

Supreme Court of India
Tender Notice No.33/COM/AMC/2016
Dated : 12th August,2016
Last date of Tenders : 5th September,2016

**NOTICE INVITING TENDER FOR COMPREHENSIVE MAINTENANCE
CONTRACT (CAMC) FOR COMPUTERS AND PRINTERS
FOR A PERIOD OF 2 YEARS.**

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I. Preamble:

1. The Supreme Court of India desires to engage a reputed computer repairing and maintenance firm having profound experience in Comprehensive Maintenance and repairing work of Linux/Ubuntu and Windows based computer set up & Peripherals and Software for maintenance of those being installed and used in Supreme Court of India and at the Residential Offices of the Hon'ble Judges of the Supreme Court of India. The selected tenderer will have to undertake Comprehensive Maintenance of computer hardware, peripherals, software and accessories etc., **for a period of two years.**

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Detailed Tender documents can be obtained from Admn. Material Branch on any working day between 10.00 AM to 4.00 PM except Saturday or can be downloaded from website : www.sci.nic.in, www.tenders.gov.in & www.eprocure.gov.in.

2. For the purpose of selection of the tenderer, sealed tenders are Invited for awarding of Comprehensive Maintenance Contract for computers and printers from reputed computer hardware repairing / software supporting firms who fulfil all criteria and agrees to all terms and conditions as stated in this tender notice.

II. Scope of work/services:

1. The scope of work covers comprehensive maintenance (including spare parts) of Client PCs, Stand alone PCs, their accessories & peripherals, and Printers as well as Software.

2. The-tenderer shall provide the support/services consisting of corrective as well as preventive maintenance of Computer Systems/ Peripherals (including Drivers). The *tenderer* shall perform services in a professional manner and in accordance with and up to the standards and to the entire satisfaction of officer-in-charge for the purpose Maintenance services shall consist of preventive and corrective periodical maintenance of *computer* systems hardware for smooth running and to keep the systems & peripherals in good working condition.

3. The tentative list of equipments - details of equipments covered under such CAMC is annexed herewith at Annexure "A". There may be addition or deletion of equipments in the said list as and when and if so require. Payment shall be made for actual available irrespective of it being in Annexure 'A'.

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4. The bidder can inspect the computers hardwares etc. on any working day in the office between 11 AM to 4 PM after prior intimation and confirmation from Mr. T D Pant, Branch Officer, Admn. Material, Telephone no: 23112235, 23111483 before submitting their technical & financial bids. The contract is to be assigned for all such equipments on "as it is where it is basis" without any pre tender condition and it would be the responsibility of the tenderer to extend the services to all such equipments irrespective of present condition.

5. The tenderer shall be responsible for regular cleaning of all hardwares using suitable cleaning material and equipment for preventive and maintenance check up of system including scanning of virus & recovery of data. Each of the equipments has to be cleaned at least once in three months. A register shall be maintained by the Resident Engineer showing the cleaning of each equipment which shall be produced to the concerned officer duly signed by the user (with the name and designation) certifying the satisfactory service rendered by the tenderer during the said period, for verification before submitting the quarterly bill.

6. A quarterly Preventive Maintenance Report ~~as~~ per performa as 'Annexure-E' from the user would be submitted to Supreme Court of India, failing which quarterly penalty of Rs.100/- per equipment would be imposed. The quarterly payment will strictly be made on the basis of satisfactory report of all equipments from the concerned user.

7. Unscheduled, on call corrective and remedial maintenance service to set right the malfunctions of the system. This includes replacement of unserviceable parts. The parts replaced shall be new OEM parts. Whether defective equipment or components is to be replaced or repaired shall be at the sole discretion of Supreme Court of India. The defective part(s) if removed, from the system will become the property of Supreme Court of India.

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8. **Operating System (OS) Support:** The maintenance contract is comprehensive inclusive of OS support on all the systems covered under it. Any problem related with OS maintenance, reloading of OS with all device drivers, OS upgrade, device drivers, System configuration and network configuration will be attended & rectified by the tenderer.

9. **Anti Virus Software (AVS) Support:** The maintenance contract includes the Anti virus software support on the systems covered under this contract. Any problem related with System Virus will be attended and rectified by the tenderer. The tenderer will update their anti virus software as and when required and also during preventive maintenance of the systems.

10. The service engineers would take up any reported fault within two hours even at odd hours and during holidays and shall rectify the fault as far as possible within 12 hours. The repairs would be carried out on-site itself. However, in case the equipment is not likely to be repaired within 12 hours the firm would provide a standby for the same till the fault is repaired and the equipment is provided for perfect use at user end.

11. If any PC/accessory is not repaired within a day, and the tenderer fails to provide a standby PC/accessory, a penalty of Rs.100/-(Rupees one hundred only) per day per equipment will be charged till such time the PC/accessory is repaired or appropriate standby is provided. In case the requisite parts are not available, the same should be replaced with the parts of higher level compatible with the system.

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12. The tenderer shall maintain the equipment as per manufacturer's guidelines and shall use only standard / compatible / equivalent components for replacement. The original specification/ characteristics / features of the equipment shall not be changed without prior intimation to the Supreme Court of India.

13. In case of non-availability of drivers of any machine / equipments (branded one like HP, HCL, IBM etc.) they will be arranged by the tenderer from their original sources or through internet.

14. The tenderer should take care of protecting the Client PCs from any kind of existing/new virus etc. The necessary support for maintaining virus free computer environment and help in upgrading the software / virus detection mechanism would be provided by the tenderer.

15. The resident engineer shall maintain a logbook / record of all the complaints made by the users which shall regularly be shown to the officer so nominated by the Supreme Court of India for verification. He/She shall attend all the complaints received immediately as per following schedule:-

A) Minor faults immediately:

B) The tenderer shall be responsible for taking backup data and programmes available in PC, before attending the fault and shall be responsible for reloading the same. The back-up copies are to be returned to the users;

(C) Repair and servicing of the equipment shall be carried out at the place where it is installed. If for some reason, it is not possible to carry out the necessary repair at the place where the equipment is installed, prior permission in writing shall be taken before taking the equipment to the workshop of the tenderer and an appropriate stand-by equipment shall be provided before taking any equipment for repairs.

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(D) The replacement of components shall cover all items of equipments including assemblies, sub-assemblies, all major parts such as LCD Panel (the screen), Back light, inverter, Rotating mirror, Fuser, Belt, charging roller, charging wire, paper tray, CMOS batteries, HDD, SMPS, CPU, motherboards, CD-ROM, VGA cards, Sound cards, Add-on cards, connectors, cables, speakers, power cables / leads, batteries, modem cards, mouse and connecting cables and other such parts, etc. and peripherals. No extra charges shall be paid for above equipments but excluding consumables such as computer stationery, ribbon, paper, ink cartridges etc.

(E) Installation of any peripheral in the existing PCs-like RAM, USB Drive Printer, Scanner, Card Reader etc.

(F) **The scope of software maintenance covers:**

1) Maintenance of all software already installed in the PCs and peripherals and the software installed at later stages The following software is in use:

- 2) Red hat Linux 7.2 on server.
- 3) Red hat Linux 9. 1 on client PCs,
- 4) UBUNTU 10.4 and above Operating Systems,
- 5) Window Vista.
- 6) Anti-virus software,
- 7) Other software like Page Maker acrobat reader, distiller, Filesigner etc. as and when and if so required.

(G) Availability of anti virus software by the tenderer at site for removal of virus from the PCs and Storage disc.

(H) Re-installation of software in use, if required.

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(I) Data recovery for crashed hard disc drives from specialized firms, all expenditure, in this regard, shall be borne by the tenderer.

(J) Providing basic training for proper use of PCs etc. to the users, if required.

The interested firm must have the following credentials and fulfil following Criteria:

III. Technical Terms:

1. The tenderer shall have a minimum annual turnover of Rs.10 million only from maintenance contract of computers / printers/ servers/net-work system in each of last three financial years.

2. The tenderer must have previous experience of maintaining hardware and network systems in Government organizations / Public Sector undertakings / large Company.

3. The tenderer should have expertise and infrastructure to provide maintenance of various computers and peripherals of various brands/make.

4. The tenderer must have stand-by inventory of LCD/LED Monitor, CPU, Laser Printer, HDD, RAM, Mouse, keyboard etc. which should be kept ready in working condition and disclosed to the Supreme Court staff that may be deputed by the Supreme Court of India for the purpose.

5. The concerned tenderer should be equipped with stock of required quantities of standard quality of spare parts, compatible with the computer set up of the Supreme Court of India. They should be capable of undertaking appropriate arrangements to keep the systems operative.

Contd..8/-



6. Only the OEM (Original Equipment Manufacturer) parts, shall be used wherever the parts are required to be replaced and the replaced part will be handed over to the Supreme Court of India.

7. On expiry of the CAMC, the tenderer will have to handover the system/equipments under CAMC in perfect working condition to Supreme Court of India failing which it shall be open to Supreme Court to get the equipment repaired from anywhere at the cost and risk of the tenderer and the expenses incurred by Supreme Court in this regard shall be deducted from the security deposit and outstanding dues, if any, of the tenderer. If the amount of security deposit and/or outstanding bills is found inadequate, the balance amount shall be payable by the tenderer to Supreme Court of India, which shall be entitled to recover it from him. The decision of Registrar, Supreme Court of India in this regard shall be final and binding upon the tenderer.

8. The tenderer and service engineers must have expertise in preventive onsite maintenance and repair of services of Personal Computers, Network Clients, Laser Printers, Multi Function Devices, Network Component, and other hardware parts and accessories.

9. Details of past experience of providing the maintenance services should be attached. Performance certificates from existing clients also must be attached with the tenders.

10. The service engineers must have expertise and experienced. The tenderer should undertake that the character and antecedents of each engineers/staffs deployed in the Supreme Court have been got verified from the competent authorities and record maintained to this effect and further ensure that all engineers/staff deployed in the premises duly verified by the Police authorities from time to time in so far as their character and antecedents are concerned.

Contd..9/-



11. The tenderer must have more than 5 Microsoft/Novel/Cisco/Linux (Red Hat and UBUNTU) certified service engineers, having B.E/B. Tech/MCA/PGDCA or equivalent or qualified diploma in computer/electronics with an experience of not less than 3 years in computer hardware as well as software maintenance, on their pay roll to render their service to Windows Vista/ Windows 2000/Suse/Red hat/UBUNTU Linux based network, who shall also be having competence in maintenance of different type, brand and models of printers. The contractor must have a team of experienced UBUNTU, LINUX OS certified & Red Hat certified engineers.

12. Each job to be performed will be checked before acceptance. If any particular job does not match with the approved specification or found inferior in quality, the rejected job will be done again by the party at their own expenses.

13. The qualifications and experience of engineers to be deputed for maintenance of equipments shall be got approved from Registrar, Supreme Court of India. The tenderer will **provide at least three(03) skilled Engineer** as resident engineer / trouble shooters from 9.30 AM to 6.30 PM on all days including Saturdays, Sundays and holidays, who have to follow the calls from users and as may be directed by the officer/staff deputed for the purpose, for doing day to day repairing job. They have to report to such staff / officer as per the directions of Registrar, Supreme Court of India. The tenderer will also provide maintenance and repair services even at odd hours at the residence of Hon'ble Judges in case of emergency.

Contd...10/-



14. The tenderer shall also depute additional engineers, if required, to attend the complaint on the same day, without any extra charge.

15. The tenderer has to provide services in Supreme Court premises and at the residences of Hon'ble Judges of the Supreme Court, office of E-Committee and senior officers at different locations in New Delhi.

16. The engineers should be equipped with mobile phones to ensure their availability.

17. If any of the resident engineers to be *deputed* for maintenance of equipments remains on leave or absent, a suitable substitute shall immediately be provided, *failing* which deduction of Rs.200/- per day of leave/absence of each such service *engineer* shall be deducted from the security *and/or outstanding* bills of the tenderer. The decision of *Registrar, Supreme Court of India*, in this *regard* shall be final and binding upon the tenderer.

18. The tenderer shall have its own set up for test and *repair* of equipments under CAMC which will be physically verified by a Committee of Officers of the Supreme Court of *India* before awarding of CAMC. In the event of non-satisfaction of the Committee Members, the name of the tenderer shall not be considered despite being either technically capable or lowest bidder. However, the decision of the Competent Authority shall be final.

IV. Preventive Terms and Conditions :

1. The tenderer shall carry *out* preventive maintenance at least once in three months in respect of each of equipments under CAMC. A certificate should be obtained by the tenderer from the concerned users *that* the preventive maintenance has been carried out satisfactorily at least once in three months and shall be enclosed along with log book meant for carrying out preventive maintenance while submitting the quarterly bill of CAMC payment.



2. The schedule of preventive maintenance shall be as follows:

- (A) Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
- (B) Running of test programme to ensure quality print/data reliability.
- (C) Checking of power supply source for proper grounding and safety of equipment.
- (D) Ensuring the covers, screws, switches etc. are firmly fastened in respect of each equipment.
- (E) Scanning of all types of virus and elimination and vaccination of the same.
- (F) Shifting of equipment within the building as and when required.
- (G) Running of diagnostic software for system performance.

3. The resident engineer shall keep ready with him a complete tools kit for cleaning of equipments.

Firms meeting the above technical requirements may *apply* in the Performa placed at Annexure 'B'. In sealed cover with all supporting documentary evidence. Firms which fail to fulfil any of the conditions shall not be considered and no communication shall be entertained for the same.

V. Financial Terms:

- 1. Being a comprehensive contract, all liabilities arising out of any fault/replacement of any part etc. will be borne by the tenderer, if not mentioned separately otherwise.
- 2. No extra charges for replacement and repairing of the parts covered under the CAMC shall be made.

Contd...12/-



3. CAMC will not include computer stationery like paper/ribbons/laser printer toners/inkjet cartridges etc. However, comprehensive AMC includes all the plastic, rubber equipments, knobs, movable/rotational parts necessary for normal operation of the original equipment. No other charges are payable and the rates shall be net including every charges & tax etc.. there should be no hidden charges.
4. The tenderer must be registered with the requisite authorities as per Law and Rules that may be applicable for such services. They must have VAT, Sales Tax, Service Tax certificate (Xerox copy to be attached with offer) at the time of awarding of the contract, original certificate have to be produced.
5. The rates may be quoted on comprehensive basis in the Performa placed at Annexure 'A', in sealed cover for all the equipments i.e. services to be provided for all IT related equipments being used in Supreme Court of India separately.
6. No advance payment would be made in any case. However, quarterly payment after satisfactory completion of each quarter would be made. The approved contractor shall submit bill (in triplicate) after completion of every quarter with satisfactory reports from the users regarding services/ repairs.
7. The tenderer will not be allowed to charge any extra amount for repair/replacement, if any. after entering into comprehensive annual maintenance contract.
8. Statutory deductions like Income tax etc. shall be made as per applicable rules.

Contd...13/-

VI. Administrative Terms:

1. Tenderer should have a proper complaint call registration procedure, follow-up etc. and provide track of all complaints from registration to call clearance: tenderer shall issue a customer service slip after every service visit, clearly indicating the date & time of call by the user Department, date& time of attendance of the fault by the CAMC holder, nature of fault observed and whether cleared or not or under further observation; and details of subsequent visit after 2 days of observation, closure of call, clearance of *fault* and any other *relevant* information.
2. The tenderer will prepare separate log books for each of the machine to be taken under the CAMC and *Preventive maintenance* with virus detection and special cleaning of the Monitor, *printer*, key board, mouse etc., from outside with liquid cleaner and inside with air blower shall be carried out on quarterly basis.
3. At each location, tenderer will keep record of machine failure including the nature of failure, date and time of booking the complaint, when the machine was made up and the total down time. This record will be signed by service *engineer* and representative of the Supreme Court of India. Format for keeping this record will be as per the Annexure-D. This can be done either through the Complaint Management information System (CMIS) or through complaint register.
4. The tenderer shall provide the *facility* of registration of complaint and fault repair enquiry through the internet.

VII. Payment Terms:

1. Payment shall be made pro-rata on quarterly basis at the end of each quarter and in respect of only those equipments which have actually been placed under CAMC and undertaken by the tenderer during a particular

Contd..14/-



quarter. Any payment made in excess will have to be refunded by the tenderer to the Supreme Court of India in the event of termination of contract.

2. At the end of each quarter, the tenderer shall submit a bill for quarterly CAMC charges along with a prescribed certificate to be obtained by the tenderer from the concerned users to the effect that the equipments under CAMC have performed satisfactorily during the quarter for which CAMC charges are claimed. The payment shall be released only after submission of satisfactory performance certificates from the concerned users during the relevant quarter by the tenderer.

3. Penalty, if any, shall be deducted from any of the payment due to the tenderer.

VIII. General Terms :

1. All the equipments shall be deemed to be handed over to the tenderer in CAMC in proper working condition once the contract is entered.

2. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on comprehensive basis inclusive of repairs and replacement of spare parts without extra payment.

3. If any item becomes un-serviceable due to obsolesce or because its full life has been consumed or its parts are not available in the market then it will be informed by the contractor to the customer, then such items will be taken out from AMC and AMC amount shall be reduced proportionately.

4. The contractor shall ensure that no damages cost by his personnel to the hardware or software while undertaking repair or preventive maintenance to the quipment otherwise the contractor will be liable to replace the damage assembly

Contd..15/-



or equipment or software or all of them free of cost and in case of failure to do so, the contractor shall have to bear the cost of replacement by any third party selected by the customer.

5. The contract will be valid and effective for a period of two years. The period of CAMC will be informed after finalization of the contract. The contract may be extended to computers and peripherals of various brands/make completing the warranty period in future at the same rate.

6. It will be open to the Supreme Court of India to extend the term of the agreement on the same terms and conditions for a further period as may be required and if so necessary.

7. In case of tenderer backing out in midstream without any explicit consent of the Supreme Court of India the expenses / costs incurred by the Supreme Court of India for maintenance of machines for the balance period of contract by alternative arrangements shall be liable to be recovered from the tenderer.

8. The above act of backing out would automatically debar the tenderer from any further dealing with the Supreme Court of India and the EMD/ Security deposit amount would also be forfeited.

9. The firms should also indicate PAN/TAN number issued by the Income Tax Department/ State/Central Sales Tax Number (legible photocopy to be enclosed). The income tax clearance certificate for the last two years must be attached.

10. The tenders should be given on tenderer's letter-head giving address, telephone number, E-mail address, details of contact persons etc., as per Annexure-B enclosed. Tender received without sealed cover or without quoting rates in the specified Performa will not be accepted.

Contd..16/-



11. The Supreme Court of India reserves the right to reduce or increase the number of equipments offered for maintenance contract during the currency of CAMC. The Supreme Court of India also reserves the right to reject any tender without assigning any reason. The Supreme Court of India also reserves the right to accept or reject any or all of tenders in full or in part without assigning any reason or any correspondence whatsoever. However, conditional tender will not be entertained.

12. The contract can be terminated by Supreme Court of India at any time without assigning any reason. In this connection, the decision of the Registrar of the Supreme Court of India shall be final and binding on the tenderer. No payment will be made for the remaining period of service contract from the date of the termination of the contract including the period for which unsatisfactory services are rendered by the tenderer.

13. Supreme Court of India shall have all rights to use his discretion to alter/modify any of the terms and conditions of the contract.

14. The rates quoted should be net with all taxes and no discount, free services/offers quoted in the tender will be considered.

15. Apart from the above criteria and the price quoted, the profile of the tenderer may be important criteria.

16. Tenderer has to submit an Acceptance letter on the letterhead for un-conditional acceptance of the tender conditions or the whole of the tender document duly signed on each page for such acceptance.

17. Except where otherwise provided in the contract, all questions and disputes relating to the meaning of the instructions before mentioned and as to the quality of workmanship or materials used on the work or as to any other question, claim, right, matter or thing, whatsoever in any way arising out of or relating the contract, instructions, orders or these conditions or otherwise concerning the works, or the execution or failure to execute the

Contd..17/-



same, whether arising during the progress of the work or after completion or abandonment thereof shall be referred to the Registrar, Supreme Court of India as such, at the time of dispute and it would be the discretion of the Secretary General to refer it to any other officer of the Supreme Court or any other agency.

IX. Penalty Clause :

1. Any lapse / loss due to poor workmanship in the maintenance of hardware and software by the deployed engineer / tenderer shall be viewed seriously and the tenderer shall be penalized for the lapses / losses, as deemed fit and decided by the Registrar in addition to penalty already fixed in the other terms and conditions in this tender notice.

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

X. Earnest Money cum Performance Security Deposit:

1. The earnest money of Rs.10,000/-(Rupees Ten Thousand only) through a Demand Draft on any scheduled bank in New Delhi drawn in favour of Registrar (Admn.), Supreme Court of India, New Delhi must accompany the offer. Tender received without earnest money will not be considered. The earnest money will be refunded to unsuccessful bidders without interest by post. Name & Telephone number of the firm should be written on the back of the demand draft.

2. The selected tenderer will also have to deposit performance security deposit equivalent to 10% of the contract value prior to execution of the agreement. This security deposit will be liable to be forfeited in the event of the tenderer's failure to perform as per agreement and if they are not able to provide fault less service in time or if overall downtime of Computer exceeds 30 days in one year. This deposit towards performance shall be retained for

Contd...18/-



a period of 27 months from the date of agreement or till the final payment of the contract is made whichever is later.

3. No separate Security Deposit will be deducted from running account bills.

4. EMD of the successful agency shall be converted into Security Deposit. The balance amount, if any, will have to be deposited by the successful tenderer within one week of award of work. Earnest Money received from the other unsuccessful firms will be returned on their written request without interest immediately after the process of selection of tender is over.

5. The tender shall remain valid for 90 days from the date of opening of financial bids and the tenderer shall not be allowed to *withdraw* it before that date. If any tenderer withdraws the *tender* before 90 days from the date of opening of financial bids, his Earnest Money shall stand forfeited.

XI. Submission of Tender :

1. The firms fulfilling the above terms and conditions may submit their sealed tender in three separate envelopes for submitting (i) Earnest Money for AMC of Computers and Printers (ii) Technical Bid containing Annexures 'B' & 'C') and (iii) Financial Bid Containing Annexure 'A' superscribing on each respective envelopes :-

a) "Earnest Money for AMC of Computers and Printers "

b) "Technical Bid for AMC of Computers and Printers"; and

c) Financial Bid for AMC of Computers and Printers **at Reception**

Counter No.37 addressed by name and sent to the undersigned upto

3.00 PM on or before 5th September,2016.

Contd..19/-

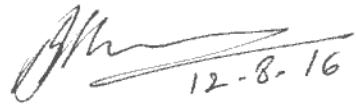


2. Two separate sealed offers one for Technical and another Commercial have to be submitted. **Commercial offer will be considered only of those Bidders who qualify in the Technical Bid.**
3. Tenderers may please submit their lowest rates in the enclosed prescribed Performa vide Annexure 'A', with details as per Annexure 'B' and 'C' duly executed and signed SEALED COVERS addressed to Mr. Basudev Sharma, Additional Registrar (AM). The details of all Annexure pertaining to technical bid only may also be submitted in Excel file on CD also financial bid should not be included in soft copy on CD-ROM.
4. Every tenderer shall be deemed to have inspected all the equipments proposed to be included in CAMC, before submitting the tenders.
5. The other requisite documents mentioned above should also accompany the tenders. The financial bids of only those tenderers will be opened whose technical bids are found in order and acceptable. Offers not accompanied by requisite documents shall not be considered. Hypothetical/conditional tenders will not be entertained. Tenders once submitted shall NOT be allowed to be amended/withdrawn till finalization of the matter. Otherwise appropriate action will be taken.
6. Registry will deal with the tenderer directly and no middle men/agents/Commission Agents etc. should be asked by the Tenderers to represent their cause and they will not be entertained by the Registry.
7. Over-writing/over-typing or erasing of the figures are not allowed and shall render the tender invalid.

Contd..20/-



The Technical Bids only will be opened on the same day i.e. **5th September, 2016 at 3.30 PM** in the Registry by a Committee of Officers constituted for the purpose before the representatives of the firms, who may wish to remain present at the time of opening the tenders, if they are interested. In the first instance, envelopes containing Earnest Money may be opened and thereafter the envelopes containing Technical Bids will be opened. One representative of each tenderer will be allowed to remain present at the time of opening the sealed tenders. The representative of each tenderer should carry the identity card and letter of authority of the tenderer. The commercial bids shall be opened on subsequent date that will be announced later, of those tenderers whose technical offers are found proper and who qualify for contract. The tenders received after due date and/or *time* and/or without Earnest Money will not be entertained.



12-8-16

(BASUDEV SHARMA)
ADDITIONAL REGISTRAR(AM)

Encl : As Above.

Supreme Court of India

Details of Computers and Printers for CAMC

(Tender Notice No.33/COM/AMC/2016)

Sl. No.	Details of equipments for maintenance	Year of Purchase	Nos. of equipments	Rate per unit for two years	Total Cost
1.	Linux Desktop computers with Media(HP) including Hardware & Software - (17" LCD Monitor, Pentium(R) Dual Core CPU d5800S/E5200 @2.50GHz, 250 GB HDD, 2GB DDR2 RAM, DVD Multi Player/ Combo Drive, Linux-Ubuntu OS etc.)	May-June, 2009 (AMC will start from 01.10.2016)	355		
2.	Windows Vista Business Edition with Media Desktop computers (HP) including Hardware & Software - (17" LCD Monitor, Pentium(R) Dual Core CPU d5800S/E5200 @2.50GHz, 250 GB HDD, 2GB DDR2 RAM, DVD Multi Player/Combo Drive, Antivirus, Linux-Ubuntu OS etc.)	-do-	210		
3.	Duplex Laser Printer HP LJ-P2055dn including all spare parts, connection cords, installation of device, drivers etc. except Toner/cartridge.	-do-	268		
4.	Mono Laser Printer-HP LJ -P1008 including all spare parts, connection cords, installation of device, drivers etc. except Toner/cartridge.	-do-	42		
5.	Multi Functional Device(Printer, Scanner & Copier) - HP LJ M1522n including all spare parts, connection cords, installation of device, drivers etc. except Toner/cartridge.	-do-	46		

Contd..22/-

Sl. No.	Details of equipments for maintenance	Year of Purchase	Nos. of equipments	Rate per unit for two years	Total Cost
6.	HCL Desktop Computers (Ubuntu) including Hardware & Software - (17" LED Monitor, Pentium(R) CPU G620 @2.60GHz, 320 GB HDD, 4GB DDR3 RAM, DVD Multi Player/ Combo Drive, Ubuntu OS 32 Bit)	March-April 2012 with 5 years warranty (AMC will start from 01.04.2017)	207		
7.	HP-1566 Laserjet Printers including all spare parts, connection cords, installation of device, drivers etc. except Toner/cartridge.	-do-	147		
8.	HP Scanjet 8270 Scanners including all spare parts, connection cords, installation of device, drivers etc. except Toner/cartridge.	-do-	20		

TOTAL AMOUNT

Date :
Place :

Signature
with name and position in firm with seal/rubber stamp:

Supreme Court of India
Tender for CAMC
(Tender Notice No.33/COM/AMC/2016)

Performa for submitting tenders for the CAMC Services for Computers and Printers :-

1. Name & Address of the Tenderer :-
2. Name of the contact person with Mobile, Telephone number, fax number and e-mail address :-
3. Traders Identification No. (TAN) :-
4. PAN number :
5. Service Tax No. alongwith registration certificate :-
6. Details of EMD :-

Amount Rs.	Demand Draft / Date Pay Order No.	Drawn upon the Bank
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7. Details of Technical Staff :

S.No.	Name	Qualification	Experience
1			
2			
3			

If required additional sheet may be added.

8. Whether the tenderer has at least 3 years' Experience of maintaining hardware and network system in Government organizations/public sector undertakings/lrge companies for Windows/Linux based systems (Yes/No.)/ If yes, proof be attached.

Contd...2/-

9. Client's details :-

S.No.	Name	Address	Contact Person with telephone -mobile no & email, if any	Period of Contract	Details of the certificate/proof attached
1					
2					
3					

The terms and conditions of CAMC for computers and its peripherals as stated in the tender document are unconditionally acceptable to us in its entirety.

I/We agree to maintain systems and peripherals as listed in Annexure-'A' in accordance with the terms and conditions laid down in this tender notice at yearly charges as given in this offer. We understand that the list in Annexure-A is indicative and that actual number of equipment may differ and payment shall be calculated as per such actual nos. which shall be confirmed by providing full details as per schedule to be prepared and provided by us at the end of quarter.

In case any provision of the tender is found violated at any time after assignment of contract, I/we agree that the contract shall be summarily cancelled and Supreme Court of India shall, without prejudice to any other right or remedy be at liberty to forfeit the full said earnest money / security amount absolutely.

If the tenderer does not fulfil the minimum qualifying criteria of the tender I/we will not lodge any claim for opening of commercial/financial bid.

I/We hereby undertake that we shall make good any loss/damage caused to the equipments under annual comprehensive maintenance or any other property or the Supreme Court of India through our negligence.

I/We agree that in case of any dispute or difference arising out of or under the contract, the decision of Registrar, Supreme Court of India shall be conclusive and binding on us.

Signature
with name and position in the firm
with seal/Rubber stamp

Date :

Place :



SUPREME COURT OF INDIA

Annexure 'D'

A).

S.No.	Location	No. of CPU	No. of Monitor	No. of Keyboard	No. of Mouse	No. of Speaker	No. of Printer
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- Date & time of lodging complaint
- Nature of failure
- Date & time of rectifying the complaint or providing standby, if complaint not rectified
- Total down time —Hrs. Mts.

Signature
(with name & date)
Resident Engineer of

Signature of user
(with name, designation & date)

PROFORMA OF PRVENTIVE MAINTENANACE

(Annexure "E")

PERSONNEL COMPUTERS

COMPLIED (YES / NO)

- Scan Hard Disk file systems for errors
- Scan for Viruses
- Backup Data
- Clean TFT Screen
- De fragment Hard Disk
- Scan for Hard Disk read Errors
- Clean mouse
- Check for full hard disk volumes and remove unnecessary files
- Update virus definition files
- Check power protection devices to ensure they are still protecting the system
- Check power supply fan for ventilation and dirt build up and clean if necessary
- Backup CMOS information
- Clean disk drive internals and read/write heads
- Check process temperature, inspect heat sink and fan to ensure they are working
- Check Hard Disk for temperature and Vibration
- Clean exterior of Case
- Clean exterior of TFT Screen
- Check and clean interior, motherboard and expansion cards if necessary.
- Check internal connections and Cables
- Clean Keyboard

PRINTER (LASERJET)

- Remove Toner and Paper Dust from Fusing Assembly. Check the Assembly and Replace as Necessary.
- Check and Clean Job offset, Switchback Duplex Assemblies and Auxiliary Paper Trays.

Replace and Clean Machine Filters

Clean Image Transfer Assembly

Inspect and Clean Pick-Up Roller Service

Inspect drive gears for wear

Tighten or Replace Screws and Check Grounding Straps

Inspect, replace, and clean separation pads and rollers

Inspect and Clean Registration Assembly

Inspect and Clean Beam-to-Drum Optical Path

I have performed above activities during preventive maintenance.

(Signature of Vendor)

(Authorized By)

