

**REQUEST FOR PROPOSAL FOR
COMPREHENSIVE AMC OF
COMPUTER PERIPHERALS AT CDA
SECUNDERABAD**

**CONTROLLER OF DEFENCE ACCOUNTS
NO.1 STAFF ROAD, SECUNDERABAD-500009.**

Tender Information

Tender reference	ITS/5801/AMC/PCs date: 24.02.2020
Name of the department	Defence Accounts Department, Ministry of Defence(MOD), Govt of India
Date of issue of Request for Proposal(RFP)	24.02.2020 at 16:00 hrs
Last date and time for submission of Bids	11-03-2020 (17:00 hrs)
Date and time of opening Technical Bids	12-03-2020 (11:00 hrs)
Date and time of opening Commercial Bids	12-03-2020 (16:00 hrs)
Address where Tenders are to be deposited	O/o CDA Secunderabad, No.1 Staff Road, Opp to Secunderabad Club, Secunderabad-09 Ph no.040-29800194 Fax.040-27810499, E-mail: cda-secd@nic.in
Bids to be addressed to	Accounts Officer (IT Section)
Address of the website from where Tender document can be downloaded	https://cdasecbad.ap.nic.in/
EMD and Mode of Payment	Rs.30000/- (DD/Bankers Cheque) valid up to 60 days to be drawn in favour of CDA Secunderabad. Exemption: Allowed
Bid Validity	90 days
Dates for Checking the Hardware	25.02.2020 to 28.02.2020



कार्यालय ,रक्षा लेखा नियंत्रक
नं. 1स्टाफ रोड, सिकिंद्राबाद ,
Office of the Controller Of Defence Accounts
No.1 Staff Road, Secunderabad-500 009
(Tele/Fax:040-27843385/27847957 Fax: 040-27810499)



No.ITS/5801/AMC/PCs
To

Date: 24.02.2020

**INVITATION OF QUOTATIONS FOR COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT FOR SERVERS/DESKTOP COMPUTERS AND PERIPHERALS at CDA
SECUNDERABAD.**

Sealed technical(Annexure-C) and financial (Annexure - D) quotations in separate envelopes are requested for provision of the services for Comprehensive Annual Maintenance of Computer Systems & Peripherals for CDA, Secunderabad. The details of the scope and quality of services are provided in succeeding paragraphs:

2.0 SCOPE OF WORK/SERVICE:

2.1 Repair & Maintenance Services (Hardware): - The contractor will be required to maintain the equipment (PCs, Servers, Printers, Scanners and Laptops etc.) in good working order. The details of the equipment are provided in the "Annexure-A" to this tender document.

2.2 Contractor should provide services to correct any faults & failures in any equipment under this contract during our normal working hours i.e. from 0900 to 1800 on weekdays.

2.3 Vendor should place Three Resident Engineers with knowledge in Linux & Windows, one in the Office of CDA Secunderabad one in the office of PAO(ORs) EME Secunderabad and one in the office of PAO(ORs) AOC, Secunderabad from 9.00 A.M to 6.00 P.M. The duties and responsibilities of the Resident Engineers are provided in Annexure-B.

2.4 The contractor should provide a total of 99.9% up time of all equipment under the contract.

2.5 The maintenance services will be comprehensive and will include cost of labour, faulty parts/ complete equipment replacement with new parts/

equipment, including plastic parts etc. The new replaced parts/faulty parts/old/obsolete parts will become the property of the CDA and only faulty parts may be given to the contractor except faulty hard disk and any other storage devices. In case of replacement the contractor has to supply new equipment/parts of equivalent standard keeping in view the Book value of the item but the old equipment will remain the property of the CDA as obsolete item.

2.6 The contractor's professionals will be required to move to provide services to different locations in Hyderabad/Secunderabad at the contractor's cost. No payment will be made by CDA on local moves. The list of offices where services are to be provided is given in Annexure-H.

2.7 During the contract period, equipment may be included/reduces for maintenance and repair services of AMC. These equipments will be included/reduces on pro-rata basis.

2.8 Immediate Resolution of problem and keeping H/W SOFTWARE uptime up to 99.9% and in case of server & its applications it will be 100%. The contractor has to provide standby hardware in case of corrective maintenance takes more than 1 (one) working day. The standby equipment arrangement will be allowed for maximum of 10 working days only. If any equipment is not repaired within 48 hours (Two working days) from the time of reporting of call or the standby provision period exceeds the allotted period (max 10 working days), the equipment will be repaired/replaced by CDA Secunderabad and the cost amount will be deducted from the next quarter payment.

2.9 If the above time schedule is not adhering to as per para 2.8 in respect of any item, the same may be considered as sufficient ground to consider services as unsatisfactory and CDA may, at his sole discretion, terminate the contract, in which case the pro rata payment, for the period of AMC services rendered by the firm, will be made. The firm understands and agrees not to raise any claim of whatsoever kind against CDA for his decision to terminate the contract and incidental to it.

2.10 The contractor's professionals may be required to install newly procured hardware at any of the site as directed by CDA. Moreover, the contractor's professionals will do the jobs such as data transfer, data backup, etc. as instructed by CDA from time to time.

3.0 GENERAL TERMS:

3.1 The contract will be initially for one year, extendable up to three years one year at a time on same rates and terms and conditions. CDA reserves the right to cancel the contract by giving prior notice of one month, if the contractor does not provide satisfactory services.

3.2 As the working sites of the CDA are in the Restricted Areas, all Professionals must clear Police verification, at their own arrangement.

3.3 All Professionals may be interviewed by CDA or his representative and the contractor will deploy only those professionals who are found suitable for the job by this office. Changes/replacement of professionals should not be frequent and the contractor will not change Professionals without the consent of CDA.

3.4 The contractor will not sub-contract or permit any other personnel than the contractor's personnel to perform any work, service or other activities required by CDA without the prior written consent of the CDA.

3.5 Professionals of the contractor will maintain the confidentiality of data stored on the computer systems. The contractor will be required to take appropriate actions against his professionals to ensure that the obligations of non-use & non-disclosure of confidential information would strictly complied. No Professionals of the contractor will carry any personnel floppies/USB Drives/Blank CDs /Mobile phone/Camera inside CDA premises.

3.6 The Contractor will be required to submit summary of daily & monthly call reports to CDA.

3.7 **Preventive Maintenance Schedule:** All equipment under contract will have Preventive maintenance, once in every three months. The preventive maintenance will include cleaning, checking of health of equipment, resolving minor technical problems, etc and will be handled by a separate team of the contractor with coordination with the contractor's Professionals.

3.8 The contractor will be required to keep spare systems/assemblies/ Sub-assemblies at CDA site. Further, tool kits for carrying out the necessary stores within CDA will be required to be positioned by the Contractor. The vendor shall maintain an inventory of spare parts, which should include at least the following:

Keyboard- 10, Mouse- 10
External DVD writers-2

3.9 Contractor will distinctively do the marking on each and every item under AMC.

3.10 The contractor should have his office or one of his branch offices located in Hyderabad/Secunderabad.

4 Technical Competency Parameters:

4.1 The contractors must attach technical competency information about the repair & Maintenance facilities and other details as mentioned in Annexure C' to this document. The minimum desired parameters required for any firm to qualify technically are also mentioned in Annexure C.

4.2 Non-Submission of authentic proofs required for these parameters will lead to the rejection of bid.

5 Other Terms and Conditions

5.1 **Technical & Financial Quotations:** In separate envelopes, giving net prices are to be deposited at tender box located in O/o CDA Secunderabad, Admin-III section, No.1 Staff Road, opp to Secunderabad club, Secunderabad-500009. The bidder who fails to submit two bids (technical & financial) separately will not be considered.

5.2 Cost details must be provided as per format given in Annexure "D" with the financial bid. The cost includes salaries to be paid to the resident service engineers and no extra amount will be paid for this purpose. Any cost, which is not included in our format, must be indicated by the contractor separately.

5.3 This RFP is being issued with no financial commitment and office of the CDA, Secunderabad reserves the right to change or vary any part thereof at any stage. Quotations received late, improperly sealed, or with incomplete marking or with overwriting/corrections in the quotation document is liable to be rejected. The commercial bid once opened will not be unilaterally revised by the firm, unless the firm is called for price negotiations specifically and asked to justify the rates.

5.4 Rates per unit for the items/services must be quoted clearly and total value be indicated in words without any scope for revision. The hardware may be checked/inspected for your satisfaction on any working day between 10 AM and 4 PM from 24-02-2020 to 28-02-2020 before tendering the rates. The hardware is to be taken under AMC in as it is where it is condition.

5.5 CDA reserves the right to cancel the order at his discretion, if the rates quoted in financial bid are not genuine.

5.6 CDA reserves the right to increase/decrease quantity at the time of placing the final supply order/contract.

5.7 The contractor should quote for the entire schedule of requirements/services as mentioned in Para 2 above. Part quotation will be rejected. Quotations should be valid for 90 days from the date of submission. The contractor with the lowest bid will be selected for provision of all services.

5.8 The contractor should provide an EMD/Bid security of Rs. 30,000/- (Thirty thousand only) with their quotation by way of DD/BC in favour of "CDA Secunderabad ". The EMD should be enclosed in Part A (Technical) bid only. The tenders without EMD/Bid security or exemption certificate shall be rejected. EMD/Bid security will be returned to unsuccessful contractors after finalization of the contract/order.

5.9 **Security Deposit** 10% of the value of our Supply order/Contract cost should be deposited by successful bidder by way of Bank Guarantee within 10 days of placing contract order and the same should remain valid for period of 60 days beyond the period of contract. Otherwise an equivalent amount will be deducted from the first quarter payment.

5.10 Bids of those firms who do not fulfill the requisite qualifications are liable to be rejected. CDA reserves the right to accept or reject the tender without ascribing any reasons. This office also reserves the right to withdraw the RFP, should it be so necessary at any stage.

6 Payment Terms:

6.1 Payment will be made against quarterly against a pre-receipt bill after verification/inspection and acceptance of services.

6.2 There will be NO advance payment. The payment will be released on satisfactory service during the completion of quarter on Quarterly basis only.

6.3 Wages to the resident service engineers should be paid as per the minimum wages act, in case of any increase in minimum wages or VDA, it should be borne by the Vendor only.

6.4 The vendor has to produce a certificate proof of payment of salary, EPF and ESI to the concerned staff, deployed at CDA, for each quarter during the complete period of maintenance.

7. Representatives of the vendors are required to be present during opening of the Technical/Financial bids CDA office. However, if the representatives of the vendors are not present at the time of opening of the quotations, CDA will go ahead with opening of the bids.

8. No correspondence/discussion/ visits whatsoever will be entertained on the subject unless specifically called by this office after opening the tenders for technical discussions/price negotiations. Any violation of this will render the quotations invalid and the contractor is liable to be blacklisted.

S SRINIVAS
ACDA(ITS)

Enclosures:

Annexure-A List of Equipment of AMC (with broad technical specs)

Annexure -B Duties and Responsibilities of Service engineers.

Annexure-C Statement of Technical Competency (Format) to be submitted along with Technical bid.

Annexure -D Cost Matrix (Format)-to be submitted along with Financial bid only.

Annexure-H List of offices covered under this AMC.

The hardware may be checked/inspected for your satisfaction on any working day between 1000 hrs to 1600hrs from 24-02-2020 to 28-02-2020 before tendering the rates.

Summary of Hardware

Sno	MAIN OFFICE	CDA S'BAD	IT&SDC S'bad	PAO(ORS) EME S'bad	PAO(ORS) AOC S'bad	SO: GE/BSO/ others S'BAD	TOTAL
1	SERVERS	1	1	4	1	0	7
2	CPU	158	27	97	52	36	370
3	MONITORS	158	29	80	52	36	355
4	ICTS Thin Clients	0	0	139	12	0	151
5	SCANNERS	14	0	6	3	4	27
6	DMPs	33	0	0	3	7	43
7	LMPs	1	0	1	0	0	2
8	LASER/DESKJET	52	7	53	18	19	149
9	LAPTOPS	0	8	0	0	0	8

Hardware Details

Hardware Type	Total Quantity
Servers – HP / IBM /PCS	7
CPUs Core2 duo, dual core, i3, i5 Desktop CPUs – HCL/ HP/ ACER /LENOVO/HP/Dell	370
MONITORS HP/LENOVO/ACER/DELL	355
ICTS Thin clients	151
DMPs – WIPRO / TVS / EPSON 136/80 column	43
Laserjet/Inkjet- HP/Canon/Samsung	149
Laptops	8
Scanners	27
LMPs	2

**** This is tentative only and may decrease or increase by 25%. This may be used as a basis for providing quotes. The actual amount of contract will be arrived at the time of concluding contract after evaluation and finalization of L1.**

TECHNICAL SPECIFICATIONS OF THE ITEMS HELD

Desktop Computers	Core2 duo, DUAL CORE, i3 and i5 Processor, Monitors LCD/LED
ICTS Thin clients	4 Gb RAM, 16GB Hard disk , celron processor
DMPS	24 Pins, 136 Cols, 360 cpi Dot Matrix Printers 24 Pins, 80 Cols, 360 cpi Dot Matrix Printers
Server (at Secunderabad) EME	1 nos - IBM Blade Server for 6/10/16 Blade Chassis – Inter Xeon , E5-2665, 2.4 GHz, 133/1066/800 DDR3 MHz , 20 MB Smart Cache, 6.4 GTs, 8 Core, 115 Watts or better 16 GB PC2 -5300 Fully Buffered DIMMs at 667 MHZ, (Purchased in December,2013 and February,2014) PCS Intel Xeon 2.8 Ghz Processor, Intel E7501 533 Mhz FSB motherboard, 512 MB 266 Mhz DDR SDRAM, 1 PCI slot 32 bit and 4 PCI 64 bit, 2 x 36 GB SCSI HDD Controller, 12/24 GB DAT Drive, 15" SVGA Digital Color Monitor, Onboard 8 MB Dynamic Video Memory, 10/100/1000 Network card Zebronics server, purchased in 2012. Lenovo think server, purchased in 2016.
Server (at Secunderabad) AOC	IBM X MT-M 7975-17S S/N 99A4072 17" SB CRT MONITOR DUAL PROCESSOR
Server (at Secunderabad) IT & SDC	1 nos - IBM Blade Server for 6/10/16 Blade Chassis – Inter Xeon , E5-2665, 2.4 GHz, 133/1066/800 DDR3 MHz , 20 MB Smart Cache, 6.4 GTs, 8 Core, 115 Watts or better 16 GB PC2 -5300 Fully Buffered DIMMs at 667 MHZ, (Purchased in December,2013 and February,2014)
Server at Main Office	HP Blade Server with 4 Blades, HP BL 460C Gen9, HP BL C3000 Enclosure (Purchased in 2016)
Laptop	HP Compaq NX 8420. Intel Core Duo T2300 1.66 Ghz, 667 Mhz FSB, 2 MB L2 Cache, 2 GB RAM, 80 GB SATA HDD @ 5400 rpm, Combo DVD/CD RW Drive, 15.4 WXGA TFT Screen 1280 x 800 with integrated wireless LAN & Blue Tooth V2.0/Ethernet 10/100. 6 Cell LI-ION battery. 65 w smart AC Adaptor

Duties and responsibilities of AMC Engineer

S/no	Activities
1	Hard ware repairs, System formatting and pre-loading softwares
2	Software loading and unloading
3	Servers partitions – reloading of software's etc
3	Servers, PCs, Printers trouble shooting
4	LAN Switches and cable networking trouble shooting
5	WAN connectivity and cables networking trouble shooting
6	Office Automation Server safety measures and Backup
7	Replacement of Damaged parts within the time limit- under comprehensive clause
8	Shifting of HW and preloading OS etc time to time whenever requirement noticed
9	Maintenance of Call reports
10	Taking care of Preventing Maintenance Quarterly
11	Antivirus updation and safety measures from viruses
12	Server Management – Linux, Fedora, Windows
13	Active Directory Management , Data Disaster Management
14	Attending the Sub- office HW issues, whenever complaint lodged
15	Standby Engineer – whenever regular engineer takes leave.
16	All HWs are under Comprehensive (i.e except physical damage, natural calamities, rat bites) to be replaced or repaired covered by AMC.

Technical Bid

Annexure C

Technical Competency Permanents & Information

sno	Requirements items/Software/Process/Functionality with specifications	Compliance YES/NO	Deviations if any
1	<p><u>Previous Experience.</u></p> <p>a. Have executed at least three similar projects for Government Organizations/PSUs/Reputed private Organizations.</p> <p>b. Documentary proof to be submitted</p>		
2	<p><u>Financial criteria for Bidders.</u></p> <p>a. Annual turnover during each of the preceding 2 years ending 31st March of the previous financial year should not be less than 20 lakh rupees.</p> <p>b. Presence in the market for the past 3 years with experience for AMC projects.</p> <p>c. Bidders must possess valid PAN and a copy of the same should be enclosed.</p> <p>d. Bidders should have valid GST registration certificate, proof of registration of ESI and EPF.</p> <p>e. Documentary proofs to be submitted</p>		
3	<p><u>General Criteria</u></p> <p>Applicant shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by the Government of India (GoI) or any other State Government in India.</p>		

Commercial Bid

Hardware Type		Total Quantity	Basic Rate per item	Taxes	Total Amount
Servers	HP Blade Server	1			
	IBM Blade Servers	2			
	Other Servers	4			
Core2 duo, dual core, i3 Desktop CPUs – HCL/ HP/ ACER /LENOVO/HP		370			
MONITORS HP/LENOVO/ACER		355			
ICTS Thin clients		151			
DMPs – TVS/EPSON 136/80 column		43			
Laserjet/Inkjet HP/Canon/Samsung		149			
Laptops		8			
Scanners		27			
LMPs		2			
Total					
Grand Total					

CONFIDENTIALITY CERTIFICATE

It is certified that the Company or any representative of the Company or agents authorized by the Controller/SERVICE PROVIDER will not disclose any information gained by them or their representatives or agents, while interacting with the persons of the CDA or any documents prepared in connection with the project or any documents received by them or any study carried out by them, directly or indirectly to any person or company or institution or press.

Company Seal

Place :

Date :

(Authorized signatory of company)

TENDER CONDITIONS ACCEPTANCE LETTER

(To be given on Company Letter Head)

Date:

To

SUB: ACCEPTANCE OF TERMS & CONDITIONS OF TENDER

Tender Reference No: _____

Name of Tender/Work: _____

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned Tender/Work from the website namely _____ as per your advertisement, given in the above mentioned website(s).
2. I/We hereby certify that I/We have read entire terms and conditions of the tender documents from Page No ____ to ____ (including all documents like annexure(s), schedule(s) etc.,) which form part of the contract agreement and I/We shall abide hereby the terms/conditions/clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organizations too have also been taken into consideration, while submitting the acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/ corrigendum(s) in its totality / entirety.
5. In case any provisions of this tender are found violated, your department/ organization shall be at liberty to reject the tender/bid including the forfeiture of the full said Earnest Money Deposit absolutely and we shall not have any claim/right against deptt in satisfaction of this condition.

Yours Faithfully
(Signature of the Bidder with Official Seal)

Certificate for Payment of Minimum wages

It is certified that wages will be paid to the service engineers as per the minimum wages act. In case of any increase in the minimum wages or VDA during the contract period, it will be borne by us.

Company seal

(signature of Authorized Signatory of company with date)

Place:

Date:

CDA Secunderabad

Sl.No.	Name of the Office	Rank of Officer incharge	Postal Address	Station	State	Tele ^p hone/FAX Nos.
1.	CDA Secunderabad	CDA	No.1 Staff Road, Secunderabad – 500 009	Secunderabad	Telangana	040-27843385, 27847957, 27841676 Fax-27810499
2.	IT&SDC, Secunderabad	CDA	PAO (ORs) AOC Campus, Mornington Road, Trimulghery, AOC Records PO, Secunderabad – 500 015	Secunderabad	Telangana	040-27742553
3.	PAO (ORs) AOC, Secunderabad	ACDA	Mornington Road, Trimulghery, AOC Records PO, Secunderabad – 500 015	Secunderabad	Telangana	040-27740407 Fax-040-27740407
4.	PAO (ORs) EME, Secunderabad	DCDA	Trimulghery PO, Secunderabad – 500 022	Secunderabad	Telangana	040-27792932 Fax-040-27790818
5.	Lao (dad), Hyderabad	SAO/AO	PAO (ORs) AOC Cam ^p us, Mornington Road, Trimulghery, AOC Records PO, Secunderabad – 500 015	Secunderabad	Telangana	040-27740262
6.	LAO (A) Secunderabad	SAO/AO	PAO (ORs) AOC Cam ^p us, Mornington Road, Trimulghery, AOC Records PO, Secunderabad – 500 015	Secunderabad	Telangana	040-27740262
7.	LAO (B) Secunderabad	SAO/AO	PAO (ORs) AOC Cam ^p us, Mornington Road, Trimulghery, AOC Records PO, Secunderabad – 500 015	Secunderabad	Telangana	040-27740262
8.	RAO (MES) Secunderabad	SAO/AO	PAO (ORs) AOC Campus, Mornington Road, Trimulghery, AOC Records PO, Secunderabad – 500 015	Secunderabad	Telangana	040-20074009
9.	AO GE Golconda, Hyderabad	SAO/AO	M.H. Lines, Golconda, Hyderabad – 500 008	Hyderabad	Telangana	040-232513341
10.	AO GE (North) Secunderabad	SAO/AO	35, Allembly Lines, Secunderabad – 500 027	Secunderabad	Telangana	040-27862202
11.	AO GE (South) Secunderabad	SAO/AO	Mudfort, Secunderabad – 500 027	Secunderabad	Telangana	040-27844009

12.	AO GE E & M Secunderabad	SAO/AO	Mudfort, Secunderabad – 500 009	Secunderabad	Telangana	040-27897111
13.	AAO BSO (R & D) Hyderabad	AAO	Kanchan Bagh, Hyderabad – 500 008	Hyderabad	Telangana	040-24342415
14.	AAO BSO (North) Secunderabad	AAO	Trimulghery PO Secunderabad - 500 015	Secunderabad	Telangana	040-27862202
15.	AAO BSO (South) Secunderabad	AAO	Lal Bazar, Trimulghery, Secunderabad 500 015	Secunderabad	Telangana	040-27790277
16.	UA DEO (AP/TS) Secunderabad	SA/Aud	Court Com ^p ound Secunderabad – 500 003	Secunderabd	Telangana	040-27801250, 27706600