

**E-TENDER
FOR
COMPREHENSIVE ANNUAL
MAINTENANCE CONTRACT
OF
COMPUTERS & OTHER PERIPHERALS
AT
NATIONAL SCIENCE CENTRE
DELHI**



**NATIONAL SCIENCE CENTRE
(NATIONAL COUNCIL OF SCIENCE MUSEUMS)
NEAR GATE NO. 2, PRAGATI MAIDAN
NEW DELHI – 110 001**

**NATIONAL SCIENCE CENTRE,
NEAR GATE NO. 2, PRAGATI MAIDAN,
BHAIRON MARG, NEW DELHI-110001**

TENDER No. NSCD/18011/E-Tender – 28 / 2019-20

NOTICE INVITING E-TENDER

On-line Digitally signed E-Tenders are invited in two Bid System from reputed / Experienced / eligible agencies for **Comprehensive Annual Maintenance Service contract of Computers and other peripherals at National Science Centre, Delhi.** Agencies having proven experience in the field may download the tender documents from the Central Public Procurement Portal (CPPP): <http://eprocure.gov.in/eprocure/app>.

Bid Document Published Date	21 st November, 2019 (13:00)
Bid Document Download Start Date	21 st November, 2019 (13:00)
Bid Clarification Start Date	21 st November, 2019 (13:00)
Bid Submission Start Date	21 st November, 2019 (13:00)
Bid Clarification End Date	02 nd December, 2019 (16:00)
Bid Submission End Date	03 rd December, 2019 (14:00)
Technical Bid Opening Date	04 th December, 2019 (15:00)
Financial Bid Opening date	Shall be communicated later on
Earnest Money Deposit	₹11,250/-
Estimated Cost	₹4,50,000/-

The online bid both Technical Bid and Financial Bid, should be uploaded by the due date and time as per the above schedule. The responsibility to ensure the same lies with the bidders. Off-line tenders shall not be accepted and no request in this regard will be entertained whatsoever. **Online Technical Bid will be opened at 15:00 on 04th December 2019 for technical evaluation as well as selection of technically acceptable offers.** In the second stage, the Financial Bids of only the selected and techno-commercially acceptable offers / system / equipment will be opened. Decision of the Centre, regarding selection of eligible and qualified vendors / firms for opening the Financial Bid shall be final and binding on the bidders. Bidders may be present during opening of tenders.

NSC, Delhi reserves the right to accept or reject any or all tenders in full or part without assigning any reason whatsoever. NSCD shall also not be bound to accept merely the lowest tender but the technical suitability, capability and superiority of the equipment / system as well as after sales service including infrastructure to render such service, etc. shall be of prime consideration for selection of the equipment /system.

ELIGIBILITY CRITERIA FOR APPLYING

1. Interested firms/tenderers must have experience of

- Total financial turnover of the firm/ tenderer should be 100 lakhs or more for past two financial years. Necessary papers and tax return acknowledgement received from the Income Tax department may please be attached.
- **3 (Three)** similar completed works costing not less than 40% of estimated cost.
OR
- **2 (Two)** similar completed works each costing not less than 60% of the estimated cost.
OR
- **1 (One)** similar completed work of aggregate cost not less than 80% of the estimated cost.

EVALUATION METHODOLOGY (QCBS)

Evaluation Methodology will have two stages:

Stage 1 – General cum Technical Bid Evaluation

Stage 2 – Financial Bid Evaluation

GENERAL CUM TECHNICAL BID EVALUATION

The evaluation will involve validating the credentials submitted in the format as prescribed in Annexure 'D'. Credentials without valid proof will be invalid and will not be considered for eligibility. NSCD reserves the right to accept or reject proof of credentials at its sole discretion without having to give reasons to the Bidders thereof. The following weightage criteria will be adopted during technical evaluation:

Sl. No.	Evaluation Criteria/Parameter	Max. Score	Bidder's Score
1	Company turnover 100 lakhs per annum	10	
2	Experience - The Agency's experience in the field of similar nature of work: (AMC of computers) Having successfully completed 3 similar projects-100% Having successfully completed 2 similar projects-75% Having successfully completed 1 similar projects-50%	20	
3	Qualification and Work Experience of Resident Engineers	20	
	Total =	50	

EVALUATION OF FINANCIAL BID

- a) The financial bid will be opened for only those bidders who will score minimum of 65% in the technical bid evaluation.
- b) The bidder with the individual lowest financial bid (L1) will be awarded 100% score.
- c) Financial Scores for other than L1 bidders will be evaluated using the following formula:
Financial Score of a Bidder = $\{(\text{Financial Bid of L1} / \text{Financial Bid of the Bidder}) \times 100\}$ %
(Adjusted to two decimal places)
- d) Only fixed price financial bids indicating total price for all the work/services specified in this bid document will be considered.
- e) Details of the taxes and duties levy able on the basic cost to be indicated clearly in the financial bid.

Combined Evaluation of Technical & Financial Bids

- a) The technical and financial scores secured by each bidder will be added using weightage of 50% and 50% respectively to compute a Composite Bid Score.
 - b) The bidder securing the highest Composite Bid Score will be declared as the Best Value Bidder for award of the Project.
- In the event, composite bid scores are “tied”, the bidder securing the highest technical score will be declared as the Best Value Bidder for award of the Project.

C H E C K L I S T

Check list of Tender No. **NSCD/18011/E-Tender – 28 / 2019-20** for “Comprehensive Annual Maintenance Service contract of Computers and other peripherals at National Science Centre, Delhi”

Sl. No.	Description	Yes	No
01	Whether E-Tender uploaded on Central Public Procurement Portal of Govt. of India (i.e. Technical & Commercial) separately.		
02	Whether Tender documents carefully studied & understood.		
03	Whether Tender documents duly signed and stamped on all pages is scanned and uploaded as Part – I of the Tender in central public procurement portal.		
04	Whether Earnest Money of ₹11,250/- submitted by online / vide Demand Draft No. dated..... and Scanned copy of DD uploaded as Part – I of the Tender. Please note that the original DD should be couriered /hand delivered to NSC Delhi / online payment details shall be sent to NSCD before the time of opening Technical Bid.		
05	Whether Declaration regarding Non-relation, duly signed and stamped, and scanned copy of the same uploaded as Part – I of the Tender in central public procurement portal. Annexure-C		
06	Whether Declaration certifying that there is no extra conditions quoted in the Offer Form duly signed and stamped, and scanned copy of the same uploaded as Part – I of the Tender in central public procurement portal. Annexure-C		
07	Did you visit the actual site for execution of the work before submitting the Tender		

Date:

Signature of the Tenderer

Place:

Official Seal

General Information and Instructions

1. The instruction given herein will be strictly binding on the tenderers and deviation, if any will make the tender or tenders liable to be considered invalid. Tenders incorporating additional conditions by the tenderer are liable for rejection.
2. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app> Manual bids shall not be accepted.
3. The instruction given in “Annexure-A” for “Instruction for Online Bid Submission” should be strictly followed during submission of the Bid.
4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. **Validity of Bids:** The Bids should remain valid for 90 days from the date of bid opening.
6. **Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection. Conditional tenders will be rejected. Non-compliance of applicable General Information and Instruction will disqualify the Bid.
7. The tenderers should have Digital Signature Certificate (DSC) for filling up the Bids. The Person signing the tender documents should be authorized for submitting the on line e-tender.
8. The Financial Bid (BOQ) shall be filled in and signed by the authorized signatory online as per Proforma “Annexure-G” available at Central Public Procurement Portal E-Tender system website <http://eprocure.gov.in/eprocure/app>. Off line Financial Bid shall not be accepted.
9. **Tender must be uploaded online in two separate sets on Central Public Procurement Portal. The contents of sets shall be as follows:-**

Set - 1

- i) **Technical (Techno-Commercial) BID duly filled-in and signed with official stamp. (as per Annexure-D)**
- ii) **General Terms & Conditions (as detailed in Annexure-B) duly signed with official stamp as a token of acceptance**
- iii) **Scanned Copy of the current and valid Trade License and Dealership Certificate as applicable.**
- iv) **Scanned Copy of the current and valid Tax Clearance Certificate.**
- v) **The ‘Declaration’ duly signed with official stamp (as detailed in Annexure-C).**
- vi) **The consolidated list of items to be taken up for AMC as detailed in Annexure-E duly signed with official stamp as a token of acceptance for providing services in accordance to the Centre’s Specification.**

Set – 2

The Financial Bid (Annexure-G) i.e. Schedule of Price Bid which is available in the e-procurement portal duly filled in, digitally signed and uploaded online by the bidder.

- 10.** The bidders shall consider the prevailing tax rates while quoting the rates. However, in the event of any changes in the statutory taxes and duties, the rates applicable at the time of payment shall be made by the competent authority of the NSC, Delhi against submission of supporting documentary evidence.
- 11.** Work Order shall be placed in favour of a single agency considering the total cost arrived based upon consolidated BOQ as per **Annexure G**.
- 12.** The authorities of National Science Centre, Delhi who does not bind themselves to accept the lowest tender, reserves the right to reject or accept any or all tenders wholly or partially without assigning and reason whatsoever.

NATIONAL SCIENCE CENTRE
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TENDER No. : NSCD18011/E-Tender- No – 28 / 2019-20

Instructions for Online Bid Submission

1. The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.
2. More information useful for submitting online bids on the CPP Portal may be obtained at <https://eprocure.gov.in/eprocure/app>

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS /e-mail in case there is any corrigendum issued to the tender document.

- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Help desk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates, etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) A standard Price Schedule format (BOQ) has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the Light Blue colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- 4) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

- 5) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys.
- 6) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) Upon the successful and timely submission of bids (i.e after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 8) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1. Any enquiries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal helpdesk. The contact number for the helpdesk is 1800 233 7315.

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TENDER No. : NSCD/18011/E-Tender-No – 28 / 2019-20

GENERAL TERMS & CONDITIONS (GTC) FOR SUBMISSION OF TENDER FOR COMPREHENSIVE ANNUAL MAINTENANCE SERVICE CONTRACT OF COMPUTERS & OTHER PERIPHERALS AT NATIONAL SCIENCE CENTRE, DELHI AS PER CENTRE'S SPECIFICATIONS.

On-line digitally signed E-Tenders are invited, for the work of Comprehensive Annual Maintenance Service Contract for **Computers, Monitors, Printers, Scanners and accessories like Graphics Cards, Sound Cards, Hard Disk, Motherboard, Touchscreen, Keyboards, Speakers, Mouse, Web Cam, Connectors, Touchpad, Cables, and maintenance and upkeep of Windows systems in LAN, etc.,** already existing at National Science Centre, Delhi on contract basis. The service includes preventive maintenance/repair/replacement of accessories included in the systems for which the contract is executed. Consumables and burnt parts will be excluded from this contract. However, parts, **if burnt owing to non-maintenance/improper maintenance of the equipment by the agency**, shall be replaced by the agency free of cost. For parts not covered under AMC, the agency taking up the contract will repair the system and produce separate bill mentioning separate charges for the material and service and the same will be paid on case to case basis. On termination or expiry of the contract, the equipment must be left functioning and no part repaired or installed can be removed or taken away by the firm. Essential conditions of the Tender are as below:

- 1. SUBMISSION OF TENDER:** 'Technical Bid (Part I)', should contain the following documents to establish the Bidder's eligibility to the bid and his qualification to perform the contract if his bid is accepted.
 - a. **EARNEST MONEY :** Bid should be submitted along with the **Earnest Money of ₹11,250/- (Rupees Eleven Thousand Two Hundred Fifty only)** by way of crossed Demand Draft / Pay Order on any commercial banks or payment online by NEFT/RTGS payable in favour of "NATIONAL SCIENCE CENTRE" payable at Delhi (Bank details of NSCD is attached). Earnest Money deposit in the form of Bank Guarantee /Bond or any other instrument shall not be accepted and shall be rejected straightway. Earnest Money deposits in respect of such offers which are not accepted will be returned to the bidders within 30 working days from the date on which the final decision is taken about the source from which the items under tender are to be procured or within 2 (two) months from the date of the opening of the tenders, whichever is earlier. No interest will be paid on the Earnest Money deposited with the Council. Earnest Money deposit in respect of the successful bidders will be retained with the NSCD until entire execution of the order as per terms of the tender. If the successful bidder fails to execute the order strictly as per the NSCD's specification in full or part within the stipulated delivery period of the Letter of Intent, the Earnest Money deposit retained with the NSCD shall be forfeited forthwith after cancellation of the concerned order.
 - b. The issued bid document (excluding BOQ), signed on each page by the authorized signatory of the bidder.

- c. Document(s) establishing that the bidder is having office in Delhi with adequate number of Engineers, spare-parts and infrastructure like telephone, fax, mobile etc.
 - d. Attested copy of the firm's partnership/ proprietorship deed/Memorandum of Association.
 - e. Power of Attorney in favor of the person signing the bid.
 - f. Attested copy of registration certificate of E.P.F, E.S.I. etc. issued from concerned department.
2. The firm should have ISO 20000-1 and ISO 9001:2008 with valid URL at internet.
 3. The firm must have turnover of minimum of ₹100.00 lakhs or above for latest two financial years.
 4. The firm must have the valid TIN/GST/PAN Nos, Registration Certificates.
 5. The firm must have ESIC/EPF registration with last three months returning/challan.
 6. Minimum 5 years of experience in Govt. Organization/Undertaking/PSUs/reputed Pvt. Firms in rendering Comprehensive AMC of Computer Hardware & Networking (**copy of Performance certificate/work orders to be furnished**).
 7. The Agency must have one past contract (executed) and one running contract of minimum 5 lakhs or above in Govt. Organization/Undertaking/PSUs in maintenance of **Computer Hardware** and must have one maintenance contract of any Govt. dept. continuously executed for two years in continuation in last five years.
 8. Resident Service Engineers should be qualified Diploma/ITI in Computer hardware or equivalent and having minimum 03 years of experience in maintenance of computer hardware.
 9. While quoting AMC rates, base rate for individual items per year supported with taxes (GST) etc. shall be specifically mentioned in Financial Bid.

10. FORFEITURE OF EMD:

In case the successful bidder fails to furnish security deposit or fails to submit the required documents at the time of agreement or does not turn up for agreement within the prescribed time limit, the EMD of the bidder shall be forfeited and the tender approval shall be cancelled.

11. PERFORMANCE SECURITY:

The successful bidder will have to deposit the prescribed security (**10% of the cost of work awarded**) in the form of Demand Draft payable to "National Science Centre" payable at Delhi. Earnest money deposited by the successful bidder will automatically be adjusted towards the security deposit. No interest will be payable on earnest money or security in any case. The security deposit shall be payable to NSCD as compensation for any loss resulting from the contractor's failure to complete its obligations under the contract.

The successful bidder will have to sign the contract agreement and furnish the required security deposit within 15 days of the acceptance of the tender.

The security deposit is liable to be forfeited in case the bidder violates the terms and conditions of the agreement in any manner.

The rates shall be inclusive of all taxes, compliance to this shall be responsibility of the bidder. The security deposit will be returned after 3 months of the expiry of AMC period of the last order under the contract, after deducting dues, if any, payable to NSCD. In the event of any breach of any terms and conditions or delay or default, the contract will be terminated and the security deposit will be forfeited by the NSCD. Conditional tenders in modification to the terms and conditions given in this document are liable to be rejected. The computer Hardware that is to be considered under AMC will be in working condition at the time of starting of AMC. The order will be placed to the lowest acceptable bidder.

12. CONTRACT

Validity of the approved rates shall be upto Three years from the date of issuing the Letter of Intent and the contract may be extended beyond the first year by the discretion of the NSCD authorities and subject to satisfactory performance by the agency during the previous year of contract.

If the contractor fails to comply with the terms and conditions of the agreement, NSCD may terminate the agreement upon 30 days written notice to the contractor, specifying any such breach.

The quantum of work mentioned in the NIT is approximate and may be increased or decreased up to 25% of the quantity.

Order for AMC may be placed in phases or in lumpsum.

13. PAYMENT TERMS

Quarterly payment of the AMC value shall be made at the end of the each quarter on presentation of Tax Invoice duly verified to the effect that the Software and Hardware has been maintained and there has been no interruption of service. Preventive maintenance certificate should be enclosed with the Tax Invoice. While submitting the bill the contractor will supply the following information in respect of E.P.F. MISC.Previous Act 1952 and E.P.F. scheme 1952.

- a) List showing the details of Labourers/Employees engaged.
- b) Duration of their engagement.
- c) Amount of wages paid to such labourers/ Employees for the duration in question.
- d) Amount of E.P.F. contributions(by both employees and Employer i.e.Contractor)
- e) Copies of authenticated documents of payment of such contributions to E.P.F. authorities.
- f) A declaration regarding compliance of the condition of EPF Act (to be given by the contractor.) While submitting the bill the contractor will supply following information in respect of ESI Act 1948.This Act is applicable to employees earning monthly wages upto Rs.10,000/- only.

The bill passing authority will check this information submitted by the contractor while checking the bills of the contractors. The contractor will keep the records of the labourers and payment made to them.

The vender has to separately show the “GST” component in the bills.

The contractor shall comply with the provision of the State/Central government rules and regulations under Minimum Wages Act 1948, Contract Labour (Regulations and abolition) Act 1970, Employees Liability Act 1938, Workman’s Compensation Act 1923, Industrial Disputes Act-1947 or any modifications thereof or any other laws relating thereto and rules made thereunder from time to time.

14. SCOPE OF WORK

- a) Comprehensive on-site maintenance, installation, trouble-shooting and restoration of hardware, operating system and software for equipment listed in **Annexure E**. The comprehensive annual maintenance contract (AMC) inclusive of all tasks detailed above shall be initially for a period of one year which may be extended beyond the first year by the discretion of the NSCD authorities.
- b) The contractor shall be responsible for keeping the hardware fully operative by repairing/replacing faulty hardware and reloading concerned software (Windows, MS Office & Antivirus software, any other software and also in case of HDD crash recovery of data is to be done by contractor) in case of any hardware/OS crash or otherwise and solving the software problems in the hardware under AMC, which may occur due to malfunctioning of hardware or otherwise.
- c) During the contract period also, any hardware can be shifted to any location/application within the NSC Premises. It will be the contractor’s responsibility to relocate and maintain the hardware ordered for AMC installed at any location/for any application within the NSCD premises and within the list at **Annexure E**.
- d) The contractor shall help the hardware user in system administration activities and virus checking and cleaning.
- e) Network connectivity of all equipment and nodes should be maintained under the contract. Any failure from hardware or software side should be rectified.
- f) **Contractor shall provide preventive maintenance and check-up once a quarter at every site and furnish a certificate to this effect, signed by the concerned sectional head with the bill for each quarter, and in case of failure, proportionate deductions shall be made from the AMC charges payable to the agency.**
- g) Periodical network connectivity checking with suitable test equipment must be done as and when required.
- h) Periodical installation and maintenance of Operating System, Device Drivers, Application Software, etc. must be done.
- i) Subcontracting of the job will not be allowed.
- j) The AMC will include maintenance and servicing of equipment (**listed in Annexure E**) and replacement of defective parts if any. Parts replaced have to be new equivalent or better in performance. Storage devices, if crashed, shall be replaced by new ones and the old defective device is to be deposited with the department without fail.

- k) The AMC will be awarded on as is and where is basis. No claim for pre-AMC maintenance of computers and peripherals as well as cables/connectors/HUBs/Switches shall be entertained.
- l) **Two well-trained/qualified resident hardware engineers shall be deployed at site by the contractor to resolve the hardware problems between 09:30 a.m. and 06:00 p.m. on all working days (i.e. from Monday to Friday). Out of the above, one Engineer shall be deployed at site on all holidays (except Holi & Diwali) including Saturday & Sunday.** No additional amount will be paid for the duty performed on holidays. The engineers deputed by the contractor is to be approved by the National Science Centre, Delhi (NSCD). **In case NSCD finds any of the engineers to be unacceptable, he/she is to be replaced following a written advisory from NSC authorities. Once an Engineer is deputed with due approval of the NSC, he/she cannot be changed and replaced by the contractor without the permission of the NSC.** In the event of such unauthorized and un-called for changes, NSCD reserves the right to prematurely terminate the contract without any notice and in case of such termination security deposit of the contractor will be forfeited.
- m) In case any fault is not rectified by the resident technicians, the contractor shall have to attend and rectify the fault within 24 hours of log booking (by computer cell or user). Fault may be booked telephonically by any supervisor or officer of the NSCD computer section.
- n) **Before taking the hardware under this agreement inspection will be carried out by the vendor in presence of NSC representative.** No excuse towards neglecting the maintenance showing non-awareness of costly internal components or location of the equipment or the age and condition of the listed equipment after the acceptance of the contract will be entertained and due penalty clauses will be applied in such events of default.
- o) Transportation and safety of hardware from NSCD site to repair Centre and vice versa shall be sole responsibility of contractor.
- p) The obsolescence of components shall not be taken as an excuse for declaring faulty hardware Repair Not Possible (RNP). In case it becomes impossible to maintain the hardware due to obsolescence of the technology, the contractor, in order to maintain further, shall suitably upgrade them without any extra charge.
- q) The decision of Curator (Computer) or Technical Officer (Computer) shall be final on the functional acceptability of the repaired hardware.
- r) Components used by the contractor will be from the sources, which are well established and are passed through strict inward goods inspection.
- s) Repair of the hardware shall be done by contractor only in no case repairing through subcontractors will be acceptable. If it is found that sub-contractors are employed for the repair of hardware than this contract may be rescinded.
- t) All hardware items of the systems in **Annexure E** including Printer heads, Teflon, DMP ribbons and Printer Image Drum shall be covered under AMC except Toner /cartridges, plastic parts and other consumables.
- u) Contractor need to maintain a JOB CARD towards the Servicing/Maintenance of the equipment and get it signed by office authorities (HOD/TO (Computer)/TA (Computer) after rectification of complaint/Job. For machines / spares going out for maintenance service report has to be prepared by the Service Engineer countersigned by official of NSC, Delhi.

The copy of the JOB CARD & Service Reports must be attached along with the Quarterly bill for the necessary payment.

- v) After the end of contract, hardware will be made over by the contractor to NSCD representative in same condition as at the time of entering into the agreement. No faulty hardware other than the joint list prepared at the time of commencement of the contract will be accepted by NSCD.

15. PENALTY CLAUSE

Delay without satisfactory justification will be calculated from the date and time of reporting the fault to the contractor. In case of delay in rectification of the fault beyond 48 hours, a penalty of ₹100/- per day per fault on computer, display, touch-screen, monitor, printer and ₹300/- per day on Workstations will be levied.

In case of delay in rectification of the fault beyond 7 days, the penalty of ₹200/- per day per fault and on Workstations a penalty of ₹500/- per day per fault will be levied. In such an event, NSCD may get the faults rectified by third party and such cost of repairs shall have to be borne by the contractor, in addition to the penalty. In case contractor fails to pay the penalty and/or cost of the repairs (by third party) it shall be deducted from the security deposit/bill. The total penalty during the period of AMC, in each order, under this contract, shall not be more than 10% of the concerned order value. More than one half of a day shall be treated as a day.

16. DELAYS IN CONTRACTOR'S PERFORMANCE

Delay by the Contractor in the performance of its contractual obligations regarding performance of services shall render the Contractor liable to any or all of the following sanctions:

- a) Penalty/cost of repairs as per Clause 15 above.
- b) Forfeiture of its Security Deposit
- c) Termination of the contract for default. The termination of the contract for default shall be at risk and responsibility of the contractor.

17. The Agency must have an office / repair workshop in Delhi / NCR.

NATIONAL SCIENCE CENTRE
(National Council of Science Museums)
Bharion Road, Near Gate No. 2, Pragati Maidan,
New Delhi-110001

TENDER No. : NSCD/18011/e-Tender No – 28 / 2019-20

DECLARATION- I

We do hereby accept the “General Terms & Conditions” as provided by the National Science Centre along with the Tender documents for Comprehensive Annual Maintenance Service contract of Computers and other peripherals at National Science Centre, Delhi and also under take to execute the job strictly as per the technical specifications of National Science Centre as provided along with the tender documents, in the event of placement of any order on us. The Centre shall be at liberty to cancel the order in full or in part the event of failure of any of the above declaration made by us.

Signature of the Bidder / Constituted Attorney.

DECLARATION - II

This is to certify that I/We have no close relative as an employee of the National Council of Science Museums (close relatives means: Father, Mother, Brother, Sister, Son, Daughter and Spouse) nor any such close relatives are associated with us as proprietor/partner/share holder/ director and like.

Signature of the tenderer
Address :

Official seal with date

NATIONAL SCIENCE CENTRE
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TENDER No. : NSCD/18011/E-Tender No – 28 / 2019-20

TECHNICAL (Techno-Commercial) BID

Notes: **ALL PARTICULARS / INFORMATIONS SHOULD BE GIVEN IN THE FOLLOWING FORMAT WITH COMPLETE DETAILS.**

1. Full Name of the bidder :
2. Address :
3. Telephones/Fax numbers/Email :
4. Whether proprietary/partnership/company :
(documents to be enclosed)
5. Name(s) of proprietor/partners/All directors:
6. Name(s) and particulars of collaborators, :
(If any, and type of collaboration with
documentary evidence)
7. Address of works/Lab :
8.

<u>No. of employees</u>	Types of employees	<u>Number</u>
	i) Service Engineers / Computer Professionals	
	ii) Others	

9. i) PAN No.

ii) TIN No

iii) GST Regn.No.

(Documents should be enclosed)

10. EPP / ESI No.

(Documents should be enclosed)

I/We hereby declare that the above statements are true. I/We also declare that the decision of National Science Centre regarding selection of eligible firms for opening of Financial Bid (Part-II) shall be final and binding on me/us.

Dated

Official Seal

**Signature of the
Tenderer/Constituted Attorney**

Consolidated list of equipments for CAMC			
Sl.No	Item	Specifications	Qty.
1	Computer Systems with Kbd & Mouse	Core2Duo/Pentium 4/ Intel Pentium i3/i5/i7 with 512MB-4 GB RAM, 40GB-1TB HDD, DVD RW	127
2	Workstation with Keyboard & Mouse	Assembled / Xeon processor, 8-56 GB RAM, 1-12 TB HDD	24
3	Laptop	Intel Atom/i3/i5/i7 with 2-8 GB RAM, 32MB-1TB HDD	5
4	All-in-One-PC	Dell Inspiron 2310, Dell Inspiron 5348	9
5	Intel NUC	Intel i5, 32GB RAM, 128GB SSD, Dual Display Port	33
6	47" Large Format Display	L47LS33A-5DC	6
7	Digital Signage	Samsung LH32HBTLCB/XL	1
8	Graphic Card	Nvidia G4 GTX 1050 Ti, Nvidia Quadro K600, Nvidia Quadro K2200, Nvidia NVS290, Nvidia K620, AMD Firepro W7000, Nvidia GT220, Nvidia NVS 315, Nvidia 450, Nvidia NVS 290, AMD Radeon HD 7700, Nvidia NVS 510, Nvidia 280	33
9	Sound Card	Asus and Creative	9
10	PC-Stick	Intel Atom	8
11	LED/LCD Monitor	17", 18.5", 19", 20", 21", 23", 24", 26", 27"	130
12	Touch Screen Monitor (Capacitive/ IR)	15", 17", 19", 20", 21.5"	60
13	Large Touch Screen (IR)	65", 7ft, 11ft	3
14	Wacom System	DTU-1631A/G0-C	1
15	Printer	Mono Laserjet, Color Laserjet, Deskjet, Dot Matrix	21
16	Printer	Thermal Printer (Epson TM-T82)	2
17	Flatbed Scanner	A3 and A4 size flatbed scanner	5
18	Plotter	HP Designjet 500 plus (42" plotter)	1
19	Touch Pad	Logitech T650 & wirelss touchpad	40
20	Sound System with Amp. & Speakers	Harmon & Kardon (with Amp), LG, Yamaha	7
21	Speaker 2.1	Creative	21
22	Speaker 5.1	Creative	3
23	Webcam	Logitech VGA, Logitech HD, Logitech C920, Microsoft, Logitech Brio 4K	13
24	Network I/O Port	Dlink, Crabtree	95
25	Network Switch (8/16/24 port)/ 8port PoE Switch	Netgear, Dlink, TPLink	21
26	Network Wireless Router	Netgear, Dlink, TPLink	13
27	Network Modem	Cisco	3

BANK DETAILS OF NATIONAL SCIENCE CENTRE, DELHI

Name of the Account Holder	NATIONAL SCIENCE CENTRE, DELHI
Account No.	2417101004100
Bank Name	CANARA BANK
Bank Address	6, Bhagwan Das Road, New Delhi
IFSC Code	CNRB0002417
MICR Code	110015045
Type of Account	Saving Account
Branch Code	2417
GST No.	07AAAAN2541C1Z5