



**YASHWANTRAO CHAVAN ACADEMY OF DEVELOPMENT ADMINISTRATION
(YASHADA)
RAJBHAWAN COMPLEX, BANER ROAD
PUNE 411007**

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E-TENDER PAPERS

**COMPREHENSIVE ANNUAL MAINTENANCE SERVICE CONTRACT FOR
SERVERS, DESKTOPS, THIN CLIENTS, LAPTOPS, PRINTERS, UPS, AND
OTHER PERIPHERALS, LAN, BIOMETRIC DEVICES, SYSTEM
ADMINISTRATION & FACILITY MANAGEMENT
FOR YEAR 2017-2019 (2 YEARS)**

1. Estimated Bid Cost	Rs. 44 lakhs/-
2. Performance Security Deposit	3% of Accepted Cost.
3. Earnest Money Deposit (Refundable)	Rs 50,000/- (Fifty Thousand)
4. Cost of Tender Form (Non-refundable).	Rs. 3,000/- (Three Thousand)
5. Date of Upload e-Tender Form	02-11-2017
6. Period of e-bid	02-11-2017 to 16-11-2017
7. Pre bid Meeting	08-11-2017 At 3.00 P.M.
8. Last Date of Submission of Bids	16-11-2017 Up to 3:00 P.M.
9. Date & Time of Opening of Technical Bids	18-11-2017 at 3.00 P.M.

Brief Summery of Inquiry

Offer should be submitted in 2 envelope system:

- a) Technical Bid - Envelop No - 1
- b) Commercial (item-wise rates) Bid Envelop No - 2

List of Annexures

Annexure - I	=	Scope of Work
Annexure - II	=	Covering Letter
Annexure - III	=	Details of Tenderer
Annexure - IV	=	Eligibility Criteria for bidders
Annexure - V	=	Performance Statement
Annexure - VI	=	IT Equipment list
Annexure - VII	=	Personal & Bank Details for RTGS
Annexure - VIII	=	Price Bid Form
Annexure - IX	=	Contract Form

YASHWANTRAO CHAVAN ACADEMY OF DEVELOPMENT ADMINISTRATION

RajBhavan Complex, Baner Road, Pune 411 007.
Phone No. (020) 25608272 & 25608260 , Fax No. (020) 25608100

COMPREHENSIVE ANNUAL MAINTENANCE SERVICE CONTRACT FOR SERVERS, DESKTOPS, THIN CLIENTS, LAPTOPS, PRINTERS, UPS, AND OTHER PERIPHERALS, LAN, BIOMETRIC DEVICES, SYSTEM ADMINISTRATION & FACILITY MANAGEMENT FOR YEAR 2017-2019(2 YEARS)

1. GENERAL INSTRUCTIONS

- 1.1 Yashwantrao Chavan Academy of Development Administration (YASHADA), Pune, invites online bids from 'the GST registered & reputed bidders, having experience of similar type of works.
- 1.2 The bid document will be available from 02.11.2017 to 16.11.2017 up to 3.00 pm. on <https://mahatenders.gov.in> for downloading & the bidders will have view only access on the website of YASHADA i.e. www.yashada.org
- 1.3 Last date of receipt of e-bid will be 16.11.2017 Up to 3.00 PM . The e-bids received thereafter will not be considered. The bids received within specified time shall be opened on 18.11.2017 at 3.00 pm.
- 1.4 If any technical difficulties arise while filling up e-bid, please contact on toll free No. 180030702232 at NIC.
- 1.5 The Bids received by post /courier/by hand will not be accepted.

1.6 Pre-bid tender meeting:

The pre-bid meeting will be held on 08.11.2017 at 03.00 pm in the YASHADA, Pune. Interested bidders shall attend this meeting. Queries raised by bidders will be clarified in the meeting and also clarifications will be uploaded to www.mahatenders.gov.in & YASHADA's website i.e www.yashada.org in the form of minutes of pre-bid meeting which will form as part of this bid. No query thereafter would be entertained.

1.7 Validity Period:

The offer of the bidder shall remain valid for acceptance for a minimum period of **90 days** from the date of opening of Price Bid (Envelope No.2) and there after until it is withdrawn by the bidder by notice in writing by Registered Post with due Acknowledgement.

1.8 The bid notice shall form a part of the contract agreement.

1.9 Joint venture or sub contracting / out sourcing is not allowed.

1.10 Right is reserved to revise or amend the bid documents fully or part thereof prior to the date of bid submission. Such deviations/amendments if any shall be communicated to the bidders.

1.11 Bidders which do not fulfill all or any conditions or incomplete bids in any respect, are liable to be rejected.

2.0 Bid Form Fees & EARNEST MONEY:

Bid Fee of **Rs. 3,000/-** (Rupees Three Thousand only) & Earnest money of **Rs. 50,000/-** (Rupees Fifty Thousand only) should be paid online through respective portal in the software to in favor of Director General, Yashada.

2.1 The amount of earnest money will be refunded to the unsuccessful bidders on deciding about the acceptance or otherwise of the bidders or on expiry of the validity period whichever is earlier.

In case of the successful bidder, it will be refunded on his paying the security deposit and completing the bid documents or will be transferred towards a part of security deposit to be paid after awarding of the work. If successful bidder fails to pay security deposit and sign the contract within Fifteen days from the award of contract, his earnest money deposit will be forfeited and successful bidder will be black listed.

2.2 Even though the bidders meet the requirements, they are subject to be disqualified if they have made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements .

3. INSTRUCTIONS TO THE BIDDERS

3.1 Locations for providing Services: YASHADA office located at Raj Bhavan Complex, Baner Road, Pune: - 411007.

3.2 The Successful bidder shall provide comprehensive annual maintenance contract for servers, desktops, thin clients, laptops, printers, ups, and other peripherals, LAN, biometric devices & system administration & Facility Management as per scope of work mention in Annexure I For the year 2017-2019(2 years).

3.3 Bid Document

Copy of the bid document can be downloaded from the website of <https://mahatenders.gov.in> only.

Note:- If any technical difficulties arise while filling up e-tender, please contact on toll free No. 1800 3070 2232 at NIC.

3.4 Mandatory Site Visit and Inspection of total IT infrastructure:

It is mandatory on the part of the bidder to inspect the total IT infrastructure before bidding. The certificate will be issued by Center for Information Technology of Yashada for inspection of site visit, which will be submitted in Envelop 1 (Technical envelop). Bidder will not be allowed to raise any queries / objections once the bidder has submitted the bid or entered into the contract.

3.5 Cost of Bidding:

The Bidder shall bear all costs, associated with the preparation and submission of its bid and the YASHADA will in no case be responsible or liable for these costs.

3.6 General Conditions:

a) Agency shall not transfer or assign or share benefits of this Agreement to or with any other vendor or sub- let contracts. Any such violation will be treated as breach of contract and the agreement is liable to be

cancelled. The work on this account will be carried out on risk and cost of the successful bidder.

- b) The successful bidder agrees that he shall, at all times, keep the Academy effectually indemnified against all claims for compensation, under the provisions of any law for the time being in force/brought into force, by or in respect of any workman deployed by the Agency in carrying out the obligations under the contract and against all costs and expenditure incurred by the Academy in connection therewith. The Agency shall be entitled to deduct any amount due, from all the money paid or payable by way of compensation as aforesaid or of any other nature and costs or expenses in connection with any claim thereto. For this purpose, an indemnity bond shall be executed by the Agency. The Agency shall also keep the Academy indemnified against all actions, suits, proceedings, losses, costs, damages, charges, claims and demands in any way arising out of or reason of anything done or omitted to be done by the Agency.
- c) Agency shall submit details of PF & ESI contribution deposited against the names of employees engaged for Yashada along with every quarterly bill raised.
- d) Agency shall submit monthly salary details of employee engaged for Yashada and certify that all employees have been paid at rates not less than minimum wages rates prescribed by the government under relevant enactments along with every quarterly bill processed.
- e) Agency shall submit copies of appointment orders & joining reports of every employee engaged for Yashada, at the time of contract and whenever a new employee is engaged.
- f) **Time limit:** The work is to be completed within time limit as specified in the Notice inviting bid which shall be reckoned from the date of written order of commencing the work.
- g) **Bid Units:** The bidders should particularly note the unit mentioned in the **Annexure -VI** on which the rates are based. No change in the units shall be allowed. In the case of difference between rates written in figures and words, the correct rate will be the one, which is lower of the two.

4.0 BIDDING PROCEDURE

"Technical Envelope "(T1)"

The online envelope clearly marked as "**Technical Envelope "(T1)"** Shall contain the scanned copies of originals of following documents:-

The Technical Offer (T.O.) should be complete in all respects and contain all information asked for except prices. It should not contain any price information. The bid will be rejected if any price is mentioned in the Technical Offer. The T.O. should indicate whether all services asked for are quoted, and that all requirements therefore are quoted.

The Technical Offer must be submitted in an organized and neat manner. No documents, brochures etc. should be submitted in loose form. All the pages should be serially numbered and initialled and stamped by the bidders.

4.1 Eligibility/Qualifying Criteria (All documents to be uploaded in Envelope No. - I)

Envelope - I should contain the following documents.

- (1) Proof regarding submission of Bid fee and EMD online i.e. challan copy needs to be uploaded.
- (2) Latest License under Shop and Establishment Act/Small Scale Industries (SSI unit) registration/company registration. Which shall prove that company is registered on or before 31st march 2014.
- (3) The company / firm should submit the proof regarding its office in Pune.
- (4) Copy of PAN/TAN card in the name of the Company/Firm/owner.
- (5) Copy of Registration no of GST along with relevant proof.
- (6) Turn Over Certificate from C.A. (Chartered Accountant) for the last three financial years (Financial Year 2014-15, 2015-2016,2016-17) Showing minimum turn over not less than rupees Twenty Five lakhs per year. (Balance sheet & Income tax returns will be not considered).
- (7) Copy of EPF registration certificate.
- (8) Copy of ESI registration certificate
- (9) Detailed information about Institution (Agency), name of proprietor, name

of partner if any telephone no. on letterhead. In case of partnership, attach registered partnership deed. In case of company, attach company registration certification. (As per Annexure III)

(10) The firm should have experience of completion of similar type of works for last two years. self-certified copies should be enclosed with contact details. These claims will be verified for satisfactory performance. (As per Annexure IV)

(11) Self-declaration regarding firm/agency is not blacklisted by any organization and also self-certification regarding no case is pending/registered for any forgery/or criminal matter. (12) List of Clients.

(13) The Site Visit Certificate issued by YASHADA.

(14) The Letter for acceptance of all Terms and Conditions of the tender document.

(15) Personal & Bank Details of the bidder for RTGS as per Annexure - VII

4.2 Price Bid: Envelope No. 02- (Annexure - VII) (Price Bid)

Bidder must quote his rate in Envelop No. 2 only (Annexure -VI) (Price Bid). He should not quote this offer rate anywhere directly or indirectly.

4.3 Criteria for L1:

Technically qualified bidders will be eligible for opening of their price bids (envelop -II). Then after, L1 from the price bids will be awarded with the contract.

4.4 Bid Envelopes

Envelope No. I & II should be separately uploaded on the website

4.5 Signing of Bid Documents:

All pages of the original Bid document should be stamped and signed by the authorized signatory. The bid document shall contain no erasures or overwriting except as necessary to correct errors made by the Bidder, in each case such corrections shall be signed by the authorized signatory.

The quoted rates should be written in figures as well as in words against all the items listed in the bid form (enclosed as Annexure - VI) by using ink. All

overwriting, corrections or cancellations should be duly signed and stamped. The rates quoted shall be valid for the entire period of the contract. If there is a discrepancy between words and figures, the amount indicated in words will prevail. Any change in the format of Annexure - VI will be rejected.

4.6 Security Deposit

The successful bidder will be required to furnish a Security Deposit of Rs. 3% of accepted cost. This amount is to be paid only by Demand Draft drawn in favor of 'THE DIRECTOR GENERAL YASHADA, PUNE'. The security deposit in either case shall remain with the Academy for the entire period of the contract and one month beyond.

4.7 Costs and Currency:

The offer must be given in Indian Rupees only.

4.8 Rates should be inclusive of all taxes, duties, levies, etc. The bids incorporating additional conditions imposed by bidders are liable to be rejected. The offer shall be valid 90 days from the date of opening of bid.

4.9 Late Bid Offers:

Any bid offer received after the bid submission date & time will be rejected.

4.10 YASHADA reserves the right to accept or reject any of or all the bids, partially or wholly, without assigning any reasons at any stage.

4.11 If the successful bidder fails to perform satisfactorily the duties assigned, his service will be liable for termination by giving 30 days' notice and the remaining work will be carried out by appointing new agency and any additional expenditure due to this shall be recoverable from the original Bidder. YASHADA reserve right to take appropriate action as is deemed.

4.12 YASHADA requires that the bidders under this bid observe the highest standards of ethics during the procurement and execution of such contracts.

4.13 OTHER TERMS AND CONDITIONS:

1. The Vendor will deliver the service in sincerity and by maintaining confidentiality with highest standards of ethics and professionalism
2. The Vendor will ensure continuous service availability and will deploy backup personnel as and when required.
3. Any equipment declared and accepted as beyond repairs shall be removed from the contract.
4. The performance will be reviewed on yearly basis and contract continued for next year for a total period of 2 years. Upon satisfactory performance the contract may be extended by one more year.
5. Handover period to next contractor at the end of the contract period will be one month.
6. All maintenance at server level which requires shutdown/stoppage of some server/service should be carried out on holidays/after office hours of YASHADA, at no extra charge.
7. On expiry/termination of the contract, the contractor shall handover all equipment under the contract over to YASHADA in good working condition, before the release of that quarter's payment.
8. Any failed IT equipment should be repaired within stipulated time prescribed. Immediate standby has to be provided. The equipment should be repaired /replaced with equivalent hardware within 15 days of failure. If not, YASHADA will repair the equipment and cost of repairs will be recovered from the bidder.

4.13 PAYMENT:

All payments shall be made in Indian currency. The payment for this AMC (2 years) will be released on Quarterly Basics (after every 3 month) and after confirmation of services rendered are found satisfactory subject to any deduction on account of deficiency/ delay or otherwise in service as per the penalty clause, This will be ascertained from the monthly reports received from vendor to CIT, under CAMC and their certification thereof. No payment will be made in advance.

The bidder shall furnish the vouchers / test certificates to prove that the material are as per specified standard and from authorized dealers, failing which the payment on the half yearly bill may be withheld. The approved bills from CIT will be paid in around ten working days.

TDS on Income Tax and GST will be deducted as per the Act & rules applicable from time to time.

Annexure - I

5. SCOPE OF WORK:

The scope of the work involves following activities that are detailed out in **Annexure-I** in this section.

- Comprehensive Annual Maintenance Contract (AMC) of existing IT infrastructure.
- Maintenance, System Administration and IT Facility Management
- Maintenance of all servers with O/S Windows 2008, 2012 and above, Red Hat Linux, Centos, Ubuntu, SQL etc and commonly used packages/applications on server and client systems
- Submit regular reports of the status of the IT infrastructure.

1.0 Details of Work for Maintenance and Management of IT Infrastructure:

The Vendor shall undertake Comprehensive AMC contract for all items on "As is where is" basis, as mentioned in clauses below:

1.1 Desktop Management & Software Support

- i. The contract shall include all components including hard disk, printer heads/drums but excludes the consumables like Toner cartridges, Ink cartridges.
- ii. Determining standard workstation suite of software. Ensure software distribution as per standards. Conducting periodic audits to verify compliance.
- iii. User support & Trouble shooting for all systems and office automation software (WIN7, Office 2007/2010, 2013 Pro Plus (Including configuration), Open Office, ISM, Shrilipi and others).
- iv. Installation of necessary Updates/upgrades/patches, installations of hardware
- v. Data recovery support, system recovery from hardware crash. The vendor has to provide complete tool for the same.
- vi. Installing application & support software developed by other vendors, trouble shooting of application software.

1.2 Maintenance Of Hardware Peripherals:

- i. Repairs of Servers, desktop, Laptops, Scanners, Monitors, Printers, Peripherals, switches, wi-fi equipment, etc.
- ii. Installation & configuration of new hardware, peripherals, hardware components, drivers.

1.3 LAN Administration and Management:

- Coordination with existing AMC vendors and management of existing AMCs until expiry of contract with existing vendors/suppliers
- Taking over AMC from existing vendor, extending the AMC services to all hardware, software procured under this contract after expiry of the warranty period, coordinating repairs and maintenance with OEMs during warranty and during AMC periods.
- Overall network administration (including backups, assigning passwords, rights and accesses.
- Identification of additional patches, LAN cabling and wi fi requirements, tracking requests.
- Manage & Monitor ISP Links, Yashada LAN network, switches, routers, wi-fi AP & trouble shooting of cabling.
- Preventions of Intrusion & security attacks.
- Configuring of nodes, servers and Video Conferencing.
- Configuration and Monitoring of VLANs and IP schemes.
- Installation of necessary upgrades / patches for Network devices and NMS.

1.4 Server Administration and Management

Server Administration/Management including Back-up to include:

- Prevention of Intruders, prepare vulnerability checkpoints for Server and all IT equipment's.
- Configuration & Management of servers of Windows, Linux and new servers requirements.
- Routine Virus Check-up and patch Update.
- Security measures like assigning rights, passwords and authentications in consultation with CIT staff.
- Backup of Servers.

1.5 Information Security Services

The bidder has to address the following security needs:

- Secure Information Assets
- Security management of the following security services for the tenure of the contract.
 1. Available Intrusion Detection System with Hardware Firewall
 2. Available Anti-spam & Anti malware Software with Content Filtering
 3. Available updated Anti-Virus Solution for machines.
 4. Automatic Patch Deployment System. (To be procured by the vendor)
- Implement (if required) the new recommended Security Architecture through an independent security audit conducted by CIT.

2.0 Asset Inventory

- Update inventories of IT Assets (hardware, software, network component & peripherals)
- Handover assets as per the inventory at the end of the contract

3.0 Vendor Management Services

The vendor shall maintain database of all IT equipment / component/services including servers (Linux, and Windows 2008/2012 presently), LAN, UPS, stabilizers, off-the-shelf & customized software of AMC with other vendors. The database shall include contact details of these vendors, escalation matrix, response & resolution time commitments etc. The helpdesk shall do first-level diagnostic & resolution (if possible) of the problem, promptly log and constantly track, coordinate and escalate problems with the respective vendors for equipment/ components/ services under vendor's contract/warranty till resolution of the problem.

4.0 Policy for Replacement of obsolete un-repairable equipment

If the installed IT equipment (not under warranty) is physically damaged or burnt due to electric faults only in such cases CIT will provide replacement of the equipment after due physical verification.

Details of service call norms and down time:

List of Deliverables:

- Logging user calls and issuing a trouble ticket.
- Tracking each call to resolution.
- Escalating calls, if necessary.
- Generating call reports.
- Analyzing the call statistics & Submit weekly, monthly Reports of analysis.

The Service Calls will be classified into 3 Severity Levels:

1. Severity Level - 1 (Top level priority): Calls that can have severe impact on business affecting large number of users i.e. any network server (e.g. e-mail server, proxy server, web server, etc.) or LAN equipment (e.g. Routers, switches, hubs, OFC etc.).
 - Calls to be attended immediately and **resolved within 4 hrs.** Either through: repair; bringing up a backup server; replacement; reconfiguration of faulty LAN equipment/ interacting with vendor for the same in case equipment under warranty.
2. Severity Level - 2 (Middle level priority): The end user system is unusable affecting individual users. e.g.- printing_problems, problems using Operating Application (OA) tools, virus problems, client network connectivity problems, etc.
 - Calls to be attended within 30 minutes and **resolved within one day** if software / configuration problem or depending on vendor if hardware under warranty.
3. Severity Level - 3 (Low level priority): New Software/ Hardware installations & upgrades change in configuration of the desktop, daily routine calls etc.
 - Calls to be attended in 2 hrs. And **resolved within two days**, but immediate replacement needs to be given from the standby equipment

Note: Problems with IT Infrastructure in Classrooms, DG Office, during events must be attended & resolved immediately on Top priority.

Down time will be calculated as below:

- **For Severity Level - 1** problem, each extra day taken to resolve the problem beyond the stipulated resolution time will be considered as one week down time.
- **For Severity level - 2 & Severity Level - 3** problems: downtime will be considered normal number of days taken to resolve the problem beyond stipulated resolution time as stated above.

5.0 Standby Equipment:

The CAMC service provider should keep at least following number of standbys of higher configuration at CIT, YASHADA.

1. **Five numbers of desktops**
2. **Two numbers of LaserJet printers**
3. **Two numbers of scanner**
4. **Spare parts for printers and desktops to be stocked**
5. **Two 24 Port and Three 8 Port switches**
6. **One Wi-Fi Router**
7. **Maintenance Toolkits including all necessary Equipment**

6.0 Preventive maintenance: Preventive maintenance should be strictly carried out once in a quarter on each machine (PC/printer/laptops/scanners/UPS/LAN/Server/Biometric and other devices) as per the checklist and plan provided by CIT.

7.0 Down Time Penalty: Down time and penalty is calculated based on the severity level mentioned under Details of service call norms and down time (4.0). The penalty would be as follows :

Sr.No.	Items	Penalty per day (in Rs.)
1	Server	2500
2	Network Equipment	2500
3	10/5 KVA UPS	1500
4	Laser Printer	500
5	Desktop/Laptop/ Thin Client	1000
6	Scanner	500

8.0 Deployment of Manpower:

- a) The vendor will have at least Five resident personnel (one L3, Four L1) on a working day with the qualifications and experience as given below. He will have to depute minimum one resident personnel on any non-working day.
- b) A responsible person should be posted at Yashada at L3 level, who can take decisions with reference to any emergency/new requirements and need not wait for response from parent company to avoid delays. He will be CAMC in-charge.
- c) **CAMC in-charge:**
 - The CAMC in-charge shall be appointed and informed who will be responsible for logging all complaints received through phone or online request, fax, or e-mail. Issue of complaint numbers, adjudging severity of the problem, assigning resident engineer(s) to rectify problem, tracking call status, escalating calls, if necessary to higher levels, generation of call reports and other reports on pending calls etc., analysing call statistics, logging & following-up with other vendors for rectification of problems with other equipment under other vendor's warranty/ AMC.
 - He has to ensure contingency arrangement for leave /resignation / reassignment of CAMC personnel and intimate the same to Center for information technology well in advance.
- d) **Minimum Qualifications and Experience:**
 - **System Administrator (One L3 Level)**

Linux Certified System Administrator holding Either Engineering degree in Electronics / Computer Science / Information Technology with three years' experience Or MCA /MCS or equivalent with four years' experience Or Diploma in Electronics / ECE / BCA with five years' experience As System Administrator, with additional experience in LINUX scripting, configuration and up gradation of any of the servers used in YASHADA (DNS/AD/Firewall/MySQL).

Persons holding additional IT related certificates like MCSE Windows server 2008, 2012 or latest, MCP/MCSA; CCNA and ITIL 3 will be preferred. The person will be the team leader and responsible for all FM services specified in this tender.

- **Support Engineers (Four L1 Level)**

Engineers with any of the industry standard IT related certification like MCSE, MCSA/ RHCE/ MCP/ CCNA and holding degree in Electronics/ Computer/ Information Technology or Diploma in Electronics /ECE or BCA with minimum of 2 years working experience or any other graduate with minimum 5 years of work experience in large networking environment as System / Network Engineer or maintenance personnel.

9.0 Working Hours for Vendor Personnel:

The working hours will be 6.00 hrs. To 22.00 hrs on all days including holidays. Yashada may request the vendor to ensure personnel availability occasionally in the event of an impending conference, etc. For such a case one or two persons as may be required should be made available to attend to any problems related to IT/Connectivity during the event.

06:00 to 14:00 - 2 L1 Engineer

14:00 to 22:00 - 2 L1 Engineer

09:30 to 17:30 - 1 L3 Engineer

5 The deputed personnel shall

- a) At all times abide by rules for holidays, working hours as specified above, time sheet and attendance as per CIT format
- b) At all times abide by general rules of conduct and discipline as required by YASHADA and changes made to it from time to time.
- c) At all times strictly follow the confidentiality conditions laid down by YASHADA and changes made to it from time to time.
- d) Follow formal dress code and always display photo identity cards from the company.

10.0 Facilities provided by YASHADA to the vendor:

- ✓ A PC with N/W connectivity
- ✓ E-mail accounts
- ✓ Desk place for Vendor staff

11.0 MIS Reports of calls, servers, vendors, ISP, Lan network shall be submitted weekly (pending calls report) and monthly (Call type report - Downtime report, call trend report, analysis of down time, server, network, ISP)

Annexure - II

Covering Letter (At the Time of Signing Agreement)

To,
Director General,
YASHADA, Pune.

Respected Sir/ Madam,

Having examined the tender documents including all Annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer to Contract **"Facility Management Services & Comprehensive AMC of Servers, Desktops, Thin Clients, Laptops, Printers, UPS, and other Peripherals, LAN, & System Administration"** in conformity with the said tender documents.

We undertake, if our tender offer is accepted, to commence Contract within 5 days from the date of receipt of your Notification of Award.

We agree to abide by this tender offer till ----- and shall remain binding upon us and may be accepted at any time before the expiration of that period.

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

We understand that you are not bound to accept the lowest or any offer you may receive.

Dated this _____ day of _____ 2015

Signature: _____

(In the capacity of:) _____

Duly authorized to sign the tender offer for and on behalf of

Seal of the Company

Annexure - III

DETAILS OF TENDERER

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.(On Company Letter Head)

I. Company Details

Sr. No.	Item	Details
1.	Name of the Company	
2.	Mailing Address	
3.	Telephone and Fax numbers	
4.	Constitution of the Company	
5.	Name of the Managing Director	
6.	Name & Designation of the officer of Bidder to whom all references shall be made for expeditious co-ordination.	

Annexure - IV

II. Eligibility Criteria should have the following documentary proof for below points

Sr. No.	Item	Compliance Yes / No	Criteria	Remark
1	Proof regarding submission of Bid fee and EMD online i.e. challan copy needs to be uploaded.		Mandatory	Yes / No
2	Latest License under Shop and Establishment Act/Small Scale Industries (SSI unit) registration/company registration. Which shall prove that company should registered on or before 31 st march 2014		Mandatory	Yes / No
3	The company / firm should submit the proof regarding its office in Pune		Mandatory	Yes / No
4	Copy of PAN/TAN card in the name of the Company/Firm/owner.		Mandatory	Yes / No
5	Copy of Registration no of GST along with relevant proof.		Mandatory	Yes / No
6	Turn Over Certificate from C.A. (Chartered Accountant) for the last three financial years (Financial Year 2014-15, 2015-2016,2016-17) Showing minimum turn over not less than rupees Twenty Five lakhs per year. (Balance sheet & Income tax returns will be not considered).		Mandatory	Yes / No
7	Copy of EPF registration certificate.		Mandatory	Yes / No
8	Copy of ESI registration certificate		Mandatory	Yes / No
9	Detailed information about Institution (Agency), name of proprietor, name of partner if any telephone no. on letterhead. In case of partnership, attach registered partnership deed. In case of company, attach company registration certification.		Mandatory	Yes / No
10	The firm should have experience of completion of similar type of works for last two years. self-certified copies should be enclosed These claims will be verified for satisfactory performance.		Mandatory	Yes / No

11	Self-declaration regarding firm/agency is not blacklisted by any organization and also self-certification regarding no case is pending/registered for any forgery/or criminal matter.		Undertaking is Mandatory	Yes / No
12	List of Clients. (As Per the Annexure IV)		Mandatory	Yes / No
13	The Site Visit Certificate issued by YASHADA		Mandatory	Yes / No
14	The Letter for acceptance of all Terms and Conditions of the tender document.		Mandatory	Yes / No
15	Personal & Bank Details of the bidder for RTGS as per Annexure - I A		Mandatory	Yes / No

Date:

Signature of the Tenderer

Annexure V

Performance Statement

(For a period of last three years)

Name of the Firm _____

Order No. & Date	Order Placed by (Full Address of the Organization)	Description of services rendered	Value of order in Rupees (Per Annum)	Contract Period		Reasons for late delivery (if any)	Satisfactory Performance Certificate from the Company
				From	To		

Date: _____

Signature of the Tenderer

Annexure - VI
List of IT Equipment at YASHADA

Sr. No	Item Description	Total No. Of Units	Qty. of items under Warranty	Warranty Status	
				Under Warranty Up to	Qty. of items not Under Warranty
1	Server	03	03	OCT 2017	----
		16	----	----	16
	Total servers	19			16
2	KVM Switch	2	----	----	02
3	PCs	376	----	----	376
		70	70	Jul. 2019	----
	Total PCs	446	70	----	376
4	Laptops	28	----	----	28
		25	----	----	25
	Total Laptops	53	----	----	53
5	Thin Clients	165	----	----	165
		----	----	----	----
	Total Thin Clients	165	----	----	165
6	Printers		----	----	----
	All in One Laser- Canon	15	----	----	15
	All in One Laser - HP	86	16	----	70
	All in One Laser - Brother	01	----	----	01
	Samsung	09	----	----	09
	Total Printers	111	16	----	95
7	Network Components	Under Warranty	----	----	----
	L3 & L2 Avaya Switch	11	11	2021	
a	Cyberoam Firewall	01	01	----	01
b	Router Dax	01	01	----	01
8	UPS				
a	05 KVA	9	----	----	09
b	10 KVA	3	----	----	03
c	1 KVA	2	----	----	02
	Total UPS	14	----	----	
	NAS Storage	Under Warranty	----	----	1

Note: The tenderer must back line support for servers, printers and UPS from OEMs only.

Servers : HP, IBM, Dell and Acer.
UPS : Numeric and APC.
Printer : HP, Samsung, Canon.

ANNEXURE- VII

Personal & Bank Details for RTGS

All columns are mandatory

Sr .No.	Personal Detail	
1.	NAME OF THE AGENCY & EMAIL ADDRESS	
2.	ADDRESS OF THE AGENCY	
3.	LANDLINE NO.	
4.	MOBAIL NO.	
5.	PAN NO.	
6.	GST No.	
Bank Details -		
1.	NAME OF THE AGENCY FOR RTGS	
2.	NAME OF THE BANK	
3.	CITY OF THE BANK	
4.	ACCOUNT NO	
5.	ACCOUNT TYPE	
6.	BRANCH CODE	
7.	ADDRESS OF THE	
8.	IFSC CODE	
9.	MICR NO.	

Annexure - VIII
Price Bid Form - ENVELOPE NO. - II

Tender Offer Validity till: _____

Please note that the bidder should quote the prices in the following format. Rate should be quoted on per annum basis and should be valid for the tenure of the contract.

Sr. No.	Section	Description	Rate for two year in Rs.(Exclusive of all Taxes & Duties)	All Taxes & Duties in Rs	Total in Rs
1	Scope of work as per tender terms and conditions mentioned under Helpdesk section.	Comprehensive Maintenance of Hardware mentioned in Annexure-VI from 06:00 to 22:00 hrs.			
2	Scope of work as per tender terms and conditions	Extra Engineer (L1) as and when required.			

I / WE AGREE TO EXECUTE THE ABOVE COMPREHENSIVE CAMS WORK AS PER ANNEXURE VI AT Rs_____/- + Rs_____/- = _____ EXCLUSIVE OF ALL TAXES AND DUTIES FOR TWO YEARS
(IN WORDS _____)

Place:

Date:

Signature:

Name of person:

Designation:

Name of Company:

Address:

Annexure - IX (At the Time of Signing Agreement)
CONTRACT FORM

AGGREEMENT MADE this _____ day of _____ Two thousand
_____ Between

_____ (hereinafter called "the Contractor") of the one part and Director - Technical, CIT, and YASHADA (hereinafter called "YASHADA" of the other part.

WHEREAS the contractor has tendered (Tender No. _____ dated _____ for providing COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR SERVERS, DESKTOPS, THIN CLIENTS, LAPTOPS, PRINTERS, UPS, AND OTHER PERIPHERALS, LAN, BIOMETRIC DEVICES, SYSTEM ADMINISTRATION & FACILITY MANAGEMENT FOR YEAR 2017-2019(2 YEARS) maintenance services to YASHADA, Pune (hereinafter called "YASHADA") as per the terms and conditions mentioned in the tender document.

Whereas such tender has been accepted and the contractor has deposited with YASHADA the sum of Rs. _____ (Rupees _____ only) as security for the fulfilment of this Agreement.

NOW IT IS HEREBY AGREED between the parties hereto as follows:

The contractor has accepted the contract on the terms and conditions set out in the tender Tender No. _____ dated _____ as well in the acceptance of which will hold good will during period of this agreement.

Upon breach by the contractor of any of the conditions of the agreement, the DT-CIT may issue a notice in writing, determine and put an end to this agreement without prejudice to the right of the Government to claim damages for antecedent breaches thereof on the part of the contractor and also to reasonable compensation for the loss occasioned by the failure of the contractor to fulfil the agreement as certified in writing by the DT-CIT which certificate shall be conclusive evidence of the amount of such compensation payable by the contractor to the Government.

Upon the determination of this agreement whether by efflux ion of time or otherwise the said deposit shall after the expiration of 12 months from the date of such determination be returned to the contractor but without interest and after deducting there from any sum due by the contractor to the YASHADA under the terms and conditions of this agreement. As this contract is liable for 24

months, the contractor shall submit the guarantee for further 12 months only after intimation from DT-CIT.

This agreement shall remain in force until the expiry of 24 months from the date of entering into the contract but the DT-CIT may cancel the contract at any time upon giving one months' notice in writing without compensating the contractor. In case of extension of contract fresh agreement shall be made.

In witness whereof the said _____ hath set his hand hereto and the DT-CIT has on behalf of the Director General, YASHADA affixed his hand and seal thereto the day and year first above written.

Notices in connection with the contract may be given by the DT-CIT, or any person authorized by Yashada

In consideration of the payments to be made by the DT-CIT to the Vendor as hereinafter mentioned the Vendor hereby covenants with the DT-CIT to provide the Services and to remedy defects therein conformity in all respects with the provisions of the Contract.

The DT-CIT hereby covenants to pay the vendor in consideration of the provision of the Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

If subject to circumstances beyond control (Force Majeure) the contractor fails to deliver the services in accordance with the conditions mentioned in the contract, DT-CIT shall at his option be entitled either:

In the event of action to be taken under a), b) or c) the contractor shall be liable for any losses which the DT - CIT may sustain on that account. The recovery on account of agreed liquidated damage or by way of penalty under (a) above will be made by deducting the amount from the bills and the recovery of any loss, which YASHADA may sustain under (b) & (c) should be made good by a credit note within the stipulated period for the purpose.

Director - Technical
YASHADA.

Contractor

Witness:

1. _____

2. _____

1.

2.