



EMPLOYEES' STATE INSURANCE CORPORATION

WEST BENGAL & SIKKIM REGION

MINISTRY OF LABOUR AND EMPLOYMENT, GOVT. OF INDIA

“ANCHDEEP BHAWAN”

5/1, GRANT LANE, KOLKATA-700012

[ISO 9001 : 2008 CERTIFIED](#)

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## Open e-Tender for

# Comprehensive Annual Maintenance Contract (AMC) of Computer Systems and Peripherals

Tender No. 41.Z.17/20/2016(AMC)

dated 6.5.2016

### E- Tender Notice

Office of Issue	Employees' State Insurance Corporation, Regional Office West Bengal & Sikkim Region Panchdeep Bhawan 5/1 Grant Lane Kolkata -700 012
Date of issue	6/5/2016
Tender No.	41.Z.17/20/2016(AMC) dated 6.5.2016
Tender documents Available at Website	<a href="http://www.esicwestbengal.org">www.esicwestbengal.org</a> <a href="http://www.esic.nic.in">www.esic.nic.in</a> <a href="https://esic.eproc.in">https://esic.eproc.in</a>
Bids Submission Last Date & Time	27/5/2016 14:00 Hrs.
Date and Time of opening of bid	27/5/2016 15:00 Hrs.
Place of opening of bid	Employees' State Insurance Corporation, 5/1 Grant Lane Kolkata -700 012
Earnest Money Deposit (EMD)	Rs 1,50,000/- ( Rs One Lakh Fifty Thousand only) in the form of Demand Draft/Pay Order/ Bankers Cheque in favour of 'ESI Fund A/c No 1' payable at Kolkata

**REGIONAL DIRECTOR**

## **INSTRUCTIONS FOR E-TENDERING.**

1. All bidders are required to procure Class-IIIB Digital Signature Certificate (DSC) with Both DSC Components i.e. Signing & Encryption to participate in the E- Tenders.
2. Vendor should get registered at <https://esic.eproc.in> by paying **Annual Registration Charges** of Rs.2,000/- (non-refundable) in the form of Demand Draft from any scheduled bank, in favour of M/s Uptron Powertronics Ltd. payable at Ghaziabad.
3. Vendor also needs to submit **Bid Processing Fee charges of Rs.4500/-** (non-refundable) in the form of Demand Draft from any scheduled bank, in favour of M/s Uptron Powertronics Ltd. payable at Ghaziabad for participating in the Tender.
4. Vendor needs to submit the Demand Draft of Annual Registration Charges and bid Processing Fee at the below mentioned Registered Address for approval of Registration and successful submission of Tender, failing which, the vendor will not be able to participate in the e-tender. Along with the Demand Drafts, vendor needs to send a covering letter mentioning about the payment details, company name, address, payment towards ESIC Registration Charges (Mention User ID) and ESIC Bid Processing Fees (mention the Tender ID and Tender Title) at the below mentioned address:  
  
**M/s. Uptron Powertronics Ltd.,**  
  
**S-53 to 58, Site-IV,**  
  
**Sahibabad, Ghaziabad (U.P.) 201010.**
5. The vendor also needs to mention his company name, address, User ID, payments towards ESIC Registration Charges (at the back side of Demand Draft of Rs. 2,000/-) and ESIC Bid Processing fees mentioning the Tender ID and Tender Title (at the back side of the Demand Draft of Rs. 4,500/).
6. Vendors also need to send the scanned copies of Demand Drafts at [ashish.goel@uplauctions.com](mailto:ashish.goel@uplauctions.com) mentioning their Company Name, Address and User ID for approval of Registration and Tender ID and Tender Title for approval of Bid Processing Fees.

## Helpdesk Numbers

<u>Name</u>	<u>E-Mail</u>	<u>Phone Numbers</u>
1. Ms. Anjali Thombare	<a href="mailto:anjali.thombare@uplauctions.com">anjali.thombare@uplauctions.com</a>	+91-022-66865600/10/11
2. Mr. Nimesh Bhardwaj	<a href="mailto:nimesh.bhardwaj@uplauctions.com">nimesh.bhardwaj@uplauctions.com</a>	+91-0124-4302035/ +91-9310527400
3. Mr. Ashish Goel	<a href="mailto:ashish.goel@uplauctions.com">ashish.goel@uplauctions.com</a>	+91-0124-4302034/ +91-9818820646
4. Mr. Mayank Gupta (For Payment Related Queries only)	<a href="mailto:mayank@uplauctions.com">mayank@uplauctions.com</a>	+91-9716528440

## 1 Introduction.

Employees State Insurance Corporation (ESIC) is an autonomous body created under the ESI Act 1948 which functions under the overall administrative control of the Ministry of Labour and Employment, Government of India. The Corporation is engaged in delivery of Medical Benefits and Cash Benefits under the ESI Act, 1948 to the Insured Persons. The Corporation provides the aforementioned benefits through a vast network of Regional Offices, Branch Offices, ESIC Model Hospitals, and ESI Dispensaries / Hospitals managed by concerned State Governments. As part of modernization of its operations, the ESIC had undertaken an IT Roll Out activity under the Project Panchdeep. The contract for the works related to the Project Panchdeep was awarded to M/s WIPRO in 2009 which is going to expire on 08-06-2016 and accordingly, as per the Policy decisions taken by ESIC HQ, New Delhi, AMC is to be entered into with a suitable Service Provider/Agency for the maintenance of the IT Hardware installed at various locations beyond 8/6/2016 for a period of one year. The offices/locations falling within the States of West Bengal & Sikkim comes under the purview of Regional office at Kolkata.

This tender is intended for providing AMC for the hardware installed/available in these locations.

## 2. INTENT OF THE AMC

2.1 The details (including address) of the Offices/Establishments in the State of West Bengal & Sikkim Region alongwith the number of different types of hardware units installed/available in these offices are given in Annexure 1(West Bengal) and Annexure1(Sikkim) in excel format for the information of the prospective bidders. Summary given below. **Total No of sites 132. The successful bidder will be provided with further information such as telephone no, email id , contact person , working hours etc in r/o each location/site.**

SI No	Type of Office/establishment	West Bengal	Sikkim	Total
1	Regional Office (RO)	1	0	1
2	Sub Regional Office (SRO)	2	0	2
3	Br Office	64	1	65
4	State Directorate	1	0	1
5	Dispensaries	44	2	46
6.	Rajya Beema Oushadhalaya (RBO)	3	0	3
7	Hospitals	14	0	14
	GRAND TOTAL	129	3	132

In this respect it is intended to select a Computer Equipment Maintenance Services Provider for the award of the Comprehensive Annual Service Maintenance Contract , hereinafter referred to as AMC for the following works in the ESIC/ ESI Offices/ Establishments mentioned above.

- Repair and maintenance of COMPUTERS, SWITCHES, LAN INCLUDING CABLING, LAN NODES, UPS, INVERTERS, BIOMETRIC PHOTOGRAPHY KIT AND ASSOCIATED PERIPHERALS including removal of virus from PCs, loading of operating Systems if required, MS Office software, any other utility s/w, device drivers etc., and setting up of Call Management Cell
- Redressal of complaints related to hardware, Operating system and Office productivity software (including formatting of hard disks after taking backup as and when required) and virus scanning and cleaning, loading of any additional s/w and device drivers.
- Diagnosis and rectification of faults in the computer system and peripherals.
- Preventive maintenance of computer systems & peripherals and shall include repair/replacement of faulty components.
- It would be the responsibility of the vendor to ensure timely resolution of complaints through its deployed personnel/manpower.
- Vendor shall carry out all repairs at the location itself except in exceptional circumstances where hardware can be carried outside with the written permission/gate pass from ESIC. Vendor will provide standby replacement in such cases
- Vendor shall maintain a call/logbook for fault booking and clearance. Call attended and services render should be recorded and signature of user with date should be obtained as acknowledgement of having resolved the issue. Faults booked will be treated as rectified if and only concerned user's signature is obtained. The log book(s) should be produced before ESIC IT Manager/IT Assistant or any other official for inspection if demanded.
- Computer Systems have to be maintained during the entire period of contract in perfect working conditions with regular preventive maintenance and servicing of computer hardware including power chords, plugs, cables, converter, power adaptor etc. Also removal/rectification of faults on call, including functional disorder of the computer system.
- The replacement of all spares including plastic parts and body is included in the AMC. The replacement of all defective parts with good quality & branded parts will be done by the successful bidder (hereinafter referred to as "Vendor") at no extra cost. All the parts of Computers, printers, Scanners, UPS etc. except consumables(ribbon, batteries, cartridges, tonners) such as Cables, keyboard, mouse, motherboard, HDD, Optical drive, RAM ,Tefflon, Roller, Sensor,fuser, control card, power cable , printer cable, drum,PCBs, Chips, buttons etc and all other electronics and mechanical parts of all equipments are to be replaced by vendor if found faulty & unrepairable at no extra cost. Used parts of other brand from other source will not be accepted.
- Only genuine parts of similar or higher configurations shall be provided. If

demanded by ESIC, document /cash memo in proof of providing genuine parts should be produced.

- Any fault booked before 11 a.m or any working day shall have to be rectified on the same day. Faults booked after 11 a.m shall have to be rectified latest by next working day. A ticket/reference number should be issued immediately on receipt of any complaint either through mail, written, telephonic or verbal. For this a dedicated Helpdesk also referred to as “call management centre” shall be established at Regional Office or any other location as desired by ESIC Regional Office, Kolkata ( hereinafter referred to as ESIC) to be manned by a helpdesk personnel who shall issue ticket number , monitor resolution, follow up the open tickets ,pursue with the technical manpower deployed by the vendor ( Service Engineers also referred to as “Resident Engineers” )etc.
- In case of failure to rectify within this time frame, the agency has to provide an identical standby system on the next working day and take parallel action for repairing. In case the vendor fails to make the system working by any of the above two means within the stipulated period, ESIC may , at its discretion, impose a penalty of Rs 100 ( Rupees One Hundred only) for each day’s delay per system. ESIC also reserves the right to get the equipment rectified from outside and recover the cost from the vendor’s bill. Please see Para 8.2 & 8.3 for details
- The number of hardware items given in Annexure -1 (West Bengal) & Annexure1 (Sikkim) is approximate. There may also be minor changes in the no of sites or the address mentioned in Annexure 1. The successful bidder will be given the final list of sites along with the work order.The successful bidder should be able to assume charge within 3 days from the date of issue of work order and immediately thereafter get all the hardware items in all sites inspected through its deployed manpower and submit detailed report including exact number of each item location wise taken over for AMC with asset details duly signed by the location –in-charge ( SI No, Model, Barcode if any). Faulty units if any, which are not in a position to be brought under AMC should be listed and brought to the notice of ESIC within the stipulated time.
- For any computer/peripherals etc. found on inspection by the agency, which require pre-AMC Repairs, the agency shall submit estimate for approval and such peripherals would be counted for AMC only after pre-AMC repairs are done.
- **Preventive maintenance will include inspection of each system, scanning hard disk for any defects/problems therein and to obtain a satisfactory working certificate from the user concerned after cleaning of the system i.e. PC/ Monitor/ Printer/ Key Board /CD ROM Drive/ FDD and other accessories with a blower/ vacuum cleaner as per requirement and wiping the surface of the systems with a good quality cleaning material All the equipment/ material required for Preventive maintenance e.g. Blower/ Vacuum Cleaner/ Cleaning Liquid/ Cloth/ Brush etc. shall be arranged by Vendor. ESIC shall not provide these.** On no account, equipment or its accessories shall be allowed to be taken out of its normal installed location except with the written permission of ESIC authorities. Before taking up preventive

maintenance, the contractor will submit a schedule of preventive maintenance.

- **Exclusions: Consumables (Batteries of UPS/Inverters, ribbon,cartridges etc), installations of new intranet connection i.e LAN connection including LAN cable laying and installation of IO boxes and Site shifting and are out of scope of this AMC. However the Vendor is expected to supply these items or provide these services for which the charges will be decided on case to case basis. However regular supply of distilled water in the Batteries is part of AMC.**

2.2 AMC shall cover each end every part including plastic body and parts, replacement of any part necessary for keeping the computers etc. active end free from any defects/disturbance, any unscheduled call for corrective and/or preventive maintenance services, taking appropriate measures in time to set right the malfunctioning of the computers or other equipments. The replacement of all spares including plastic parts and body is included in the AMC and the same shall be done without any extra charge. These parts includes Power supply, Cables, key board, Mouse, Mother Board, Hard Disk Drive, Optical Drive, RAM, and all components of UPS (600VA as well as 3/ 4 KVA) and Inverters **excluding batteries**, all components of VoIP Phones, LAN Nodes, Switches etc. Recovery of Data from crashed Hard Disk shall be covered under AMC.

2.3 The vendor shall provide the original cash memo as and when demanded to verify the genuineness of the Spare Parts replaced by him However, the vendor shall perform Preventive Maintenance Activity (such as topping up the distill water) in relation to batteries of UPS and Inverters to ensure that they are giving proper back up.

#### 2.4 **Key Deliverables under the AMC**

##### **a) Call Management Services**

- i) Logging of user calls and giving a ticket number.
- ii) Tracking each call to resolution.

##### **b) Desktops and peripherals Management Services**

i) Support for Win 2000/XP/Vista/7/8, Redhat / Suse Linux and Linux: Office 2000/2003/2007/2010, Autocad and other software installed thereon.

ii) Installation of upgradation of anti-virus software for version OS and System software.

iii) Anti-Virus Support.

iv) Printer Management.

v) Maintenance of all related Hardware including display/projection devices.

vi) Maintenance of all offline/online UPSs.

**c) Servers Management Services**

Vender shall perform the following Server-Administration activities for:-

i) Support of Linux (Redhat/ Suse) / UNIX / WINDOWS / MYSQL

ii) Server performance monitoring, fine-tuning and optimization.

iii) Server diagnosing and problem resolution.

iv) Server Applications and Configuration Changes.

v) Understand and report performance bottlenecks.

vi) Provider Server Up line Chart.

vii) Printer Management.

viii) Anti-virus related to system maintenance.

ix) Desktop LAN connectivity.

x) Network Security.

xi) Maintenance of all related Hardware including display / projection devices.

**d) Network Management Services**

i) Management of Proxy Server, Switches, Hubs, I/O Ports/Boxes and cabling.

ii) Ensure complete connectivity of the computers with respective networks.

iii) Activity related to trouble shooting of connectivity related problem



iv) Identifying and trouble-shooting physical (NIC, UTP etc.) connectivity problems at the desktop (user) as well as at the Hubs / Switches i.e. giving point-to-point network connectivity solution, even crimping.

v) Identifying and trouble shooting of defective parts on the Hubs / Switches.

vi) Ensuring print services for network printers.

**e) UPS Management Services**

i) Support for all types of listed UPS installed in the premises including guiding the staff for proper upkeep of UPSs.

ii) Maintenance of all related UPSs including replacement of defective boards/circuits and connectors;

iii) Preventive/proactive maintenance of UPSs including monthly cleaning of parts/covers with periodical testing of load and idle stand by UPSs for its functional condition.

**f) VOIP Maintenance**

i) Support and maintenance for all VOIPs (Cisco make) installed in the premises.

g) Diagnostic check up of the items/equipments which are under warranty, not under the AMC or otherwise.

**h) Video Conferencing Management Services** - Maintenance of all Video Conferencing Equipments.

i) Support for all types of listed Video Conferencing items installed in the premises including guiding the staff the proper upkeep of the same.

ii) Maintenance of all related items including replacement of defective boards/circuits and connectors!;

iii) Preventive/proactive maintenance of the projection items including monthly cleaning of parts/covers with periodical testing of loss and idle stand by UPSs for its functional condition.

i) Prevention and maintenance of existing earthing issues at all 132 sites and recommendation for resolution of same.

j) **Report and Review**

## Process Documentation

- i) Call Register
- ii) Call Summary
- iii) Daily Call pending report
- iv) Equipment log
- v) Server information
- vi) Engineer attendance report.

2.5 The detailed specifications and quantities of each type of equipment are indicated at **Annexure 4** to this Tender Document in which Price for AMC is to be quoted. Bids will be evaluated on the basis of quantities indicated in the said Schedule. However, ESIC, reserves the right to change the quantities at the time of award of contract/or in future

2.6 The replacement of all spares including plastic

parts and body is included in the AMC except Projector Len(s), Printer Heads, Printer ribbons and Battery. The replacement of all defective parts with good quality and Original Equipment Manufacturer (OEM) branded parts will be done by the service provider without any extra cost. Used/repaired parts of any other brand from any other source are not acceptable.

Computer power cables, printer port, chords and power cable etc. are also covered under AMC.

2.7 The service provider shall also be responsible for cleaning and removal of virus of any nature and should intimate in time / recommend licensed copy of latest Anti-virus software with upgrades / updates facilities.

2.8 ESIC shall not be responsible for any use of unlicensed antivirus software, if any, used by the service provider. The responsibility shall rest with the service provider for using unlicensed software. Hard Disk, Logic Cards, SMPS, Mother Boards should not be repaired and shall be replaced with OEM branded parts/products only.

2.9 No extra remuneration for Resident Engineer or any kind of TA/DA would be admissible and only the mutually agreed sum as per contract would be payable.

### **3. DEPLOYMENT OF RESIDENT ENGINEERS**

3.1 The vendor will be required to deploy full time technical personnel sufficiently qualified to handle and resolve complaints of IT hardware. These personnel will be called **Resident Engineers ( REs in short )** and shall work under the supervision , guidance & direction of IT Manager/IT Assistant of ESIC.

3.2 **One resident engineer in each of the 18 major locations shall be deployed (R.O, SROs, Hospitals, State Directorates are to be termed major locations. Branch Office, Dispensaries and RBOs to be termed minor locations.)**

3.3 **For the remaining 114 minor locations, a total of not less than 16 Resident Engineers may be deployed. These RE's may be stationed in such a way so that each can look after a cluster of minor locations and attend calls within specified time limit. Total number of REs required is 34 (Thirtyfour). However ESIC reserves the right to ask the vendor to increase this number or alter their place of deployment etc as per requirement at any time during the currency of the contract. The vendor must comply with such direction from ESIC ( which will be in writing /email) within 15 days from the date of receiving such communication.**

- 3.4 In addition to the REs, one help desk personnel should be deployed at Regional Office who should man the dedicated helpline number. Faults with Computer & hardware should be booked with him through email or telephonically.
- 3.5 A daily list of RE's deployed at different locations shall be sent by helpdesk personnel to the ESIC IT Manager/IT Assistant through email by 11 a.m on every working day. In case of absence of RE's at major locations, immediate replacement should be provided. No leave on any sort will be given to the REs/help desk personnel and in case of absence, vendor must provide immediate suitable substitute. ESIC may impose penalty in case of deviation from the above stipulation.
- 3.6 REs are to be deployed exclusively for ESIC's AMC duty and in no circumstances, should be diverted to any other work.
- 3.7 The REs/ Help Desk personnel should be contactable over phone/ e-mail. They should be provided with a mobile phone and should have an e-mail ID.
- 3.8 Duty duration of the RE's will be normally 8 hours for six days in a week. However, the exact hours will be determined by the respective location heads or as per requirement. They may be asked to report on Sundays or before schedule hours or stay late if situation so demands for which no extra remuneration is chargeable to ESIC .
- 3.9 RE should be proficient to deal with and resolve issues of computer hardware including printer, UPS etc.
- 3.10 Details of the RE's including qualification, mobile no., address etc. will be furnished by the vendor at the start of the AMC. Copy of any Govt. issued photo ID card ( Voter Card/ Aadhar Card/ PAN Card )shall also be submitted in r/o each RE. Vendor shall check the identity, antecedent etc of these personnel before deployment. Frequent change of REs are to be avoided.
- 3.11 The vendor should provide the personnel with Identity cards within 15 days of start of AMC which they should wear at all time during their duty hours.
- 3.12 ESIC may at any time ask the vendor to replace any personnel if they donot meet the requirements properly or donot perform to the satisfaction of ESIC or due to non-adherence of duty hours, impolite/unprofessional approach or any other dereliction of duty. Vendor must provide suitable replacement in such cases within 7 working days.
- 3.13 The deployed personnel will work under the supervision of ESIC's IT Manager/IT assistant or any other officer as decided by the Regional Office or location-in-charge and shall be answerable to them. They should perform their duties as per their instructions.

#### **4. INSTRUCTIONS TO THE TENDERERS**

4.1 Tender documents is available for viewing on the 'tenders' link of the websites [www.esicwestbengal.org](http://www.esicwestbengal.org) , [www.esic.nic.in](http://www.esic.nic.in) and <https://esic.eproc.in>

Tenders can be submitted online at <https://esic.eproc.in> from 6/5/2016 to 27/5/2016 till 2 pm.

4.2 The interested tenderers should upload duly filled up tender form and their bids along with scanned copies of all the relevant certificates, documents, etc. in support of their credentials etc -- on <https://esic.eproc.in> by 27/5/2016 2 pm. Bidders have to deposit the Earnest Money Deposit (EMD) of Rs

1,50,000/- ( Rs One Lakh Fifty Thousand ) only in the form of Demand Draft/ Pay Order/Bankers Cheque drawn in favour of “ESI Fund A/c No 1 ” payable at Kolkata by post or by hand to the address given on top of this Tender Document.

4.3 All the supporting documents are also required to be submitted physically In addition to e Tender which has to be filed on line. The bidders shall be required to submit hard copies of Tender documents duly completed and supported by requisite documents and the forms, as mentioned in the tender document which should be submitted

with covering letter in a sealed envelope duly superscribed with the words “Tender for AMC of Computers & Peripherals – West Bengal” and addressed to the Regional Director, ESI Corporation, 5/1 Grant Lane, Kolkata -700012

4.4 Online Bids must be submitted before 1400 Hrs on 27<sup>th</sup> May,2016 alongwith scanned copies of relevant documents.

Hard copies of the documents duly signed in all pages alongwith EMD should reach this office within the same time frame i e 27/5/2016 1400 Hrs by post/hand and deposited in the tender box kept in the office. **Late submission of hard copy/EMD will result in the tender being summarily rejected even if the online submission is done in time**

4.5 Earnest Money Deposit (EMD) should be given in a separate sealed envelope marked ***EMD for AMC of COMPUTERS & PERIPHERALS – WEST BENGAL*** within the envelope containing the hard copies of documents.

4.6 For all practical purposes, the e-tender shall be considered for evaluation, however in case of any dispute, the physical documents would be scrutinized.

4.7 While submitting the bid, the bidder shall be deemed to have read, understood and accepted all the terms and conditions stated in this Tender Document. All certificates/information/documents required as per this document shall be furnished along with the bid.

4.8 The EMD of the successful bidder shall be returned after the successful bidder accepts work order and submits Performance Security which will be 10 % of the tender value.

The EMD may be adjusted with the Performance Security. The EMD of unsuccessful bidders shall be returned after issue of Work Order to successful bidder. The Performance Security can be in the form of Demand Draft /Pay Order in favour of "ESI Fund A/C No 1" or Bank Guarantee valid upto a date three months after the contract period is over.

- 4.9 EMD may be forfeited if any bidder withdraws bid after opening of the bids during the period of bid validity or in case of successful bidder, if he fails to sign the contract or furnish the Performance Security within stipulated period.
- 4.10 The bid shall remain valid for a period of 120 days after date of bid opening.
- 4.11 The Bids shall be opened, as per schedule at 3 PM on 27.5.2016 at the above address in the presence of bidders who wish to be present. They will have to sign a Register as evidence of their attendance.
- 4.12 Notwithstanding the above schedule, ESIC reserves the right to change the date/time of opening of the bids in which case the bidders will be informed through email. ESIC also reserves the right to extend time limit for submission of bids, Cancel the tender Process, relax, drop or add any criterion/condition, accept or reject any bid without assigning any reason.
- 4.13 The vendor must at all times during the contract period comply with the applicable Labour Laws, Laws related to Intellectual Property rights and any other Law related to the operation of the contract. Any deviation in this regard may lead to termination of the contract.
- 4.14 All the papers/documents sent by hard copy by the bidder should be signed and stamped by the bidder/authorized signatory on all pages. All Pages should be numbered.
- 4.15 After opening of the bids, ESIC may at its discretion ask any bidder for any clarification regarding its bid to assist in examination, evaluation, comparison & decision. Such communication shall be in writing or via email. However ,no-post bid clarification at the initiative of any bidder shall be entertained. Bidders are therefore advised to thoroughly go through the Tender Document and in case of any clarification may seek so from Regional Office IT Cell between 6/5/2016 to 13/5/2016 during working hours or through email. Prospective bidders may also with permission of ESIC Regional Office authorities see the hardware installed in Regional Office premises . However , a written request in letterhead signed by the authorized signatory of the firm with seal will be required for this purpose.
- 4.16 Selection of the agency for AMC will be based on the recommendation of the Tender Evaluation committee.

- 4.17 The AMC will be for a period of one year. However the contract period can be extended for maximum another year at same T&C with the consent of the vendor.
- 4.18 ESIC reserves the right at any time during the currency of the contract to increase or decrease the quantity of items offered for AMC without any change in unit price for AMC of similar items on the same T&C
- 4.19 The bidder shall indicate their complete Postal address of their Office and Service Centre along with the name(s) of the contact person(s) and their telephone/Fax/Mobile No.(s) and other particulars as per the Proforma given in Annexure 2 .Rates quoted should be in Indian Currency . Taxes, Including service tax, Duties etc. as applicable should be shown separately for each item otherwise it will be presumed that the price includes all taxes/levies/charges .Any ambiguous quote shall render the tender liable to be rejected. Tenders not complete in all respect are liable to be rejected.
- 4.20 A Certificate that all costs of repair and maintenance, replacement of parts etc including deployment of technical manpower have been included in price quoted, shall be furnished by the bidder in the price rate quote.
- 4.21 The bidder shall quote the item-wise unit charges in respect of each type of hardware for the maintenance of the equipment for one year as detailed in Annexure 4. **However, the price rate shall be evaluated on the basis of overall AMC charges inclusive of taxes for all the items mentioned taken together and not on the basis of the charges quoted for the individual items.** The rates quoted shall be net and firm and no change of rates shall be allowed during the contract/extension period for any reason. However, in the event of an increase in taxes/duties, the extra liability incurred by the bidder shall be borne by ESIC. Similarly in the event of abolition/reduction of taxes/duties, the savings accruing to the bidder shall be passed on to ESIC.
- 4.22 Any bid received after scheduled date and time will not be considered. Ambiguous, unclear , incomplete bids are liable to be summarily rejected. However ESIC reserves the right to waive any minor infirmity/non-conformity/irregularity in any bid which does not constitute a material deviation. ESIC's decision in this regard will be final and binding.
- 4.23 The successful bidders must adhere to the following Time Schedule :-

Written acceptance by vendor of the Work order and assumption of charge	Within 3 days from date of issue of work order
Deployment of full manpower and furnishing of REs details. Signing of agreement & Submission of Performance Security	Within 7 days of issue of Work Order
Completion of inspection of all Hardware at all sites and furnishing of list of Hardware taken up for AMC	Within 15 days of issue of Work Order



## 5. QUALIFYING REQUIREMENTS AND DOCUMENTS TO BE FURNISHED

- 5.1 The bidder should be having a valid Trade License for sale & maintenance of Computer Hardware & peripherals.
- 5.2 The bidder should have a minimum turnover of Rs.1,50,00,000 (Rs OneCrore fifty lakh) only per annum in Computer Hardware Sale/ Maintenance Service operations alone during each of the financial years 2012-13, 2013-14 & 2014-15. The certified copy of audited Balance Sheets reflecting the amount mentioned in Annexure 5 towards the computer hardware sale / maintenance service operations are also to be submitted.
- 5.3 The bidder must have executed, the maintenance of laptops, desktop computers and peripherals such as printers, scanners, UPSs and switches, etc., under a comprehensive AMC, for **at least three Govt organization /Nationalised Bank/PSU/autonomous/statutory bodies in the last three years**. The bidder shall have to furnish Satisfactory Performance certificate or similar testimonial to this effect. Mere “ Work Order” will not suffice. **The bidding firm must have in their payroll at least 50 (fifty) technically qualified personnel.**
- 5.4 Bidder should have a currently valid Service Tax Registration, copy of which should be furnished. Copy of PAN card is also mandatory.
- 5.5 If any information furnished by the bidder is found to be false at any stage, the bid shall be cancelled and bidder shall be liable to be debarred from tender.
- 5.6 The bid must be accompanied with an undertaking that engineers/technicians deputed shall have appropriate qualification and experience.
- 5.7 Bidder should not have been blacklisted by any Govt department/PSU/Bank/Autonomous Body/Kendriya Bhandar/NCCF during the last 3 years. An undertaking to this effect should be submitted.
- 5.8 **Checklist**
  - a) Annexure 2 ( basic information) & 3 ( experience) duly filled in, and accompanied by supporting documents.
  - b) Documentary proof ( Performance Certificate/Testimonials) in respect of the AMC of computers and peripherals such as laptops, desktop computers, UPSs, printers, scanners, switches etc. under comprehensive AMC with three Govt organization within last 3 years as per Para 5.3 above
  - c) Copy of Service Tax Registration certificate
  - d) Copy of PAN Card

- e) Undertaking that Engineers/technician deputed shall have appropriate qualification and experience.
- f) Earnest Money of Rs 1,50, 000/- (Rupees One Lakh Fifty thousand only) in the form of DD/Pay Order/ Bankers Cheque in favour of “ESI Fund A/C No 1” payable at Kolkata
- g) Annexure 5 regarding annual turnover for 2012-13, 13-14 & 14-15
- h) Copy of valid Trade Licence
- i) Certificate to the effect that the firm has not been blacklisted by any Govt organization/Bank/PSUs etc in the last 3 years.
- j) List of Professionally **qualified personnel** (hardware/software/network/engineering) of the vendor ( at least 50 persons) showing their qualification , experience etc in the following format

	Name	BE / B.Tech / MCAs / DOEACC' B' Level	M.Sc(IT / Comp) / BCA / DOEACC 'A' Level	B.Sc (IT / Comp) / PGDCA / DOEACC 'O' level	Others (Pl. specify)	Addl. Qualification-1 CCNA, MCSE, MCSA, CNE etc. (Pl. specify)	Addl. Qualification-2 (Hardware , etc)	Remarks (working since)
1.								
2.								
3.								

- k) Copy of Certificate of registration/incorporation of the agency (if applicable)
- l) ESIC & EPFO Registration letter ( if applicable)

- m) Copy of ISO Certification i.e. ISO 20000 etc. in Services related to IT infrastructure repair and maintenance etc, **if any**

**Out of the above list SI No (a) to ( j) are mandatory and absence of any one of them may lead to rejection of the bid**

- 5.9 The bidder shall furnish the price quote in Annexure 4 to this Tender Document .A certificate that the AMC price quoted in r/o all items includes charges for all possible repair/replacement of its parts and deployment of REs & Helpdesk personnel ,needs to be signed.

**5.10 The decision of ESIC regarding fulfillment of the mandatory requirements of any bidder shall be final and binding.**

## **6. GENERAL TERMS AND CONDITIONS**

- 6.1 The bidder should be well equipped for the handling of repair and maintenance of all the Computer Systems and associated peripherals covered in the specifications and should have sufficient manpower & other necessary resources at their disposal.
- 6.2 The Officers of ESIC, may visit the premises of the bidders to assess their capability to handle such jobs without giving any prior intimation . The report of this inspection, if carried out, would serve as an input for the competent authority to decide as to whether or not a bidder is technically qualified to fulfill the AMC.
- 6.3 The successful bidder shall be required to depute well trained Resident (service) engineers for laptops, desktop computers/printers/scanners/switches/ ups/ Inverters as per the requirement who shall attend to the complaints arising in the Offices/locations under their jurisdictional areas as mentioned in this tender document . The successful bidder shall also establish a dedicated Helpdesk /Complaint Centre at Regional Office Kolkata or at any other location as per direction of ESIC , which shall maintain a Register of all complaints received and their disposal. The complaint centre would have a dedicated telephone number / mobile number and a separate email id for receiving all the complaints and maintaining a record thereof.
- 6.4 **The vendor shall ensure that payment of salaries /wages to the aforementioned REs are made as per the Statutory provisions in this regard and a record for the same shall be kept by him. ESIC may require the vendor to make available such records for inspection and verification and the same shall be duly complied by the Successful bidder. In case of non compliance of statutory provisions regarding payment of**

**salaries / wages to the aforementioned Resident Engineers, ESIC may take any appropriate steps in this regard.**

- 6.5 The Vendor shall be required to pay taxes, which would be levied by the Govt., for the execution of the work awarded under the Contract.
- 6.6 The successful bidder shall be required to sign a 'Comprehensive Annual Maintenance Contract Agreement', on a stamp paper of Rs. 100/-, to be furnished by him within one week of issue of Work Order. Failure to sign the contract within 7 days from the date of issue of Work Order may result in the forfeiture of the EMD.
- 6.7 The successful bidder shall furnish, before of signing the Contract within 7 days of issue of Work Order, the Performance Security in the form of DD / Bank Guarantee valid upto a date three months after the date of expiry of the Contract, for an amount equivalent to 10% of the value of AMC.
- 6.8 No interest shall be paid on the Earnest Money Deposit and the Performance Guarantee, deposited by the firm.**

6.9 The successful bidder shall submit a certificate within 15 days of the award of the contract that all the equipment have been taken over by him for AMC failing which the earnest money may be forfeited. Detailed list including any discrepancy countersigned by respective location heads should be brought to the notice of ESIC within 15 days.

6.10 A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warranty that he has authority to bind such other and if, on enquiry, it appears that the person so signing has no authority to do so, the ESIC may, without prejudice to other civil and criminal remedies, cancel the contract and hold the signatory liable for all costs and damages

6.11 If the vendor is called upon by ESIC to deposit Security and the he fails to provide the security deposit within the period specified/granted such failure will constitute a breach of the contract and the office shall be entitled to make other arrangements at the risk and expense of the vendor whereby the contract shall be awarded to the next eligible bidder in order and forfeiture of the earnest money shall be effected

6.12 On due performance and completion of the contract in respects, the Security Deposit will be refunded to the contract without any interest after deducting downtime and other charges, having remained unrealized, if the same cannot be realized from the contractor's pending bills.

6.13 The contractor shall not be entitled to assistance either in

the procurement of raw materials required for the fulfillment of the contract or in the securing of transport facilities which they have to arrange on their own.

## **7. SCOPE OF COMPREHENSIVE AMC AND ITS IMPLEMENTATION**

7.1 Besides what has been stated in the foregoing paragraphs, the comprehensive AMC shall also include the following:

- (i) Loading of latest anti-virus software (to be supplied by ESIC) including installation of free updates from the website if instructed by ESIC IT officer/ IT Manager;
- (ii) Providing software support such as loading of operating system; loading of generic software like MS office, Open Office, Adobe etc. device drivers of various peripherals;
- (iii) Reinstallation of OS in case of system failure and loading of MS-Office & all other programmes which were earlier available on that PC/Laptop ; and
- (iv) Loading of windows updates/updates of Drivers, utility programmes.

The vendor will affix stickers on each equipment under AMC in the beginning of the contract as well as from time to time in future as and when new equipments are added under AMC. Every Asset under AMC shall be accorded a unique identification number by the Agency alongwith a detailed record of its Serial Number and Location. Such information should be forwarded to ESIC's IT Manager/IT Assistant in soft copy

7.2 The vendor shall provide services for the repair and maintenance of the equipment to be maintained including removal of virus etc. during the normal working hours of the concerned Offices / Establishments excluding holidays. However, in special circumstances, the vendor may be required to provide such services on holidays also.

7.3 The Vendor shall set up a Call Management Center at Regional Office Kolkata or any other location as may be decided by ESIC A Call Coordinator/Helpdesk personnel shall be posted by the vendor who shall receive all the calls from the users and co-ordinate with the Resident Engineers of the concerned location for attending the calls. The vendor shall provide a dedicated email id and a telephone number / Mobile number for the logging and management of all the calls. Report of all calls received and attended on each day shall be submitted to the concerned ESIC authorities.

7.4 The REs deployed should be well versed in solving day-to-day problems encountered in the hardware and software and shall also be capable of installing the software. They shall all be equipped with maintenance kits comprising tool box, multimeter, diagnostic software and external DVD/combo drive/DVD drive/external Harddisk etc. including device driver software CD/DVD and any other tools & tackles required for carrying out such services.

7.5 The vendor shall ensure onsite proper cleaning of every computer and accessories covered under the AMC. The Contractor shall ensure onsite external cleaning of every computer, printer installed at the location and other accessories covered under the AMC at least once in 30 days. Also, all the PCs should be cleaned internally using blower by the AMC vendor once every quarter. As regards cleaning of printers, the AMC vendor is requested to do the cleaning internally on

monthly basis. The vendor shall provide the appropriate cleaning material required for the purpose. The vendor shall also ensure Preventive maintenance Activity especially in respect of UPS and Inverters installed at Branch Offices and ESI Dispensaries. The concerned Resident engineers deployed at various locations shall keep a close watch on the functioning of the UPS and Inverters and ensure that they are giving proper back up. They will ensure regular top up of the distilled water in the batteries of the inverters and UPS to ensure their functionality at all times.

- 7.6 The vendor shall intimate the status of complaints pending/rectified on regular/weekly basis and as and when demanded by the ESIC authorities. Completion of calls will be certified by the user indicating name and designation and place of posting. The REs will prepare the service call slip in triplicate which will be signed by user on satisfactory closure of the issue. One copy will be submitted to the IT Manager/IT Assistant for information and records. The second copy will be retained by the vendor. No other documents will be used to work out downtime or penalty calculation. The third copy shall be enclosed with the quarterly bill. The vendor has to arrange the printed service slips at his own cost.
- 7.7 The vendor shall provide new and original genuine spare parts, assemblies and sub-assemblies in place of such items, which develop defects /suffer genuine breakdown during the period of AMC.
- 7.8 The vendor shall attend to and rectify the minor complaints on the same day (if the complaint is lodged by 11.00 am) or latest by the next day if lodged after 11 am . Generally, minor complaints would include complaints relating to Operating System corruption, software loading and updation, Network settings, loading of device drivers, printer settings, etc.
- 7.9 In case of major complaints, the equipment shall be set right and restored in working condition within three days from the date of reporting of fault. However, after deciding that it is a major fault, a standby unit shall have to be provided by the vendor normally on the same day and, in any case, not later than 12.00 noon on the following day, so that the work of the user/location does not suffer. The provision of standby unit does not absolve the vendor from the responsibility of repairing the fault early. If the faulty equipment is not rectified and standby also not installed installed within 3 days from reporting the fault, penalty may be levied from the date of complaint, Generally, a major complaint would include a complaint where some component/part/assembly is required to be changed.
- 7.10 The vendor shall keep sufficient number of spares such as CPUs, Motherboards, Monitors, UPS, Keyboards, Mouse, Printers, HDDs L2 switches, wifi Access Points, Combo Drive, DVD Writers, LAN Cables etc. as standby which shall be kept at the place of deployment of Resident Engineers so as to put these in service whenever required. Any cost incurred towards transportation of the faulty/repared as well as standby equipment shall be borne by the vendor. The vendor shall take adequate measures to prevent corruption of the data stored in the computers while carrying out the maintenance/repair work.
- 7.11 The vendor shall be required to ensure functionality of all the equipment in working condition at the time of termination of the Contract, otherwise the equipment, found faulty, shall be made good at his risk and cost by arranging its repair from external agencies.
- 7.12 The vendor shall arrange the requisite documentation and maintain necessary records, etc. as required for processing the quarterly payment during the period of AMC. He

shall submit a copy of the documents/maintenance records to REGIONAL OFFICE, ESIC, KOLKATA, as and when required for reference.

- 7.13 The vendor shall not transfer the contract or any benefit or liability there under to any person(s) or Enterprise . Vendor shall not subcontract any part of the contract to a third party/agency. If it is found that the vendor has violated these conditions, the contract will be terminated forthwith without prior notice by the competent authority. In such cases, apart from forfeiture of EMD, action as deemed fit can be initiated by ESIC.
- 7.14 The vendor shall get the maintenance of the equipment, including the cleaning thereof, done by his maintenance staff solely at his own risk. ESIC shall not, in any way, be liable to make any payment, incur any expenditure or face any law suit in any court of law for any injury or death suffered by the vendor's maintenance staff during the course of maintenance under this AMC.
- 7.15 The vendor shall observe all security measures as are applicable to the Offices in respect of which AMC is to be done. ESIC reserves the right to cancel the contract in case of breach of security regulations and to take such action as may be considered necessary.

## **8. TERMS OF PAYMENT**

- 8.1 No advance payment in any case would be made. The vendor shall submit bill towards the charges for the annual maintenance services in four quarterly installments after the end of each quarter. The payment for the same shall be made after getting the performance report to be given by the authorized person of ESIC and shall also be subject to recoveries, if any, as specified in paras 8.2 to 8.4 hereunder and statutory deductions like TDS etc. The quarterly payment will be made on the basis of the number of hardware units taken over for AMC on pro-rata basis.

While raising claims for the quarter the following documents must be submitted by the vendor

- i) Call Reports duly signed by user with date as per logbook
- ii) Summary of the call reports
- iii) Details of any additional charge due to additional LAN connections, site shifting etc duly verified by IT Manager
- iv) Attendance Position & certificate in r/o REs & Helpdesk personnel during the quarter
- v) Pre-receipted Bill in triplicate

- 8.2 If any of the equipment remains non-operational/non-functional beyond the permissible period as specified in paras above ( which is three working days) and if stand-by equipment is not provided, then deduction of Rs.100/- (Rupees One Hundred only) per item of hardware equipment per working day, from the day the complaint is made, shall be made from the quarterly bill. The penalty on this account shall however, be limited to a maximum amount of Rs.2,000/- (Rs. Two Thousand only) per equipment. If the equipment is not put in working condition within a month, the

equipment of same specification or with nearest higher available specification shall be procured and its cost shall be deducted from the AMC charges under the Contract. This will be in addition to the penalty leviable under this para.

8.3 Deduction of Rs 300/- shall be made from the bills for each day any REs/Helpdesk personnel remain absent in case no substitute is deployed.

8.4 Pro-rata recoveries, for withdrawal from AMC of any of the Computer System, associated peripherals and/or UPS system shall be made. Any equipment can also be added on pro-rata basis during the period of AMC.

8.5 ESIC will review the status of pending complaints with the Vendor from time to time. If it is found that large number ( more than 10) of complaints requiring repair of systems/printers/UPS etc are pending for over a month, ESIC reserves the right to withhold the payment of quarterly bills temporarily till all pending complaints are cleared.

8.6 The vendor has to give 3 month's notice before cancellation of the contract. Contravention of the same would lead to forfeiture of performance guarantee / Security

8.7 If the agency repeatedly fails to rectify the faults for a period exceeding 7 days, apart from the repairs of their cost and risk as ibid, ESIC may terminate the contract of the agency forth with any may forfeit the security deposit.

8.8 The agency shall, in no case, replace any item/component with inferior item and if found doing so, the contract shall stand terminated forthwith and security deposit shall be forfeited.



money alongwith all outstanding dues.

## **9. CHANGE OF LOCATION/ SITE SHIFTING:**

- 9.1 In case any computer equipment is required to be shifted from one place to another within same office, its dismantling from old location and reinstallation at new location shall be done by the vendor. However if such shifting involves the cost of new LAN cabling, IO Ports etc then it shall be chargeable by the vendor to ESIC with prior approval of the amount.
- 9.2 In case of shifting of the some equipment or entire equipment of any location to a different site then the cost of dismantling, shifting & re-installation at new site is chargeable by vendor to ESIC but with prior approval of the amount on case to case basis depending upon distance and other factors. However post-reinstallation at new site the terms and conditions of the AMC for the shifted equipment shall continue at the new site.

## **10. ARBITRATION:**

In case of any disagreements so as to the interpretation of any clause or otherwise, relating to the AMC, that may arise during or after the execution of the contract, the matter shall be referred to the person(s) to be appointed or nominated by Regional Director, ESIC Kolkata whose decision regarding interpretation shall be final. Also in the event of any dispute, relating to the AMC, that may arise during or after the execution of the contract, the matter shall be referred to the person(s) to be appointed or nominated by the Regional Director for arbitration and the decision of such person(s) would be binding . Jurisdiction of legal disputes, if any, arising during the currency of contract will be settled in Courts at Kolkata

## **11. RENEWAL/TERMINATION OF THE CONTRACT**

- 11.1 The contract shall be valid for a period of one year from the date of its signing.
- 11.2 The ESIC, reserves the right to extend the term of the contract beyond its normal validity period of one year, for a period upto and not exceeding one year, on the same terms and conditions, subject to the consent of the Vendor.
- 11.3 The ESIC reserves the right to abandon or terminate the contract at any time without assigning any reason, after giving two months notice to the Vendor. In the event of the service/work being found unsatisfactory and/or not according to the specifications and standards laid down in the contract, the contract may be terminated at one month's notice after giving to the Vendor an opportunity to show cause as to why such an action should not be taken. In the event of termination of contract on account of unsatisfactory/substandard services, ESIC shall not accept any responsibility for any loss suffered by the Vendor.
- 11.4 In case of termination of contract on account of unsatisfactory/substandard services, ESIC shall be at liberty to get the job completed from alternative sources at the risk and cost of the Vendor and the performance guarantee shall stand forfeited.

## **12. HANDING OVER**

Any equipment not made available in working condition on the last working day of the

contract period shall have to be rectified/ repaired by the Vendor within the next 10 working days failing which the equipment shall be got rectified from alternative sources and the cost thereof shall be deducted from the AMC payment.

**REGIONAL DIRECTOR**

**ANNEXURE 2****TENDER PROFORMA**

(To be filled in by the bidder)

**No column should be left blank. Write NA if any column not applicable.****For documents to be submitted please see checklist at Para 5.8**

1	<b>Name of the Bidder</b>	
2	<b>Registration / License Details of the Bidder</b>	
	Registration number under Indian Companies Act.	
	License number issued under Shops and Establishments Act/ Trade License	
	E.S.I.C. Code Number ( if applicable)	
	E.P.F.O. Code number ( if applicable)	
	P.A.N	
	TIN Number	
	Service Tax Registration Number	
	ISO Certification details	
3	<b>Address Details</b>	
	Postal Address of the Bidder / Enterprise/ Firm	
	Telephone Number (s)	
	Fax	
	E-mail Id	
	Website, if any	
4	<b>Details of Service Centre of the</b>	

	<b>Bidder if any.</b>	
	Postal Address of Service Centre	
	Telephone Number	
	E-mail Id	
5	Year in which Computer Hardware Maintenance Services started	
6	<b>Details of Amount of EMD Deposited</b>	
	Amount of Demand Draft	
	Demand Draft No. and date	
	Bank and Branch Details	
8	Name and address of the authorized signatory	
9	Name Address & Contact number for the contact person for this tender	

**Signature of the bidder or his authorized representative**

Seal of the Company

**ANNEXURE 3**

**(Experience & Running Contracts)**

Sl. No.	Name of Organization (With Address and Phone Number)	Experience (For last 3 years)		Nature of Experience
		From Date	To Date	
1.				
2.				
3.				
4.				
5.				
6.				

**Signature of the bidder or his authorized representative**  
**Seal of the Company**



## ANNEXURE 4 ( FORMAT FOR QUOTING PRICE)

### Schedule of Prices for Comprehensive AMC of Computers, Laptops, printers, scanners, UPS & other peripherals including deployment of technical manpower/helpdesk personnel

( For sitewise number of hardware details, except printers please see Annexure 1)

Note :- 1)The AMC is for equipments beyond Router. Therefore Routers although included in Annexure 1 is excluded for the purpose of AMC . Issues with Router, if any, will be dealt with on case to case basis.

2)New Nodes, IO Port etc if required is chargeable by vendor to ESIC on case to case basis. The AMC includes repair/maintenance of the existing Nodes, LAN, IO Port etc in addition to the undermentioned hardware. Please see Tender Documents for details

SI No	PRODUCTS	Make/Model/Description	Quantity	Purchase Price per unit	Total cost	Unit charge for AMC ( To be filled up by vendor)	Total AMC Charge ( To be filled up by vendor)
1	2	3	4	5	6 (4X5)	7	8 (4X7)
1	Desktops Host PC	Desktop Wipro Model 382xx, Intel Core 2Duo E8400, 2 *2 GB DDRII 667 RAM Memory or better with 4GB expandability, 160GB 7200 rpm SATAII (3Gb/s) Drive	365	29500	10767500		
2	Desktops Stand Alone - Windows	Desktop Wipro - 37155, Intel Celeron 430, 1.8GHz, 512KB, 800MHz FSB or better, 160GB 7200 rpm SATAII (3Gb/s) Drive,	414	21900	9066600		

3	Desktops Stand Alone - Linux	Model 37155, Intel Celeron 430, 1.8GHz, 512KB, 800MHz FSB or better, 1GB DDRII 667 RAM Memory or better with 4GB expandability, 160GB 7200 rpm SATAII (3Gb/s) Drive	610	15500	9455000		
4	N computing - Lseries Device	Ncomputing - L Series with 15 TFT monitor, Key Board and mouse	1895	10296	19510920		
5	LMP ( LIPI )	LINE IMPACT DOT MATRIX, 136 COLUMN	4	116650	466600		
6	Scanner	20 ppm/5000 pages per month	51	36230	1847730		
7	UPS for N/w devices and n/w storage	500 VA (only for network elements and Network storage)	14	5500	77000		
8	<b>Video Conferencing</b>	Video Endpoint including	18				



	<b>Equipments</b>	camera,mic and other accessories With data sharing			231000	4158000		
9	Plasma TV	42" Plasma TV/LCD	18	66250	1192500			
10	UPS 600 VA	Small UPS for RO/SRO/Hospital s/SD with every node computer including Deskpto Host PC/Desktop Standalone-WINDOWS/Linux/ N-Computing	1685	3124	5263940			
11	UPS 2 KVA for BO/Dispensaries Emerson / Numeric	2 KVA with 30 min backup	90	46857	4217130			
12	Inverter	4KVA with 4 hr backup	103	32761	3374383			
13	Tubular Battery ( Not included in Annexure 1 being consumable. However maintenance & water top up included in AMC. Rate may be quoted keeping this in view)		600	6697	4018200			

14	<b>Distribution Switch</b>	Various types as described in following columns	244 (Total)	30000 (avg cost for all types)	7320000		
	WS-C3750G-24TS-E1U	Catalyst 3750 24 10/100/1000 + 4 SFP + IPS Image; 1RU					
	3750G-AISK9-LIC-S=	Advanced IP Services upgrade for 3750 GE models with IP Serv					
	CAB-STACK-50CM	Cisco StackWise 50CM Stacking Cable					
	CAB-IND-10A	10A Power cable for India					
	GLC-SX-MM=	GE SFP, LC connector SX transceiver					
	<b>PoE / Non POE</b>						
	WS-C2960-24PC-L	Catalyst 2960 24 10/100 PoE + 2 T/SFP LAN Base Image					
	CAB-IND-10A	10A Power cable for India					
	GLC-SX-MM=	GE SFP, LC connector SX transceiver					
	<b>Redundent Power Supply for Dist Switch</b>						
	PWR-RPS2300	Cisco Redundant Power System 2300 and					

		Blower, No Power Supply					
	C3K-PWR-750WAC	Catalyst 3750-E / 3560-E 750WAC power supply					
	CAB-IND-10A	10A Power cable for India					
	CAB-RPS2300-E	RPS2300 Cable for Catalyst 3750E/3560E and 2960 PoE Switches					
	BLNK-RPS2300	Bay Insert for Cisco Redundant Power System 2300					
15	<b>VOIP Phones for All Locations</b>	Cisco CP-7911G	822	4800	3945600		
16	<b>Assets for Biometric Photography * ( Details of the components below)</b>		115	1,60,000 ( Total cost of entire kit consisting of all the components components)	18400000		
	Portable enrollment stations - Laptop	Windows XP standard edition, Pentium 4 (1.8 GHZ or higher) processor, Mouse, keyboard, Monitor, 160GB HD, 2GB RAM, 4 USB ports, Extended battery for 9 hour					

		working				
	Portable enrollment stations - Camera	MS-080 USB Port Camera Plug and play chipset, high quality photo 5 layer Glasses lens Focus range: 5.0cm-infinity Image Sensor: 1/4 CMOS VGA sensor Image Resolution: 640*480 (was replaced by CANON DSLR camera)				
	Portable enrollment stations - Slapscanner	Crossmatch LSCAN Guardian, USB Port Slap Scanner Dimensions: 81x76 mm				
	Portable enrollment stations - Rugged Case	Box made of high strength material				
	Portable enrollment stations - USB portable drive	USB Port 120GB Verbatim External Hard Disk				
	Portable enrollment stations - Slip printer	Direct thermal line printing, Characters Per Line Font A:32cpl,Font B:42, Character Size Font A:12x24dots,Font B:9x24Dots				

		Resolution 203dpi, 8dots/mm				
	Single fingerprint readers	Futronics - FS80, Fingerprint scanning window size is 16x24mm, Image resolution is 480x320 pixel, 500 DPI, With Live Finger Detection (LFD) feature, USB 2.0 compatible interface, plug and play device				
17	Magstripe Reader	Tape standard: ISO7811/2,	145	2499	362355	
18	MF Printer	HP Officejet Pro276DW	976	8316	8116416	

Certified that the AMC rate mentioned against items is inclusive of all repair/replacement/maintenance as per T&C of the Tender Document including deployment of manpower and no extra charges is payable except for consumables

**Signature of the bidder or his authorized representative**

Seal of the Company

Annexure 5

<b>Sl No.</b>	<b>Financial / Accounting Year</b>	<b>Profit</b>	<b>Loss</b>	<b>Annual Turnover (from Repairs and Maintenance Services)</b>	<b>Total Turnover</b>
<b>1.</b>	<b>2014-15</b>				
<b>2.</b>	<b>2013-14</b>				
<b>3.</b>	<b>2012-13</b>				

**Signature of the bidder or his authorized representative**

Seal of the Company

