance sheets and profit and loss account along with auditors' reports etc. list them below and attach copies.

Seal and Signature of Contractor



केन्द्रीय माध्यमिक शिक्षा बोर्ड
CENTRAL BOARD OF SECONDARY EDUCATION

5. Gross receipts from Maintenance Services for last three years, as per services tax return.

Year	2014-15	2015-16	2016-17
Gross receipts in (Rs.)			

6. Copy of Income Tax Return for the Financial Year

2014-15, 2015-16, 2016-17 along with Computation Statements (please attach).

7. Name, address, telephone/mobile, mail and fax numbers of the Bidders' bankers who can provide references if contacted by the Employer.

8. Information on litigation history in which the Bidder is involved.

9.1 The following documents are submitted along with the bid:

Sl.no.	Description	Tick mark
1	EMD and proof of cost of Bid Document.	
2	Firms and Shops Regulation Act (or an application to give time to furnish this licence within 15 days of grant of award).	
3	Currently valid registration with Service Tax Authorities for Service Tax.	
4	Copies of Audited Statements of Accounts indicating the annual turn over for the last 3 years and Copies of I.T. Return files in last 3 years	
5	Statements showing the contract assignment undertaken during the last three years along with copies of work orders and completion certificate from the employer.	
6	Copies of work orders of 3 Maintenance Service contracts which are currently running.	
7	List of qualified Service Engineers on the Company's pay roll available in Delhi, including their qualifications & No. of Engineers the party proposed to deploy at CBSE.	
8	Spare parts inventory available along with Approx. value.	
9	Complete set of tender document duly signed by the Contractor or his authorised signatory.	

9.2 Other additional information, if any, required to fulfil the requirements as per tender documents (please list).

Seal and Signature of Contractor



PROFILE OF BIDDER ORGANISATION

1	Name of Firm / Organization	
2	Status of the Firm / Organization (with supporting documents)	Proprietary / Partnership/Private/ Government / Joint Venture / Other (specify)
3	Postal Address	
4	Valid Telephone No. Mobile No.	
5	Fax	
6	E –mail & Web site	
7	Year of Establishment	
8	Activities/ Services Offered	
9	Name of the Head of Organization	
10.	Bank Details for Payment	
	Name of Company	
	Account title	
	Bank Name	
	Branch Name	
	IFS Code	
	Type of Account	
	Account Number	

Date:

Place:

Signature of Authorized Signatory

Seal



केन्द्रीय माध्यमिक शिक्षा बोर्ड
CENTRAL BOARD OF SECONDARY EDUCATION

FORMAT OF FINANCIAL BID

Sl. No.	Company Name of Items	Total Computer	Rate for Computer (per unit) (including all taxes)	Total Rates
1.	Lenovo	96+2=98		
2.	Dell	60+26=86		
3.	HP	64+76=140		
4.	Apple	01		
5.	HPL	03		
6.	HCL	04		
7.	Compaq	02		
Total Computer		228+106=334		

Sl. No.	Company Name of Items	Total Printer	Rate for Printer (per unit) (including all taxes)	Total Rates
1.	HP	119+48=167		
2.	Canon	13+28=41		
3.	Brother	45		
4.	Xerox	08		
Total Printer		185+76=261		

Sl. No.	Company Name of Items	Total UPS	Rate for UPS (per unit) (including all taxes)	Total Rates
1.	Microteck	193+70=263		
2.	Luminous	12		
3.	Index	04		
4.	Paradyne	09+11=20		
5.	Truck Power	01		
6.	APG	13		
Total UPS		219+94=313		

Total Items for AMC Work	908
Total Work Value (including all taxes)	RS.....

Seal and Signature of Contractor

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