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भारत सरकार
Government of India
रक्षा मंत्रालय
Ministry of Defence
मानकीकरण कक्ष
Defence Standardisation Cell
आवडी,चेन्नै- 600054
Avadi, Chennai-600054

5330/CONT/ADM/DSC/AVD

24 Apr 2015

**OPEN TENDER ENQUIRY FOR COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT FOR COMPUTERS AND PERIPHERALS FOR ONE YEAR**

Dear Sir / Madam,

1. Officer-in-Charge, Defence Standardisation Cell, Avadi, Chennai-600054 invites sealed tenders from Contractors/Vendors for Comprehensive Annual Maintenance Contract (CAMC) for Computers and peripherals held by Defence Standardisation Cell, Avadi for a period of one year from **21 Jul 2015 to 20 Jul 2016** based on details provided at **Appendices 'A' to 'E'** of this Tender Enquiry. The details of items to be covered under CAMC is given at **Annexure-I to Appendix 'C'**. The scope of work for the ibid CAMC is enclosed as **Appendix 'D'**.

2. The quotes should be submitted as per the attached performa at **Appendix 'C'** including **Annexure-I, II & III**. The quotation duly completed in all respects stamped, sealed, superscribed on the envelope as "QUOTATION FOR CAMC FOR COMPUTERS AND PERIPHERALS AT DSC AVADI" and addressed to "The Officer-in-Charge, Defence Standardisation Cell, CVRDE Complex, Avadi, Chennai – 600054" should reach this office **on or before 20 May 2015 at 1400 hrs**. The tenders will be opened on **20 May 2015 at 1500 hrs** at Conference Hall, Defence Standardisation Cell, CVRDE Complex, Avadi, Chennai-600054 in the presence of bidders (presence of bidders is optional). Late quotation will not be accepted. The bidders will not be allowed to alter or modify their bids/quotation after the submission of the same. Quotations submitted in formats other than given at Appendix 'C' and its Annexures or without Appendix 'C' or its Annexures will be rejected. In case last date of depositing and opening of tenders is declared to be a holiday, the tenders will be opened on the next working day, while other terms and conditions and the time schedule remaining unchanged.

3. Following details must be clearly quoted in the quotation :-

(a) CAMC rate of each unit (to be quoted for the depreciated value of the current year) and total CAMC cost for each serial as mentioned in **Annexure-II to Appendix 'C'**.

(b) Total cost of the CAMC.

(c) Taxes/other charges if applicable.

(d) Validity of quotation (shall be minimum 120 days).

4. Bidders may inspect the physical condition of Computers and peripherals at the premises of this office before submission of quotation on any working day between 1400 hrs to 1700 hrs on or before **18 May 2015**.

5. The Vendor will be required to provide anti-virus protection against all type of viruses for all servers and computers and place one well-trained Resident Service Engineer for Hardware maintenance and systematic functioning of the LAN throughout the day from 0900 hrs to 1730 hrs on all working days from Monday to Friday. His Charter of Duties is given at **Appendix 'E'**. Monthly salary to Resident Service Engineer is to be indicated in the itemwise Quote at **Annexure-II to Appendix 'C'**. Payment to the Resident Service Engineer should be as per the latest minimum wages fixed by Government of India, Ministry of Labour & Employment, Office of the Deputy Chief Labour Commissioner(Central), Chennai vide their letter No. M.92(01)/2015-C1 dt 06.04.2015 under serial (c) for CONSTRUCTION against category of worker "Skilled/Clerical" for 'A' Area which is Rs. 424/- per day (Basic: Rs. 220/- + DA: Rs. 204/-) along with the applicable EPF/ESI/Bonus. As per GOI rules a contract employee is to be paid for minimum of 26 days in a month. **Quotes submitted below the minimum wages are liable to be rejected.**

6. The Officer-in-Charge, Defence Standardisation Cell, Avadi reserves the right to ACCEPT or REJECT any quotation without assigning any reason.

7. It may also be noted that the L1 vendor will be required to submit the Performance Security within 15 days of the placement of the Supply Order (**refer Para 22 of Appendix 'A'**).

Encl : As above



(P. Theiveegan)
(पी। देवीगन)
Scientist 'E'
वैज्ञानिक-ई
Offg Officer-in-Charge
कार्यकारी प्रभारी अधिकारी

STANDARD CONDITION OF CONTRACT (SCOC)

**GOVERNING COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT
CONCLUDED BY DEFENCE STANDARDISATION CELL, AVADI**

Definitions

1. The Purchaser is the Officer-in-Charge, Defence Standardisation Cell, Avadi, Chennai-600054.
2. The Supplier is the party which contracts services to Defence Standardisation Cell, Avadi, Chennai-600054. The term includes maintenance of IT Hardwares and peripherals with antivirus protection to all servers and computers and deployment of one Resident Service Engineer.
3. The Consignee is the Defence Standardisation Cell, Avadi, Chennai-600054 to whom the services are to be provided.
4. The Inspector is the authority designated in the contract by the Officer-in-Charge, Defence Standardisation Cell, Avadi, Chennai-600054 to ensure that the quality of the maintenance contracted for are provided as per terms of the contract and are implemented by the supplier satisfactorily.

Applicability and Validity

5. **Applicability.** SCOC shall be applicable to the Contract and Job Services concluded by the Officer-in-Charge, Defence Standardisation Cell, Avadi, Chennai-600054 or his authorised officers.
6. **Validity.** SCOC stipulated here under, except to the extent modified by the purchaser in Tender Enquiry (TE) or in Acceptance of Tender (AoT)/Supply Order, shall supersede all conditions stipulated by the Supplier.
7. **Duration.** Duration of the CAMC will be for one year from the date of award of contract.
8. The Purchaser may reject a Tender without assigning any reason.

Contract

9. The Contract shall be deemed to have come into effect on issue of Supply Order or AoT. The acceptance may be communicated to the supplier by fax/registered post/Speed post/by hand.
10. All Communications by the Purchaser to the Supplier will be deemed to have been made if sent by Fax, E-mail or Post to the address furnished by the Supplier during AoT.
11. The Supplier shall not alienate his rights and responsibilities under the Contract to anyone.
12. The Purchaser shall not be liable for any obligation, monetary or otherwise that has not been expressly stated in the contract.
13. The Supplier shall be deemed to have indemnified the Purchaser against all claims by the Third Parties relating to the Contract including, but not limited to, intellectual property rights.

14. The Supplier shall not disclose to any other agency any information provided to him by the Purchaser except to the extent required to execute the contract.

Requirements

15. The requirements governing the contract to be executed have been indicated in the TE. Quote received against TE shall be deemed to commit the Supplier to those requirements unless explicitly stated otherwise in the quote.

16. The requirements contained in the TE may be modified if requisite requirements are not practicable, by mutual consent before the contract is concluded.

Price

17. When quoting against a TE, all components of the price such as the basic price and various taxes and levies shall be listed separately in figures, including clear breakdown of each servicing component of price and indicating total cost. Where 'rates' are applicable they shall be explained clearly. The Supplier will be responsible till the entire maintenance services contracted are provided at the destination.

18. Price quoted in the tender shall be fixed for the entire duration of the contract. In exceptional circumstances, where a price variation clause becomes unavoidable, the conditions with regard to price variation must be explicitly stated.

19. The Purchaser is not liable for any payment that has not been indicated in the Tender.

Taxes

20. Service Tax will be paid as applicable.

21. Sales/Service Tax Registration/TIN Number must be indicated in the Tender response/Quotation.

Performance Security

22. Performance Security for an amount of 10% of the value of the contract will be deposited within 15 days from placement of supply order and the same must be in the form of an account payee demand draft, fixed deposit receipt from a Commercial Bank, Bank Guarantee from a Commercial Bank in an acceptable form. Performance Security will remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations. The receipt issued by the purchaser towards deposition of Performance Security will be produced by the supplier at the time of collection of the Security Document. While depositing the bank Guarantee, bidder will endorse the Supply Order No. and Date at the reverse side of Security Document.

Performance Certificate

23. Maintenance services will be audited/supervised by the Inspector nominated by Officer-in-Charge, Defence Standardisation Cell, Avadi, Chennai-600054. Satisfactory Service Certificate will be provided for release of payment.

Delivery

24. The repair/maintenance of all systems, unless otherwise specified in the Contract, shall be at the premises of Defence Standardisation Cell, Avadi under the arrangements of the CAMC Vendor. The repairs shall be made during the currency of the contract/supply order. Unless otherwise stated in the Supply Order, the CAMC shall be considered complete for quarterly payment only on receipt of satisfactory completion certificate from the Officer-in-charge, Defence Standardisation Cell, Avadi.

Purchaser's Right for Rejection

25. In case the maintenance services are not satisfactory in terms of response time/quality of maintenance, Purchaser has the right for rejection of the services and cancellation of the contract.

Quality of Service

26. The Supplier is deemed to have guaranteed the Purchaser that the maintenance cover provided by them shall continue to conform to the specifications and quality standards prescribed in the contract for quality of service provided in the supply order from the date the contract is brought into effect.

Payment

27. Payment will be made by AO(R&D), Avadi by Cheque/ECS on quarterly basis i.e., 25% after every quarter of the contract period after obtaining satisfactory maintenance certificate from Officer-in-Charge, Defence Standardisation Cell, Avadi, Chennai-600054 and submission of pre-receipted bill by the supplier within 10 days after completion of each quarter of the contract period.

Liquidated Damages

28. In the event of the failure of maintenance services, the Purchaser at his sole discretion and not by way of penalty may deduct from the payment, 10 % of the Contracted Price, if the supplier providing AMC fails to repair a system/sub system in a week, till the system is rectified to complete satisfaction of the purchaser. In case of unsatisfactory services, Para 4 of Appendix 'B' will be brought into effect and waiver will also be the sole discretion of the Purchaser based on merits of the case, if the Purchaser is convinced that the delay in maintaining the system is due to reasons beyond the control of the Supplier.

Short Closure/Termination

29. The Contract may be short closed or terminated at the discretion of the purchaser on the following grounds:-

- (a) The supplier fails to provide satisfactory maintenance to the system.
- (b) Any information provided by the Supplier is found to untrue.
- (c) The supplier is found to have attempted to influence a person involved with the Contract through unethical means.
- (d) The Supplier has not complied with any of the clause given in the contract.

Validity

30. The SCOC stipulated hereunder, except to the extent agreed for modification by purchaser in writing, shall supersede conditions stipulated by the Supplier.

Arbitration

31. As far as possible, all differences would be resolved by mutual discussions between the two parties. However in the event of any unresolved dispute arising out of the Contract, it shall be referred to the Sole Arbitration Officer appointed as the Sole Arbitrator by the Officer In Charge, Defence Standardisation Cell, Avadi, Chennai-600054.

32. There shall be no objection, if the Arbitrator is Government Servant and that during the course of his/her duties as Government servant, he/she expresses his/her views on all or any of the matter in dispute or difference.

33. The demand for arbitration must be in writing and made within one month from the date of termination of the contract.
34. The award of the arbitrator shall be final and binding on both parties to the Contract agreement.
35. The venue of arbitration would be Chennai.
36. The supplier is required to give the acceptance or rejection to the above clauses at Paras 31 to 35 in writing. It is stipulated that an omission to answer specifically in this regard at the TE stage will be deemed as an acceptance of the arbitration clauses.

Law

37. The laws of India shall govern the Contract. The Contract shall deem to have been made at the place from where the Purchase Order is issued and only the Courts of that place shall have jurisdiction to decide on any dispute arising out of the Contract.

Bidder's Certificate

38. At the time of submission of a bid, a certificate will be rendered by the CAMC vendor that all terms and conditions in this document/tender enquiry are acceptable (Annexure-III to Appendix 'C').

TERMS AND CONDITIONS FOR ANNUAL MAINTENANCE CONTRACT

Complaints

1. The service consists of preventive and corrective maintenance. In case of complaints, the call will be attended within 24 hours. Call will be attended by Vendor from 0900 hrs to 1730 hrs on all working days. The call will be attended on holidays in case of any emergency.
2. Telephone No. /e-mail will be mentioned by the Supplier in the Tender Document as well as Name of the Personnel who is to be contacted for recording of complaints. Communication of complaint to the supplier by Telephone/E-mail/SMS will be the approved mode for forwarding of communications by the Purchaser.
3. In case there is no rectification of fault within 15 days, the purchaser will be free to get the equipment repaired from other source, thus forfeiting Performance Security and also cancellation of the contract.
4. If cost of repairs is more than security deposit, the balances will be deducted from the outstanding payment of previous six months, if any.
5. Consumables/Spares used during maintenance will be original under all circumstances. In case of any doubt, the same will be verified by constituting a Board of Officers by the Officer-in-Charge, Defence Standardisation Cell, Avadi, Chennai-600054 and the recommendations of this Board will be taken into consideration for final acceptance. In case of any duplicate use of Consumables/Spares, the contract will be terminated and performance security amount will be forfeited.
6. CAMC for system items includes replacement of all spares and components including Hard Disk Drive, Mother Board and Processor, RAM, Printer Heads etc.
7. The supplier will be required to place one well qualified and well trained Resident Service Engineer for maintenance of all hardwares and systematic functioning of all LAN and Computers throughout the day i.e. 0900 Hrs to 1730 Hrs on all working days from Monday to Friday. He has to perform the duties as per Appendix 'E'. He shall be accepted only after scrutiny by Officer-in-Charge, Defence Standardisation Cell, Avadi, Chennai-600054 and the police verification done by the supplier. The engineer can be removed any time by the officer-in-charge without assigning any reason during the period of contract.
8. Payment to the Resident Service Engineer should be as per the latest minimum wages fixed by Government of India, Ministry of Labour & Employment, Office of the Deputy Chief Labour Commissioner(Central), Chennai vide their letter No. M.92(01)/2015-C1 dt 06.04.2015 under serial (c) for CONSTRUCTION against category of worker "Skilled/Clerical" for 'A' Area which is Rs. 424/- per day (Basic: Rs. 220/- + DA: Rs. 204/-) along with the applicable EPF/ESI/Bonus. As per GOI rules a contract employee is to be paid for minimum of 26 days in a month. The supplier will ensure payment to the resident service engineer by 5th of succeeding month as per the monthly remuneration quoted without any deductions which are not applicable and without waiting for clearance of the bills from AO(R&D). The payment to the resident service engineer should be made through account payee cheque/ECS by the supplier. Details of monthly payment made to the engineer need to be furnished to Officer-in-Charge Defence Standardisation Cell, Avadi giving details of payment made viz. cheque/receipt of ECS etc.
9. Proof of payment of statutory obligation such as EPF/ESI/Bonus/Service Taxes/any other statutory costs/taxes as applicable will be required to be submitted by the Supplier to the Purchaser.

10. Monthly check up and Preventive Maintenance of all hardware and software to be done by the Resident Service Engineer. The details of maintenance schedule will be formulated and submitted to Officer-in-Charge, Defence Standardisation Cell, Avadi, Chennai-600054 for approval in advance.

11. CAMC also includes the configuring of Local Area Networks, SQL & Web server, E- mail Server, Codisap Server, File Server and resolving network, wiring and other associated problems.

12. The supplier should provide Antivirus protection against all type of viruses on all Servers, PCs included in the CAMC and Antivirus software is to be updated regularly.

13. The system should fulfill the following conditions:-

(a) Any failure in the system or a subsystem thereof should be rectified within a maximum period of 24 hours of lodging a complaint, including loading of operating software, if required.

(b) If the system is down beyond 48 hours, penalty at the rate of Rs. 250/- (Rupees Two Hundred and Fifty only) per day per system will be charged or recovered out of the Bank Guarantee held towards warranty. In case of any system/subsystem being down for more than seven working days, user has the option to get it repaired from any suitable agency at the risk and cost of vendor, which will be deducted from the Bank Guarantee due to vendor.

(c) An alternate system temporary functioning may be provided by the supplier at no additional cost. Purchaser will have no liability towards this alternate temporary arrangement provided by the supplier.

(d) Any system failing at subsystem level more than three times within a period of three months or displaying chronic faulty behavior or manufacturing defects or quality control problems will be totally replaced by the vendor at his risk and cost within 15 days of being intimated.

14. **Uptime.** 95% uptime for the system during the warranty will be ensured. Methodology for calculation of downtime is given below. In case of failure to maintain specified uptime the proportionate loss to the Government will be made good by Supplier. Alternatively, contract period may be extended by the duration for which the company has been unable to provide specified uptime. The discretion to exercise either of these options lies with the Officer-in Charge, Defence Standardisation Cell, Avadi, Chennai-600054. Bank Guarantee submitted as performance guarantee will be extended accordingly in case of extension of contract period.

15. **Calculation of System Availability.**

(a) The system availability shall be calculated as given below.

(b) **Down time.** The number of hours, a System / Sub system is down shall be the time elapsed, four working hours after the malfunction is reported to the supplier by the consignee, to the time the sub system is handed back to the consignee, after repair / rectification. Methodology of calculation of downtime is as explained in the succeeding paragraphs.

(c) Sub-system down time does not include the following:-

(i) Call has to be planned within contracted maintenance hours.

(ii) Time, for which the machine is shut down due to failure of power or causes other than machine break down.

(iii) Sundays and holidays will be included in the downtime only if a complaint is logged with the Supplier by 1300 hrs on the day preceding the holiday (or holidays if there is more than one continuous holidays, till the complaint is rectified, will be taken into account).

16. The Consignee will maintain proper monthly efficiency report and these will be signed by the supplier's representative. Purchaser will also maintain proper records of the date and time of call logging and will also record the complaint No. given by the Supplier when the complaint is logged. This record will be signed by the resident service engineer of the Supplier.

17. **Calculation of Down Time.**

Total System down Time (TSDT) in hrs = X hrs.

TSDT in days = TSDT (hrs.) / 8.

System Uptime Percentage (U%) = $\frac{(\text{No. of Working days} - \text{TSDT in days}) \times 100}{\text{No. of working days}}$

Required System Uptime (R %) is 95%.

18. **Calculation of rebate by Supplier in case system availability is less than the prescribed uptime.**

Suppose AMC amount is Rs. X for the period for which the bill is presented.

Short fall in uptime is Y % for the above period

Amount of rebate Y % of Rs X = Z

Amount to be paid to supplier = Rs. X – Rs. Z

19. In case of failure to maintain specified uptime, the proportionate loss to the government will be made good by supplier. Alternatively Contract period may be extended by the duration for which the company has been unable to provide specified uptime. The discretion to exercise either of these options lies with the Officer-in-Charge, Defence Standardisation Cell, Avadi, Chennai-600054.

QUOTATION FORM

1. T. E. No. & Date : 5330/CONT/ADM/DSC/AVD dt 24 Apr 2015

2. Quote validity days : 120 days

3. Rate

(a) Basic Price :

(b) Taxes as applicable :

(i) :

(ii) :

(iii) :

Total

4. Sales/Service Tax Registration/TIN and date :

Place :

Firm's Seal

Authorised Signatory

Date :

Name :

Note: All columns are to be filled up correctly and in case of Nil/ Not Applicable the same is to be clearly mentioned.

Annexure-I to Appendix 'C'**LIST OF COMPUTERS AND PERIPHERALS**

<u>SL</u>	<u>ITEM WITH CONFIGURATION</u>	<u>QTY</u>	<u>Purchase Cost/unit (Rs.)</u>	<u>VINTAGE</u>
1)	SERVER : HP PROLIANT ML-350 WITH INTEL XEON 3.0 GHZ PROCESSOR, 3*146 GB HDD, 2*512 MB RAM, LAN CARD,17'' TFT MONITOR, DAT DRIVE(40 GB), RAID IMPLEMENTED, WINDOWS 2003 SERVER.	1	190229	2007
2)	SERVER : HP PROLIANT DL580G5 WITH INTEL® XEON ® CPU E7310 @1.60 GHZ (2 PROCESSOR) WITH OS WINDOWS 2008, 3*146 GB HDD, 2*4 (8) GB RAM, 8X DVD RW, 17'' INCH TFT MONITOR	1	377297	2009
3)	PC : HP COMPAQ DX7400 MICRO TOWERWITH INTEL(R) CORE(TM) 2 DUO CPU E 4600 @2.40 GHZ, 1/2 GB RAM, 160 GB HDD,DVD-RW,18.5'' INCH TFT MONITOR	2	33217	2009
4)	PC : HP COMPAQ DX2480 BUSINESS PC WITH INTEL(R) CORE(TM) 2 DUO CPU E7400 @2.80 GHZ,2 GB RAM,160 GB HDD, DVD-RW, 17'' INCH TFT MONITOR	6	33217	2009
5)	PC : HP COMPAQ DX2480 BUSINESS PC WITH INTEL(R) CORE(TM) 2 DUO CPU E7500 @2.93 GHZ,2 GB RAM,160 GB HDD,DVD MULTIPLAYER, 17'' INCH TFT MONITOR	4	33217	2010
6)	PC : HCL INFINITI TRU SL 1355 ES WITH Intel Q57, Intel ® Core™ i5 CPU 650@3.20 GHZ, 2 GB RAM, 320 GB HDD,DVD-ROM, 18.5 inch TFT Monitor	3	40194	2011
7)	LAPTOP : HP PROBOOK 4431s WITH Intel Q57, Intel ® Core™ i7-2620M CPU@2.70 GHZ, 2 GB RAM, 500 GB HDD, DVD-RW, 14 inch TFT LCD display	1	63227	2012
8)	SCANNER : HP SCANJET G3010	1	23650	2007
9)	PROJECTOR : LG BX 327 MULTIMEDIA PROJECTOR WITH STORAGE MEDIA PORT INTEGRATED IN PROJECTOR-Resolution: 1024*768 XGA, ANSI Lumen:3000	1	51165	2012
10)	FAX MACHINE : SAMSUNG SF-565P LASER MFP	1	14990	2007
11)	PRINTER : HP LASERJET 5200N	1	56945	2010
12)	PRINTER : EPSON LX 1170	1	23500	2006
13)	PRINTER : HP LASERJET 1020	1	8550	2007
14)	PRINTER : HP LASERJET P1007	5	5475	2009
15)	PRINTER : HP OFFICEJET J4580 ALL-IN-ONE	1	7862	2009
16)	SWITCH : COMPEX 16 PORT	1	4200	2006
17)	SWITCH : D-LINK 16 PORT	1	2300	2010
18)	SWITCH : COMPEX 8 PORT	1	2200	2006
19)	UPS: 3 KVA Numeric	1	239820	2001
20)	UPS: 3 KVA Numeric	1	116169	2011
21)	STABILIZER : 2000VA	1	4576	2011
22)	PHOTOCOPIER: Xerox Work Centre Pro 420 (digital copier cum printer)	1	48998	2006
23)	VIDEO PHONE: POLYCOM VVX 1500 (Business Media VOIP Phone)	1	63330	2010

ITEMWISE QUOTE

<u>SL</u>	<u>ITEM WITH CONFIGURATION</u>	<u>QTY</u>	<u>Rate per Unit*</u>	<u>Total Cost</u>
1)	SERVER : HP PROLIANT ML-350 WITH INTEL XEON 3.0 GHZ PROCESSOR, 3*146 GB HDD, 2*512 MB RAM, LAN CARD,17'' TFT MONITOR, DAT DRIVE(40 GB), RAID IMPLEMENTED, WINDOWS 2003 SERVER.	1		
2)	SERVER : HP PROLIANT DL580G5 WITH INTEL® XEON ® CPU E7310 @1.60 GHZ (2 PROCESSOR) WITH OS WINDOWS 2008, 3*146 GB HDD, 2*4 (8) GB RAM, 8X DVD RW, 17'' INCH TFT MONITOR	1		
3)	PC : HP COMPAQ DX7400 MICRO TOWERWITH INTEL(R) CORE(TM) 2 DUO CPU E 4600 @2.40 GHZ, 1/2 GB RAM, 160 GB HDD,DVD-RW,18.5'' INCH TFT MONITOR	2		
4)	PC : HP COMPAQ DX2480 BUSINESS PC WITH INTEL(R) CORE(TM) 2 DUO CPU E7400 @2.80 GHZ,2 GB RAM,160 GB HDD, DVD-RW, 17'' INCH TFT MONITOR	6		
5)	PC : HP COMPAQ DX2480 BUSINESS PC WITH INTEL(R) CORE(TM) 2 DUO CPU E7500 @2.93 GHZ,2 GB RAM,160 GB HDD,DVD MULTIPLAYER, 17'' INCH TFT MONITOR	4		
6)	PC : HCL INFINITI TRU SL 1355 ES WITH Intel Q57, Intel ® Core™ i5 CPU 650@3.20 GHz, 2 GB RAM, 320 GB HDD,DVD-ROM, 18.5 inch TFT Monitor	3		
7)	LAPTOP : HP PROBOOK 4431s WITH Intel Q57, Intel ® Core™ i7-2620M CPU@2.70 GHz, 2 GB RAM, 500 GB HDD, DVD-RW, 14 inch TFT LCD display	1		
8)	SCANNER : HP SCANJET G3010	1		
9)	PROJECTOR : LG BX 327 MULTIMEDIA PROJECTOR WITH STORAGE MEDIA PORT INTEGRATED IN PROJECTOR-Resolution: 1024*768 XGA, ANSI Lumen:3000	1		
10)	FAX MACHINE : SAMSUNG SF-565P LASER MFP	1		
11)	PRINTER : HP LASERJET 5200N	1		
12)	PRINTER : EPSON LX 1170	1		
13)	PRINTER : HP LASERJET 1020	1		
14)	PRINTER : HP LASERJET P1007	5		
15)	PRINTER : HP OFFICEJET J4580 ALL-IN-ONE	1		
16)	SWITCH : COMPEX 16 PORT	1		
17)	SWITCH : D-LINK 16 PORT	1		
18)	SWITCH : COMPEX 8 PORT	1		
19)	UPS: 3 KVA Numeric	1		
20)	UPS: 3 KVA Numeric	1		
21)	STABILIZER : 2000VA	1		
22)	PHOTOCOPIER: Xerox Work Centre Pro 420 (digital copier cum printer)	1		
23)	VIDEO PHONE: POLYCOM VVX 1500 (Business Media VOIP Phone)	1		
24)	Resident Service Engineer (Amount Rs. _____ per month including applicable EPF/ESI/Bonus as per minimum wages order X 12 months)	1		
TOTAL				

* to be quoted for the depreciated value of the current year

**DECLARATION REGARDING ACCEPTANCE OF TERMS AND CONDITIONS
CONTAINED IN THE TENDER DOCUMENT**

To

The Officer-in-Charge
Defence Standardisation Cell
CVRDE Complex
Avadi, Chennai-600 054

Sir,

I have carefully gone through the Terms and Conditions contained in the Tender Document **(No. 5330/CONT/ADM/DSC/AVD dt 24 Apr 2015)** regarding CAMC for Computers and Peripherals. I declare that all the Terms and Conditions of this Tender document are acceptable to my Company. I further certify that I am an authorised signatory of my company and am, therefore, competent to make this declaration.

Signature_____

Name_____

Firm's Seal with Date

Designation_____

Company_____

Address:_____

SCOPE OF WORK

1. The CAMC includes repair/replacement/installation/fitment/shifting/cleaning/Periodic rounds/maintenance of all computers and peripherals as well as transportation charges from Defence Standardisation Cell, Avadi to workshop and back.
2. Run the CPU diagnostics, memory diagnostics and diagnostic on all peripherals to ensure the working condition of computer systems.
3. Antivirus protection against all type of viruses for Servers and PCs connected over LAN and standalone PCs. Requirement of the antivirus software to be assessed by the supplier on ground. Antivirus software is to be updated on regular basis.
4. Carry out the cleaning of all the system, if any dust is observed inside the system, printer and the servers.
5. To advice purchaser on proper usage of keeping of the subject equipment.
6. Supply and fitment of spares free of cost as and when required, except consumables.
7. Maintenance of associated softwares, network connectivity & LAN Services.
8. Additional maintenance activities as necessary for uptime of the system above 95%
9. A maintenance Log/Card will be maintained with each equipment by the CAMC vendor, wherein record of unserviceable spares replaced and rectification undertaken would be maintained by them.
10. Serviceability of the complete system including the networking element would be verified by the supplier on all working days and rectification of un-serviceability noticed or reported by the purchaser, would be under taken on priority.

CHARTER OF DUTIES OF RESIDENT SERVICE ENGINEER

1. Switching on the Central UPS, Booting up the LAN Servers and initialize connectivity.
2. Check and ensure the connectivity of all the nodes and terminals.
3. Establish Network Printer On Line.
4. Weekly general maintenance of Servers and Nodes, like Scandisk, Disk Defragmentation, Backup etc. One system to be taken up for maintenance in a day.
5. Switching OFF the LAN and MAN Servers and central UPS.
6. Ensuring the operation of MPLS-VPN line. Check for connectivity/modem/ router/VOIP telephones.
7. Visit AsHSP (users) in case of critical faults in the computers supplied by Defence Standardisation Cell, Avadi and for installation of any softwares provided by purchaser.
8. Configuration for access to Dte of Standardisation Server, Data Browsing, e-mailing.
9. Installation of codification software or any other software provided by HQ.
10. Checking of LAN cables and HUB. Setting up of Ethernet card, Patch Cord etc.
11. Checking of UPS supply voltage conditions and electric wiring.
12. Floating the requirement of up-gradation of hardware from time to time in the cell.
13. Raising the demand for purchase of consumable items like printer cartridges, ribbons, floppies, etc.
14. Solving the connectivity problem on LAN for accessing the other Network Computers and Network Printers.
15. Assisting Official concerned for consignment opening board.
16. Rectification/repair of all the hardware complains related to computers, printers and other peripherals. Attend to fault of electronic equipments like FAX, etc.
17. Logging off the LAN during power failure and again Log ON once it is restored.
18. Maintain the fault record register for each system.
19. Rectification of connectivity problems of AsHSP in getting logged on to MAN.
20. Run antivirus software periodically and clean all the systems. Ensure that the software is updated from time to time.