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**केन्द्रीय माध्यमिक शिक्षा बोर्ड**  
(मानव संसाधन विकास मंत्रालय, भारत सरकार के अधीन एक स्वायत्त संगठन)  
**क्षेत्रीय कार्यालय**

अम्बिका कॉम्प्लेक्स, स्टेट बैंक कॉलोनी के पीछे, ब्रह्मस्थान शेखपुरा, राजा बाजार, बेली रोड, पटना- 800 014, बिहार

**CENTRAL BOARD OF SECONDARY EDUCATION**

(An autonomous organization under the Union Ministry of Human Resources Development, Govt. of India)

**REGIONAL OFFICE**

Ambika Complex, Behind State Bank Colony, Brahmsthan, Sheikhpura, Raja Bazar, Bailey Road, Patna - 800014 (Bihar)

CBSE/RO/PTN/Admn./2016/989

Date: 16.06.2016

**Notice Inviting Tender (NIT)**

Subject: Annual Maintenance Contract (AMC) of Computer and Network in Central Board of Secondary Education, Regional Office, Patna

Sealed quotations are invited for the Annual Maintenance Contract for Computers hardware including computer system of various make, Laptops, printers and UPS (One Line & Off Line) installed in CBSE, Regional Office, Patna. The description of machines (PCs, Printers, UPS etc) are given in Annexure-I. You are requested to visit the office to see the hardware on date 17.06.2016 between 10: 00 am to 12: 00 PM. The sealed envelope for rates quoted should reach the office of Central Board of Secondary Education, Ambika Complex, Raja Bazar, Bailey Road, Patna - 800014 between 20.06.2016 to 11.07.2016 in the tender box. The tender quotations will be opened on 12.07.2016 at 04:00 PM. You are requested to be present personally or through authorised representative at the time of opening of tender.

Only those Companies/bidder will be considered which have empanelment from Central/State Government on 20.06.2016. Newly empanelled (as on 20.06.2016) companies/bidder with Central/State Government for Annual Maintenance Contract (AMC) of Computer/Printer/Server/Scanner/Laptop/UPS etc. will also be considered.

  
(Raja Ram Meena)  
Regional Officer



E-mail: ropatna.cbse@nic.in  
ropatna.cbse@gmail.com



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## केन्द्रीय माध्यमिक शिक्षा बोर्ड

क्षेत्रीय कार्यालय—पटना

(मानव संसाधन विकास मंत्रालय, भारत सरकार के अधीन एक स्वायत्त संगठन)

अम्बिका कॉम्प्लेक्स, स्टेट बैंक कॉलोनी के पीछे, ब्रह्मस्थान, शेखपुरा, राजा बाजार, बैली रोड, पटना- 800 014, बिहार

### CENTRAL BOARD OF SECONDARY EDUCATION

(An autonomous organization under the Union Ministry of Human Resources Development, Govt. of India)

REGIONAL OFFICE - PATNA

Ambika Complex, Behind State Bank Colony, Near Brahmsthan, Sheikhpura, Bailey Road, Patna- 800014 (Bihar)

CBSE/RO/PTN/Admn./2016 / 98990

Date: - 20.6.2016

To,

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Sub: - AMC of Computers and Network- reg.

CBSE Regional Office (RO) Patna is interested in comprehensive AMC for its computer hardware including computer systems of various make, Laptops, printers and UPSs (On Line & Off Line) Installation of softwares, Internet connectivity etc. from reputed agencies, having at least two years experience of computer maintenance in large Govt. organizations. If your organization is interested in providing trouble free AMC services to the CBSE, RO Patna 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 should be located in Patna. In case any company wants to check inventory they can visit CBSE RO Patna on any working day.

The rates along with EMD of Rs. 1,000/- (in the form of A/c payee Demand Draft, favoring "Secretary, CBSE, Delhi") as per Annexure-III may please be quoted in the prescribed format and duly sealed in Envelope super scribing "Quotation for Maintenance of Computers and Network-2015-Patna RO" be put in the Tender Box kept in ground floor near security guard, CBSE, Regional Office, Ambika Complex, Behind State Bank Colony, Near Brahmsthan, Sheikhpura, Raza Bazar, Bailey Road Patna-014.

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, Ambika Complex, Behind State Colony Bank, Near Brahmsthan, Sheikhpura, Raza Bazar, Bailey Road Patna-800 014 on or before 20.06.2016 to 11.07.2016 up to 2:30 P.M. The tenders will be opened on 12.07.2016 at 04:00 PM in the presence of the tenderers who may like to be present.

Encl: As above.

Yours faithfully,

(NAVIN MAINI)

Research Officer (Technology)



### Maintenance of computer related Hardware

The details of the equipment in CBSE, Patna are given in Annexure-IV. The firm shall provide unscheduled, on-call corrective remedial maintenance service from 9.30 AM to 6.00 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 and to ensure net connectivity in the computer system. If required, Engineer be on call on holidays including Sunday.

#### Terms and conditions

- a) Quote the separate rates for deployment of on call qualified Computer personnel for corrective and remedial maintenance service from 0930 hrs. to 1800 hrs. (Monday to Saturday)
- b) The computer personnel should have at least 2 years of experience in a similar capacity.
- c) The computer personnel should be able to layout new LAN wires when required.
- d) LAN troubleshooting skills are also required.
- e) Quote the separate rates for Comprehensive maintenance include replacement of unserviceable parts.
- f) 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, and keyboards, printer's mechanical parts including print heads till they are repairable excluding stationery, ribbons, floppies and cartridge-tapes.
- g) Complaints shall be attended 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 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.
- h) The firm agrees to maintain the equipment specified in this Agreement in accordance with terms and conditions mentioned above.
- i) In case of unsatisfactory services, the Regional Officer Patna CBSE shall terminate the contract at any time during the prescribed period of maintenance without assigning any reason.
- j) The agencies, if they desire, may inspect the machines before quoting the rates.
- k) The rates should be quoted without Taxes and Taxes should be quoted extra.
- l) Turn over for AMC/work/sale of computers and its peripherals for last two years shall be at least Rs. 5,00,000/- per year.



- m) The firm/company having ISO certificate or Equivalent will be preferred.
- n) Only that firm/company may apply who have at least 02 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 is peripherals.
- o) The firm/company should have experience as Authorized Service Provide for HP/HCL / LENOVO/ Compaq/ Acer/Dell/Mac Apple.
- p) The firm/company shall have to clean all the PCs installed in the Building, Patna quarterly through blower.
- q) 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 up on the stand-by computer, the firm Engineers have to ensure proper movement of Data without loss.
- r) The Regional Officer Patna, CBSE reserves the right to accept or reject any or all the tender without assigning any reason.
- s) 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 Patna, 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/ performance guarantee will also be forfeited by the Board.
- t) The Jurisdiction in legal matter will be Patna/Bihar.
- u) A performance guarantee deposit of Rupees ten thousand has to be deposited with the Board on receipt of work orders either through DD or bank guarantee. Deduction on unsatisfactory performance, loses will be made from this deposit which will stand forfeited in case of withdrawal of contract by the firm. Fresh performance guarantee deposit will be payable in exhaustion of original deposit.



Technical Bid

Annexure-II

CENTRAL BOARD OF SECONDARY EDUCATION

CBSE, Regional Office, Ambika Complex, Behind State Bank Colony, Near Brahmsthan, Sheikhpura, Raza Bazar, Bailey Road Patna-800 014

(To be sealed separately along with DD of Rs. 3,000/- 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) Turnover of AMC of computers for the period: 2013-2014 2014-2015
- 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 where AMC for Unix/Windows 8/ 7/XP/NT/2000/98 are being maintained.
- h) References from customer where 25 or more PCs are on AMC with the firm.
- i) References from customers where LAN is being maintained

Authorized Signatory

(With full name, designation and stamp)

Mobile No. : \_\_\_\_\_

Phone No. : \_\_\_\_\_

Address: \_\_\_\_\_

**Financial Bid**

1. Our Annual charges for comprehensive maintenance of all the computer & its peripherals, Printers, UPSs, Laptops, switches, UTM firewall and internet connectivity of CBSE, Patna as per list enclosed are Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) and the Terms & Conditions of Tender are also acceptable to us.
2. Quote Separate rates for LAN wire laying (including material) for 100 meter of wire per year. This will be paid if on actual wire installed on pro-rata basis \_\_\_\_\_.

Authorized 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 2013-2014

Turn over: \_\_\_\_\_ during 2014-2015



## Annexure-IV

| SL No. | PC NAME              | No. of systems | Remarks   |
|--------|----------------------|----------------|---|
| 1      | HP Compaq 8200       | 9              |   |
| 2      | HCL EC2              | 3              |   |
| 3      | HP PC                | 10             | New systems in warranty.<br>However bidder is expected to coordinate with manufacturer to get warranty implemented. |
| 4      | HP Pro 3090 MT       | 1              |   |
|        |                      |                |   |
|        | <b>PRINTER</b>       |                |   |
| 1      | LaserJet M1136 MFP   | 1              |   |
| 2      | HP LJP 1008          | 9              |   |
| 3      | Canon MFD            | 1              |   |
| 4      | HP MFD               | 2              | New systems in warranty.<br>However bidder is expected to coordinate with manufacturer to get warranty implemented. |
| 5      | Canon duplex printer | 3              | New systems in warranty.<br>However bidder is expected to coordinate with manufacturer to get warranty implemented. |
|        |                      |                |   |
|        | <b>UPS</b>           |                |   |
| 1      | Microtek             | 2              |   |
| 2      | PulseTech            | 9              |   |
| 3      | Microtek             | 10             | New systems in warranty.<br>However bidder is expected to coordinate with manufacturer to get warranty implemented. |
|        |                      |                |   |
|        | <b>Laptop</b>        |                |   |
| 1      | DELL Inspiron- 11    | 1              |   |
|        |                      |                |   |
|        | <b>Switches</b>      |                |   |
| 1      | D Link               | 7              |   |
| 2      | BSNL                 | 1              |   |