

TENDER DOCUMENT
(Advertised Tender Enquiry)

Tender Notice No. F. No. 2-3/(45)/2014ST

TENDER ENQUIRY FOR
Annual Maintenance Contract for
Computers, Computer Peripherals, UPS and Networking

NAME AND ADDRESS OF BIDDER

M/s. -----



Government of India
Central Research Institute for Dryland Agriculture
Santoshnagar: Hyderabad-500 059
(40) 24530161 / 223 # Fax 91-040-24531802
Website # <http://www.crida.in>

1. INVITATION TO TENDER



Government of India

Central Research Institute for Dryland Agriculture

Santoshnagar: Hyderabad-500 059# (40) 24530161 / 223 # Fax 91-040-24531802

Website # <http://www.crida.in>

[Tender Notice No. F. No. 2-3/(45)/2014ST Dated:10-03-2015]

Dear Sir(s),

On Behalf of the Director, Central Research Institute for Dryland Agriculture I invite you to tender for Annual Maintenance Contract for Computers, Computers Peripherals, UPS and Networking . The conditions of contract applicable to the orders placed by Central Research Institute for Dryland Agriculture, Indian Council of Agricultural Research and Research Institute. If you are interested to quote, please submit your Tender in the prescribed Tender Form enclosed, in original, on or before the prescribed date and time indicated in the conditions of contract.

The closing date and time for submission and opening of the bids for Annual Maintenance Contract for Computers, Computer Peripherals, UPS and Networking are as follows:

Tender document No.	Description	Submission time of bids
F. No. 2-3/(45)/2014ST	Annual Maintenance Contract for Computers, Computers Peripherals, UPS and Networking	Last date: 27-03-2015 at 1300 hrs

Complete set of bidding documents is available on the website <http://www.crida.in> interested eligible vendors may download the bidding documents and furnish their bids before the due date. The Tender will be issued in person @ ₹1,000/- or ₹1,030/- by post, drawn in favour **ICAR UNIT – A/c. CRIDA. (non refundable)** with a request letter addressed to the Director, CRIDA, SANTOSNAGAR, Hyderabad 500 059. The firms who have downloaded from website (www.crida.in) have to deposit ₹1,000/- in the form of DD or Bankers Cheque drawn in favour of **ICAR Unit A/c. – CRIDA.** along with the tender at the time of submission, failing which your tender will not be accepted.

Important Dates:

Last date and time for sale of physical tenders: Upto 1600 hrs IST on 26-03-2015

Last date and time for submission of tenders :Upto 1300 hrs IST on 27-03-2015 and open of tenders 1500 hrs on 27-03-2015

DIRECTOR

2. CHECKLIST

Please verify the following before submission of the tender and submit the required documents in the sequence listed below, to avoid rejection or disqualification of your tender.

- 2.1. Earnest Money Deposit
- 2.2. Application fee DD
- 2.3. Attested copies of registration certificate of the firm/agency;
- 2.4. Attested copies of Income tax return/assessment order for last year.
- 2.5. Attested copies of Sales tax return/assessment orders for the three years i.e., 2012-13, 2013-14 and 2014-15.
- 2.6. Attested copies of audited financial statements showing the annual turnover during the last 3 years.
- 2.7. TIN Number/Service Tax Registration number along with attested copies of Registration under VAT & Service Tax Acts.
- 2.8. Provide information on company's physical infrastructure to support AMC project like in-house Test and Repair Center at Hyderabad with necessary proofs.
- 2.9. The entire original tender document with seal and signature on each page.
- 2.10. All relevant proofs and supporting documents for the point wise with page numbers for Chapter-4
- 2.11. Point wise compliance statement for all points in section 3, chapter 5
- 2.12. Point wise compliance statement for all points in chapter 6
- 2.13. Price schedule for A and B

NOTE : All enclosures must be filled properly and enclosed along with Tender document, failing which the tender may be rejected.

3. GENERAL TERMS AND CONDITIONS OF THE CONTRACT

3.1. Tender cost : The Tender will be issued in person @ ₹1,000/- or ₹1,030/- by post, drawn in favour **ICAR UNIT – CRIDA A/c (non-refundable)** with a request letter addressed to the Director, CRIDA, Santoshnagar, Hyderabad 500 059. The firms who have downloaded from website (www.crida.in) have to deposit ₹1,000/- in the form of DD or Bankers Cheque drawn in favour of **ICAR Unit – CRIDA A/c** along with the tender at the time of submission, failing which your tender will not be accepted.

3.2. Period of Contract: The period of contract will be initially for one year from the date of signing the contract by CRIDA. However, the period is extendable on mutual consent but not automatic.

3.3. Tender Schedules : Tenders are invited for maintenance of computers and related equipments. The work share agreement in the form of MOU has to be submitted along with tender document indicating the main firm who would be responsible for the work contract, If two firms applying in a consortia mode, failing which, tender will not be considered. The work will be awarded in the name of the main firm only and they would be responsible for the work.

3.4. Charges: The charges have to be quoted on annual basis specifying the charges for each individual item. Lump sum offers and the offers, which are not having item-wise rates of contract charges, will be rejected.

3.5. EMD: Tenders should accompany with an EMD of ₹40,000/- of contract value in favour of “ICAR UNIT A/c. CRIDA” in the form of Demand Draft valid for six months. The tenders without EMD will be rejected. EMD furnished for previous bids will not be adjusted against the present Bid. The EMD will not carry any interest whatsoever. The prescribed EMD will be returned to the unsuccessful bidders. CRIDA reserves the right to forfeit the EMD of empanelled bids on account of (i) premature withdrawal from the bid (ii) non-payment of security deposit. The decision of the Director, CRIDA shall be final in this regard.

3.6. Termination of Contract: If services are not satisfactory the CONTRACT will be terminated at any stage. No correspondence in this matter will be entertained.

3.7. Payment: No advance payment is permissible. However payment will be made after satisfactory services provided in each quarter of the year after date of completion of quarter of the year on receipt of bills in triplicate by the Director CRIDA, after the services duly certified by the OIC (AKMU). Statutory taxes as applicable at source will be deducted from the bill. All payments will be made by e-transfer/crossed cheque payable at Hyderabad/Online transfer. Penalty amount will be deducted from the bill of the empanelled firm on account of any damages occurred during the service.

3.8. Performance Security Deposit: The successful bidder is required to pay an amount of ₹1 lakh (Rupees one lakh only) towards security deposit and the same will be released within one month from the date of expiry of the contract. No interest shall be paid on such security deposit. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations.

3.9. Taxes : Income Tax and other statutory levies applicable to such contracts / services will be deducted at source, as per the rate applicable at the time of payment.

3.10. Validity Period : Firms tendering should note that their offers should remain open for acceptance for 90 days from the date of opening of tender. The rates quoted will be valid for a period of one year from the date of providing AMC service and may be extendable for two more years subject to mutual agreement.

3.11. Right of acceptance : This office does not pledge itself to accept the lowest or any tender and reserves to itself, the right of accepting the whole or any part of the tender. The Director, CRIDA reserves the right to cancel the bid at any stage without specifying any reasons. Director, CRIDA reserves the right to accept or reject any or all the tenders either in part or in full without assigning any reason thereof. Director reserves the right to decrease or increase the quantity at the time of placing the purchase / work order for repairs / replacements. The list included is indicative. The final list of equipments to be placed under AMC would be notified at the time of award of contract.

3.12. Dispute Jurisdiction: In the event of any question, dispute or difference arising under these conditions or any conditions contained in the Work Order or in connection with this contract, the same shall be referred to the sole arbitration of the Director or some other persons appointed by him. The award of the arbitrator shall be final and binding on the parties to this contract. The decision of the Director, DIRECTOR on any dispute will be final and legally binding. All disputes will be subject to **Hyderabad Jurisdiction only.**

3.13. Site Visit : The bidder may visit the site of CRIDA and obtain complete information of IT facilities at CRIDA from the OIC (AKMU), The OIC (AKMU) will arrange any of their personnel to gain access to the site. The failure of a bidder to visit a site will not be a cause for its disqualification. But, it is essential to understand present scenario at CRIDA to render the service.

3.14. Clarification on bidding document: Any prospective bidder requiring any clarification of the bidding documents on any working day of the CRIDA.

3.15. Bidding procedure: Bid should be made in two parts namely “Technical compliance bid which includes Essential Qualification of Vendor, Essential requirement of AMC at CRIDA and Service Assurance “one sealed cover and “Financial Bid” another sealed cover in the format given in the bid document. The bid document should be filled in and signed with seal on every page. All the two parts are to be submitted in sealed cover with scribing on this cover as TENDER FOR AMC for IT Facilities” and also name of the firm and address. Bids are not transferable. Corrections, if any, must be attested. All amounts shall be indicated both in words as well as in figures. Where there is difference between the amount quoted in words and figures, amount quoted in words shall prevail.

3.16. Evaluation Criteria: Tenders will be evaluated in two stages. In the first stage of the evaluation, only the bid consisting of “**Essential Qualification of Vendor, Essential requirement of AMC at CRIDA and SERVICE ASSURANCE**” will be evaluated. Bids satisfying in the first stage of evaluation only will be considered for the second stage evaluation i.e. “*Financial Bid*”. Short listed bidders will be informed at the end of process.

3.17. Bid Submission and Opening: The sealed bids for this work are accepted **upto 1300hrs on 27-03-2015**. The sealed bids are to be dropped in the bid box kept in Stores Section of the Institute. Any bid received by the CRIDA after the bid submission deadline prescribed in the document will be rejected and returned unopened to the bidder. The technical bids will be opened at 1500hrs. on the same day in the presence of those bidders or their authorized representatives. The bids received after due date will not be accepted. After evaluation of the technical bids, financial bid will be opened those who are qualified and date will be informed.

3.18. Physical infrastructure: Company must have adequate physical infrastructure to support AMC project like in-house Test and Repair Center at Hyderabad. CRIDA authorities may inspect before selection, in case if needed. Necessary documents have to be provided accordingly. The nominated committee may visit the company at any time for verifying.

3.19. Penalty: Penalty as may be decided by the Director, CRIDA is liable to be levied on the firm/agency who do not attend to the service as per requirement and time limit specified.

3.20. Information to Successful Bidder: The successful bidder must physically verify the equipments to be placed under AMC before entering the contract and intimate the same to the purchase department for preparing final list of equipments under AMC. The Institute shall enter into contract agreement with successful bidder indicating that the firm would responsible for the work contract with agreed terms & conditions and service assurance. Bank details of the firm must be furnished for payment purpose. AMC cannot be transferred or outsourced.

4. Essential Qualification of Vendor

- 4.1. The registration certificate of the firm/agency.
- 4.2. Certificates of registration for sales tax and incorporation etc. Issued by appropriate government for the required services with seal of the tenderer.
- 4.3. Income tax return/assessment order for last year.
- 4.4. Sales tax return/assessment orders for the three years i.e., 2012-13, 2013-14 and 2014-15.
- 4.5. Copies of audited financial statements for annual turnover during last 3 years.
- 4.6. TIN Number/Service Tax Registration number along with copies of Registration under VAT & Service Tax Acts.
- 4.7. The company should have at least an annual turnover of ₹30 Lakhs from its AMC business only, in last three financial years. Turn over certificate from Chartered Accountant is to be enclosed as a proof and any other to support.
- 4.8. Maintained minimum a set of 5 servers, more than 150 computer systems and large network services in a single institutes/units, at least **two such Govt./Public Sector units** per year in the **past two years** at an annual value of more than rupees Five lakhs each (enclose proof of awarded contract, satisfactory certificate from the Institute and contact details of person in charge at each institute/unit)
- 4.9. Must have at least **two Govt./Public Sector Institutions under AMCat present**, each having minimum a set of 5 servers, more than 150 Computer systems and large network services or more under AMC in single contract worth above Rupees five lakhs per year in the present year (enclose proof of awarded contract, satisfactory certificate from the Institute and contact details of person in charges at each institute/unit)
- 4.10. Certified experienced engineers for facility management/maintenance services on LINUX, Unix, WINDOWS Environment, Networking systems to do installation fault finding, trouble shooting in Hyderabad (enclose list of names and proof of the individuals certificates)
- 4.11. Ability to bring in resources in terms of manpower / hardware etc. in case of computer security threat / intrusion / hacking / virus attack etc. A report indicating the course of action planned by the firm in such events should be included along with tender document.
- 4.12. Provide brief write up on approach and strategy specifying the hardware and software to be used using the existing on the services like Network, Security and bandwidth integration of multiple ISPs, Portal management and providing solutions in customizing open source software.
4. 13. Physical infrastructure: Company must have adequate physical infrastructure to support AMC project like in-house Test and Repair Center at Hyderabad. CRIDA authorities may inspect before selection, if needed. Necessary documents have to be provided accordingly.

5. Essential requirement of AMC at CRIDA

5.1 Scope of Contract: The contract will be on comprehensive basis and for on-site Facility Management/Maintenance Services with includes **Hardware & software installation, fault finding and trouble shooting, Installation and up-gradation of system software, Performance monitoring, fine-tuning and optimization and Support for all types of Server & desktop versions OS.** The vendor has to provide **System Administrator** to give requisite network services support and coordinate with computer maintenance engineers for smooth running of the IT services. The **System Administrator** should have experience in large network management using various servers (specifically high end servers like Linux, and Windows, HPC, GPU, Itanium dual processor and Xeon servers, 64 bit servers). Vendor to make arrangement to provide backup manpower to ensure sufficient help to meet the contingency needs in providing value added services. CRIDA has full rights to reject the services of engineer and can ask for a change, if found not fit. The firm has to provide backup strategy wherever, there is “single point” failures/bottleneck failures. The system administrator should coordinate/ manage other workers and report the progress/problems with OIC (AKMU). A single point contact that would look after the entire contract should be specified.

5.2 List of IT Hardware and its Peripherals at CRIDA, Hyderabad

The whole tender is considered as a single item only for comprehensive solution. Bids for individual category would not be considered.

5.2.1. Summary of IT Hardware and its Peripherals

Category Sl. No.	Name of the Equipment category	Total
Non-Warranty Items		
01.	Servers	010
02.	Workstations	024
03.	Mac Systems	006
04.	Desktops	169
05.	Laptops	046
06.	Printers	193
07.	Scanners	043
08.	UPS	017
09.	Network	059
Warranty Items		
01.	All-in-one	010
02.	Desktops	028
03.	Server	002
04.	Workstation	001
05.	Laptops	005

AMC TERMS AND CONDITIONS FOR HARDWARE AND ITS PERIPHERALS

5.3.1. Hardware – This include the actual components/assemblies/sub-assemblies of the PC i.e. the hard disk, RAM, mother board, processor, monitor, mouse, Keyboard, DVD/CD-ROM, SMPS, etc. This would also include the components/ assemblies / sub-assemblies of peripherals and other accessories and Connectors/ Calves / Cords and any other physical appliances required for running the computers as it is. The servicing of Laptop / Notebook / Netbook should also include replacement of screen, battery and battery charger.

5.3.2. Peripherals – This include all LaserJet Printer, DVD/CD-Writer, Network Interface Card, All types VGA cards, Network Switch, Speakers and any other unspecified but existing item in the Computer System. Maintenance of LaserJet Printers cover all parts, including Fuser Assemblies, Teflon sheets, drum kit, etc. Scanner maintenance covers all assemblies including lamp.

5.3.3. Software – This include all systems in the institute, all the software related to Operating Systems, System Software, Software required to run the components/peripherals etc. and any other office working software.

5.3.4. Services – This would include back-up solutions, cleaning of the computer systems and peripherals, disaster recovery solutions, general antivirus checks and regular maintenance like running diagnostics tests to ensure if all the components are working fine/efficiently. System Administrator has to take care Zimbra mail Server, Active directory services, DNS, DHCP, Proxy Server, Virtual Machines, CMS & web servers and Network related issues.

5.3.5. Network -The maintenance of entire network including networking hardware and cable connectivity is covered under this tender. Network related issues, installation and configuring all types of Modems, Switches, Firewall and Routers.

5.3.6. UPS - The bidder shall provide both services and spares for the maintenance of UPS at CRIDA. The cost of all the spares (excluding batteries) that are replaced in the UPS system will be covered under the AMC. If the battery becomes defective due to non-performance of the UPS system, the bidder would replace the battery/batteries free of cost within a day. The preventive maintenance service testing, cleaning and checking of general performance of UPS and the contractor shall inform in advance minimum 2 to 3 months for replacement of UPS batteries, if required.

5.3.7. Unscheduled, on call corrective and remedial maintenance service to set right the malfunctions of the system including Networking. This includes replacement and / or repair of unserviceable parts with either new parts or parts equivalent in performance to the new parts with the approval of the user.

5.3.8. In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.

5.3.9. Provide Institute Network diagram and year plan for scheduled maintenance of all computers, printers and scanners

5.3.10. The bidder has to provide Three (03) Qualified Resident Service Engineers who shall be at least one Linux Certified Sr. System Administrator and two Certified Desktops Engineers from recognized institutions to be available in this office from 0930 to 1630 hrs. on all working days. System Administrator must know to maintain Zimbra mail Server, Active directory services, DNS, DHCP, Proxy Server, CMS, web servers. Solving Network related issues. Installing and configuring all types of Modems, Switches, Firewall and Routers.

5.3.11. The bidder has to provide One (01) Resident Regular Helper for cleaning and dusting of servers, computers as well as printers on all working days (Monday to Saturday) during 0930 to 1630 hrs.

5.3.12. All Service personals should report to Office In charge AKMU. Attendance register shall be maintained at the AKMU.

5.3.13. The engineer must be equipped with mobile phone by company for quick communication. If any engineer taking leave, a suitable replacement has to be provided by the contracting firm.

5.3.14. The Engineer shall maintain daily records of complaints Received/Attended/Not attended, whether received on-line or otherwise and put up a report for every 15 days to the authorized officer of the institute and if the day happens to be a holiday than the next working day.

5.3.15. All IT equipments will be handed over back to OIC, AKMU in good working condition after the completion of AMC Period.

5.3.16. Service Engineers should attend maintenance calls at HRF and GRF of CRIDA. Office Transport is provided for going and coming.

5.3.17. The actual number of equipment may differ as some equipment under warranty may be added subsequently as soon as the warranty period expires and an addendum may required to be signed for including those equipment to the main tender and a provision for the same is to be made in the bid itself.

5.3.18. In addition to the above, an additional service which was agreed to be performed at the time of consideration of the tender or which may mutually agreed upon subsequently for which a separate communication is undertaken, shall also be treated as integrated part of tender and be bidding on the contractor.

6. SERVICE ASSURANCE

6.1. AMC shall cover each and every part including plastic body and parts, replacement of any part necessary for keeping the computer systems active and free from any defects/disturbance. The service provider without any extra charge will do the replacement of all defective parts with good quality and OEM branded parts. Used / Repaired/refurbished parts of any other brand from any other source are not acceptable.

6.2. The servicing should include preventive and proactive maintenance of equipment. Including quarterly cleaning of outer parts/covers with appropriate non-corrosive cleaner and Vacuum cleaning of the internal areas.

6.3. Preventive maintenance of all systems and its peripherals should be scheduled at least once in three months.

6.4. Uptime should at least 99.9% for all Systems, Printers, Scanners and Network Switches. Therefore, we agree to maintain the uptime of 98%. Failure Rate / Time should not be more than 2%.

6.5. Bidder should provide stand by system of an equivalent configuration as on immediate replacement of any faulty machine and printers, They should also stock adequate number of spares/components at the site (at least three sets of stand by Computers and Printers).

6.6. Bidder is required to maintain adequate stocks of spares to meet the daily requirements, such as Computers, LaserJet Printers, Keyboards & Optical Mouse, Network cards, Display cards Fiber & UTP Patch cables (cat.), Switch 24 port with Fiber modules, RAM (2 GB DDR1, DDR2, DDR3), SMPS, HDD/DVD/CD Writers, Vacuum cleaner with blower etc. CRIDA reserves the right to verify the stocks at any point of time

6.7. Maximum down time for Servers 4:00 hrs. and all other Systems, LaserJet Printers, scanner and UPS will be one working day.

6.8. During down time standby should be provided for systems, LaserJet Printer, scanner and UPS by the AMC holder within one working day for major repairs falling which down time penalty will be attracted as per point number 6.9.

6.9. Penalty for Server: ₹1500 per 2:00 hrs. per server, Workstation: ₹250 per day per workstation, All other computers: ₹200 per day per system, Printer/Scanner: ₹150 per day per unit, Network: ₹100 per day per unit, UPS: ₹75 per day per UPS.

6.10. Any item (Computer, Printer, Scanner, Laptop, UPS & Network) is not repairable by the firm within 15 days of time, the item has to be replaced with the same brand with same specification or higher specification within 15 days of time.

6.11. In the event of Service Personnel remaining absent/on leave without substitute

thereof, deduction will be made @ c250/- per personnel for each day of absence, from the contracted amount.

6.12. During the maintenance visits, the systems will be cleaned and general performance shall be checked regularly. Apart from the maintenance visits, all breaks down calls in between emanating from the user will also be attended to.

6.13. The bidder will render maintenance services during working hours on working days as applicable to the respective site. No work will be undertaken on holidays and beyond office hours on day to day except by prior arrangement.

6.14. If for any reason the bidder is not able to attend the complaint / problem, the job shall be outsourced to some other firm or from the open market at the cost of the bidder and the expenditure incurred shall be recovered from the bidder. This may also entail termination of the tender.

6.15. The penalty amount will be deduction from the bill amount of the empanelled firm on account of any damages occurred during the service.

6.16. The contractor should provide LAN Based Call Logging Software for:

- a. Registering Calls online by users
- b. Generating Reports of Calls Registered, Completed and pending call Details.
- c. Call Summary.
- d. Calls report Weekly, Monthly and Quarterly.

7. APPLICATION FORMAT

To
The Director
CRIDA (ICAR)
Santoshnagar
Hyderabad – 500 059

Sir / Madam,

I / We hereby accept the terms and conditions mentioned in the Tender No. _____ dated _____ for Annual Maintenance for Computers, Peripherals, UPS and Networking in the Director, CRIDA, Hyderabad.

I / We agree that the offer shall remain open for acceptance for a minimum period of three months from the date fixed for opening the tender and thereafter till it is withdrawn by me / us by notice in writing duly addressed to the authority opening the tender and sent by registered post or delivered at the office of such authority.

Demand draft No/s (s) _____ dated _____ for ₹40,000/- payable at Hyderabad in favour of **“ICAR Unit-CRIDA A/c”** towards the earnest money is / are enclosed.

I / We understand that, the amount of EMD will not bear interest and shall be liable to be forfeited to the Government if I/we fail (i) to keep the offer open for the period mentioned above and (ii) if this offer is accepted, fail to sign and complete the tender documents as required the Director, CRIDA, Hyderabad or furnish the security deposit as specified under terms and conditions of the tender. The amount of earnest money may be adjusted towards the security deposit or refunded to me / us unless the same or any part thereof has been forfeited as aforesaid.

Date :

Full Address : Name in block letters _____

Telephone No/s

Fax No.

E-mail address

Signature of the Vendor along with seal
Name in block letters

8. TECHNICAL BID

Attached to Tender Notice No. _____ dated _____

To
The Director
CRIDA (ICAR)
Santoshnagar
Hyderabad – 500 059

Sir / Madam,

For Annual Maintenance Contract of Computers, Computer Peripherals, UPS and Networking as per details mentioned in Annexure-I.

With reference to your Tender No. _____ dated _____, we offer Technical Bid as under :

1. Name of the service provider :
2. Address :
3. Name of the contact person :
4. Contact Number :

The Technical Bid should necessarily contain all documents listed in the checklist.

Provide list here

DECLARATION : I hereby declare that details furnished above are true and correct. I have read entire terms and conditions of the tender document and abide by the same.

(Signature of the Authorised Bidder with Name & date)

9.COMMERCIAL BID

Attached to Tender Notice No. _____ dated _____

To
The Director
CRIDA (ICAR)
Santoshnagar
Hyderabad – 500 059

Sir / Madam,

For Annual Maintenance Contract of Computers, Computer Peripherals, UPS and Networking as per details in Annexure-I.

With reference to your Tender No. _____ dated _____
We offer Commercial Bid as under :-

1. Name of the service provider :
2. Address :
3. Name of the contact person :
4. Contact Number :

S.No.	Description of Items	Rate (inclusive of all taxes as applicable)
01	Annual Maintenance Contract of Computers, Computer Peripherals, UPS and Networking as per details annexed in Annexure-I	₹

DECLARATION :I, hereby, declare that details furnished above are true and correct. I have read the entire terms and conditions of the tender document and abide by the same.

(Signature of the Authorised Bidder with Name & date)

PRICE SCHEDULE

(To be submitted on the letterhead of the bidder and enclose in a separate envelope titled "Price Schedule")

Schedule – A: Maintenance of computers and its equipments

Category Sl. No.	Name of the Equipment category	Total
Non-Warranty Items		
01.	Servers	010
02.	Workstations	024
03.	Mac Systems	006
04.	Desktops	169
05.	Laptops	046
06.	Printers	193
07.	Scanners	043
08.	UPS	017
09.	Network	059
Warranty Items		
01.	All-in-one	010
02.	Desktops	028
03.	Server	002
04.	Workstation	001
05.	Laptops	005

Schedule – B : Item wise price details for point number 5.2.2

Tender Form and Price Schedule

(To be submitted on the letterhead of the bidder

Tenderer's Ref.No. Dated :

Tenderer's Telegraphic

Address

Telephone No.

Fax No

Pin Code No.

Annexure - II

Details of previous contracts for Schedule A (i.e NMS)

Name of the Bidder:

Address:

Year of Established:

Essential Requirement

Details of previous contracts for Maintenance of Servers, Network equipment and Management of network services (Enclose the documents for proof)

S.No.	Customer Details (In charge name contact number and address)	AMC Date & Period	IT Equipment under maintenance	Qty	Cost of AMC Current (Lakhs)	Service Rendering under AMC

Signature and Seal of the Bidder